

Stephen Lancken

BA LLB and MPACS



Mediator/Arbitrator/Conflict Management Consultant

**Accredited Specialist in Commercial Litigation and Mediation;
NMAS Accredited Mediator; and Graded Arbitrator**

Stephen Lancken is an internationally regarded mediator, trainer, coach and commentator about dispute resolution. Having practised at Partner level in Commercial Litigation and as the Managing Director of Negocio Resolutions, Steve has accrued over thirty years of experience in litigation, mediation and arbitration, endowing him with a unique set of skills and insights into dispute resolution.

Steve has mediated over 2,000 disputes in areas as diverse as health, insurance, banking, property, building, native title, sports, wills and estates, leases, rural issues, farm debt, industrial relations, workplace conflicts and professional indemnity. He is equally comfortable mediating extremely complex legal issues and difficult relationship conflicts.

Steve also teaches “Conflict in Organisations” for the Centre of Peace and Conflict Studies at Sydney University, and regularly facilitates public meetings, retreats, planning & strategy events, and roundtables.

Solicitor:

- 1982 Supreme Court of New South Wales
- 1985 High Court of Australia
- 1995 Supreme Court of Queensland
- Accredited Specialist Commercial Litigation and Mediation

Areas of Specialisation:

- Mediation and Conciliation
- Alternative Dispute Resolution
- Community Consultation and Public Meetings
- Roundtable meetings
- Facilitation
- Arbitration
- Commercial Litigation
- Insurance
- Business Disputes
- Workplace Disputes
- Not-for-Profit Disputes
- Assessment of Legal Costs
- Training, coaching and teaching of negotiation, mediation and having difficult conversations

Accreditations

- Specialist Accreditation: Commercial Litigation and Mediation (Law Society of NSW)
- Accredited Mediator (National Mediator Accreditation System)
- Graded Arbitrator
- Registered Mediator (ACT Mediation Act)
- Mediator Pursuant to rule 1177 of the Court Procedures Rules 2006 (ACT)
- Accredited Mediator (Supreme Court of NSW, District Court of NSW, LEADR, Retail Tenancy Unit, Dust Diseases Tribunal NSW, and Farm Debt NSW)
- Workers Compensation Commission Mediator
- Mediator Panellist for the Australian Centre for International Commercial Arbitration, Australian Commercial Disputes Centre, Hong Kong International Arbitration Centre and Kuala Lumpur Regional Centre for Arbitration



negocio resolutions

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Steve Lancken Conflict Management Pty Ltd - ABN 21 158 098 554 - trading as Negocio Resolutions

Detailed Professional History

Steve began his dispute resolution career as a litigation lawyer in Sydney in 1981 at Owen Hodge Lawyers and practiced in Commercial Litigation, Banking and Finance, Aviation, Insurance, Professional Indemnity, Industrial Relations, and Workplace and Employment Law, including workplace behaviour and Personal Injury Law.

In the 1990s Steve began to specialise in the negotiation and mediation of disputes that had found their way into litigation; and other forms of alternative dispute resolution (ADR). Steve studied ADR at the University of Sydney, The Australian Commercial Disputes Centre, LEADR and The Trillium Group. He worked as a mediator in the Supreme Court, the Land and Environment Court, District Court, Local Courts, Health Care Complaints Commission, and Workers Compensation Commission of NSW. Steve is also a Costs Assessor appointed by the Chief Justice of New South Wales.

Steve left the practice of law as a solicitor in 1999 to focus on ADR, and became a Principal at the Trillium Group, an international dispute resolution firm. Steve is now the Managing Director of Negocio Resolutions, a Canberra and Sydney based ADR service provider, which offers a holistic conflict management service, specialising in resolving conflicts through facilitation, mediation, negotiation and consulting and advising on ways to avoid and manage conflict positively, such as training, coaching, facilitation, and capacity building.

Steve has since conducted over 2,000 mediations, conciliations and other ADR processes.

From 2008 to 2013 Steve was honoured to be a Council member of the National Alternative Dispute Resolution Advisory Council (NADRAC) appointed by the Attorney General of Australia, the Honourable Robert McClelland MP.

Teacher, Trainer, Coach and Consultant

Steve is recognised as a leader in the ADR industry and regularly contributes to the public discourse about ADR through his thought-provoking pieces, found in publications such as The Australian, the Law Society Journal, Lawyers Weekly and academic journals and newsletters. His knowledge and skill has lead him to teach, train and coach mediation, negotiation, communication, and conflict management. Steve is a Visiting Scholar at the University of Sydney where he teaches 'Conflict in Organisations'. Steve is also well-known for his seminars 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.

Clients

Steve has worked for many large and small Australian businesses, government bodies such as the Federal and State Attorneys-General, and non-government organisations and charities. Steve has also worked as a mediator for the clients of every major Australian Law Firm and in Asia, the Middle East, Africa and North America. As well as **almost all of Australia's top 35 Law Firms**¹, clients have included:

- ASIC
- NSW Treasury
- APRA
- National Native Title Tribunal
- Supreme Court NSW
- Australia Post
- St George Bank
- GPT Limited
- Salvation Army
- Catholic Church Insurance
- Avant Medical Insurance
- Pacific Brands
- Ergon Energy
- Administrative Appeals Tribunal
- GIO Insurance
- NSW Fire Brigades
- RaboBank
- Westfarmers
- Mission Australia
- QANTAS
- CGU Insurance
- Great Barrier Reef Marine Park Authority
- Rural Assistance Authority
- EPA Victoria
- Local Court of NSW
- ANZ Banking Group
- Ambulance Victorian
- Law Society of NSW
- Department of Defence
- Ewamian People
- LawCover

¹ According to BRW's ranking of Australia's top 35 law firms in 2012.