

## Mediation : Strategic Conflict Management for Professionals (Module 1)



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<b>Time</b>	: 9.00 am to 5.00 pm
<b>Venue</b>	: 1 Supreme Court Lane, Singapore 178879
<b>Dates</b>	: 24–25 April 2017 29–30 May 2017 19–20 June 2017
<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>	: 12 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. Participants are reminded to sign in on arrival and sign out at the end of each day of the event in the manner required by the training organiser. Participants must not be absent for each day of the event for more than 15 minutes. Participants who do not comply with the Attendance Policy will not be able to obtain CPD Points. Please refer to <http://www.sileCPDcentre.sg> (for lawyers) and [www.cea.gov.sg/cea/content/estate\\_agencies\\_agents/professional\\_development/cpddevelopment.html](http://www.cea.gov.sg/cea/content/estate_agencies_agents/professional_development/cpddevelopment.html) (for Real Estate Agents) for more information.

**Strategic Conflict Management for Professionals (Module 1)** is an intensive 2-day workshop that offers you the opportunity to increase your understanding of conflicts, learn the latest and most effective techniques to manage and resolve conflicts, and improve your communication and interpersonal skills. Participants can expect a highly interactive programme and active engagement in role-plays and simulations.

#### You will learn:

- Fundamental concepts in interest-based conflict management
- A model of mediation: a dynamic process
- Mediator's strategies and approaches
- Powerful tools for effective communication
- Techniques to overcome impasse

#### Who should come to this Workshop

- Professionals, Manager and Executives who need to manage disputes between members of their organisation or between them and external parties
- Human Resource Professionals dealing with internal management issues or conflicts
- Those wishing to learn an effective dispute resolution strategy applicable to diverse situations
- Practitioners and consultants who would like to supplement their people skills
- Persons who want to incorporate mediation as part of 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, 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.