



FIVE-DAY MEDIATION TRAINING COURSE

Introduction

Conflicts occur in every situation where interaction occurs and for a variety of reasons. Some may be minor and very personal, while others may be more complicated involving organisations and the larger public. This iiM training course is designed to help participants understand why conflicts occur, and how they can deal with them in an amicable manner using mediation. The skills acquired may be applied for resolving commercial, social, or other types of disputes.

This training course is a 40-hour accreditation programme with both practice and theory. It will equip participants with the necessary skillsets and competence to mediate disputes in their respective fields and cross-border conflicts.

Outline of Course Programme (detailed programme attached)

- Introduction to Mediation in Singapore
- Mediation Concepts, Principles and Process
- Mediation Techniques and Skills
- Cultural Influences and Awareness
- Role Play and Coaching

Learning Objective

Participants will acquire skills in dealing with conflicts in different contexts. The purpose is to equip them with skill sets that they use to analyse and resolve such conflicts. They will have the opportunity to experience how to handle such conflicts in role plays and simulations.

Learning Outcome

This course hopes to produce a peaceful and harmonious environment where organisations and the community can use the acquired mediation skills to resolve problems that occur in their respective environment. They will be able to recognise the impact of cultural influences in cross-border disputes.

Who should attend

Anyone who wishes to learn more about the skills and techniques that can be used to help them resolve conflicts with their colleagues, neighbors, friends, or

organisations. They include professionals who represent their clients in the resolution of commercial disputes.

Trainers

The faculty comprises distinguished trainers from both the practice and academia with many years of experience in handling various types of disputes and supplemented with coaches to facilitate the learning experience.

Fee:

S\$2,450 (GST not applicable) per participant.

Registration on first come basis with full payment.

Funding:

Participants (Singapore Citizen) who are 25 years and above can apply for SkillsFuture Credit of up to \$1,000 before the course commence. Participants can also get up to 50% subsidy from e2i if they have successfully completed the course and conduct a full-scale mediation. NTUC union members are eligible for UTAP funding up to \$500.

Dates:

April 2022

Date: **09, 10, 16, 17 & 23 April 2022**

Venue:

TBC