

Full Day Workshop on Communication at Mediation

Description:

Communication is simply transferring of information from one place to another through voice, written, visual or non-verbal. In today's world communication is a significant lifeskill that everyone needs. This is an essential skill for conflict resolvers. Good communication skills allow mediators to establish rapport with parties, convey messages and expectations effectively and diffuse conflicts.

As amply said by a director of Alternative Dispute Resolution study programme, *"Good mediators need a twin-skill for effective conflict resolution. It is, on the one hand, a deep understanding of the nature of conflict. After mastering the nature of conflict, they must develop the follow-up skill of effective communication. Understanding the nature of conflict helps the good mediator to set an agenda for his effective conflict resolution. Mastering effective communication on the other hand helps the mediator engage and implement that agenda."*

Learning Objective:

The workshop will highlight the key communication skills, and the techniques involved in helping participants to effectively communicate with parties. Case studies will be used to illustrate the applications.

Learning Outcome:

Participants will be able to effectively and efficiently communicate with parties. They will attain the skills of communication that would will enable an increased chance of resolving the conflicts.

Outline of Workshop:

- Introduction to communication.
- Effective communication and its importance to Conflict Resolution.
- How and when to use non-verbal communication in Conflict Resolution.
- Use of Questioning Techniques in Conflict Resolution.
- How to be assertive during Conflict Resolution.
- Role plays and case study

Who should Attend?

Social Workers, Volunteers of Community Services, HR Community in Corporates or Associations dealing with people. Anyone who wishes to understand effective conflict resolution techniques. This will not only help them to be more aware of managing things before they reach escalation stages but will also help them to be resolve conflicts within their workplace, community or social environments.

Fee:

\$250 per participant. Group of at least 3 participants from the same organisation will get a discount of 15%. Fees include tea breaks, lunch and course materials.

Instructor:

Indu Kumar is an accredited mediator with the Community Mediation Centre. Besides the Community Mediation Centre, he also mediates at the Small Claims Tribunal, Singapore Mediation Centre and Syariah Court. His over 600 hours of mediation experience covers community disputes, probate issues, commercial disputes, accidents and divorce settlements.

As an ACTA Certified Trainer, he has assessed participants who has enrolled with the Singapore Mediation Centre for its mediation programmes. He has worked collaboratively with Eagle Infotech to train and assess WSQ Courses like Problem Solving, Decision Making and Communication and organisations such as Sony Singapore and Singapore General Hospital.

He has been involved with the design and training of participants at South East CDC, North East CDC and SINDA on topics of Interview Skills, Resume Writing and Personal Development. For Mendaki, he also designed and contextualized a programme of Handling Difficult Customers.

Date:

Sunday, 26 August 2018 (9am to 5pm)