

# Participate in Dispute Resolution : Strategic Conflict Management for Professionals (Module 1)

CRS-Q-0035993 -BM

Course Support Period: 01 Apr 2019 to 13 Dec 2020

SkillsFuture Credit Eligible Course



**Time\*** : 9.00 am to 5.45 pm (Day 1)  
9.00 am to 4.00 pm\* (Day 2)  
**Dates\*** : 8 – 9 Jul 2019 , 15 – 16 Aug 2019  
9 – 10 Sep 2019 , 7 – 8 Oct 2019  
4 – 5 Nov 2019

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

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

**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 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.

Participate in Dispute Resolution : Strategic Conflict Management for Professionals (Module 1) is an intensive 2-day workshop that offers you an opportunity to better understand the nature of conflicts and learn the latest and most effective techniques to end them. The workshop also improves your communication and interpersonal skills. Expect a highly interactive programme via role plays and exercises in a classroom setting.

## Objectives :

Participants will be equipped with necessary knowledge and skills to Participate In Dispute Resolution.

At the end of the course, participants will be able to perform the following:

- 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 manage fall-outs between members of their organisation or between them and external parties
- Professionals and executives involved in group problem-solving
- Individuals who want to learn dispute resolution strategies they can apply to diverse situations, advancing their professional skills.

For more information about SMC or our workshops, please visit our website at: [www.mediation.com.sg](http://www.mediation.com.sg)

## About the Singapore Mediation Centre

SMC is recognised as a premier training centre in the field of negotiation, mediation and conflict management in Singapore and the region. It conducts in-house workshops in Singapore almost on a weekly basis and has also trained in Austria, Brunei, Bahrain, Cambodia, China, Dubai, Fiji, Hong Kong, Indonesia, Jordan, Laos, Malaysia, Malta, the Philippines, Sri Lanka, Taiwan, Thailand, the United Arab Emirates and Vietnam. SMC uses proven methods to teach practical strategies and skills for conflict management to adult learners. Workshop facilitators are trained to create a highly energised environment that motivates experiential learning.