

**Managing and Resolving Disputes Through Alternative Dispute Resolution (ADR) Channels –
Complaints Management, Mediation and Arbitration Processes**

• TUES, 19 JUNE 2012 • 2.00PM – 5.30PM • VENUE : SISV TRAINING CENTRE

WORKSHOP:

**Managing and Resolving Disputes Through
Alternative Dispute Resolution (ADR) Channels**

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**Complaints Management, Mediation and
Arbitration Processes**

**Tuesday, 19 June 2012
(2.00pm – 5.30pm)**

**2 core CPD credit hours approved by
the CEA for the mandatory CPD Scheme**

WORKSHOP VENUE:

SISV Training Centre
110 Middle Road #09-00
Chiat Hong Building
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ENQUIRIES & REGISTRATION

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SYNOPSIS

The contradictory objectives of the parties which often can result in conflicts are inherent in delivering Real Estate Agency Services (REAS). Conflicts when not managed appropriately will result in disputes. Disputes must be managed and resolved in a well planned, cost effective and timely manner, to ensure continuity of business and sustainability of profits. This course is designed and developed to equip the participants with skill sets and knowledge necessary for implementing CEA Guidelines on “Complaints Management Procedure”. When redresses fail to resolve the conflicts, then KEOs, Sales Persons and Clients should be ready to manage and resolve the disputes through most efficient and cost effective ADR channels.

WHO SHOULD ATTEND

- 🎯 KEOs
- 🎯 Sales Persons
- 🎯 Clients like Vendors, Developers, Property Owners, Property Management Professionals etcetera, which are frequent users of the services of Real Estate Agencies

CERTIFICATE OF ATTENDANCE

Certificate of Attendance will be awarded upon successful completion of the programme.

PROGRAMME

13:45	Registration
14:00	Overview of ADR Processes
14:15	Lecture I
15:00	Case Study on Mediation
15:30	Tea /Coffee Break
15.45	Lecture II
16:45	Case Study on Arbitration
17:30	End of Workshop

LECTURER

Mr Jayems Dhingra

Jayems Dhingra is the Principal Consultant with Tiberias Management Consultants, Singapore; specialising in the fields of corporate management consultancy, international contracts reviews and Alternative Dispute Resolutions. Over a 36 year period, Jayems has worked and consulted in the industry verticals encompassing, EPCIC Contractors, Construction Projects, Logistics & Warehousing, including shipyards and oil and gas majors, in Asia and Europe.

His professional experiences are well complemented with hands-on technical experiences at worksites. He has been engaged in M & E Services for industrial to large commercial buildings, plants construction and structural fabrication sites. He has held lead positions in Project Management, Plant Operation, Repairs & Maintenance of various machineries, including diesel operated power plants. He has also been engaged for assignments like, strategic investment planning, due diligence, resolving various operational issues, contracts reviews, cost controls, project management matters and procurement systems.

