

## MEDIATION & CONFLICT RESOLUTION

### OVERVIEW

This highly-interactive, in-person course is designed to raise your awareness of your own approach to conflict, introduce a range of theories about mediation and participatory processes, and improve your conflict management skills. While we will discuss a wide range of dispute resolution processes that involve third parties, we will focus on mediation.

Each class moves back and forth between theory and skills practice, using theory to improve real world effectiveness, and using experience to improve understanding of theory. Participants will participate in multiple mediation simulations designed to enhance skills, demonstrate concepts, and provide opportunities to experiment. When role playing, students are strategically grouped based on experience level to maximize learning for everyone, from complete novices to experienced conflict management professionals.

### KEY THEMES

Core content often includes: Mediation Styles; Diagnosing Conversation; Ethical Dilemmas; Dealing with Difficult Behavior; Mediation in Litigation Contexts; Managing Conflict in the Workplace; and Mediating Complex Public Policy Disputes.

### COURSE MATERIALS

5 selected articles form

- 'Getting to Yes,' by Fisher, Ury and Patton
- Getting Past No: Negotiating in Difficulty Situations by Ury
- Difficulty Conversations: How to Discuss What Matters Most by Stone, Heen, and Patton

### TEACHING FACULTY



#### SAMUEL KIM

**Founding President, CALI  
MPA, Harvard University**

**Samuel** is the Founding President of the Center for Asia Leadership, where he oversees over 50 projects annually. The Center's mission is to help key leaders in multiple spheres in Asia build robust frameworks, devise effective policies, and formulate new strategies for increasing their

communities' growth and sustainability. He also co-leads the annual Asian Leadership Conference and Asia Leadership Forum, in which over 300 global leaders representing 280 entities from 110 countries, along with 3,000 in-person and over 100,000 online participants, join forces to discuss solutions for the world's most pressing problems. Prior to establishing the Center, Samuel worked for fifteen years in a wide range of sectors, ranging from strategy consulting, social entrepreneurship, and international development to politics, the military, and Korea's national government. Samuel has served as a Fellow at Harvard University's Asia Center and at the Kellogg School of Management at Northwestern University. He holds an MPA from Harvard, an MA from Seoul National, and an LLB from Handong Universities. He has edited fourteen books to date, covering such topics as political reform, innovation, education, entrepreneurship, economic development, the future of work, and women's leadership.



### WHO SHOULD ATTEND

This program is ideal for working professionals in decision-making roles, government officials, community leaders, and entrepreneurs

### PROGRAM INFORMATION

**Duration:** 3 days

**Date:** XXX

**Venue:** XXX

**Investment:** USD 3,000 or EUR 2,800

Registration closes on XXX

### APPLICATION & FURTHER ENQUIRIES

Contact person: **Nasya Yong**

Email: [nasya.yong@asialeadership.org](mailto:nasya.yong@asialeadership.org)

- Full attendance is required to receive the certificate of completion.

The organizer reserves the right to alter the information published in the best interest of the program

- Terms and conditions apply.

### PERSONAL DATA PROTECTION ACT

CAL reserves the right to use photographs and videos taken during the program and names of participants for promotional purposes and reserves the right to change without prior notice any statement in the brochure concerning, but not limited to, rules, policies, fees and curriculum.