

## YEAR 1: COURSE 5 – CLIENT CARE AND DISPUTE RESOLUTION

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<b>Prescription Title:</b>	Client Care and Dispute Resolution
<b>Prescription Number:</b>	DC505
<b>Level:</b>	5
<b>Credits:</b>	20
<b>Version:</b>	1
<b>Introduced:</b>	2008
<b>Hours:</b>	<b>Total 200</b>
<b>Prerequisites</b>	Nil

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### AIM / PURPOSE

The purpose of this course is to allow students to gain effective communication skills for interacting and further enabling them to gain the knowledge, skills and practice necessary to successfully negotiate on behalf of clients particularly in relation to resolving disputes.

### DESIRED OUTCOME

- a. Demonstrate effective client communication skills.
- b. Discuss and demonstrate the skills necessary for conducting negotiations on behalf of a client.
- c. Describe, contrast and demonstrate various concepts of dispute resolution including negotiation, conciliation, mediation and arbitration.

### LEARNING OUTCOME 1

Students will demonstrate effective client communication skills including:

- 1.1 Interview techniques.
- 1.2 Information gathering.
- 1.3 Communication skills required when dealing with Maori and other non- European clients

### LEARNING OUTCOME 2

Students will discuss and demonstrate the skills necessary for conducting negotiations on behalf of a client including:

- 2.1 Dealing with other conveyancing professionals.
- 2.2 Dealing with agents of joint owners and lenders.

### **LEARNING OUTCOME 3**

Students will describe, contrast and demonstrate various concepts of dispute resolution including;

- 3.1 Negotiation.
  - 3.2 Conciliation.
  - 3.3 Mediation and Arbitration.
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### **CROSS CREDIT**

Not applicable for this paper

### **REQUIRED COURSE TEXTS AND MATERIALS**

Yet to be confirmed