

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 : 9 – 10 January 2012
9 – 10 February 2012
5 – 6 March 2012
24 – 25 May 2012

Early Bird Fee : S\$834.60 per person (including GST)
Regular Fee : S\$909.50 per person (including GST)

Intensive training available in January and March 2012 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 : 11 – 13 Jan 2012 (Workshop);
16 Jan 2012 (Assessment) OR
7 – 9 Mar 2012 (Workshop);
12 Mar 2012 (Assessment)

Early Bird Fee : S\$1,819.00 per person (including GST)
Regular Fee : S\$2,000.90 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.

Mediation: Strategic Conflict Management for Professionals (SCMP)

Dates Please select (✓) your preferred date	Early-bird registration (inclusive of GST)	Regular registration (inclusive of GST)
<input type="checkbox"/> 9 – 10 January 2012	S\$834.60 (Register by 19 December 2011)	S\$909.50 (Register by 26 December 2011)
<input type="checkbox"/> 9 – 10 February 2012	S\$834.60 (Register by 9 January 2012)	S\$909.50 (Register by 30 January 2012)
<input type="checkbox"/> 5 – 6 March 2012	S\$834.60 (Register by 6 February 2012)	S\$909.50 (Register by 20 February 2012)
<input type="checkbox"/> 24 – 25 May 2012	S\$834.60 (Register by 30 April 2012)	S\$909.50 (Register by 14 May 2012)

Associate Mediator Accreditation Course (AMAC)

Dates Please select (✓) your preferred date	Early-bird registration (inclusive of GST)	Regular registration (inclusive of GST)
<input type="checkbox"/> 11 – 13, 16 January 2012	S\$1,819.00 (Register by 21 December 2011)	S\$2,000.90 (Register by 28 December 2011)
<input type="checkbox"/> 7 – 9, 12 March 2012	S\$1,819.00 (Register by 8 February 2012)	S\$2,000.90 (Register by 22 February 2012)

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: _____

Country: _____ Postal: _____

Tel: _____ Fax: _____

Email: _____

Diet Requirement: Halal Vegetarian Others: _____

Have you completed any mediation / negotiation workshop?

 Yes / No

If yes, please provide more details:

Organiser: _____

Dates of course: _____

Course Title: _____

PAYMENT OF COURSE FEES

Bill fees to:

 Individual [Cheque Number: _____] Organisation (fill in details below)

Organisation Name: _____

SUB-BU Code: _____
(For Government Organisations Only)

Contact Person: _____

Billing Address: _____

Tel: _____

Email: _____

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. For registration details, please contact Ms Freda Halim at +65 6332 4213 or email her at fredahalim@sal.org.sg

REGISTRATION & PAYMENT POLICY

1. Placement in the workshop will be reserved on a first-come, first-serve basis.

2. Workshop registration fee includes 1 lunch, 2 tea breaks, programme materials and GST.

3. 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 SMC website for more details.

4. If you require an invoice to make payment, please note that we need a **minimum of 10 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.

5. Please note that the following penalty charges will be imposed for cancellation of registration:

i) Where cancellation notice is received by SMC between 10 to 21 working days before the date of the workshop: S\$100

ii) Where cancellation notice is received by SMC less than 10 working days before the date of the workshop: Full amount

6. An administrative fee of S\$74.90 (inclusive of GST) will be imposed for each change per course and/or replacement of participant and/or cancellation of registration after SMC has received the full payment with the registration form. No changes will be made prior to SMC receiving the administrative fee.

7. Please note that SMC retains the right to cancel a workshop. If a workshop is cancelled, SMC will refund the workshop fee.

8. SMC reserves the right to make changes to the details published.

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 Lim Wee Keong at +65 6332 4653 or email her at lim_wee_keong@sal.org.sg.

Visit our website for more workshop details:
www.mediation.com.sg/training.htm