

# Mediation: Strategic Conflict Management for Professionals Associate Mediator Accreditation Course

**Mediation: Strategic Conflict Management for Professionals** 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
- Professionals and Executives involved in group problem solving

### Mediation: Strategic Conflict Management for Professionals

**Time:** 9 am to 5 pm

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

**Dates:** 1 – 2 February 2010

19 – 20 April 2010

29 – 30 July 2010

25 – 26 October 2010

**Fee:** S\$695.50 per person (including GST)

Intensive training available in April and October 2010 where **Mediation: Strategic Conflict Management for Professionals** is followed immediately by the **Associate Mediator Accreditation Course**.



Interested in becoming an **Associate Mediator**?

Completion of the 2-day basic workshop will make you eligible for the **Associate Mediator Accreditation Course**. This course is specially designed for those who want formal recognition of their mediation skills. Successful participants will be accredited as Associate Mediators of the Singapore Mediation Centre (SMC). Associate Mediators will enjoy special SMC benefits and privileges.

The course begins with a 3-day intermediate level workshop. After the workshop, participants will undergo a written and practical assessment.

Those who have attended an SMC 2-day workshop on mediation or conflict resolution within the last 2 years are eligible to attend the **Associate Mediator Accreditation Course**.

### Associate Mediator Accreditation Course

**Time:** 9 am to 5 pm

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

**Dates:** 21 – 23 April 2010 (Workshop);

26 April 2010 (Assessment) OR

27 – 29 October 2010 (Workshop);

1 November 2010 (Assessment).

**Fee:** S\$1,391.00 per person (including GST)

For more details, please visit our website:

<http://www.mediation.com.sg/training.htm>



### 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, Cambodia, China, Fiji, Hong Kong, Indonesia, Malaysia, Malta, the Philippines, 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.

**REGISTRATION FORM**

Fax: +65 6333 5085

Email: susan\_tan@sal.org.sg

**Mediation: Strategic Conflict Management for Professionals**

<b>Dates</b> Please select (✓) your preferred date	<b>Early-bird registration</b> (inclusive of GST)	<b>Regular registration</b> (inclusive of GST)
<input type="checkbox"/> <b>19–20 April 2010</b>	S\$625.95 (Register by 22 March 2010)	S\$695.50 (Register by 5 April 2010)
<input type="checkbox"/> <b>29–30 July 2010</b>	S\$625.95 (Register by 1 July 2010)	S\$695.50 (Register by 15 July 2010)
<input type="checkbox"/> <b>25 - 26 October 2010</b>	S\$625.95 (Register by 27 September 2010)	S\$695.50 (Register by 11 October 2010)

**Associate Mediator Accreditation Course**

<b>Dates</b> Please select (✓) your preferred date	<b>Early-bird registration</b> (inclusive of GST)	<b>Regular registration</b> (inclusive of GST)
<input type="checkbox"/> <b>21 - 23; 26 April 2010</b>	S\$1,251.90 (Register by 22 March 2010)	S\$1,391.00 (Register by 5 April 2010)
<input type="checkbox"/> <b>27 - 29 October; 1 November 2010</b>	S\$1,251.90 (Register by 27 September 2010)	S\$1,391.00 (Register by 11 October 2010)

**REGISTER FOR BOTH COURSES AND AN ADDITIONAL SAVING OF \$100!**

Please select (✓) your preferred workshop date above	<b>Early-bird registration</b> (Earlier registration deadline applies)	<b>Regular registration</b> (Earlier registration deadline applies)
<input type="checkbox"/> <b>Mediation: Strategic Conflict Management for Professionals and Associate Mediator Accreditation Course</b>	S\$1,781.55 (inclusive of GST)	S\$1,979.50 (inclusive of GST)

**PERSONAL PARTICULARS**

Name: (Mr/Mrs/Ms/Dr) \_\_\_\_\_

(as appears in NRIC/Passport; please underline family name)

NRIC / Passport No.: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Highest Qualification: \_\_\_\_\_

Designation: \_\_\_\_\_

Organisation: \_\_\_\_\_

Mailing Add: \_\_\_\_\_

\_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Have you completed any mediation / negotiation workshop? Yes / No  
If yes, please provide more details:

Organiser: \_\_\_\_\_

Title and dates of course: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Bill fees to:  Individual  Organisation

For registration enquiries, please contact Ms Susan Tan:  
Tel: +65 6332 4112  
Email: susan\_tan@sal.org.sg

Or visit our website for more details:  
**www.mediation.com.sg/training.htm**

**INSTRUCTIONS**

1. Please make cheque payable to "Singapore Mediation Centre".

2. Please mail completed form and cheque to:

Singapore Mediation Centre  
1 Supreme Court Lane  
Level 4  
Singapore 178879

You may also fax the form to +65 6333 5085.

3. SDF Funding is available for SMEs only. Please visit [www.sdf.gov.sg](http://www.sdf.gov.sg) for more details.**REGISTRATION & PAYMENT POLICY**

1. Placement in the workshop will be reserved on a first-come, first-served basis. If a session is cancelled, the SMC's liability is limited to the registration fee. Workshop registration fee includes luncheon, tea, complete programme materials and GST.

2. Please note that the workshop is aimed at developing personal skills and is not meant for accreditation to the SMC's panel of mediators. Please read the rules and procedures from the website for more details.

3. If you require an invoice to make payment, please note that we need a **minimum of ten working days** to process the invoice. Early-bird discounts are only applicable to payments that are received by SMC **before** the early-bird registration fee closing date. All other payments are to reach SMC before the specified closing date for registration in order to secure a place in the workshop.

4. If a participant fails to attend the workshop or withdraws his/her registration within **fourteen days** before the commencement of the workshop, he/she is liable for the full course fee.

**IN-HOUSE TRAINING**

We are also able to customise this course for your organisation to meet your specific needs. For more information, please contact :

Mr Daniel Ang at Tel: +65 6332 5370 / Email: [daniel\\_ang@sal.org.sg](mailto:daniel_ang@sal.org.sg) OR  
Ms Ivy Lee at Tel: +65 6332 4653 / Email: [ivy\\_lee@sal.org.sg](mailto:ivy_lee@sal.org.sg)