



# negocio resolutions

COMMUNICATE INNOVATE COLLABORATE FACILITATE NEGOTIATE MEDIATE EDUCATE

## Stephen (Steve) Lancken

### Mediator

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

Steve has successfully mediated resolutions in over 2,000 disputes in areas as diverse as health, insurance, banking, property, building (including 15 day mediation at a major power plant), native title, sports, wills and estates, property, leases, rural issues, industrial relations and community consultation.

#### Lawyer and ADR Practitioner

Steve began his dispute resolution career as a litigation lawyer in Sydney in 1981 working at Owen Hodge Lawyers and practiced in commercial litigation, banking and finance, aviation law, insurance, professional indemnity, personal injury, and workplace and employment law.

In 1990, Steve realised there was, more often than not, a better way to resolve disputes than litigation, and that was through mediation, or other forms of alternative dispute resolution (ADR). Steve studied ADR focussed programs at the University of Sydney, The Australian Commercial Disputes Centre, LEADR and The Trillium Group.

Steve's services were enlisted by organisations which foster a collaborative culture such as St. George Bank, Rabo Bank, Pacific Brands, Australia Post, EPA Victoria, Alcoa, Mission Australia, The Australian Industrial Relations Commission and QANTAS. He worked as a mediator in the Supreme Court, the Land and Environment Court, District Court, Local Courts and Workers Compensation Commission of NSW.

Many prestigious appointments as lawyer, mediator and arbitrator underlined to Steve the practical wisdom of helping clients reach resolution through effective communication. Steve committed to ADR as the future of dispute resolution and left the legal profession in 1999 to focus on his passion for ADR.



**Why the name Negocio?**

***“It's Spanish for business!”***

## Alternative Dispute Resolution

Steve continued to be active in court mediation and arbitration and became a Principal at the Trillium Group in 2002.

Steve successfully mediated resolutions in areas as diverse as health, insurance, banking, property, building (including 15 day mediation at a major power plant), native title, sports, wills and estates, property, leases, rural issues, industrial relations and community consultation. Steve has conducted over 2,000 ADR processes.

In May 2008 Steve was honoured to be appointed to the National Alternative Dispute Resolution Advisory Council by the Attorney General of Australia, the Honourable Robert McClelland MP.

### Teacher, trainer and consultant

Steve Lancken's knowledge and skill as one of Australia's leading mediators and ADR professionals has lead him to teaching and training in mediation, negotiation, communication, conflict management and Conflict in Organisations at Sydney University. He has augmented his professional consulting with teaching at Sydney University, Australian Graduate School of Management (AGSM), College of Law, Marcus Evans Asia, and currently teaches at both the University of Sydney and AGSM. Steve has also delivered training programs for organisations such as QANTAS, Pacific Brands, Australia Post and EPA Victoria. And his articles regularly appear in publications such as *The Australian*, *the Law Society Journal*, *Lawyers Weekly* and academic journals and newsletters.

Steve has been honoured to advise the Attorneys General of both Australia and NSW about ADR issues.

*"We engaged Stephen to mediate difficult and protracted disputes with business stakeholders, after all other non-legal remedies had failed. He was able to manage the needs of both parties and the mediation process to achieve equitable and lasting outcomes for all parties. Stephen is a competent and experienced professional who I have no hesitation in recommending to other businesses"*

*Kim Ellis CEO, 22 March 2010*

**Negocio's** clients have positive working relationships, manage conflict effectively and achieve best practice in decision making. Negocio supports clients in treating others with respect and to value diversity. We are rigorous in addressing issues when we negotiate, mediate and facilitate. In ADR Negocio supports clients to achieve fair and just outcomes addressing their interests and needs.

### Major clients include

*Corporations including banks & insurers  
Government agencies and enterprises  
Not for profits and charities  
Sporting organisations  
Professional firms and individuals  
SMEs and their principals  
HR managers                      Partnerships  
Boards of Directors              Courts  
Land Councils                      Rural businesses  
Schools                              Hospitals*

### Law Firms worked with include

*Minter Ellison                      Middletons  
Gilbert and Tobin                  HWL Ebsworth  
Swaab & Associates              Sparke Helmore  
Mallesons                              Taylor and Scott  
Corrs Chambers                      Colin Biggers and  
Westgarth                              Paisely  
Clayton Utz                              Baker and McKenzie  
Slater and Gordon                  Bartier Perry  
Moray and Agnew                      Ashurst  
Gadens                                  Salvos Legal  
Turks Legal                              Wotton + Kearney  
Allens Linklaters                      Owen Hodge  
Lawyers  
Clayton Utz*

### Steve Lancken

BA LLB, MPACS  
Acc. Spec. Mediation & Commercial  
Litigation,  
NMAS Accredited Mediator,  
Graded Arbitrator

**0418 272 449**



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Suite 320, St. James Trust Building  
185 Elizabeth Street,  
Sydney NSW 2000