

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



<b>Time</b>	: 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)
<b>Venue</b>	: 1 Supreme Court Lane Singapore 178879
<b>Dates</b>	: 6–7 March 2018 10–11 April 2018 9–10 May 2018
<b>Early Bird Fee</b>	: S\$834.60 per person (including GST)
<b>Regular Fee</b>	: S\$909.50 per person (including GST)
<b>CPD Points</b>	: 11.5 Public CPD Points (SILE) 4 Core CPD Credit Hours (CEA)
<b>Practice Area</b>	: Professional Skills
<b>Training Category</b>	: Foundation

Participants who wish to claim 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 claim 6 Public CPD Points. Participants who attend Day 2 and comply strictly with the Attendance Policy on that day may claim 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 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](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.