

# 5-Day NVC Mediation Training, Conflict - A Helping Hand with Liv Larsson (from Sweden).

Wed 27th to Sun 31st August 2025 - Sunshine Coast



We are delighted to announce that **Liv Larsson** (pictured), international mediator, author of over 20 communication and mediation books, and Certified Trainer with the Centre for Nonviolent Communication (CNVC) has agreed to come to Australia and offer her 5-Day Mediation Training to the Australian community.

Liv mediates internationally and has worked with mediators in Europe, Asia, the Middle East and Australia. In her mediation trainings, Liv brings an emphasis on creating connection, building trust and the importance of working with shame and vulnerability – crucial factors in the success of any mediation. We are excited to be sharing this training with the Australian Community.

## About this Training

### The opportunity

These 5 days will provide a unique opportunity to learn skills that facilitate dialogue, explore and resolve in-depth conflict, and demonstrate how you can handle the challenges that conflict brings. It is a chance to study with a highly experienced international mediator who bases her work in Nonviolent Communication.

### Mediation Focused on Connection and Needs

When we focus on the solutions of a conflict, it often leads to stronger positioning by the parties of the conflict. Mediation based on Nonviolent Communication (NVC) focuses on creating connection first, and trusts that when the parties are connected, they will find solutions that work for them. By focusing on the needs that are not met, it creates the necessary space for new solutions to arise from the grounding and understanding of compassionate connection.

The focus on listening to a person's needs in a conflict is something a mediator can practice and learn. It is not just based on intuition or empathy, but also on creating a frame-work for understanding between the parties.

### "Hands on training"

Mediation can be seen as a way to lend a helping hand; to lend the conflicting parties your own communication skills. It is not "taking over" the conflict, but it is a way to support the parties in dealing with tough dilemmas, helping them find their own solution.

In this intensive "hands-on training" you will have a lot of opportunity to learn, experience and practice acting as a third party in formal and informal mediation environments. You will have the opportunity to test your

communication skills, identifying areas where you need to practice, gain clarity or grow empathy.

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## Who this training is for

This training is for experienced mediators, people who resolve conflict within teams, anyone who informally wants to support understanding between humans, and those who want to deepen their NVC skills.

### **NB: For Those who have Completed Liv's Extended Mediation Trainings:**

This training is designed for both those who are new to Mediation with Liv and also for those who have completed Level One Mediation Training (6 months or 5 days) with Liv Larsson. For these people there will be a concurrently running training specifically for level 2 Mediation.

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## Training Overview (may vary according to group needs)

Each day will contain a combination of theory, Q&A, skills training in rotating triads, simulations in small groups, self-care for the mediator, and exploring the inner work of the mediator.

### **Day 1**

Session 1: Introduction (to the group, place, and mediation practice). What is conflict and how to deal with it. Mediators toolbox. Following the flow. Form-clarity-intention. Informal mediation.

Session 2: Small group work. The Importance of mediator self-care. (How to build empathy support.)

Session 3: Mediation game. Getting to strategy. Practice. How to form a solution.

### **Day 2**

Session 1: Deepening mediation practice. How to start a formal mediation. Contracts for mediation. Clarity – key differentiations.

Session 2: Mediator's self-care. Dealing with our own judgments, self-doubt and enemy-images.

Session 3: Mediation practice with focus on how to build trust on all levels.

### **Day 3**

Session 1: Intention of the mediation. Shame, vulnerability and conflict.

Session 2. Mediator's self-care. Handling shame as a mediator.

Session 3. Variations. Mediating challenging situations. Continue integrating shame awareness.

### **Day 4**

Session 1: Shuttle mediation. Mediation in pairs.

Session 2: Mediation with parties that do not want to meet, have too much shame to meet or find it hard to build trust; work places, relatives/family etc.

Session 3: Common reflection and learnings. Feedback loops for everyone to get something to grow in. Empathy work.

## **Day 5**

Session 1. Mediation practice. Building strength in the challenges.

Session 2. Mediator's self-care. Empathy and building inner trust.

Session 3. Questions. How to keep the practice going. Next steps.

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## **Requirements for this Training**

We would like you to have attended the equivalent of a 2-Day NVC Foundation Training prior to attending this event. If you want to take part in the training without the above requested training (maybe you work as a mediator or another reason) please contact Shari [shari@communicationgroup.com.au](mailto:shari@communicationgroup.com.au) - before applying, so we can decide together.

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## **Preparation for Mediation Training**

We suggest you read the book 'A Helping Hand, Mediation with Nonviolent Communication' by Liv Larsson. There will also be some assignments before the training as preparation.

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## **About Liv Larsson the Trainer**



Liv Larsson is a Certified Trainer with Center for Nonviolent Communication since 2002. She has worked as a coach, mediator and workshop leader since 1992. She has written over 20 books on the themes of Communication, Mediation, and Nonviolent Communication. Some titles include Anger Guilt and Shame - Reclaiming Power and Choice, A Helping Hand- Mediation with Nonviolent Communication and Cracking the NVC Code. (All 3 of these will help you prepare for this mediation training.)

Liv lives in the north of Sweden. Her mediation contracts include working with mining companies as well as the Swedish Forest Stewardess Council where she has mediated between the Same (the indigenous group of Sweden) and the country's biggest forest companies.

Liv has been sharing her special way of teaching mediation skills internationally, and with many different groups - from UN mediators to social workers and parents and has been leading mediation trainings in Australia, Europe, the Middle East and Asia.

Her passions are cross-country skiing, hiking, swimming, yoga, nature, her son, writing and connecting with people.

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## Investment

All prices are **GST inclusive**

	Date the Deposit Is Due ( <b>\$500</b> )	Individual
Super early-bird	30 April '25	<b>\$ 2450</b>
Early bird	30 June '25	<b>\$ 2650</b>
Full rate	-	<b>\$ 2850</b>

Full Amount is due at least one month prior to the event.

### Scholarships:

It is our intention to make this training accessible and so there are a limited number of partial scholarships available. Please email Shari on [shari@communicationgroup.com.au](mailto:shari@communicationgroup.com.au) and we will forward you the scholarship outline and application form.

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## Venue, Times and Accommodation

The venue is at Alexandra Headland on the Sunshine Coast, 15 min drive from Maroochydore Airport. It commences on Wednesday 27th until Sunday 31st August 9.30am to 6.00pm each day.

There is accommodation nearby through AirBnB and we will create a Facebook page to connect those participating (to share travel & accommodation).

## To Register

Go to [www.communicationgroup.com.au](http://www.communicationgroup.com.au):

- Register by entering your details against the Living NVC Training – Pay via paypal or after filling your details, abandon the cart and pay by bank deposit (Communication Group, BSB 633000, Acct No 211 735 451 Ref Your Name).
- A \$500 non-refundable deposit is paid to secure your place in the training .
- To receive early bird rates, deposit must be received within the date specified.
- The remainder of the payment is **due one month prior** to the training commencing. (unless discussed with Shari prior). People on wait lists will then be notified.
- Note: Deposits are non refundable.

If an organisation is paying for the training, full payment is payable (not deposit) to secure place. Please request an invoice if required. To benefit from early bird rates, full payment must be received prior to the end of the EB date. Contact [shari@communicationgroup.com.au](mailto:shari@communicationgroup.com.au) for any additional information.

**Wait List:** This training is limited in numbers and once it is full we will have a wait list.

## For more Information

If you require additional information, please email:

Shari Elle on [shari@communicationgroup.com.au](mailto:shari@communicationgroup.com.au) or phone on +61 412 233 955.

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## Additional Information about this Training

### How Does Liv's Mediation Approach Vary from other Mediation Training?

In addition to her extensive experience and wisdom, Liv brings to her mediation training 3 additional differentiations to her mediation approach. Not only do these create better outcomes for participants, but they also contribute to ease and joy for the mediator.

#### Approach 1: Nonviolent Communication to support the Mediation Process

Focusing on solutions to a conflict often leads to even stronger positioning. So mediation based on Nonviolent Communication (NVC) focuses instead on connection, trusting that when the parties are connected they will find solutions that works for them. The basis for compassionate connection in NVC is a focus on needs. By focusing on needs in mediation we create the necessary space for new solutions to arise.

NVC is a very practical skill that a mediator can practice and learn. It is not only based on intuition or empathy, but also creates a framework to support understanding between the parties.

#### Approach 2: Shame/Vulnerability

Liv works extensively with the approach of transforming cultural shame to natural vulnerability. Breaches of trust are often a major factor contributing to the conflict in mediation, so shame often shows up during conflicts. When breaches of trust have happened, it is crucial for a mediator to know how to handle shame.

Most participants in mediation attempt to avoid shame, using strategies that don't support mediation or conflict resolution. They avoid engagement, brace themselves, become insensitive, get angry or take all the blame themselves. These reactions do not support good mediation outcomes so mediators must be able to work with shame.

Shame is also contagious so a mediator mediating a conflict where there is a lot of shame, needs to know how to handle their own shame as well.

#### Approach 3 – Maintaining Trust

During the training we will also keep an eye on the issue of trust. It is fundamental for a mediator to be able to gain and create trust. Trust is connected with intention and integrity but also with competence and results. For a solution to be successful it needs to take all levels of trust into consideration.



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