

# *Do conflicts consume your time, drain valuable resources and reduce workforce productivity?*

## **MEDIATION: THE CONFLICT MANAGEMENT SOLUTION**

A 15-day practical course on non-adversarial processes in conflict management  
40-hour Classroom Workshop: 18-22 February 2008  
40-hour Practical Training: 25-29 February and 3-7 March 2008



### **LEARNING OBJECTIVES:**

- Understand yourself and discover how you can communicate, interact and manage conflict more successfully
- Discover and learn the language of the heart
- Learn to truly negotiate for a win-win solution
- Learn the global skills in mediation that will help you resolve and transform conflicts and people through culturally sensitive modules
- Resolve and handle real-life disputes

### **THIS COURSE IS FOR:**

- All supervisors, managers and leaders of companies, organizations, associations, unions, educational institutions, communities and government agencies
- All those who are interested in a career in dispute resolution
- Parents, community leaders and counselors who wish to learn the art and skill of non-adversarial conflict resolution

**BE TRAINED BY THE LEADER IN NON-ADVERSARIAL CONFLICT RESOLUTION!**



**Register before January 31, 2008  
to avail of the EARLY BIRD DISCOUNT!**  
**For inquiries, contact The CoRe Group at  
(02) 910-6605 or (02) 635-9982 or lea\_chu@yahoo.com**

## *THIS IS THE COST OF CONFLICT*

*70% of workforce productivity is lost.*

*It costs 150% of annual salary to replace someone who leaves because of conflict.*

*30% of a manager's time is spent on handling conflicts.*

*42% of a manager's time is allotted in negotiating when conflicts arise.*

*65% of performance problems are due to conflicts.*

*78% of employees suffer from stress because of conflicts.*

*90% of involuntary departures are due to conflicts.*

*50% of voluntary departures are due to conflicts.*

*30% of absenteeism is due to conflicts.*

*10% of theft and sabotage is attributed to conflicts.*

*50% of health bills are due to conflict.*

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and reduce workforce productivity?**

## **MEDIATION: The Conflict Management Solution**

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*“We’ve always been wanting to try to find a process that will save us time... given that the dockets of the courts are all overloaded and to settle any case will take a long time. So it was an opportune time that Professor Abaya came to us and started talking to us about mediation. And now that we have institutionalized it, we look forward to having the mediation clause in all of our contracts thereby achieving two objectives. one, to settle it out of court and, two, to settle it immediately, as soon as possible.”*

Ambassador Donald Dee, Former PCCI President

*“We pilot-tested mediation in the Department of Justice... and we were successful in disposing of about 97% of cases that reached the prosecutors offices in a given time. So I believe in mediation and I think that it should be institutionalized in the Department of Justice.”*

Ombudsman Merceditas Gutierrez

*“I believe that not all things can be resolved legally. In a lot of things, the best judge of any controversy will be the parties themselves. The best justice that the parties could is the one they give to themselves... its one that can be reached amicably by the parties if they just sit down and talk things out.”*

Deputy State Prosecutor Richard Fadullon, DOJ

*“I thought the training was going to boring... you cannot make a lawyer sit for 10 hours... but CoRe made us do that. That was how capable Prof Abaya was and her team... training and exercises were very reflective of what we really do in our life.”*

Atty. Lily Milia, CHED

*“The training showed me the essential need for people and organizations to handle their disputes in a manner that maximizes the positive outcome of their differences, and minimizing effects that tend to destroy relationships and waste resources.”*

Ramon Cervantes, Land Bank of the Philippines

*“To minimize conflict situations [that] unnecessarily drain emotions and at times permanently ruin intra-office relationships, especially supervisor-subordinate relationships, we should stress the need to detoxify verbal and written communications. In situations of conflict, we in the management and grievance committee should underscore the primacy of mediation to prevent the situation from being hostile...”*

Teresita Abad, Statistical Research and Training Center

*“It dawned on me that there are those who wish to resolve their disputes or cases not solely on asserting one’s legal rights or presenting proofs/evidences to support one’s claims, but by merely appealing to one’s compassion and the inherent kindness in every individual.No factual truth was sought, no witnesses were presented, no documents were marked, no legal arguments were presented, no rules of evidence invoked, and yet, the parties were able to resolve their conflict*

*With the new skills I learned in handling disputes through mediation, my office can save valuable time and resources otherwise intended for resolving cases through litigation, and put the same to better use. Mediation offers a real and viable alternative to litigation.*

Atty. Rodney Velicaria, University of the Philippines

## OVERVIEW

Asia, Australia, Europe and the United States have subscribed to the use of Alternative Dispute Resolution, particularly *mediation*, in dealing with conflict. The primary reason for this is that *mediation* saves time, effort and resources. Over the years, this alternative to dispute resolution has built the image of a “*better alternative*” as it yields outcomes that are swift, less expensive, more durable and mutually satisfying to parties involved. Mediation has gained wide acceptance and support because it *empowers individuals* to take responsibility in settling their disputes.

In the Philippines, *mediation* is pushed aggressively as the primary means of resolving disputes in corporations, government, communities, and local barangays (1) because of the astounding *financial benefits* it provides, (2) it causes *less physical stress*, (3) it *eliminates the emotional and psychological trauma*, and (4) results to more *durable agreements*.

Mediation is known not only to resolve conflict but to increase productivity resulting in savings in time and money.

This course will help you discover and understand how and why conflicts occur – whether in the office, in the community and at your home. You will be equipped with the skills and techniques to resolve them in a process that results to mutual satisfaction, individual empowerment, and durable outcomes. In the end, you will learn skills that will help you resolve conflicts before they go out of control.

## LEARNING OBJECTIVES

- Understand yourself and discover how you can communicate, interact and manage conflict more successfully
- Discover and learn the language of the heart – *non-adversarial communication*
- Learn to truly negotiate for a win-win solution
- Learn the global skills in mediation that will help you resolve and transform conflicts and people
- Resolve and handle real-life disputes

## THIS COURSE IS FOR

- All supervisors, managers and leaders of companies, organizations, associations, unions, educational institutions, communities and government agencies across the Philippines
- All those who are interested in a career in dispute resolution
- All persons – parents, community leaders, counselors, teachers and instructors – who wish to learn the art and skills of non-adversarial conflict resolution



## ABOUT THE FACILITATORS

### *Professor Annabelle Tecson-Abaya*

Annabelle “Belle” Tecson-Abaya has been a strong advocate of *mediation* since year 2000 when she returned to the Philippines from Boston, Massachusetts, where she lived with her family and where she was a practicing mediator.

She is President of The Conflict Resolution Group Foundation, a Negotiating Panel Member – Government of the Republic of the Philippines in Peace Talks with the Communist Party of the Philippines, New People’s Army and the National Democratic Front, Professor of Negotiations and Conflict Resolution at the De La Salle University – Graduate School of Business, Adjunct Professor on Mediation and Conflict Resolution at the Asian Institute of Management and Professor on Conflict Resolution of the East Asian Pastoral Institute.

Belle was instrumental in the passage of “*The Act to Institutionalize the Use of ADR in the Philippines and Create the Office of ADR*” by convening stakeholders to draft the law to institutionalize the use of ADR in the Philippines and catalyzing consensus discussions among quasi-judicial officials to draft President Gloria Macapagal-Arroyo’s Executive order on Administrative Judicial Reform.

For the business sector, Belle conceptualized the ADR in Business project which convened 9 of the largest business organizations to forge a covenant to push the adoption of an ADR Clause in their contracts, to establish business mediation units in key cities nationwide, and to train the panel of neutrals in each unit. She was also a driving force in setting-up the Philippine Mediation Center in 2001.

Her works include providing extensive training and skills development, conflict coaching, consultancy for systems design and implementation for the government, business and community sectors all over the Philippines. Her projects include the following:

***Supreme Court*** – Consultant of the Supreme Court of the Philippines for the project on Mediation where she trained over 400 mediators and 1,000 mediation advocates in Manila, Cebu and Davao. She designed and managed the program that implemented the highly successful “Settlement Week,” aimed at introducing the use of Court-connected mediation nationwide, which resulted to the settlement of nearly 1,500 cases in 2 weeks and resulted to a settlement rate of 81%.

***Department of Justice*** – As Mediation Consultant of the Department of Justice the project she conducted focused on estafa and BP 22 violations (anti-bouncing cheque law) – project that turned in a success rate of 93%. She designed and implemented a pilot mediation project for prosecutors and private mediators that garnered a settlement rate of 93%. In 2003-2004, DOJ expanded the development of the mediation program with Belle’s assistance and expertise. Under her, 330 prosecutors and public attorneys were trained in the practice of mediation.

***The Asian Development Bank*** – For the development, training and maintenance of its in-house dispute resolution practitioners and training of high officials of its 38 member nations in conflict resolution.

***The Office of the President of the Philippines*** – She is also known for the implementation of Executive Order 523 mandating the use of non-adversarial processes of dispute resolution prior to litigation. The program involved the training and coaching of over 300 government specialists from 155 agencies in mediation and the set-up of dispute resolution systems in their organization.

***The Department of Trade & Industry’s Bureau of Trade Regulation and Consumer Protection*** – She trained 80 mediators nationwide and helped increase case disposal efficiency by over 80%.



Her other recent consultancies and project involvements were with the Intellectual Property Office, the National Labor Relations Commission, Board of Investments, Bangko Sentral ng Pilipinas, Department of Education, and Commission on Higher Education. Prior to her work in conflict resolution, she was mostly in the business scene as Executive Officer and later in public service as Presidential Spokesperson of President Fidel V. Ramos. She was also a media practitioner as broadcaster on radio and TV, and a broadsheet columnist.

Belle is presently completing her Doctorate Degree on Conflict Resolution at the La Trobe University. She pursued a Doctorate Studies in Conflict Resolution at the Fletcher School of Law and Diplomacy at Tufts University and completed her Master's Degree in Dispute Resolution at the University of Massachusetts Boston. She also holds a Masters Degree in Public Administration from the Kennedy School of Government at Harvard University, where she was an Edward Mason Fellow and which accorded her its highest international award – the Vernon Award for Academic Excellence and Leadership. Belle received her Bachelor of Arts Degree from St. Theresa's College, Quezon City, Philippines.

*Mr. Tristan Besa*

Tristan Besa is an experienced Mediation Trainer and Life Coach. He completed his professional coach's training at the Coaches Training Institute (CTI) in San Rafael, California. As Chairman of the Board of Philippine Seminars Inc., he trained thousands of individuals in self-awareness and life skills.

He is a certified mediator of the Supreme Court and mediates disputes at the Mandaluyong Courts. He conducts private mediation services and is an active mediator of The CoRe Group's Mediation Center. Having been associated with The Conflict Resolution Group Foundation, Inc. since its inception, he helped design and deliver its highly rated mediation programs to the public and private sectors.

An important part of Tris' professional experience was spent in private business as Vice-President in the finance and banking sectors, and as an entrepreneur. He completed his undergraduate studies at the Ateneo de Manila University, major in Economics and pursued his postgraduate studies at the Ateneo de Manila University with a Master's Degree in Business Management.



## PROGRAM DESIGN

### CLASSROOM TRAINING

The classroom phase of the program consists of five (5) days live-out training. The five-day, 40 hour workshop consists of lectures, simulation activities, audio-visual presentations, and group discussions.

*Day 1 (February 18, Monday):  
All about You*

The first day is about understanding yourself. This is the basis for understanding others and knowing the processes that people undergo.

*Day 2 to 3 (February 19-20, Tuesday & Wednesday):  
Communication and Negotiation*

The start of any resolution is to first understand the needs of others without necessarily agreeing with them. It is, therefore, important for you to get to know the communication process and discover a non-adversarial manner of communicating.

After a thorough discussion and several exercises on communication, we will go into the basics and concepts of negotiation. Because mediation is a facilitated negotiation between parties, a basic and deeper understanding of negotiation is essential for any mediator.

*Day 3 to 5 (February 20-22, Wednesday to Friday):  
All about Mediation*

The 6-Step Mediation Process, Skills of a Mediator and the Special Challenges of a Mediator will be discussed in detail using lectures, exercises, group discussions and video presentations.

### PRACTICAL TRAINING

*February 25 – 29 and March 3 – 7, 2008  
Monday to Friday  
(half-day sessions; flexible schedule for as long as  
40 hours is completed)*

The internship phase is comprised of 40 hours of practical training spread over 10 half-day sessions (8-12nn and 1:30-5:30pm).

This phase of the training provides the trainees with the opportunity to handle real-life conflicts in offices where conflicts and disputes are settled and managed on a daily basis. Examples of such agencies are the Philippine Overseas Employment Agency, the National Labor Relations Commission and the Department of Trade and Industry. The venue for the internship will be announced during the classroom training.

## FEES AND GENERAL INFORMATION

<i>Package</i>	<i>Fee Per Person</i>
<i>Early Bird Fee</i> Registrations with payments made before January 31, 2008	PhP 40,000.00
<i>Group Fee</i> For groups of at least 6 who register and pay at the same time	PhP 45,000.00
<i>Regular Fee</i>	PhP 50,000.00
<i>Scholarship Package</i> This is awarded to full-time staff of non-profit organizations or students of educational institutions. (Limited slots only. First come, first serve basis.)	PhP 35,000.00

*The fees above cover the entire **15-day training and practical course.**  
It is inclusive of all training manuals, hand-outs, case materials and role-play sheets, and meals  
(AM Snacks, Lunch and PM Snacks) during the 5-day classroom training.*

**DEADLINE OF REGISTRATION AND PAYMENT IS ON FEBRUARY 8, 2008.**  
*To register, fill-out the attached form and fax it to (02) 632-9356 or 635-9982  
or you may e-mail it to [lea.chua@coregroup.org.ph](mailto:lea.chua@coregroup.org.ph)*

**REGISTER NOW AND AVAIL OF DISCOUNTED RATES!!!**

**For inquiries, please contact:**  
**The CoRe Group Foundation, Inc.**  
Telephone: (02) 635-9982 / 910-6605  
Telefax: (02) 632-9356  
E-Mail: [lea.chua@coregroup.org.ph](mailto:lea.chua@coregroup.org.ph)  
[lea\\_chu@yahoo.com](mailto:lea_chu@yahoo.com)  
Website: [www.coregroup.org.ph](http://www.coregroup.org.ph)





**Mediation: The Conflict Management Weapon**

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**REGISTRATION FORM**

*Please provide the information requested below and fax it to  
 The CoRe Group at (02) 632-9356 or 635-9982.  
 You may also e-mail it to [lea\\_chu@yahoo.com](mailto:lea_chu@yahoo.com) or [lea.chua@coregroup.org.ph](mailto:lea.chua@coregroup.org.ph).*

<b>I. PERSONAL INFORMATION</b>				
<b>Name: LAST,</b>		<b>FIRST</b>	<b>MIDDLE</b>	<b>NICKNAME:</b>
<b>Name of Office, Agency, Institution or Organization:</b>				
<b>Position / Title:</b>				
<b>Office Address:</b>			<b>Email Address:</b>	
<b>Office Landline No:</b>		<b>Office Fax No:</b>	<b>Cellphone No:</b>	<b>Home Telephone No.:</b>
<b>II. EDUCATIONAL BACKGROUND</b>				
<b>LEVEL</b>	<b>NAME OF SCHOOL</b>		<b>DEGREE / COURSE</b>	
Secondary				
College				
Graduate Studies				
<b>III. Where did you hear about this training?</b>				