



IHK-Akademie
München • Westerham

IHK für München und Oberbayern

CCI - Certificate

It is hereby certified that

Thomas Schumann

has successfully completed the following examination course:

„Business Mediator (CCI)“

conducted by the **Chamber of Commerce and Industry, Munich** in cooperation with **stw - Steinbeis - Transfer - Institut IBL** and **gwmk - Society for Business Mediation and Conflict Resolution**. The certificate is awarded for successful completion of a written assignment.

The qualifying course comprising 200 lessons covered the following fields

- **the fundamentals of business mediation**
- **communication techniques and working procedures for conflict resolution in business**
- **conducting negotiations, negotiating techniques and negotiation analysis**
- **how to prepare and carry out a conflict resolution process**
- **practical business mediation**

Munich, 17. März 2007

Chamber of Commerce and Industry Munich
Department of Business Training
CCI Training Centre
pp The Board

Thomas Kölbl

