



# Online Mediation Training Programme

A facilitative and evaluative  
approach to mediation in  
the built environment

Module 1: 13-16 September

Module 2: 19-22 September





Our Mediation Training Programme will prepare you to mediate the most complex disputes to the highest standards across land, property, construction and infrastructure.

This online course is divided into two modules consisting of the facilitative and evaluative approaches to mediation.

Our expert trainers will provide you with in-depth, practical coaching and you will receive feedback from both your trainer and your peers.

## Who should attend?

Our delegates come from a variety of backgrounds and include professionals in land, construction, real estate, legal practitioners and government employees. This course is also suitable for those who are representing parties in mediation.

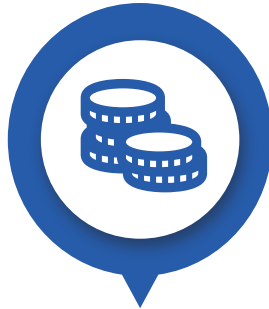
# The RICS Mediation Training Programme

RICS mediation training is pragmatic and practical and teaches mediators to think:



## Analytically

Helping parties to analyse the circumstances, law, evidence, as well as the strengths and weaknesses of their case to empower them to make pragmatic and viable settlement decisions.



## Commercially

The training encompasses commercial and legal realities to provide a flexible settlement, which courts or arbitration cannot do.



## Restoratively

Mediation focuses on restoring the business relationship between parties and proceedings are completely confidential, to limit any further damage.



## As an Expert

With many years' experience and expertise in the field of disputes, our mediators help parties reach a common settlement, or help narrow the issues in the dispute, reducing court or arbitration costs.

# Course Content and Pricing

## Module 1

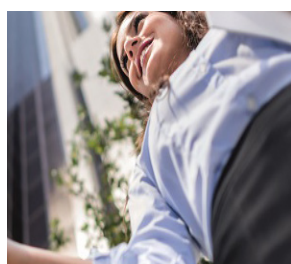
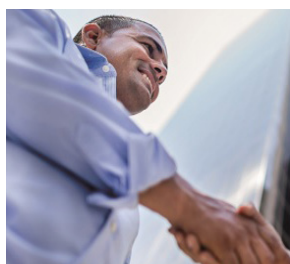
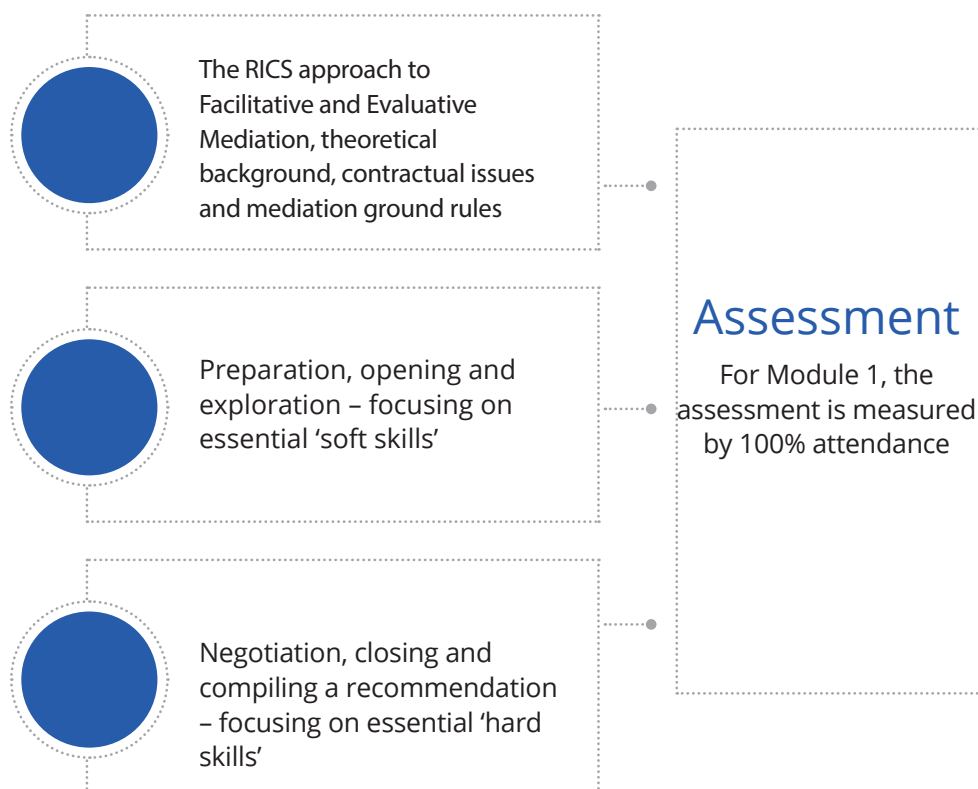
### Introduction to Mediation and Mediation Advocacy

Suitable as a stand-alone course, this introductory module provides the essential baseline skills to enable delegates to develop and expand their proficiency as a party representative. This module will provide you with a detailed introduction to facilitative and evaluative mediation with hands-on coaching and feedback provided throughout role play exercises.

As part of the introduction, delegates will gain an understanding of when the evaluative approach will be more appropriate.

#### Module 1 Learning Outcomes

- Appreciate and anticipate the complexities, pitfalls and opportunities of acting as either a facilitative or evaluative mediator
- Develop the skills to successfully mediate in a variety of commercial situations
- Build a high level of expert knowledge and experience – act effectively as a mediation advocate





## Module 2

### Practical Evaluative Mediation Skills

This module will develop your technique as an evaluative mediator, building on the skills in traditional facilitative mediation and the knowledge of evaluative mediation gained in Module 1. You will be guided through a variety of practical situations and will learn how to deal with challenges that are specific to the evaluative mediation process. These include how to use your sector skills and experience.

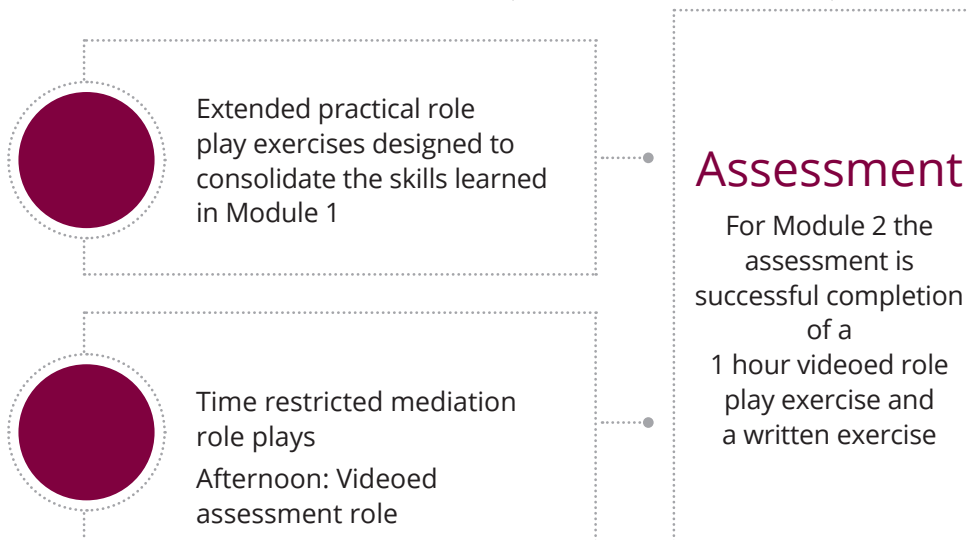
#### Module 2 Learning Outcomes

Understand the matter appropriately to:

- Help the parties consider the merits of the various options for settlement that emerge during the negotiation
- Help the parties understand the risks associated with taking the matter to court or arbitration through a process of robust reality testing
- Provide your neutral evaluation as to the prospects of success in court or arbitration based on the evidence revealed to you
- Help the parties to achieve an outcome based on wider commercial as well as narrow legal grounds

This module is available once you have successfully completed Module 1.

Please note: 100% attendance is required by all participants for the full 8 days.



#### Registration fees

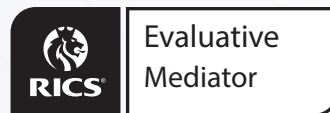
RICS professional, AIAC panellist and AIAC YPG member  
Non RICS professional:

MYR 7,000  
MYR 8,100

## What will I receive at the end?

Successful completion of Modules 1 and 2 entitles you to apply for admission to the RICS Global Panel of Dispute Resolvers and Expert Witnesses. This would allow you to be considered for appointment by RICS to act as a mediator.

Accreditation by RICS entitles you to use these logos on your letterhead and business cards etc:



Members of the RICS Global Panel of Dispute Resolvers and Expert Witnesses will also be entitled to use this logo:



	Module 1	Module 2
<b>Certificate</b>	RICS Introduction to Mediation and Mediation Advocacy	RICS Evaluative Mediator
<b>Designation</b>	x	RICS Evaluative Mediator
<b>Apply to the Panel</b>	x	✓
<b>Use of logo</b>	x	✓

## Status and recognition

- The RICS Mediation Programme is recognised by the International Mediation Institute (IMI).
- The programme is also recognised by the Civil Mediation Council (CMC).
- The RICS Mediation Training programme is a Singapore International Mediation Institute (SIMI) registered training programme. Upon successful completion of the training programme, you will have the option to join the SIMI Credentialing Scheme as a SIMI Accredited Mediator Level 1.





## Why choose RICS as your training provider?

RICS Dispute Resolution Service (DRS) training courses ensure that you are well equipped to respond to the changing demands of the market by enhancing your skills as a dispute resolution professional and expert witness.

With over 40 years providing support and guidance to the built environment sector, we are confident that we can support you with our immense pool of industry knowledge and experience.

## How to enrol

If you would like to enrol on this course, or for further information, please get in touch with our DRS team at [drseducation@rics.org](mailto:drseducation@rics.org)

## Eligibility

This programme is only applicable for participants/applicants who are based in Malaysia or their work is based in Malaysia.

For Malaysians, we advise that a copy of your Malaysian Identification Card be provided, whilst for participants who are non-Malaysians but are based in Malaysia, please provide a copy of your work permit. Please email the requested documents to [drseducation@rics.org](mailto:drseducation@rics.org) when you register for the programme.

## Delivering confidence

We are RICS. Everything we do is designed to effect positive change in the built and natural environments. Through our respected global standards, leading professional progression and our trusted data and insight, we promote and enforce the highest professional standards in the development and management of land, real estate, construction and infrastructure. Our work with others provides a foundation for confident markets, pioneers better places to live and work and is a force for positive social impact.

Americas, Europe, Middle East & Africa  
**[aemea@rics.org](mailto:aemea@rics.org)**

Asia Pacific  
**[apac@rics.org](mailto:apac@rics.org)**

United Kingdom & Ireland  
**[contactrics@rics.org](mailto:contactrics@rics.org)**



**[rics.org](http://rics.org)**