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are collaborating whereby

New Horizons (Institute for Work Competencies)

Higher Education Institution licence 2016-015

is awarding an online

Award in

RESOLVING CONFLICT & MEDIATION

MQF Level 5 (3 ECTS)

26 May – 23 June 2020



Award in

RESOLVING CONFLICT & MEDIATION

DATES

26 May, 2 June, 9 June, 16 June and 23 June 2020.

We reserve the right that dates may change with prior notice.

FEE

€450 per person

Participants can apply for EU funding under the Investing in Skills Scheme and/or Training Pay Scheme managed by JobsPlus and/or under the Get Qualified Scheme managed by the Ministry for Education. Click [here](#) for further info.

TRAINER

Mr Joseph Gerada

DURATION

4 Lectures of 3 hours each.

1 Lecture of 4 hours

Lectures are held once a week from 3.00pm

VENUE

Further information on how to join the virtual course, will be shared with you upon your registration.

For further information

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Joe Gerada

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For registration click [here](#)

course **DESCRIPTION**

Conflicts are inevitable so it is not a question of avoiding conflict but to manage it effectively and transform situations from an energy waster to an opportunity to build sustained relations. The course deals with behaviours which avoid or create conflict while on the other hand looks into the art of mediation as a cost effective tool for conflict resolution.

Benefits for the ORGANISATION

Workplace conflicts costs companies millions of euros every year in lawsuits and compensations, bad press, recruitment and training costs, staff morale and management time. It is estimates that at best the grievance procedures resolve no more than 25% of conflict situations while some UK studies suggest that mediation has a success rate of over 90%. Organisations not only need to have managers with skills to manage conflict successfully but also to have the ability to transform a situation from adversity to collaboration. In this regard organisations protect their reputation by applying effective ways of resolving difficult situations amicably and privately. This course provides organisations with trained individuals who can manage such delicate processes successfully.

Benefits for the DELEGATE

This course dispels most misconceptions about dealing with conflict, which often are the cause of anxiety for managers, and gives them the confidence they need to face difficult situations. They shall acquire the skills to avoid behaviours that may lead to conflict, apply the right interventions when it happens while understanding those situations that may require consultancy. Delegates acquire the skill which gives them the confidence that if and when conflict happens, they are able to deal with it with competence.

Mode of TRAINING

The program is conducted by a professional trainer and specialist in Human Resource Management and Development with over 30 years of experience in leading organisations in both the public and private sectors.

The mode of training is interactive with time for discussion and sharing of experience, analysis of work related video clips and an array of exercises that help the delegate discover his or her strengths and weakness. Moreover identify areas for improvement and plan action for change.

Mode of ASSESSMENT

There are no written assignments but a system of recording on a diary and or journal where the delegate reflect and documents the learning made and how he or she applied it in practice at work. The assessment is about helping the individual develop the skills to do things in practice as opposed to know about things. The supervisor or the manager of the delegate shall also have a role in observing the delegate and assist in the learning.

entry **REQUIREMENTS**

Individuals who are already in supervisory or management positions and / or identified for such positions in the course of the next 12 months. They need to have the ability to read and write in the Maltese and / or English languages.

EVENT BOOKING T&Cs policy

Please click [here](#) to view the MEA's Event booking terms and conditions and cancellation policy.

CERTIFICATION

The delegate is required to obtain a 50% overall grade and a 75% attendance in order to qualify for a certificate of achievement by New Horizons. The course is equivalent to 3 ECTS. If any of the conditions are not satisfied, the Board of Studies may consider issuing a certificate of participation to the delegate concerned.

Since the course will consist of intensive sessions with heavy participant involvement and discussion, attendance is limited to a maximum of **eighteen (18)** persons. Applications will be accommodated on a first come first served basis.

We reserve the right to alter the programme due to circumstances beyond our control.

course **STRUCTURE**

16 contact hours – 3 ECTSs

1. Conflict Management
2. Time & Stress Management
3. Influencing & Persuading Skills
4. Mediation

TRAINER

Joseph Gerada

The programme shall be delivered by Joseph Gerada with over 30 years of work experience in leading public and private organisations in Malta. He is a freelance management consultant specialising in people management issues, re-structuring, recruitment, training and mediation.

He holds a Master degree in Mediation for Conflict Resolution from the Institut Universitaire Kurt Bosh Switzerland, a diploma in Applied Social Studies from the University of Malta and is trained in management and leadership from Cranfield University UK and the School of Management of the University of Singapore. He is a fellow member of the Chartered Institute for People Development UK and an Accredited Management Trainer.

ORGANISATION

The program is being administered by the Malta Employers' Association while delivered and awarded by New Horizons (Institute for Work Competencies). The Malta Employers' Association is licensed as a Higher Education Institution (License No.: 2017-001) by The National Commission for Further & Higher Education.