

February 2007

Courses:

- **Advising and Representing Clients in Mediation:**
23 February 2007
CPD 7 Hours plus

This course is ideal preparation for solicitors, advocates, in-house advisers and others who wish to know more about mediation, the process, and how to make best use of it for clients and others. Learn about preparation and presentation, pre- and post-mediation agreements and creative negotiation skills.

Register [here](#) on-line or click [here](#) for a registration form, or contact Lisa Garrow on 0131-221-2520 or lisa.garrow@core-solutions.com.

- **Mediation Skills Training: 26-29 March 2007**
CPD over 28 hours

To register for our next internationally-recognised mediation course in March click [here](#) to register on-line or [here](#) for a registration form, or contact Lisa Garrow on 0131-221-2520 or lisa.garrow@core-solutions.com.

A number of participants from commerce, the public sector and the professions have signed up already and we are looking forward to another excellent four days. The course, which is ideal for decision-makers, managers, professional advisers and negotiators, is led by our experienced team of coaches and mediators and focuses on dealing with differences and disputes in business, the workplace and litigation.

The optional **Assessment Module** on **18 – 20 April** leads to Core's valued Certificate of Competence in mediation skills.

"To me one of the most striking things about actual mediation was how much it resembled the role plays from the courses. I would never have expected them to mirror each other so strongly, right down to the words participants used. It not only impressed upon me the effectiveness of the training provided by Core; but also showed the universality of human reactions to conflict, confirming for me the relevance of this training to all aspects of life."

- **Out of the Box: Modern Approaches to Problem Solving**
Monday 19 March 2007
Central Aberdeen

Two workshops led by John Sturrock and David Fraser

Following the huge success of our Out of the Box event last November, Core is running two of the most appreciated workshop sessions in Aberdeen, for up to 6 hours of CPD. You can choose to take part in one or both of the sessions.

Managing Relationships Intelligently with David Fraser

'Communication skills' are necessary for success in business and organisations. However, both traditional and contemporary developments in communication skills tend to place the focus on the individual - and his or her ability to get their point across. David will suggest a shift of focus from individuals to relationships and will contrast the transient nature of communication with the enduring character of relationships and set out the case for managing relationships intelligently.

Negotiating in Difficult Situations with John Sturrock

The best negotiators use a variety of techniques and strategies to deal with difficult situations in dispute management and deal making. Avoiding ongoing time-consuming and costly antagonism may be vital. Whether the differences arise in a commercial contract, an employment situation, a policy decision or in door-of-the-court bargaining, there are some tools that can enhance the prospect of a successful and speedy outcome, and enable you to do the best deal possible for yourself or your client, while maintaining respectful relationships with the other parties who may be involved.

Participants' feedback from our last event included:

"Fantastic course. I left feeling filled with new enthusiasm to tackle my job."

"... a rare occurrence to be afforded the opportunity to take sufficient time out for this sort of thinking. A very valuable day."

"A stimulating and useful day at which I gained a number of practical tools for use in the workplace."

Please feel free to forward this newsletter to colleagues who may be interested in it.

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www.core-solutions.com

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