

MEDIATION MASTER CLASS

Everyone Mediates, the question is how well?



The Honorable Nancy A. Flatters QC

Now retired from the Bench of the Provincial Court of Alberta, Nancy Flatters has returned to mediation, arbitration, med/arb, ADR and Judicial Settlement skills training in diverse areas of dispute resolution including, mediation, arbitration and early neutral evaluation in civil, family, elder, human rights matters, restorative justice, policing, community, judicial dispute resolution/settlement conferencing, case-flow/case management, mentoring and access to justice. With some 35 years of experience, this seasoned professional is a Mediation Board of Trinidad and Tobago Certified Civil/Family Mediator/Trainer, a Chartered Mediator, Arbitration and Mediation Institute of Canada, and Advanced Family Trainer, Association for Conflict Resolution. She brings her years of experience as a practitioner and trainer to this programme.

Overview – 2 Day Workshop

This two day workshop provides a unique opportunity for persons with training and experience in mediation to deepen their theoretical knowledge and enhance their skills in the practice of mediation at an advanced level to become more effective mediators.

Add to your mediation tool-box in this advanced, interactive mediator skill development training

Topics Include

- 5 stage Mediation Model
- Questioning in a Cognitive Frame
- De-escalating Conflicts by Using Questions
- Understanding the Emotional Quotient
- Mediator Role within a Cognitive Frame
- Mediator Reflection
- Ethical Dilemmas
- Culture and Questions

Participant interactive skill development simulations and contextual DVD's

WHO WILL BENEFIT

Whether you want to be a better professional mediator or, in your role as supervisor, co-worker, parent, organizational leader, community leader or political activist, you want to more successfully manage conflict, then this Master Class is for you!

A Certificate of Achievement will be issued by the Centre to all participants completing the programme

Dates : 14th & 15th September, 2017

Time : 8:00 am – 5:00 pm

Venue : The Normandie Hotel & Conference Centre, 10 Nook Avenue, St. Ann's

Cost : \$4,000.00 (Vat Inclusive) (Includes workshop materials, lunch and refreshments.)

Please call to verify receipt of Registration Forms



GROUND FLOOR, CHAMBER BUILDING, COLUMBUS CIRCLE, WESTMOORINGS
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REGISTRATION FORM

“Mediation Master Class”

Certificate Programme

14th & 15th September, 2017

8:00 a.m. – 5:00 p.m.

Cost: TT\$4,000.00 (*VAT Inclusive*)

Please complete in block letters:

Name(s): (**BLOCK LETTERS**)

Job Title:

1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____

Name of Organisation: _____

Address: _____

Contact Person: _____ E-mail: _____

(Cell/Work/Home)

Telephone No.: _____ Ext.: _____ Fax No: _____

Emergency Contact Name: _____ Emergency Contact No.: _____

Meal Preference

(a) Chicken ☐ (b) Fish ☐ (c) Vegetarian (Strict) ☐ (d) Vegetarian (With Fish) ☐

I am allergic to: _____

Cancellation Policy:

- Registration is only confirmed upon receipt of this form by The Dispute Resolution Centre accompanied with the appropriate payment before 11th September, 2017.
- Payment will be refunded if written notice of cancellation is received by 11th September, 2017.
- By signing this registration form, registrants acknowledge that payments are **NOT** refundable if cancellation is made after the 11th September, 2017 deadline.
- In cases where registrants neither cancel nor attend this function, please note that there is **NO** entitlement to a refund under these circumstances.
- Payments can be made via Cash, LINX, Credit Card or Cheques which should be made payable to:

Trinidad and Tobago Chamber of Industry and Commerce

Please call to verify receipt of Registration forms

Please ensure registration form is completed below by authorized signatory:

Authorized Signatory only:

Date:

Company Stamp:

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