

Seminar: DISPUTE RESOLUTION SKILLS

27 June 2016
(Monday, 2.00pm – 5.00pm)

2 Core CPD credits awarded under Core
Category 3 / Level 2 approved by CEA for the
 mandatory CPD Scheme.

VENUE:
SISV Training Centre
 110 Middle Road
 #09-00 Chiat Hong Building
 Singapore 188968

ENQUIRIES & REGISTRATION

☎ **64240 272 (Manisah)** manisah@sisv.org.sg
 ☎ **64240 297 (Ping Ping)** pingping@sisv.org.sg



Singapore Institute of Surveyors and Valuers
 110 Middle Road #09-00 Chiat Hong Building
 Singapore 188968
 ☎ 6222 3030 (Main) 6225 2453 (Fax)
 Website: www.sisv.org.sg

SYNOPSIS

This course describes the various methods for resolving disputes. It highlights, in particular, the mediation and arbitration schemes prescribed by the Council for Estate Agencies. It will be useful for salespersons to understand how disputes in estate agency work can be resolved without going to the court.

OBJECTIVES

- To understand the dispute resolution processes available for resolving real estate disputes under the CEA's regulations and guides
- To understand the three common methods of dispute resolution ie negotiation, mediation and arbitration
- To learn how to prepare for conflicts and to manage them using negotiation and mediation skills.

LEARNING OUTCOMES

- Be familiar with the various dispute resolution techniques
- Able to apply negotiation and mediation skills in resolving non complicated agency disputes

WHO SHOULD ATTEND

- Salespersons who are engaged in daily agency work with their clients and the public
- Others who wish to learn about basic dispute resolution skills particularly negotiation and mediation skills
- Relevant for salespersons at team leader positions and above

PROGRAMME

1:45pm	Registration
2:00pm	Seminar commences
3:30pm	Break
5.00pm	End of Seminar

COURSE INSTRUCTOR

Dr Lim Lan Yuan

President of Singapore Institute of Surveyors and Valuers (VGP) and author of book Real Estate Salesperson's Course Guide and other real estate books. He has been Consultant to the Court Mediation Centre, and Adviser to CASE Mediation Panel. In addition to his doctorate, Dr Lim holds an MBA, MSc (Construction Management), LLM (Distinction), BSc (Estate Management), BSc (Econ) and LLB (Hons).

CERTIFICATE OF ATTENDANCE

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

Important Note: Please be informed that CEA will not recognise your CPD credits if you have attended similar CPD course/seminar/workshop as above from other centres

Registration Fee (includes GST & notes) &
Membership Category

\$65 (A) SISV Members & Staff of Member Firms
CES & REAC (CEHA) Course Participants of
SISV/SISV Services, Affiliates [CREA®, GRES
participants, Subscribers of SISV REALink]

\$85 (B) Others

Limited Seats! Book now!!

Notes

Registration is on a first-come-first-served basis. Reservation by fax or email will only be accepted upon receipt of payment. Confirmation of registration will be via email. No cancellation is allowed once registration is confirmed.

Fees paid are not refundable under all circumstances. This will also apply to participants who are unable to attend on that day. However, replacement by another individual is allowed and notification must be made in writing at least 3 days before the event. In the case of a non-member replacing a member, the non-member will have to pay the fee difference.

The Organiser reserves the right to alter the programme or cancel the event as may be necessary. In the event of cancellation, full refund will be made to participants.

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REGISTRATION FORM**Name of Participants**

#	NAME / NRIC / CEA Registration No / Mobile No. / Email	Mbrshp Category	Amt \$	
1	Name:			
	NRIC:			CEA Registration No:
	☎ Mobile			Email :
2	Name:			
	NRIC:			CEA Registration No:
	☎ Mobile:			Email :
3	Name:			
	NRIC:			CEA Registration No:
	☎ Mobile			Email :
Total Amount Payable \$				

Company

CEA Estate Agent Licence No. : Contact Person

Address :

..... S()

Tel/HP Fax.....

Email

PAYMENT MODE

Receipt No : _____ (for official use)

- ☐ **Cheque** (Bank/Cheque No Amount \$.....
Crossed cheque payable to “**Singapore Institute of Surveyors & Valuers**”. Please indicate your name, company and date of event on the back of the cheque.
- ☐ **Via ibanking/Bank transfer.** Details as follows: DBS current account no: 007 005007 0. Please include your name and date of event (Tan Xx Xx 10072015) when transferring.