



# دورة احترام الوسائل البديلة لحل النزاعات: الوساطة والتوفيق



**AGILE LEADERS**  
Training Center

09 - 13 Mar 2027  
كوالامبور



## دورة احتراف الوسائل البديلة لحل النزاعات: الوساطة والتوفيق

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### Course Overview:

The course is designed to provide an in-depth understanding of alternative dispute resolution ADR mechanisms. This complete course covers the nuances of ADR Mediation and ADR Conciliation, focusing on ADR Process Efficiency and the myriad Benefits of ADR. Participants will explore the concept of Access to Justice ADR and the appropriateness of ADR in various contexts. The course delves into Mediation vs Conciliation, offering a clear ADR Definition and Scope, and statutory definitions of mediation and conciliation. Emphasis is placed on the voluntary nature of mediation, confidentiality in mediation processes, and the principle of self-determination in ADR. Participants will learn about the efficiency of ADR processes, legal aid for ADR, enforceability of ADR clauses, and the role of court-annexed mediation. The course also addresses ADR limitation periods, costs of ADR, and specialized ADR strategies for employment disputes, workplace disputes, commercial disputes, construction disputes, and international commercial ADR. Additional topics include consumer ADR schemes, online dispute resolution, ADR in small claims court, property ADR methods, community mediation for property disputes, and mediation for property debt. The course is designed to equip professionals with the skills needed for efficient dispute resolution and to understand the ADR legal framework and best practices.

### Target Audience:

- Legal professionals
- Corporate managers
- Human resources managers
- Conflict resolution specialists
- Business consultants
- Mediators and arbitrators

### Targeted Organizational Departments:

- Legal Department
- Human resources
- Corporate Compliance
- Risk management
- Operations

## Targeted Industries:

- Legal services
- Corporate sectors
- Construction
- International trade
- Consumer services
- Real estate

## Course Offerings:

By the end of this course, participants will be able to:

- Understand alternative dispute resolution processes
- Differentiate between ADR Mediation and ADR Conciliation
- Apply ADR Process Efficiency strategies
- Recognize the Benefits of ADR in various contexts
- Implement Access to Justice ADR principles
- Assess the appropriateness of ADR
- Navigate the statutory definitions and scopes of mediation and conciliation
- Ensure confidentiality and self-determination in ADR processes
- Manage the costs and efficiency of ADR

## Training Methodology:

This course employs a combination of case studies, group work, interactive sessions, and feedback sessions. Participants will engage in practical exercises to apply ADR Mediation and ADR Conciliation techniques. Interactive discussions will facilitate a deep understanding of ADR Process Efficiency and Benefits of ADR. The course will use real-world scenarios to illustrate the Access to Justice ADR framework and the appropriateness of ADR in different situations. The training methodology emphasizes hands-on learning and peer collaboration to enhance the understanding and application of ADR principles.

## Course Toolbox:

- Workbooks
- Reading materials on ADR best practices
- Online resources for further learning
- Checklists and templates for ADR processes

## Course Agenda:

## Day 1: Introduction and Overview of ADR

- Background to Alternative Dispute Resolution Topic 1: •
- The Commission's Approach to ADR: Mediation and Conciliation Topic 2: •
- The Role of the Courts in Encouraging Parties to Agree Solutions Topic 3: •
- Delays in the Court Process and the Development of ADR Topic 4: •
- Efficiency, Including Cost Efficiency in ADR Topic 5: •
- Other Benefits of ADR, Including Flexibility Topic 6: •
- Reflection & Review on the Introduction and Overview of ADR Reflection & Review: •

## Day 2: Terminology and Scope of ADR

- ADR: Dispute Resolution and Prevention Topic 1: •
- General Scope of ADR Topic 2: •
- Distinguishing Between Mediation and Conciliation Topic 3: •
- Statutory Definition of Mediation Topic 4: •
- Differing Models of Mediation Topic 5: •
- Statutory Definition of Conciliation Topic 6: •
- Reflection & Review on Terminology and Scope of ADR Reflection & Review: •

## Day 3: General Principles of Mediation and Conciliation

- Voluntary Nature of Mediation and Conciliation Topic 1: •
- Confidentiality in Mediation and Conciliation Topic 2: •
- Self-Determination in ADR Processes Topic 3: •
- Efficiency of Mediation and Conciliation Processes Topic 4: •
- Legal Aid for Mediation and Conciliation Topic 5: •
- Flexibility in ADR Procedures Topic 6: •
- Reflection & Review on General Principles of Mediation and Conciliation Reflection & Review: •

## Day 4: ADR in the Civil Justice System

- Enforceability of Dispute Resolution Clauses Topic 1: •
- Mediation or Conciliation Without Referral Clauses Topic 2: •
- Role of the Court in Encouraging ADR Topic 3: •
- Court-Annexed Mediation Schemes Topic 4: •
- Limitation Periods in ADR Topic 5: •
- Costs: Sanctions and Recovery in ADR Topic 6: •
- Reflection & Review on ADR in the Civil Justice System Reflection & Review: •

## Day 5: Specialized ADR Strategies

- ADR in Employment Disputes and Industrial Relations Topic 1: •
- Workplace ADR Strategies Topic 2: •
- ADR in Commercial Disputes Topic 3: •
- Corporate ADR Strategies Topic 4: •
- ADR in Construction Disputes Topic 5: •
- International Commercial ADR Topic 6: •
- Reflection & Review on Specialized ADR Strategies Reflection & Review: •

## How This Course is Different from Other ADR Courses:

This course stands out by offering a complete curriculum that integrates theoretical knowledge with practical skills.

The course emphasizes ADR Process Efficiency and the Benefits of ADR, providing participants with a deep understanding of both mediation and conciliation. Including Access to Justice ADR principles ensures that participants can apply these techniques in various legal and organizational contexts. The course also offers a detailed exploration of statutory definitions and the appropriateness of ADR, making it highly relevant for legal professionals and corporate managers alike. With a focus on confidentiality, self-determination, and efficiency, this course provides a holistic approach to alternative dispute resolution, ensuring that participants are well-equipped to handle disputes in any setting.



## فئات الدورات التدريبية



HR TRAINING & DEVELOPMENT

دورات إدارة و تطوير الموارد البشرية



دورات إدارة و تحليل البيانات ودورات علم البيانات



دورات إدارة الجودة وتطوير العمليات



الدورات التدريبية في مجال البيئة والاستدامة



دورات التسويق وإدارة علاقات العملاء وإدارة المبيعات



دورات التدريب القانوني والمشتريات والتعاقدات



دورات الاتصال الجماهيري و السياسات والعلاقات العامة



دورات النظم السيبراني ودورات تقنية المعلومات



دورات الصيانة ودورات المجالات الهندسية المتنوعة



دورات الصحة والسلامة والأمن المهني



دورات السكرتارية و إدارة المكاتب



دورات الحوكمة وإدارة المخاطر والامتثال



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## فئات الدورات التدريبية



دورات معتمدة من قبل هيئات دولية



دورات في مجالات القيادة والإدارة



دورات المهارات الشخصية وتطوير الذات



دورات المحاسبة و التمويل و دورات الإدارة  
المالية



دورات مكتب إدارة المشاريع وإدارة المشاريع  
الرشيقية

## مدن التدريب



اسطنبول - تركيا



أمستردام - هولندا



أنقرة - تركيا



أثينا - اليونان



الرياض - المملكة العربية السعودية



الدوحة - قطر



الدار البيضاء - المغرب



الجبيل - المملكة العربية السعودية



باريس - فرنسا



المنامة - مملكة البحرين



الكويت - الكويت



القاهرة - مصر



براغ - جمهورية التشيك



بانكوك - تايلاند



بالي - جمهورية إندونيسيا



باكو - أذربيجان

## مدن التدريب



جاكرتا - جمهورية اندونيسيا



تيليسي - جورجيا



بوكيت - تايلاند



برشلونة - اسبانيا



روما - ايطاليا



دبي - الامارات العربية المتحدة



جوهانسبرغ - جنوب افريقيا



جنيف - سويسرا



شرم الشيخ - مصر



سيول - كوريا الجنوبية



سان دييغو - الولايات المتحدة  
الامريكية



زنجار - تنزانيا



طوكيو - اليابان



طشقند - اوزبكستان



طرابزون - تركيا



شيكاغو - الولايات المتحدة  
الامريكية

## مدن التدريب



كوالالمبور - ماليزيا



فيينا - النمسا



عن بعد - منصة زووم



عمان - المملكة الأردنية الهاشمية



ماربيا - اسبانيا



لندن - المملكة المتحدة



لانكاوي - ماليزيا



كيب تاون - جنوب إفريقيا



ميلان - إيطاليا



مونترنو - سويسرا



مسقط - سلطنة عمان



مدريد - إسبانيا



نيس - فرنسا



نيروبي - كينيا



ميونخ - ألمانيا

# WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

## OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

## OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

## WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



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