



Commonwealth Telecommunications Organisation (CTO)

**Certificate Course
Workshop on Alternate Dispute Resolution (ADR)
Providence, Guyana
5th and 6th November 2007**

Programme

5th November

Time	Course
09.30 – 10.00	Registration
10.00 – 11:00	<ul style="list-style-type: none"> • Opening Ceremony • Welcome by HOSTS - OCCUR • Introduction by CTO • Introduction by CEDR • General description of ADR, • General overview of benefits of ADR • Aims of the Training,
11:00 – 11:30	Coffee
11:30 – 13:00	Dispute resolution in the utilities <ul style="list-style-type: none"> • Consumer protection - Types of assistance Consumer's require when dealing with utilities • Importance of dispute resolution to government, regulators and consumers • Dispute resolution systems 3 categories: <ul style="list-style-type: none"> (i) Arbitration (ii) Mediation (iii) Ombudsman schemes • Comparison of rules and characteristics between the different systems • Standards and effectiveness of dispute resolution services • Best practice in the UK and USA • Relevance of ADR in liberalizing markets • Case study dispute resolution programme for consumers in Kazakhstan
13:00 – 14:00	Lunch

14:00- 15:00	<ul style="list-style-type: none"> • Mediation Definition • Core principles • Confidentiality • Without prejudice • Voluntary
15: 00 15:30	<ul style="list-style-type: none"> • Video - Video review
15:00 – 15:30	Coffee
16:00- 17:00	<ul style="list-style-type: none"> • Principled negotiation - Negotiating to win • Why negotiations fail- Negotiation in mediation • Review Stages of mediation • Preparation - Setting up • Exploration - Negotiation – Conclusion
17:00 – 17: 30	<ul style="list-style-type: none"> • Review of day’s work

6th November

Time	Course
09:30 – 10:15	<ul style="list-style-type: none"> • Bing Bong role-play
10:15 –11:00	<ul style="list-style-type: none"> • Bing Bong role-play Debrief
11:00- 11:30	Coffee
11:30 – 12:30	<ul style="list-style-type: none"> • International Mediation • Cross cultural negotiation- its effect on mediation practice
12:30- 13:15	<ul style="list-style-type: none"> • Hutaland Telecom role-play
13:15 - 14:30	Lunch
14:30- 15:30	<ul style="list-style-type: none"> • Hutaland Telecom debrief
15:30- 16:00	Coffee
16:00 – 17:00	<ul style="list-style-type: none"> • Exercise for group • Brainstorm • Review • Draft Plan for Caribbean
17:00 – 17: 30	<ul style="list-style-type: none"> • Summary of Course- What happens next • Reunion arrangements further contact farewells • Presentation of Certificates



**Workshop on Alternate Dispute Resolution (ADR)
Georgetown, Guyana on 5th and 6th November 2007**

Registration Form

Please register me for this Workshop

Title:	Job Title:
Family Name:	First Name:
Company:	Type of Business:
Address:	
Country:	Tel: (including country code):
Fax:	Email:

REGISTRATION FEE – £ 490

TWO EASY WAYS TO PAY – Please tick your payment method:

1. BY CREDIT CARD: Please charge to: VISA MASTERCARD
Card Holders Name
Card Holders Billing Address (if different from
above).....
.....
Card Number Security code.....
Valid From Expiry Date..... Your
Signature.....

2. BY BANK TRANSFER: Coutts & Co, 440 Strand, London, WC2R 0QS, UK. A/c Name: CTO -
account number **83675071** reference **GB72COUT1800208367507**
Please include the delegate name, registration number and the conference code **IE027** in the
transmission details. All bank charges must be borne by the payee. Please specifically instruct your bank
that you are responsible for bank charges incurred outside of your country.

Confirmation of your booking will only be sent when FULL PAYMENT is received. All posted
registrations must be accompanied by credit card details. **Please treat this form as our request for payment.**

YES! I would like to receive information about future events and services via Fax
 YES! I would like to receive information about future events and services via email. The information you
provide will be safeguarded by Commonwealth Telecommunications Organisation. The information may be
used to keep you informed of other relevant CTO events and services.
Our data privacy can be found on our website at www.cto.int

FAX THIS FORM BACK TO +44 (0)870 777 7697 or mail to l.dealwis@cto.int



Public Road, Providence, East Bank Demerara, GUYANA
HOTEL RESERVATION FORM

GROUP NAME: Organisation of Caribbean Utility Regulators (OOCUR) CTO ADR Workshop

Reservation Dates: November 5th – 6th, 2007

PLEASE COMPLETE & FAX TO Buddy's International Hotel at: Fax: 592 265 7002

Phone: 592 265 7001- 31 www.buddysguyana.com

PREFERRED GROUP RATE:

Buddy's Standard Room: US\$175.00 per room per night

Room Rates include tax, breakfast, lunch, mid-morning and mid-afternoon snacks

N.B. The Hotel agrees to hold the rooms until October 10th, 2007 for participants, after which they will be released for re-sale on a first-come first-serve basis.

DEPOSIT REQUIREMENT:

Guests may guarantee their room reservation with a VISA credit card that must be presented upon check-in to the hotel. Please provide details of the credit card to which you authorize Buddy's Int'l Hotel to hold against your room OR full advance payment in cash may be made on check-in.

Check in time is at 12:00 noon

Please provide the following information. You are required to complete one Reservation Request Form for each room you will be reserving.

Arrival Date (MM/DD/YY): ___ / ___ / ___ **Departure Date (MM/DD/YY):** ___ / ___ / ___

Guest 1: Last Name: _____ **First Name:** _____

Guest 2: Last Name: _____ **First Name:** _____

Billing Address: _____

City: _____ **State:** _____ **Zip Code:** _____

Country: _____ **Tel:** () _____ - _____ **Fax:** () _____ - _____

Credit Card Detail (Note that this card must belong to one of the above-mentioned guests.)

Credit Card Type: _____ **Credit Card Number:** _____ - _____ - _____ **Exp. Date:** _____

Authorized Signature: _____ **E-mail:** _____