

Co-organised by:

MEDIATION & CONFLICT RESOLUTION

OVERVIEW

This highly-interactive, in-person course is designed to raise your awareness of your own approach to conflict, introduce a range of theories about mediation and participatory processes, and improve your conflict management skills. While we will discuss a wide range of dispute resolution processes that involve third parties, we will focus on mediation.

Each class moves back and forth between theory and skills practice, using theory to improve real world effectiveness, and using experience to improve understanding of theory. Participants will participate in multiple mediation simulations designed to enhance skills, demonstrate concepts, and provide opportunities to experiment. When role playing, students are strategically grouped based on experience level to maximize learning for everyone, from complete novices to experienced conflict management professionals.

KEY THEMES

Core content often includes: Mediation Styles; Diagnosing Conversation; Ethical Dilemmas; Dealing with Difficult Behavior; Mediation in Litigation Contexts; Managing Conflict in the Workplace; and Mediating Complex Public Policy Disputes.

COURSE MATERIALS

5 selected articles form

- 'Getting to Yes,' by Fisher, Ury and Patton
- Getting Past No: Negotiating in Difficulty Situations by Ury
- Difficulty Conversations: How to Discuss What Matters Most by Stone, Heen, and Patton

TEACHING FACULTY



SAMUEL KIM

**Founding President, CALI
MPA, Harvard University**

Samuel is the Founding President of the Center for Asia Leadership, where he oversees over 50 projects annually. The Center's mission is to help key leaders in multiple spheres in Asia build robust frameworks, devise effective policies, and formulate new strategies for increasing their communities' growth and sustainability. He also co-leads the annual Asian Leadership Conference and Asia Leadership Forum, in which over 300 global leaders representing 280 entities from 110 countries, along with 3,000 in-person and over 100,000 online participants, join forces to discuss solutions for the world's most pressing problems. Prior to establishing the Center, Samuel worked for fifteen years in a wide range of sectors, ranging from strategy consulting, social entrepreneurship, and international development to politics, the military, and Korea's national government. Samuel has served as a Fellow at Harvard University's Asia Center and at the Kellogg School of Management at Northwestern University. He holds an MPA from Harvard, an MA from Seoul National, and an LLB from Handong Universities. He has edited fourteen books to date, covering such topics as political reform, innovation, education, entrepreneurship, economic development, the future of work, and women's leadership.



WHO SHOULD ATTEND

This program is ideal for working professionals in decision-making roles, government officials, community leaders, and entrepreneurs

PROGRAM INFORMATION

Duration: 2 days

Date: July 10 & 11

Venue: Jasmine & Orchid Room,
SCOPE Office

Investment: RM3,200 (GLCs & Private Sector)

Registration close on **July 5**

APPLICATION & FURTHER ENQUIRIES

Contact person: **Cherylina & Claudius**

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- Full attendance is required to receive the certificate of completion.

The organizer reserves the right to alter the information published in the best interest of the program

- Terms and conditions apply.

Scan here to register:



PERSONAL DATA PROTECTION ACT

CAL reserves the right to use photographs and videos taken during the program and names of participants for promotional purposes and reserves the right to change without prior notice any statement in the brochure concerning, but not limited to, rules, policies, fees and curriculum.

AGENDA

Time	Day 1	Day 2
0800	Registration	
0830	Introduction: Negotiation vs. Disputes/Conflicts <ul style="list-style-type: none"> • Key Terms, Types & Principles • Values, Interests, Rights, and Power • Mindset Reality-Check & Reorientation Case: Noisy Neighborhood	3rd Party Mediation In Practice & Debrief – 3Es: Explain, Explore, Envision <ul style="list-style-type: none"> • Identify Problems, Uncover Motivations, Seek Mutual Understanding • Context, Problem Definition, Option Generation • Group Debrief & Peer-coaching Case: Squabbling Authors
0950	Coffee Break	
1005	Complex & Multi-issue Cases <ul style="list-style-type: none"> • Diagnostic Skills: Context, Problem Definition, Option Generation • Infront-, Behind-, On-, Beyond the Table • Group Debrief & Peer-coaching Case: Family Business Break-up	3rd Party Mediation In Practice – Complex Cases/3Es <ul style="list-style-type: none"> • Context, Problem Definition, Option Generation • Handling Strong Emotions • Group Debrief & Peer-coaching Case: Vikings Investment
1150	The Mediation Mindset <ul style="list-style-type: none"> • Why Disputes Are Tough To Solve – Advantages & Limitations • Roles of Gender and Culture in Mediation • Personal Traits of Successful Mediators • 3 Psychological Biases That Inhibit Collaboration: Values, Constraints, Fears of Losses • Emotional Dimensions of Mediation 	3rd Party Mediation In Practice & Debrief <ul style="list-style-type: none"> • Context, Problem Definition, Option Generation • Invent Solutions, Evaluate Solutions, Craft Agreement, Build Trust/Win-win • Group Debrief & Peer-coaching • Building Trust Among Stakeholders Case: Vikings Investment
1230	Lunch	
1330	Conflict Resolution In Practice <ul style="list-style-type: none"> • Balcony & Floor Perspectives • Proposing Mediations, Carrying Oneself, Building Rapport • Substantive Preparations • Architecture: Designing the Physical & Virtual Space • Rights/Power-based To Interest-based Transition • Group Debrief & Peer-coaching • Case: Mouse Case 	3rd Party Mediation In Practice & Debrief – 3Es <ul style="list-style-type: none"> Context, Problem Definition, Option Generation Group Debrief & Peer-coaching Gaining Personal Trust & Reputation Case: Unemployment Dispute
1520	Coffee Break	
1535	Conflict Resolution In Practice & Debrief <ul style="list-style-type: none"> • Communication Techniques: Welcoming & Dealing with Unexpected Parties, First Moments – Team Dynamics & Options Generations • Securing Agreement on Principles: NCA • Peer-coaching • Case: Mouse Case 	Power of Fairness & Ethics In Mediation <ul style="list-style-type: none"> Review & Debrief Certificates & Group Pictures
1700	End	