

# COURSE INFORMATION SHEET

DATE OF ISSUE: January 2025

## EFFECTIVE NEGOTIATION AND MEDIATION: STRATEGIES FOR SUCCESS



MALTA UNIVERSITY CONSULTING

<b>Days/Dates</b>	May 2025: Monday 5 <sup>th</sup> , Tuesday 6 <sup>th</sup> , Wednesday 7 <sup>th</sup> , Thursday 8 <sup>th</sup> and Friday 9 <sup>th</sup>
<b>Time</b>	17:00 – 19:00
<b>Number of Hours</b>	10 hours
<b>On-site or Online</b>	Online via Zoom
<b>Fee</b>	€ 139
<b>Deadline</b>	28 <sup>th</sup> April 2025
<b>Aims/ Objectives</b>	A short course on how to improve your Negotiation skills and a foundation course introducing mediation skills
<b>Who should attend</b>	This course is for anyone who is involved in negotiation and is also keen and interested in becoming a mediator. This course is beneficial to everyone from employers/employees, customers/traders, sellers/buyers, trade unionists/shop stewards, business development officers, estate agents, members of voluntary organisations and any person who requires a negotiation mindset and needs to obtain / improve the negotiation skills.
<b>Course content</b>	The course also provides Participants with an introduction to the tools necessary for the conflict management and dispute resolution process in different areas of application. It provides them with a bird's eye view of the skills necessary in the relevant fields. Participants will be able to understand the notion of conflict, learn how to analyze conflict and form conflict management strategies. Participants will be introduced to the different methods of dispute resolution: negotiation, mediation, arbitration, and litigation. Through role-play, the Participants will appreciate how effective mediation can be for the disputants to deal with their differences and reach an agreement.
<b>Course Outcomes</b>	By the end of this course, students will be able to weigh between different alternatives, handle impasses and be creative in negotiating mutually acceptable agreements and able to resolve disputes.
<b>Trainer/s Bio</b>	Dr Mario Caruana LL.D., CEDR Accredited Mediator, is a lawyer by profession. His practice includes family, civil and commercial mediation. He is visiting lecturer at the University of Malta and lectures “The Law of Mediation” to Masters in Advocacy students and “Theory of Conflict Resolution” to M.A. in Mediation students. He is the founder of ADR (Malta) Centre, a firm providing alternative dispute resolution services (in particular mediation services). In collaboration with Malta University Consulting Limited, his Firm has designed a course for persons who wish to learn more about negotiation, conflict management and dispute resolution skills.
<b>Certification</b>	Upon successfully completing the course with 80% attendance, attendees will receive a Certificate of Attendance from Malta University Consulting Ltd.

For further information kindly contact Malta University Consulting Ltd, Campus Hub, Block ‘O’ Level 7, University of Malta, Msida.

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