



**Victorian
Association for
Dispute
Resolution Inc**

President: Deborah Macfarlane

Secretary: Anthony Grimes

Email: admin@vadr.asn.au

MONDAY

27 NOVEMBER 2017

Venue: Coopers Inn
Cnr Exhibition & Little
Lonsdale Streets
Melbourne

Time: 5:45pm–6:15pm
Registration/socialising

Drinks at bar prices
Finger food provided

Presentation: 6:15pm–7:15 pm

Cost: No charge VADR members
\$25 Non-members
Membership \$85 pa
\$42.50 half yearly
Enquiries: admin@vadr.asn.au

RSVP: by Friday 24 November 2017
admin@vadr.asn.au

Book early to ensure a place

NICOLE CULLEN

The Role of Humour in Mediation

Mediation provides a serious forum for the resolution of challenging issues between disputing parties. It's no laughing matter. Or can it be? In this contagiously humorous presentation, Nicole will reflect on funny moments that have arisen in mediations over her two decades of practice and the appropriateness or otherwise of her response. Covering topics such as the mediator's opening statement, the role of the mediator, challenges with support people and managing high-conflict personalities, this presentation promises insights that will hopefully be forgotten by the end of the session. Nicole's presentation will flirt with neurology, psychology, sociology and physiology, in no particular order.

Nicole Cullen has a very serious background as a commercial litigation lawyer. Armed only with a wardrobe of dark-grey suits, she progressed from a medium-sized law firm to one of the big four firms, where she managed large-scale litigation cases and learnt how to apply numbers consecutively to documents. From there, the excitement grew as she worked as a lawyer for a bank (described by many as a 'double whammy'). Nicole was then coerced into managing a 'hornet's nest' complaints resolution scheme in the finance sector, where she became adept at responding to media enquiries. From there, she plodded through five years as Deputy Chairperson of a federal tribunal. Having tried just about every other alternative, Nicole ultimately established her own consulting practice, *Cullaborate*. Finally answerable to no-one but herself, she realised that humour was something to rejoice about and embrace rather than to hide from. Artfully finding the light side of a situation is a craft Nicole believes can be properly applied in mediation.