



# Mediation Training Programme

A facilitative and evaluative approach to mediation in the built environment

**23 - 27 March 2020**

Asian International Arbitration Centre [AIAC]  
Kuala Lumpur, Malaysia

[rics.org/SEAmmediation](https://rics.org/SEAmmediation)

Highly practical and intensive, the **RICS Mediation Training Programme** will prepare you to mediate the most complex disputes to the highest standards across land, property, construction and infrastructure.

This face-to-face course embraces 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.

This course combines the ACRE™ and Evaluative mediation training to provide you with one comprehensive programme.

## Who should attend?

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

## The RICS Mediation Training Programme adopts the ACRE approach.

### What is ACRE?



**A**

#### Analytical

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.



**C**

#### Commercial

The training encompasses wide commercial as well as narrow legal realities to result in a flexible settlement, which courts or arbitration cannot.



**R**

#### Restorative

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



**E**

#### Expert

Mediators use their expertise to help parties to reach a commonsense settlement, or to narrow the issues in dispute, reducing court or arbitration costs.

## Course content and pricing

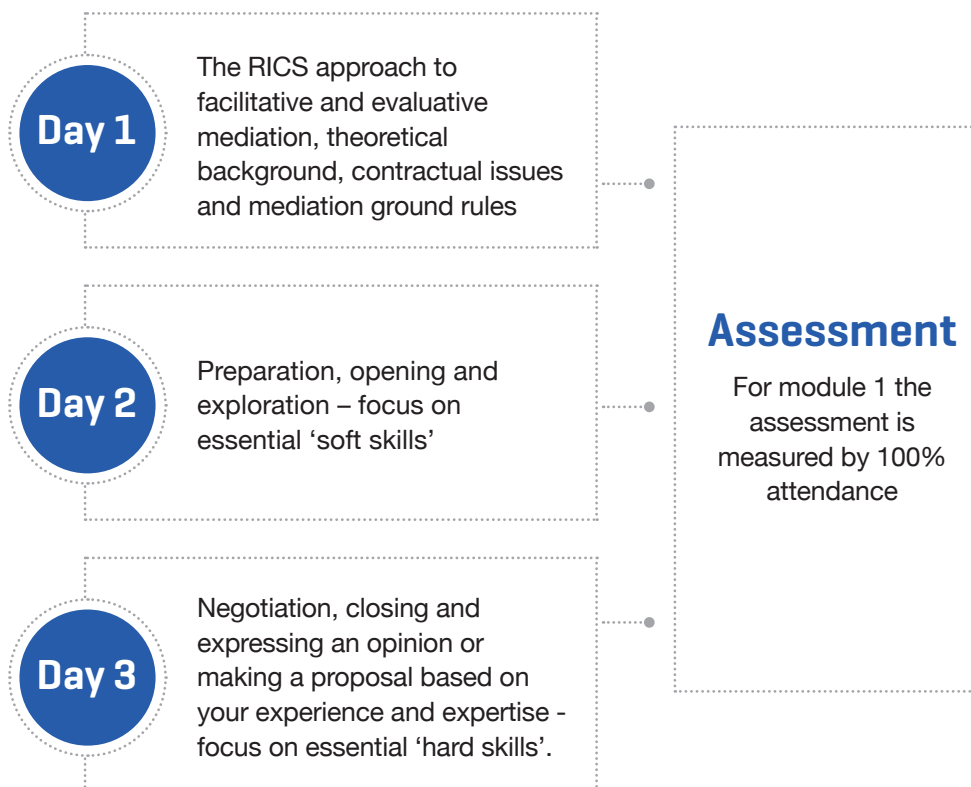
### Module 1

#### Introduction to Mediation and Mediation Advocacy

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

This will enable you to:

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



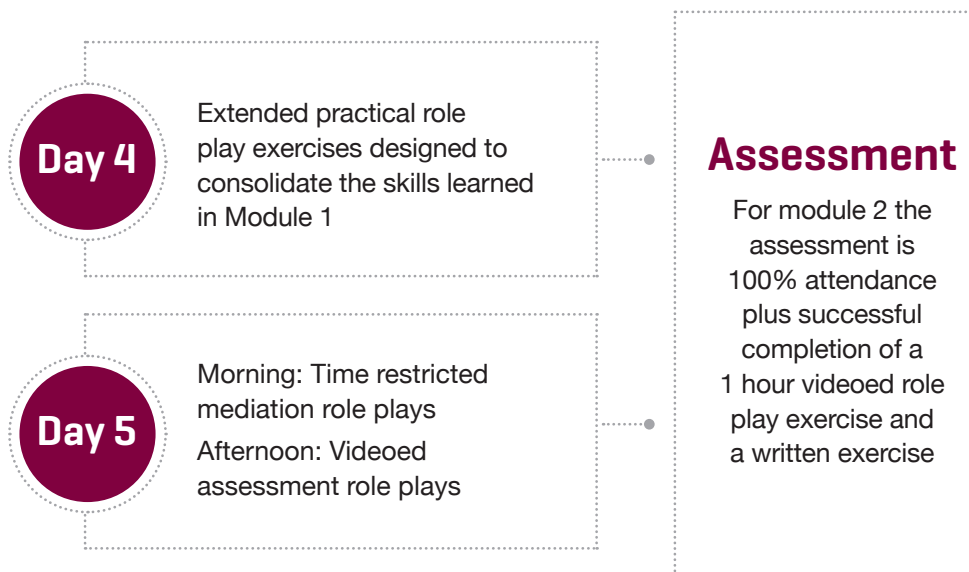
## Module 2

### Practical Evaluative Mediation Skills

This module will develop your technique as a facilitative and evaluative mediator, building on the knowledge of both disciplines you have gained in module 1. You will be guided through a variety of practical situations and will also learn how to deal with challenges that are specific to the evaluative mediation process. These will include how to use your sector skills and experience, as well as your understanding of the matter 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
- Explore the prospects of success in court or arbitration based on what has been revealed during the mediation process
- 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.



### Registration fees

RICS/AIAC/RISM member  
Non-member

MYR 5,600  
MYR 7,000

## What will I receive at the end?

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

Accreditation by RICS entitles you to use this logo on your letterhead and business cards etc:



Members of the RICS President's Panel will also be entitled to use this logo:



## Status and recognition

The RICS Mediation Programme is recognised by the International Mediation Institute (IMI) as a qualifying programme enabling those that successfully complete the RICS programme to apply for IMI certification.

Successful completion of both Modules 1 and 2 is recognised by the Chartered Institute of Arbitrators (CIArb) and entitles you apply to become a CIArb Member.

The programme is also recognised by the Civil Mediation Council (CMC).



The RICS ACRE™ 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

For further information please get in touch and our dedicated training team will be happy to assist you.

e [sea@rics.org](mailto:sea@rics.org) t +603 2726 9939

## Lead trainer: Andrew Miller QC

Andrew practices principally as a QC Mediator and Arbitrator, using his specialist expertise in commercial, construction, insurance, product liability, property damage and professional negligence disputes.

After an exceptional 30 years of practice as a top ranked commercial, construction and insurance QC (and junior counsel), Andrew now practices principally as a QC Mediator and Arbitrator.

Andrew has been involved in the mediation of disputes since 1996, when he undertook his first mediation in Singapore. He has experience of over 150 mediations and has been involved in mediations both domestically and internationally for over 20 years. Andrew is both CEDR and RICS accredited and acts as a mediator in a wide range of commercial sectors, including Construction, Energy, Property Damage, Product Liability, Insurance and Reinsurance, Professional Negligence and General Commercial disputes.

Andrew has used his background as a successful QC commercial practitioner and his substantial experience of mediation to become a practical, efficient, approachable and user-friendly mediator. As a proponent of the Active v Passive approach to mediation Andrew engages with the process and is not scared to debate with the parties in order to find a solution. Andrew welcomes a direct approach at all stages of the mediation and is very adaptable and able to deploy a blend of facilitation and evaluation to suit individual mediations. Andrew is an advocate for Early Stage Mediation (ESM).

Andrew has acted as lead mediator in commercial disputes valued at between £50,000 and £35,000,000. He has received glowing feedback and testimonials on his performance and skill as a mediator. Andrew also practices as a single and panel Arbitrator in commercial arbitrations and has been a Fellow of the Chartered Institute of Arbitrators (FCIArb) since 1999. Andrew is also a trustee of the Chartered Institute of Arbitrators.

### Practice areas:

MEDIATION – AMQC@2TG  
Alternative Dispute Resolution  
Commercial Dispute Resolution  
Construction & Property Damage  
Insurance & Reinsurance  
International Arbitration & Projects  
Product Liability  
Professional Negligence

### Qualifications:

CEDR Accredited Mediator  
FCIArb





**Booking form:**

RICS/AIAC/RISM member:

 MYR 5,600/participant

Non member:

 MYR 7,000/participantDelegate information

Salutation (Mr/Ms/Dr): \_\_\_\_\_ Surname: \_\_\_\_\_ Given name: \_\_\_\_\_

Membership no. (if applicable): \_\_\_\_\_

Designation: \_\_\_\_\_

Company: \_\_\_\_\_

Correspondence address: \_\_\_\_\_  
\_\_\_\_\_

Office number: \_\_\_\_\_ Mobile number: \_\_\_\_\_

Email address: \_\_\_\_\_

Registered under company or personal account: \_\_\_\_\_

How did you find out about this event: \_\_\_\_\_

**Currency of payment: In Malaysian Ringgit** By Bank transfer: RICS International Limited

Name of Bank: HSBC Bank Malaysia Berhad

Account No: 105-351621101

Swift Code: HBMBMYKL

Bank address: KLH main office, No 2, Leboh Ampang, 50100, Kuala Lumpur  
(Please email payment slip to Ms Ava - sea@rics.org for verification)Payments from overseas may only be made in Malaysian Ringgit, by International  
Monetary Order (subject to bank charge and shall be liable by payer) Cheque – cheques should be crossed and made payable to  
“RICS INTERNATIONAL LTD”

Mail to:

RICS, Suite 25, Axiata Tower Level 31, 9 Jalan Stesen Sentral 5, Kuala Lumpur  
Sentral, 50470 Kuala Lumpur, MalaysiaPlease return registration form and fee to [sea@rics.org](mailto:sea@rics.org)

For enquiries, please call Mr Chong Yee Seng at +603 2726 9939



## Confidence through professional standards

RICS promotes and enforces the highest professional qualifications and standards in the valuation, development and management of land, real estate, construction and infrastructure. Our name promises the consistent delivery of standards – bringing confidence to markets and effecting positive change in the built and natural environments.

### Americas

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**Latin America**

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**North America**

ricsamericas@rics.org

### Asia Pacific

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**Japan**

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**South Asia**

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**Southeast Asia**

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### EMEA

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