



# Mediation Workshop

The Mediation Workshop organised by Onepeople.sg aims to equip community leaders with direct resolutions and facilitation skills in mediating inter-ethnic conflicts. This workshop will help community leaders in developing new set of practical skills to manage conflicts effectively so as to manage differences between residents. This can help reduce disharmony, tension, misunderstandings and stress in the community and neighbourhoods.

## Workshop Objectives

- To introduce participants to concepts in mediation.
- To provide participants with hands-on experience in mediation.
- To improve and professionalise conflict management skills of participants.
- To provide participants with opportunities for personal development.

## Target Audience

IRCC members and representatives from Religious Organisations

**Date: 10th September 2016**  
**Time: 9am - 5pm**  
**Venue: The Grassroots Club**  
**(Level 2, Dance Studio)**  
**Address: 190 Ang Mo Kio Ave 8**  
**Singapore 568046**

## Programme Outline

- Spectrum of Conflict Resolution  
Participants would be introduced through an activity to help them understand the different ways of resolving conflicts.
- Fundamental Concepts in Interest-Based Conflict Management  
Participants will be introduced to 4 elements. There will be a discussion on how these elements can be applied to the situation faced.
- Stages of Mediation / A Model of Mediation  
Participants will be taken through the various stages of mediation session based on the model endorsed by the trainer.
- Breaking Impasse  
Participants will be invited to share real-life experiences where they encountered impasse. They will be given practical strategies that they can use to overcome different types of impasse that they are likely to encounter while mediating when faced with racial and religious issues.

