

## Strategic Conflict Management for Professionals (Module 1)

### Day 1

<b>Time</b>	<b>Session</b>
09:00 – 09:10	Introduction
09:10 – 10:40	Learning Activity
10:40 – 10:55	Tea Break
10:55 – 11:20	Types of Disputes
11:20 – 11:50	Preparation for Mediation – The 7 Elements
11:50 – 12:50	Learning Activity
12:50 – 13:45	Lunch
13:45 – 14:20	Preparation for Mediation
14:20 – 14:35	Steps to Preparation for a Case
14:35 – 15:20	Stages of Mediation
15:20 – 15:35	Tea Break
15:35 – 16:20	Communication Skills
16:20 – 17:20	Fishbowl Activity
17:20 – 17:30	Debrief and Round Up

<b>Time</b>	<b>Session</b>
17:30 – 17:45	Revision and Assessment Briefing

## Day 2

Time	Session
09:00 – 09:55	Revision, Activity and Discussion
09:55 – 10:10	Tea Break
10:10 – 10:40	Closure of a Mediation
10:40 – 12:25	Learning Activity
12:25 – 13:20	Lunch
13:20 – 15:00	Learning Activity
15:00 – 15:15	Tea Break
15:15 – 16:45	Learning Activity
16:45 – 16:55	Recap and Summarise
16:55 – 17:30	Guest Speaker
17:30 – 18:00	Evaluation and WSQ Attendance Taking
18:00 – 20:00	Written Assessment for WSQ Participants

## Strategic Conflict Management for Professionals (Module 2)

### Day 1

<b>Time</b>	<b>Session</b>
09:00 – 10:30	Introduction
10:30 – 10:45	Tea Break
10:45 – 12:50	Agenda Setting
12:50 – 13:45	Lunch
13:45 – 15:45	Learning Activity
15:45 – 16:00	Tea Break
16:00 – 17:00	Debrief
17:00 – 17:45	Problem Solving Skills
17:45 – 18:00	Summarise

### Day 2

<b>Time</b>	<b>Session</b>
09:00 – 09:10	Revision
09:10 – 09:40	Drafting Settlement Exercises
09:40 – 10:40	Bob & Mary Exercises

<b>Time</b>	<b>Session</b>
10:40 – 10:55	Tea Break
10:55 – 12:55	Learning Activity
12:55 – 13:50	Lunch
13:50 – 14:55	Debrief
14:55 – 15:25	Advanced Communication I
15:25 – 15:40	Tea Break
15:40 – 16:40	Managing Emotions Exercise
16:40 – 17:40	Advanced Communication II & Dealing with Perceptions
17:40 – 18:00	Q&A Session
18:00 – 18:10	Revision and Assessment Briefing

### Day 3

<b>Time</b>	<b>Session</b>
09:00 – 09:15	Revision
09:15 – 09:30	Tea Break
09:30 – 11:30	Learning Activity

<b>Time</b>	<b>Session</b>
11:30 – 12:30	Debrief
12:30 – 13:30	Lunch
13:30 – 14:15	Legal & Ethical Issues
14:15 – 15:00	Advanced Communication III
15:00 – 15:45	Reframing & Skills Development
15:45 – 16:00	Tea Break
16:00 – 17:00	Guest Speaker Segment
17:00 – 18:00	Summary & Q&A