



THE
RESOLUTION
CENTRE

Organisational Behaviour
DISPUTE PREVENTION & RESOLUTION
Change Management
REPRESENTATIVE NEGOTIATION
Offering our professional clientele a means to
reach agreement and mitigate potential disputes

NEWSLETTER

FIRST QUARTER 2006



Welcome

We are very excited to advise you that our new office is now open in Queensland. It is located at:

**8th Floor, Northpoint
North Quay
BRISBANE 4000**

Our mediation rooms have a lovely view of the river and we are situated in walking proximity to the Queensland Law Courts.

Our focus for 2006 is continuing our advancement as leaders in both complaint management systems and conflict resolution for business and workplace. As you are aware, our industry focus is broad for workplace and employment related conflict however complaint resolution for customers and suppliers remains segmented at *insurance, finance, health & rehabilitation, telecommunications and retail.*

We look forward to understanding your business a little more this year and assisting you to resolve business and workplace complaints and conflict.



NEWS



Brisbane Office Reception and Mediation Room

THE RESOLUTION CENTRE OPENS ITS DOORS IN BRISBANE

The new Brisbane mediation centre will now act as our corporate head office and is located at 8th Floor, Northpoint, North Quay Brisbane 4000.

Our services will remain consistent in other states with use of rooms at The Magistrates Court, Membership Bodies or our offices.

Customers can contact us for the cost of a local call from anywhere in Australia.

The new toll free number is 1300 554 381.

MEDIATION AS A COMPONENT OF WORKPLACE REHABILITATION

Often conflict arises as a result of individuals returning to work from long absences or illness can occur in the workplace as a result of conflict and politics.

Employees and rehabilitation providers can prevent injury claims escalating or psychological claims occurring by effectively managing disputes and negative discussion.

Weighing up the costs of mediation (average \$1625.00) in the workplace versus lost productivity and potential claims is a sensible management calculation of reward versus risk.

More information at www.resolutioncentre.com.au



EXTREME NEGOTIATION! SEMINAR



MAKING, MANAGING & MENDING BUSINESS AGREEMENTS

Of the 161 delegates attending the November 2005 seminar at The Hilton, Sydney over 98% rated the program value for time and effort and 96% rated the program value for money.

Responses to our evaluation form included comments such as:

- "enjoyed the conference immensely",
- "excellent program"
- "will do something similar each year"
- "well worth my time in attending, the diversity of the program was its strength"
- "overall - excellent!"
- "overall - a fantastic conference, congratulations!"

Particular thanks goes to The Hon. Tim Fischer; Former Deputy Prime Minister, George Negus; SBS Dateline Presenter and Mr Michael Klug; Partner, Clayton Utz who received wide acclaim for their participation.



OUR BUSINESS MISSION

To be recognised as the leading practice of complaint management, organisational behaviour and conflict resolution to professionals and commercial entities within Australia