



**Victorian
Association for
Dispute
Resolution Inc**



**THURSDAY
16 April 2015**

Venue: Coopers Inn
Corner Exhibition &
Little Lonsdale Streets,
Melbourne.

Time: 5:30pm–6.00pm
Socialising
Drinks at bar prices
Finger food provided

Presentation: 6:00pm–7:30pm

Cost: No charge
VADR & VARJ members
\$20 Non-members
VADR Membership \$85 p.a.
Enquiries: admin@vadr.asn.au

RSVP: by Monday 13 April 2015
admin@vadr.asn.au

Book early to ensure a place

**MURRAY BICKERDIKE
ANNA CHAPMAN
ZANDY FELL
DAVID MOORE**

more

***Responding ↑ effectively to
workplace grievance &
other symptoms of stress***

Psychological injury claims make up about 10% of all Australian workers compensation claims but consume around a third of the compensation budget, mainly due to long recovery times. And while physical injury claims are reducing, psychological injury claims are not. In fact, organisational responses often generate more grievance and trauma, exacerbating the depression, anxiety and post-traumatic stress associated with work conditions. Common concerns involve workload, job control, and job security.

Professionals working with organisations frequently see the consequences of inaccurate analysis of workplace stressors, and inappropriate interventions. Our expert panel discusses how workplace stress can both be handled more effectively in the short-term, and be reduced over time through more effective decision-making and dispute resolution.

THE PANEL

An investigator, a mediator-trainer, & a labour relations expert, all interested in an experience and evidence-based approach to better policy and practice.

(Please see page 2 for panellists' details)

THE PANEL

MURRAY BICKERDIKE

Murray Bickerdike has been involved in workplace investigation and conflict resolution for 30 years, and has conducted thousands of investigations for public and private sector employers, law firms and insurers. His qualifications cover law, OH&S, security, fraud investigation, risk, training and mediation. As an employer, Murray has first-hand experience training investigators and addressing concerns or complaints about staff performance or behaviour. As President of the primary professional association for investigators (AISP) for a number of years, he has been actively involved in improving professional investigator standards. Murray also works as a nationally accredited mediator, assisting employers to respond more effectively to conflict.

ANNA CHAPMAN

Dr Anna Chapman is an Associate Professor in the Melbourne Law School, which she joined after a period of practice. Her research focuses on employment law, particularly minimum standards, entitlements and working hours, general protections, unfair dismissal and discrimination law. Anna is a past Editor of the Australian Journal of Labour Law, a Co-Director of the Law School's Centre for Employment and Labour Relations Law, and a Program Director, MLM Employment and Labour Relations Law. Her ARC Discovery Grant project 'Reshaping Employment Discrimination Law: Towards Substantive Equality at Work?' has focused on the reshaping of Australian industrial law since the 2009 Fair Work Act.

ZANDY FELL

Zandy is an Employee Relations Consultant with expertise in workplace conflict management. She is passionate about supporting others prepare for & participate in difficult conversations. She is a highly competent conflict coach, facilitator, mediator, investigator and employee relations specialist. Zandy has a Law and an Arts degree from Monash University and later completed a Graduate Diploma in HR. She is a nationally Accredited Mediator (IAMA), Workplace Conferencing Facilitator and has a Certificate IV in Business and Personal Coaching (International Coach Federation Approved), a Certificate IV in Workplace Training and Assessment as well as a Mental Health First Aid Certificate and a Risk Assessment and Management Certificate. Zandy is a guest lecturer in Monash University's MBA program, and instructs with CMA Learning in their Harvard "Getting to Yes" and "Difficult Conversations" courses.

DAVID MOORE (Facilitator)

David's work supports individuals and organisations to change adaptively and communicate constructively. Much of this work has been done as Principal Consultant with Sydney-based *Primed Change Consulting*. Since returning to Melbourne in 2005, David has also consulted independently, and been a founding committee member of the Victorian Association for Restorative Justice, of which he is currently President. He is also an Associate at La Trobe Law School, and a Principal Consultant to the Defence Abuse Response Taskforce.