



Leta Chen – Resume

Qualifications

Accredited Advanced Mediator LEADR

Master of Arts, Melbourne University (Clinical Neuropsychology)

Bachelor Behavioural Sciences (Hons)

Membership to Australian Psychological Society (APS) 1987 – present

Relevant Work History & Occupation

Director, Momentum-Changing Mindsets P/L, 2009 - present

Director, KCA Injury & Conflict Management P/L, 1999 – 2009

Practising Mediator, Facilitator & Conflict Management Coach

Registered & practising Psychologist

ADR & Related Training

Relationships Australia Mediation Training 1996

Relationships Australia Intermediate Mediation Training 1996

LEADR Mediation Training 1999 – Registration under the Mediation Act 1997 (ACT)

Accredited Mediator – Australian National Mediation Standards (LEADR) 2000

Advanced Mediation Course, International Conflict Resolution Centre, University of Melbourne 2001

Business Dispute Resolution, Nina Harding, La Trobe University, 2004

Advanced Mediation Skills, Bernie Mayer, Sydney, 2005

Advanced Communication Skills, Allan Parker, La Trobe University, 2006

CINERGY Conflict Coaching, Julie Walker, CLE, 2007

Certified Conflict Dynamics Profile Practitioner, 2008

Extended DISC Accreditation, 2008

Process Work & Organisational Excellence Workshop No.1: Cultivating Exceptional Facilitation Skills, Dr Stephen Schuitevoerder, Melbourne 2011

Core Concepts in Couples Counselling, 8 week program, Catholic Care 2011

Mastery in Mediation, Peter Adler, LEADR, 2011

Resilient People, Anne Sutherland-Kelly & John Sautelle, Melbourne, 2011

Process Work & Organisational Excellence No.2: Cultivating Exceptional Coaching Skills, Dr Stephen Schuitevoerder, Melbourne, 19-22 January 2012

Conflict Re-storying through Narrative Mediation, Prof John Winslade, Perth, 16-17 May 2012

On-line Development Program for Dispute resolution Practitioners, Francois Bogacz, 14 week program from February 2012

Reading the Signals, Harnessing the Emergent Power of Organisations & Communities, Rho Sandberg, Melbourne, 5 day program throughout 2012

Process Work & Organisational Excellence Series No.3: Transformation of Conflict, Tension and Power, Dr Stephen Schuitevoerder, Melbourne, 26-29 July 2012

Mindfulness and Beyond: Mindfulness Through the eyes of Compassion, APS approved practitioner training, Charlotte Thaarup-Owen and Dr. Neil S. Koblin PhD, 2012 one week program

Process Work & Organisational Excellence Series No.4: Group Facilitation, Dr Stephen Schuitevoerder, Melbourne, February 2013

Process Work & Organisational Excellence No. 5: Breakthrough Moments: Learning at the Edge of our Facilitation, Dr Stephen Schuitevoerder, Melbourne, 25-28 July 2013

Mindfulness and Beyond: Mindfulness Through the eyes of Compassion, APS approved practitioner training, Thaarup-Owen and Dr. Neil S. Koblin PhD, 2013 one week program.

Staying with Conflict: Working with Enduring Dispute in a Time Limited Context, LEADR, Bernie Mayer, 11th September 2013, Melbourne

Reading the Signals, Rho Sandberg, Melbourne, 5 day program conducted throughout 2013

Mediating Workplace Bullying Complaints, LEADR, Dr Moira Jenkins, 5th June 2013, Melbourne

Narrative Design in Organisations: An integrated Approach to Coaching and Leading Change, Narrative Design in Organisations and Narrative Design Immersion, Dr. David Drake, 28-30th Nov 2013, Melbourne

Breakfast Masterclass, Meg Wheatley, half day program, 22nd November 2013, Melbourne

Process Work and Organisational Excellence No.6: Transforming Challenging Moments in Leadership and Group Facilitation, Dr Stephen Schuitevoerder, 6th-9th Feb 2014, Melbourne

Shadow Coaching Level 1, Donna Karlin, 13th and 14th Feb 2014, Melbourne

Harnessing the Power of the Mind, Dan Siegel, 20th and 21st Feb 2014, Melbourne

Reading the Signals series, Rho Sandberg, to be continued throughout 2014

Other Information

Leta has been a specialist workplace ADR practitioner on a continuous basis since 1999; initially through her businesses, KCA Injury & Conflict Management Pty Ltd for the period 1999-2009, and more recently, through Momentum – Changing Mindsets Pty Ltd. She is a registered psychologist, nationally accredited and Advanced Mediator Practitioner with LEADR and practising Cinergy™ Conflict Coach. Leta received a Clinical Masters in psychology in the mid 1980s and subsequently specialised in the area of workplace dispute resolution and the prevention of psychological injury. Prior to building her own mediation practice in the mid 1990s, she worked as a clinical advisor, educator, approved provider, and regulator within the WorkCover context. This background contributed to her strong diagnostic approach, which she applies to a wide suite of restorative and integrated conflict management interventions to minimise behavioural risk. In addition to facilitations and mediations, Leta provides an assortment of related services including tailored team interventions, conflict coaching, dispute systems design and Employee Assistance Programmes. This includes a range of project-based services that capitalise on her passion for innovation and best practice in the dispute resolution and prevention field.

Leta's expertise at an individual, two-or multi-party and organisational or systems level has enabled her to work across many workplaces, private and public sector alike and her interventions have spanned diverse industries including the human services, health, banking, manufacturing and educational sectors to name a few. Indeed Leta has maintained the role of preferred conflict management practitioner with the Catholic Education Office (CEO) for over 15 years now and has played a key role in piloting, introducing and refining early intervention restorative programs across the state.

She is a member of a number of mediator panels that span several industry groups (eg Department of Human Services, Department of Parliamentary Services, CEO & ANZ), and provides services from the highest executive level down, delivering coaching, conferencing, mediation and systems-related advisory services and has effectively and durably facilitated hundreds of seemingly intractable situations involving relationship breakdown, change management, performance management and claims of bullying and harassment.

Leta is a member of a number of professional associations including the Australian Psychological Society (APS), the EAP Industry Association, EAPAA, LEADR and the Victorian Association of Dispute Resolvers (VADR). Leta has held an active role on the executive committee of the Victorian branch of LEADR for over 10 years and is a regular coach at mediation training courses through out Australia.