

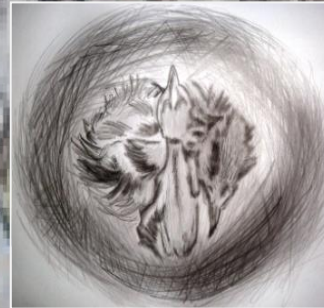
# Mediation, Civil and Commercial Negotiation

**Training Programme for Professionals**

**17<sup>TH</sup> FEBRUARY TO 23<sup>RD</sup> FEBRUARY, 2014**

The point of existence in this dynamic, ever-changing world is not to aspire or achieve, but to introspect

- Devdutt Patnaik



**Tata Institute of Social Sciences, Mumbai**

*In Collaboration with*

**Bridge Mediation & Consulting Pvt. Ltd.**

**+91-9560439503; +91- 9013045911 [bridgemediationc@gmail.com](mailto:bridgemediationc@gmail.com)**

## About Us

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### *Tata Institute of Social Sciences*

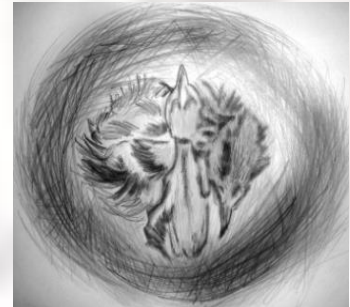
### *Accreditation & Nodal Agency*

The Tata Institute of Social Sciences (TISS) was established in 1936 as the Sir Dorabji Tata Graduate School of Social Work. In 1944, it was renamed as the Tata Institute of Social Sciences. The year 1964 was an important landmark in the history of the Institute, when it was declared Deemed to be a University under Section 3 of the University Grants Commission Act (UGC), 1956. Since its inception, the Vision of the TISS has been to be an institution of excellence in higher education that continually responds to changing social realities through the development and application of knowledge, towards creating a people-centred, ecologically sustainable and just society that promotes and protects dignity, equality, social justice and human rights for all. TISS works towards its vision through creation and provision of socially relevant and high quality professional education in a wide range of inter-disciplinary areas of Social Sciences, to a larger number of students, from all sections of society in the country and facilitation of autonomous research and dissemination of knowledge.

### *Bridge Mediation & Consulting Pvt. Ltd*

### *Trainers & Knowledge Partner*

Bridge Mediation & Consulting Pvt. Ltd. (BMCPL) is one of the pioneers in organized mediation, civil and commercial negotiation in India. We provide comprehensive, world class training to students, corporate professionals, social workers, diplomats and bureaucrats in India. We are a full service organization inspiring disputants and budding mediators to think out-of-the-box. We facilitate dispute resolution through mediation; assist clients in business negotiations and trains students as well as professionals to become innovative mediators and skilled negotiators. The training is presently accredited and conducted in collaboration with Gujarat National Law University, Gandhinagar with Media Logos, a European Union organization for training and practice of mediation as its International Knowledge Partner. We also help clients in dispute prevention, speedy dispute resolution through mediation and protection of their business interests by negotiating on their behalf.



## Our Team

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### THE ALCHEMISTS

*International & Domestic Co ordinators & Trainers*

***Mr. Stefano Cardinale***

***Mediator & Trainer (Medialogos, Italy)***

Mr. Cardinale has lived and worked in Italy, Spain, United Kingdom, United States of America and India. He is currently a member of the order in Rome and Barcelona, where he practices as a lawyer, professional negotiator, mediator, international management consultant and trainer. He works with various law firms in Italy, Spain, Germany, India, Chile and the United States of America. Mr. Cardinale was the academic director of three masters programme for lawyers at the Instituto Superior de Derecho y Economics (Spain). He is currently a member of the academic committee and professor of ADR schemes with the same institution as well as a professor of international mediation and negotiation at the Gujarat National Law University (India). He is the co-founder as well as director of Bridge Mediation Italy, an Italian body of civil and commercial mediation and a body trainer of mediators accredited by the Ministry of Justice with more than 20 offices throughout the country. He has contributed to several legal journals including "Mediaries" "Economist & Jurist" and "The Notebooks of Conciliation Mediation Bridge Italy," he co-authored the book "Mediation and Conciliation, law, Comparative and International" published by Cedam in 2011. Mr. Cardinale is fluent English and Spanish.



***Mr. Anuroop Omkar***

***Mediator and Trainer***

Mr. Omkar is the Managing Director and promoter of Bridge Mediation and Consulting Pvt. Ltd. India. Mr. Anuroop Omkar holds a B.Com. LL.B. (Hons.) degree from Gujarat National Law University, Gandhinagar, India. He is a professional Mediator and Negotiator trained from U.S.A and Europe. He envisions mediation as the future of dispute resolution in India. He is a skilled trainer who has successfully



assisted various international mediators in conducting training programmes on mediation and cross culture negotiation in India. On working days, Mr. Omkar works as a fulltime corporate lawyer engaged in transactional practice and civil litigation across various courts in India which helps him give a practical outlook regarding the importance of mediation in resolving commercial disputes. The Government of National Capital Territory of Delhi has recently appointed him as one among the 40 mediators working for the Delhi Dispute Resolution Society.

***Ms. Arshaluys Mushkambaryan***

***Psychology & Body Language Expert***

Ms. Mushkambaryan is a Lecturer in the Department of Political processes and technologies at the Russian-Armenian (Slavonic) University, Armenia where she conducts courses on Conflict Resolution & Negotiation Management and Psychology of Negotiations. She also regularly conducts trainings on Non-verbal communication in Mediation for ADR Partners LLC. Alongwith her trainings, Ms. Arsha is also independently working on research projects titled '*Negotiation culture in Armenia*', '*Nonverbal communication*' and '*Migrant-Native Conflicts*'.



She has also worked as the Development Specialist of Academic Mobility and International Relations, Russian-Armenian Slavonic University, Armenia. She has also to her credit published academic research titled '*Emotions and their nonverbal expression in conflict escalation*' and '*The role of Third party in unofficial diplomacy*'.

***Ms. Geetanjali Sharma***

***Mediator and Trainer***



Ms. Geetanjali Sharma has obtained her B.A LLB at National Law University, Jodhpur. She is an LLM candidate (2013-2014) at the University of Cambridge, UK. Ms. Sharma is currently specializing in the field of International Trade and Investment Law. She has received the 40 hours certified training of Cross Culture Negotiation and Mediation provided by Bridge Mediation LLC. She is keenly interested in the discipline of Dispute Settlement and has extensively

published on similar issues of law and policy. She has closely worked with mediators and has observed the functioning of court annexed mediation in the High Court of Patna. She has co-ordinated and organized mediation training workshops in Jodhpur. She has also worked at the grass root level with organizations including Mazdoor Kisan Shakti Sangathan, Rajasthan and analysed the nuances of the working of panchayats and other alternative dispute settlement bodies. Patna. She has co-ordinated and organized mediation training workshops in Jodhpur.

***Mr. Anupam Alok***

***Mediator and Trainer***

Mr. Anupam Alok is an ardent Cross Culture Negotiator & Mediator trained by Bridge Mediation. During the course of his education at National Law University, Gujarat, his work in Legal Services Committee of the University as a member and Student Convener drove his focus towards peaceful and quick dispute resolution mechanisms right from the grass-root level of the Society. Anupam was also actively involved in a survey conducted by the Government of Gujarat with relation to faster resolution of cases and backlog of cases in the various courts of Gujarat. He has also prepared an extensive survey-report on the functioning of Nari-Adalats in Gujarat which rely on Mediation and Conciliation to dispose family matters in the rural areas of the State. While his passion lies in family dispute resolution, Anupam works as a corporate lawyer in a boutique law firm in Delhi which provides him a first-hand experience of business negotiations and current developments in laws.



***Ms. Kritika Krishnamurthy***

***Consultant & Advisor***

A Corporate Attorney by day and a co ordinator by night, Ms. Kritika is part of the curriculum and business development team of BMCPL. She has completed her education from Gujarat National Law University, Gandhinagar. She plays an advisory role in all the planning, co ordination and administrative activities of the organization.



## CONNECT THE DOTS

*International Tie Ups*

### *Medialogos, Italy*

### *International Knowledge Partner & Trainers*

Medialogos, meaning mediation without adjectives, is the international knowledge partner of Bridge Mediation & Consulting Pvt. Ltd. It is a group of highly experienced professionals who aim to promote the recovery of models of life based on humanistic principles and social solidarity through the values of responsibility, of solidarity, of civil society, transparency, fairness and good faith. The trainings conducted by Bridge Mediation & Consulting Pvt. Ltd. are generally conducted by the International mediators associated with Medialogos. For more information please visit <http://www.medialogos.eu/>



## The Training

Our training programme has been designed based on the rigorous research of our research team consisting of trained and practicing mediators from India and Europe. The training gives a practical insight into the applicability of mediation in commercial as well as personal situations.

The training aims at modifying the perception of participants regarding conflicts and developing innovative ways of conflict prevention and resolution which are not only time and cost effective but help the disputants resolve disputes amicably. The training will help the participants augment business efficiency through lowered legal expenditure and improved business relationships. The successful participants shall become certified International mediators and cross culture negotiators.

*“Innovation distinguishes between a leader and a follower”*

*- Steve Jobs (The Innovative Secrets of Steve Jobs, 2001)*

## Syllabus of the Training

### 1. Understanding Disputes

- a. Characteristics
- b. Source and Reasons
- c. Detecting potential Conflicts
- d. Approaches to Dispute Resolution
- e. Traditional Methods versus ADR

### 3. Negotiation

- a. Meaning and Types
- b. Process of Negotiation
- c. Useful skills and techniques

### 5. Mediation

- a. Understanding Mediation
- b. Stages of Mediation
- c. Role of a Mediator
- d. Mediation Techniques
- e. Mediation Clauses in Commercial Agreements

### 2. Understanding Communication

- a. Importance of Dialogue
- b. Types of Communication
- c. Emotions and Communication
- d. Difficult disputants

### 4. Cross Culture & Commercial Negotiation

- a. Influence and Importance of Culture
- b. World Culture vis a vis Organizational Culture
- c. Overview of Corporate & Commercial Negotiations
- d. Introduction to International Etiquette

### 6. International Status of Mediation

United States of America, Italy, Spain, Eastern Europe, Latin America, India

### 7. Understanding Psychology & Body Language of Disputants & Clients during Commercial Negotiation & Mediation

## Other Details

<b>Training Schedule</b>	32 hours of round table training and interaction with 8 hours of skill based practical training and examination
<b>Date of Training</b>	17 <sup>th</sup> February 2014 to 23 <sup>rd</sup> February 2014
<b>Timing</b>	2 PM to 6:30 PM for the duration of training
<b>Period of Training</b>	4- 5.5 hours per day for 7 days
<b>Batch Strength</b>	30 participants selected on first come first served basis
<b>Training Fee</b>	INR 25,000 per participant

## Who Should Attend

- Bureaucrats & Public Servants
- Managers
- Entrepreneurs
- Working Professionals
- Professional Students
- Faculty
- Judges & Lawyers
- Chartered Accounts & Company Secretaries
- Social Workers
- Media Professionals

## Why this Training?

Every human interaction is a process to make others understand our views, needs and problems. Mediation and negotiation are a major part of our daily life as an employer, service provider, service recipient, trader, family member and manager. We are born with these qualities but they can be used most effectively only through skill based training. Our training is designed based on rigorous research of trained and practicing mediators in India and Europe. The training gives a practical insight into applicability of mediation in commercial and personal situations. The training is a skill enhancing exercise for professionals to become target oriented negotiators and emphatic mediators. It will help the participants increase business efficiency through lowered legal expenditure and improved business relationships. The successful participants shall become certified mediators and negotiators- the basic criteria to undertake mediation at various forums in India.

## Payment Details

***Interested participants are requested to pay the amount specified above (INR 25,000) either by Cash or Demand Draft in favour of Bridge Mediation & Consulting Pvt. Ltd. payable at Hyderabad to Ms. Inayat Kakar, Co ordinator for Training Programme on Mediation & Negotiation, Tata Institute of Social Sciences, Opposite Deonar Bus Depot, V N Purav Marg, Mumbai- 400088. The Payments should be made on or before 12<sup>th</sup> February 2014.***

On acceptance of registration, the payment will be non-refundable.

## **CONTACT US**

*For more information*

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Mumbai- 400088

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