

PRESENTS
MEDIATION



TRAINING:

M E D I A T I O N

Have you ever been in a workplace situation where a supervisor has made a decision that you don't agree with? Did you wish that you could ask someone else what they thought of the decision; whether they would have done the same thing? The Peer Review process offers employees just that chance, using a formalized process. In this two-day training, you will cover all aspects of the process, from initiating the process, to choosing a facilitator and panel members, to having a hearing and making a decision.

Ø How you will benefit:

- What the Peer Review process is
- How employees file grievances and how management should respond
- How a facilitator and a panel is chosen
- What is involved in the hearing process, from preliminary meetings to the hearing itself, to the decision process
- What responsibilities and powers a panel should have
- Questioning techniques
- Why peer review panels fail and how to avoid those pitfalls



Ø What you will cover:

- What is Peer Review?
- Initiating the Process
- Setting up the Peer Review Panel
- Questioning Techniques
- Overview of the Peer Review process: pre-meeting, hearing, and decision meeting
- Walkthrough of a sample panel, with case files
- Why does the process fail?
- How can we ensure the process succeeds?

Ø Who is the trainer?

Drs. Lilah Maduro-Wever is a NIP-registered psychologist experienced in treating i.e. job reintegration, stress, burnout, drugs- and relationship problems on Aruba. She has worked as a trainer/therapist at Buro Arends, GGZ-Midden Brabant, and Centro Dakota and therefore, knows the psychological problems that are common to Aruba. She has successfully acquired a university degree in Social & Organization Psychology in 1999 in Leiden and a university degree in Clinical Health Psychology in 2004 in Tilburg.

Ø This training will consist of 2 sessions:

Date & Time	What's Included?	Price
Saturday Day 1: April 17 th 2010 Day 2: April 24 th 2010 Time: 9:00am-12.00pm	<ul style="list-style-type: none"> • Instruction by an expert facilitator • Small interactive classes • Specialized manual and course materials • Personalized certificate of completion 	Afl. 465*,-

*Ask for our group discounts