

About the programme:

The governance professional has to provide advice to the Chairman and the Board of organisations as a trusted adviser. This includes assisting in the resolution of differences arising from negotiations, commercial disputes, or other contentious cases. In this regard, mediation is an important tool to bring the parties together for a practical solution to settle differences. The speaker, a seasoned mediator, will elaborate on how mediation operates, its relevant techniques and case illustrations. The contents below will be covered:

- Introduction to mediation
- Techniques of negotiations
- Reframing of mindset and choice of words
- Case study
- Q&A