



negocio resolutions

TRAINING AND COACHING SERVICES

Negocio Resolutions provide world renowned training services tailored for business, government and the not for profit sector.

Our capacity building services – including training, teaching, coaching and consulting - support organisations to achieve quick and effective solutions.

Conflict is not in itself bad. If the workplace learns from conflict, business becomes stronger, not weaker. Our goal is to empower and facilitate stakeholders to develop their own solutions and make their own decisions.

Our experienced Trainers, Steve Lancken and Zeynep Selcuk, are committed to you acquiring the skills needed to keep your business, department or organisation effective. We support positive workplaces.



Steve Lancken

BA LLB, MPACS
Acc. Spec. Mediation &
Commercial Litigation

SKILLS WORKSHOPS

Negocio provide training courses and workshops, open and in house. All of our workshops are experiential and allow hands on, practical and immediately applicable skills development. Some examples include:

- Negotiation workshops (1-3 days);
- Dealing with difficult behaviours and people;
- Communication;
- 5 Day Mediation (leading to accreditation);
- Managing workplace conflict;
- Specific issues relating to conflict such as ethics, governance and workplace conflict management.

Past clients include corporations (such as banks, insurers, Boards of Directors and SMEs), global law firms, not-for-profits/charities, and



Zeynep Selcuk

MArts (with Distinction)
JD (with Distinction)

OUR EXPERIENCE

Over thirty years' experience in litigation, mediation and arbitration has given Steve Lancken a unique set of skills and insights into the world of conflict. Steve has become an internationally regarded practitioner, trainer and commentator in all areas of dispute resolution and conflict management.

Steve began mediating in 1990, and in 1999 left senior partnership in a commercial firm to pursue a conflict management career. He has worked full-time in conflict management and alternative dispute resolution since 1999, most recently as Principal of Negocio Resolutions (NR). The business of NR focuses on mediation, facilitation, arbitration and corporate training.

Steve is also well-known for his seminars, including those delivered at College of Law, Law Society, Legalwise and in-house training for Law firms and organisations. He speaks and teaches at international conferences and events. Steve is a Visiting Scholar at the University of Sydney where he teaches 'Conflict in Organisations' and a lecturer at the University of Technology Sydney (UTS).

Steve writes about ADR issues for The Australian, the Law Society Journal, Lawyers Weekly and academic journals and newsletters. In 2015 Steve received a Practitioner Award for contribution to the professional development of others in dispute resolution.

Zeynep Selcuk is a lawyer, mediator and educator specialising in alternative dispute resolution and negotiation. With 20 years of professional experience in the legal, government, film and not-for-profit sectors Zeynep brings a broad perspective to her work. She has degrees in Law and International Development from UNSW and has studied Management at UTS.

TRAINEE TESTIMONIALS

"Steve has a very engaging manner – I felt everyone was a valued part of the group. The information was very interesting and well-thought out, also well-adapted to the various people doing the course."

"I have already been putting some concepts from the course into action - talking to other managers about where our culture or structures might be preventing people from reaching their potential."

"Experienced trainer with useful real world insights."

TRAINING CLIENTS

Australian Government
Solicitors

Australia Post

Australian Graduate School of
Management

AMP

ATO

Cancer Institute

Council of Australian
University Librarians

College of Law

Department of Defence

Department of Planning &
Environment

Sydney University

FACS

GPT Group

Law Society of NSW

Legal Aid NSW

Medical Indemnity Industry
Association of Australia

National and State Libraries
Australia

Scouts NSW

Sigma

University of Technology
Sydney

Westfarmers

Westpac