

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



Time	: 9.00 am to 5.45 pm (Day 1 – All Participants) 9.00 am to 5.00 pm (Day 2 – WSQ Participants) 9.00 am to 4.00 pm (Day 2 – Non WSQ Participants)
Venue	: 1 Supreme Court Lane Singapore 178879
Dates	: 3–4 October 2018 12–13 November 2018
Early Bird Fee	: S\$834.60 per person (including GST)
Regular Fee	: S\$909.50 per person (including GST)
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 (for Real Estate Agents) for more information.

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

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

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.