

2-day Basic Training Programme for Conflict Resolution through Mediation

Objective of the Training:

RSPO will be organising a 2-day basic mediation training course in collaboration with the Malaysian Mediation Centre. The purpose of this training is to:

- Impart basic mediation and communication skills to participants.
- Teach how to manage situations where disputes or potential disputes may arise as a result of non-compliance with *RSPO Principles & Criteria (P&C)*, especially *P&C 2.2, 2.3, 6.4, 7.3, 7.5, and 7.6*.

Benefits of Participation:

Among the skills taught to the participants would be:

- Overview of the principles of facilitative mediation
- Approaching, managing and resolving conflicts
- Understanding conflicts via communication techniques

Participants will also be engaged in role plays which would be useful in learning and understanding the practical aspects of basic mediation and conflict resolution.

Logistics

The training will be held as follows:

Date: 20 & 21 May 2015

Time: 8.30am – 5.30pm

Venue: IPO Training Centre, Level 12A Tower B, Menara UOA Bangsar No.5 Jalan Bangsar Utama 1, 59000 Kuala Lumpur, Malaysia

To ensure effective and maximum contact with trainers and coaches, the number of participants will be limited to **21 pax**.

Training Fee:

RSPO will **pay only** the training fees (inclusive of tea breaks and lunch). Participants are required to make their own travelling and accommodation arrangements.

Who should attend?

Employees of RSPO members in Malaysia, in particular those who regularly, or have the potential to regularly face conflict situations in their areas of work.

Registration and Closing Date

Interested individuals or member companies are requested to fill up the registration details below and email it to Monisha (impactsmys@rspo.org) **on or before 24 April 2015**.



REGISTRATION FORM

2 – Day Basic Training Programme on Conflict Resolution through Mediation

Full Name of Participant	
NRIC No	
Telephone no	Mobile: Office:
Email address	
Organisation/Company Membership No	
Postal address	
Special dietary request, if any	
Signature	
Date	

Please email the completed form to impactsmys@rspo.org by 24 April 2015