



Handelskammer Bremen
für Bremen und Bremerhaven

Chamber of Commerce and Industry (CCI)

CCI Course Certificate

Manuela Springer

born 28 October 1960

attended the National CCI Certificate Course

“Business Mediation (CCI)”

from 30 June 2016 to 28 June 2017

and having met the standards required for preparing a project in a project team and presenting the results, has been awarded this certificate.

Subject of the project work:

Mediation in einem Unternehmen aus der Textilveredelungsbranche

The 12-months course includes 32 hour lessons. ILS Institut für Lernsysteme GmbH course participants took lessons at APOLLON Hochschule der Gesundheitswirtschaft, Universitätsallee 18, 28359 Bremen. The course covers the objectives and subjects detailed overleaf.

Bremen, 28 June 2017

Karlheinz Heidemeyer
Director

Objectives and Course Content:

The CCI certificate course "Business Mediation" adopts a hands-on approach, providing course participants with ample opportunity to practise and acquire the everyday skills requisite for successful business mediation.

With the help of carefully selected situations, examples and regular feedback, participants learn how to plan and carry out mediation processes professionally.

1. Participants have acquired skills in the following fields:

- Principles of business mediation
- Communication in business mediation
- Facilitating and presentation skills for mediators
- Conflict management
- Conducting negotiations, negotiation techniques, negotiation analysis
- Law
- Marketing and the business environment

2. The course focused on the following fields and interrelationships:

- Participants learn the principles of business mediation and specific areas where it can be applied. They have a clear idea of the role of the business mediator, can effectively handle mediation processes and demonstrate a good command of the relevant techniques. They acquire the type of skills and competencies which will allow them to mediate in situations on their own.
- They are familiarised with the principles of consensus-oriented, controlled and rationally led communication, as well as the part that non-verbal communication has to play. The aim is to identify and analyse difficulties and obstacles to understanding and communication, and to learn how to overcome them.
- They acquire the skills requisite for being able to apply the most important, facilitation and presentation techniques within the process of mediation.
- They learn the principles of dealing with conflicts and the importance of a positive understanding of conflict situations. They are able to analyse and structure conflicts. They can distinguish between factual and relational conflicts and deal with them as the situation arises. Participants have learned solution strategies for conflicts in work-based environments, together with methods for constructively handling stress situations.
- Participants are able to focus on the relevant issues when negotiating and to apply the principles of negotiation analysis.
- They are able to take into account the regulatory legal framework during their work as mediators.
- They know the fundamental business principles and are aware of which type of business environment they are working in as mediators on any particular occasion.