

# Strategic Conflict Management for Professionals (Module 1)

WSQ Course Code: CRS-Q-0035993-BM

Course Support Period: 01 Apr 2019 to 13 Dec 2020

## About SCMP 1

The Strategic Conflict Management for Professionals (Module 1) workshop is an intensive two-day learning experience where you will enhance your understanding about conflicts, learn the latest and most effective techniques to manage and resolve disputes, and improve your communication and interpersonal skills. You can expect a highly interactive programme and active engagement in role-plays.

## What You Will Learn

- Prepare case to gather support for position
- Participate in dispute resolution processes to achieve desired dispute resolution outcomes
- Reach dispute resolution outcomes that are acceptable to both parties

## Who Should Attend

- C-Suite executives, professionals, managers and executives who need to manage disputes in their work
- Human resource professionals dealing with management issues and employee conflicts
- Practitioners and consultants who would like to supplement their professional and people skills

## About the Singapore Mediation Centre

Established in 1997, the Singapore Mediation Centre (SMC) pioneered the use of mediation as the mainstream mechanism for dispute resolution, as well as training in negotiation and conflict management.

SMC has built a reputation for excellence in training in Singapore and around the region, conducting nearly 50 workshops annually. These include public and corporate workshops in Singapore as well as bespoke workshops in Fiji, Hong Kong, Malaysia, Myanmar and Thailand, among many other countries.

In the past 20 years, SMC has trained about 3000 individuals in conflict management.

## Course Details

**Venue:** 1 Supreme Court Lane, Singapore 178879

**Time\*:** 9.00 am to 5.45 pm (Day 1)  
9.00 am to 4.00 pm (Day 2)\*

**Dates\*:** 13 – 14 Jan 2020 & 20 Jan 2020\*\*  
3 – 4 Feb 2020 & 10 Feb 2020\*\*  
9 – 10 Mar 2020 & 16 Mar 2020\*\*  
13 – 14 Apr 2020 & 20 Apr 2020\*\*  
11 – 12 May 2020 & 19 May 2020\*\*

\*Participants taking WSQ certification are required to sit for WSQ Assessment. Details will be shared later.

\*\*Mandatory assessment for SSG funded participants.

**Full Fee\*:** S\$1005.80 per person  
S\$930.90 per person (Early Bird)

**Nett Fee\*:** S\$765.80 per person  
S\$690.90 per person (Early Bird)

\*All prices include GST. Only Singaporeans and Permanent Residents applying for SSG Funding are eligible for Nett Fee.

## CPD Details

**CPD Points:** 11.5 Public CPD Points (SILE)  
4 Core CPD Credit Hours (CEA)

**Practice Area:** Professional Skills  
**Training Category:** Foundation

Participants who wish to obtain CPD Points must comply strictly with the Attendance Policy set out in the CPD Guidelines. For this activity, participants are reminded to sign in on arrival and sign out at the conclusion of each day of the event in the manner required by the organiser. Participants must not be absent from each day of the event for more than 15 minutes. Participants who attend Day 1 and comply strictly with the Attendance Policy on that day may obtain 6 Public CPD Points. Participants who attend Day 2 and comply strictly with the Attendance Policy on that day may obtain 5.5 Public CPD Points. Participants who do not comply with the Attendance Policy on any particular day of the event will not be able to obtain CPD Points for that day. Please refer to <http://www.silecpdcentre.sg> for more information.

Please refer to [www.cea.gov.sg/cea/content/estate\\_agencies\\_agents/professional\\_development/cpdevelopment.html](http://www.cea.gov.sg/cea/content/estate_agencies_agents/professional_development/cpdevelopment.html) (for Real Estate Agents) for more information.

## Contact Us

1 Supreme Court Lane, Level 4  
Singapore 178879  
Tel +65 6332 4366  
Fax +65 6333 5085  
[enquiries@mediation.com.sg](mailto:enquiries@mediation.com.sg)

[mediation.com.sg](http://mediation.com.sg)



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