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The header features a bright, golden-yellow background with a silhouette of a person standing on a wooden pier with arms raised. The text "Hope Times" is prominently displayed in a large, bold font, with "Hope" in orange and "Times" in black. To the right, the EMCC logo is shown in a yellow box, with the tagline "There is hope." below it.

EMCC New letter | April 2015 Follow us on :  

IN THE NEWS

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EQUIPPING PROFESSIONALS TO MANAGE CONFLICT IN COMMUNITIES



A group photograph of approximately 15 individuals, including men and women of various ages, smiling and posing for the camera. They are dressed in professional or semi-formal attire.



On 26th February 2015, EMCC helped provide conflict management training to 25 staff members from TOUCH Community Services – Department of Social Work. The skill of conflict management is crucial when dealing with clients in the communities, as often the problems faced by clients are a result of conflict between two or more parties. Through the workshop, participants learnt about the nature and different types of conflict. They went on to apply what they had learnt and tried to recognize the types of conflict that were present in different scenarios, and to then apply the most suitable techniques to manage the situation.

Overall, the participants found the examples and role-plays used in the workshop extremely useful in helping them apply what they learnt about conflict. One participant commented that the skills taught can "...help to achieve win-win situation and manage emotions in different parties involved in conflict." The insight and confidence gained will go a long way in helping them use their new-found skills and knowledge in their work with their clients

SCHOOL LEADERS PICK UP MEDIATION SKILLS

Mediation skills can be applied even in conflict situations that happen in schools. EMCC held a Peer-Mediation workshop on 18 March 2015 for 20 student leaders from Pei Hwa Secondary School. The aim of the workshop is to impart conflict management skills to student leaders who are in the position to help mediate and resolve



conflicts between their peers.



Student leaders who are inculcated with these skills when they are in their youth are more likely to take these skills with them into adulthood. The student leaders practiced active listening and summarising/reframing of statements, which are life skills that can help in their own development. By mediating conflicts in their school environment, the student leaders learn to respect their peers and help them understand that conflicts are an inevitable part of life. The majority of the student leaders felt the workshop was both fun and interesting, and it allowed them to see how they could play a part in the reconciliation of relationships.

STRUGGLING WITH DEPRESSION AND SUICIDE

When EMCC first saw Miss Lee* (*pseudonym used to protect identity) she appeared down-trodden and cautious. She revealed that she felt depressed and admitted to the counsellor that she had even contemplated the thought of suicide. The counsellor immediately assessed the risk of suicide and found her to be uncertain in carrying out her plan. There was, however, a great need to find out the reasons behind her depressed feeling in subsequent sessions.



Through subsequent sessions of counselling, Miss Lee revealed that she was depressed due to overwhelming demands being placed on her from her workplace and family. She constantly looked to others for affirmation and wanted people to validate her effort and achievements. It came to a point where she felt people around her were neglecting and ostracizing her. She did not know how she could gain the friendship and praise from those around her.

The counsellor began to help her process her thoughts and reassured her. She was then asked to look at what she expected of herself instead of looking to what others expected of her. Miss Lee was open to share her thoughts with her counsellor, and through that she

discovered and formed her own identity. Miss Lee is slowly improving through the sessions and is now able to feel good about herself and pursues things that she is interested in, rather than what people tell her to do.

SOCIAL MEDIA



Eagles Mediation & Counselling Centre (EMCC)

March 11 at 11:02pm · Edited ·

Does being a dad of teenagers ever feel like this?

Conflict doesn't have to be a negative thing: emcc.org.sg/ftcm



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Eagles Mediation & Counselling Centre (EMCC)

March 10 at 6:39am · 🌐

Anyone switching careers or starting a new job anytime soon?

Besides all the practical preparations, remember to take care of your emotional well-being too!



Tips from a Counsellor: 3 Things Nobody Tells You About Starting A New Job

More than just showing competence or making useful connections - Do you have the...

EMCCBLOG.WORDPRESS.COM

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177 River Valley Road, #05-19 (Level M5), Liang Court, Singapore 179030

TEL : +65 6788 8220 FAX : +65 6788 8218

EMAIL : reachus@emcc.org.sg

www.emcc.org.sg

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