



Mediation Series

(May and June 2018)



The Mediation Series in 2018 aims at assisting professionals in developing their knowledge about the role and duties of mediator in business, applying effective management skills to resolve workplace disputes and using case studies to demonstrate mediation process and techniques.

Topic/ Programme code	Date and time	Format	CPD hours
How to Resolve Management Disputes in Accounting Industry and Workplace – Conflict Handling and Mediation Skills (SCPD18051801)	Friday, 18 May 2018 7:00 p.m. – 9:00 p.m.	Seminar	2
In-depth Section on Practical Skills and Case Studies – Session 1 (WSHP18060901)	Saturday, 9 June 2018 10:00 a.m. – 1:00 p.m.	Workshop	3
In-depth Section on Practical Skills and Case Studies – Session 2 (WSHP18060902)	Saturday, 9 June 2018 2:00 p.m. – 5:00 p.m.	Workshop	3

Venue

Seminar:

Hong Kong Institute of CPAs,
27/F., Wu Chung House, 213 Queen's Road East, Wanchai, Hong Kong

Workshop:

KPMG Training Centre,
28/F., Oxford House, Tai Koo Place, 979 King's Road, Quarry Bay, Hong Kong

Language

Cantonese

Fee (for each)

HKICPA member or student:
HKICPA member or student: (online enrolment):
IA/ HKIAAT member or student:
Non-member:

Seminar

HK\$190
HK\$180
HK\$190
HK\$330

Workshop

HK\$750
HK\$740
HK\$750
HK\$1,500

Speaker

Mr. Albert So

Practising Solicitor, Certified Anti-Money Laundering Specialist, Certified Financial Crime Specialist

Participants

Management staff members of accounting firms/ corporates, who are responsible for conducting daily management of internal staff or clients

Competency*

Risk management

Rating*

Intermediate level

* Please refer to the Institute's online CPD Learning Resource Centre for descriptions of competency and rating.



About the programme

How to Resolve Management Disputes in Accounting Industry and Workplace – Conflict Handling and Mediation Skills (SCPD18051801)

Course outline

This seminar is targeted to management staff members of accounting firms/ corporates, who are responsible for conducting daily management of internal staff or clients.

Upon completion of this seminar, participants should be able to demonstrate and apply effective management skills (with mediation analysis and reasoning), which is appropriate to resolve all the workplace disputes, and to perform their management duties/ handling various kinds of disputes/ complaints effectively.

Topics include:

- Acquire advanced skills in management of internal staff / external clients at workplace
- Reinforce their skills in engaging with internal staff/ external clients so as to handle potential conflicts and complaints effectively
- Maintain positive attitude when handling challenging complaints and demanding situations
- Adopt problem-solving mindset in managing difficult complaints
- Equip with necessary advanced mediation, communication and soft skills to manage the day-to-day operations effectively
- Maximize the chance to resolve conflicts

In-depth Section on Practical Skills and Case Studies – Session 1 (WSHP18060901)

Course outline

Approaches on dealing with conflicts

- Theories and nature of conflicts
- Approaches of conflict resolution

Principles of mediation

- Definition, basic concepts and features of mediation
- Overview of the advantages, application and limitation of mediation

Modes of negotiation, mediation techniques, strategies and skills

- Concept of "Principled Negotiation" and different modes of negotiation
- Training of practical techniques and skills for delivering Mediation services, in particular for complaints resolutions
- Roles and responsibilities of mediator
- Mediation process and how to conduct:
 - Pre-mediation meetings
 - Mediation and negotiation sessions
 - Formulate effective settlement arrangements

Application of mediation skills in complaint handling at workplace

- Essential qualities and prerequisites of successful mediation
- How to apply mediation in complaint handling at workplace?
- Strategies and handling skills of emotional clients



In-depth Section on Practical Skills and Case Studies – Session 2 (WSHP18060902)

Course outline

Effective communication and negotiation skills in handling complainant with challenging conversation and negative emotions

- Mediation and negotiation techniques, strategies and skills:
 - How to build up trust and rapport
 - S.O.F.T.E.N. skills in mediation
 - Active listening techniques
 - Build up best alternative to negotiation
 - Build up worst alternative to negotiation
 - Reality testing
 - Paraphrasing/ reframing/ reflecting
 - Options generation skills
 - Deadlock and impasse handling
 - Effective handling of clients' emotions in high conflict cases

Managing different types of customers and unreasonable complaint

- How to handle complaints in Labour Department, Labour Tribunal, Equal Opportunities Commission and the Office of the Privacy Commissioner for Personal Data
- How to make mediation results become effective:
 - Confidentiality principles
 - Legal skills in negotiating and finalizing settlement agreements

Case demonstration, practical training and role play

- Mediation case studies regarding employment disputes and construction disputes for governmental departments
- Real cases sharing (including cases from Hong Kong Police Force, Labour Department, Hospital Authority, Department of Health, Office of the Privacy Commissioner for Personal Data)
- Participants will be divided into small groups for scenario training
- Live and video demonstration
- Role play and in-class exercises

About the speaker

Mr. Albert So *BEng(Hons); LLB(Hons); PCLL(HKU); PGCert(Cambridge); ExeEd(Harvard); MHKIoD; FHKMAAC; FHKI Arb; FRAS; Fellow of International Bar Association*

Mr. So is also a Practising Solicitor, Accredited Mediator, Accredited Family Mediator, Arbitrator of Hong Kong Mediation and Arbitration Centre, Certified Anti-Money Laundering Specialist, Certified Financial Crime Specialist.

Mr. So has over 15 years of professional experience in Hong Kong, China and England legal industries. He has held different in-house legal positions in global financial groups, in charge of the global legal and compliance team and being responsible for handling various legal, compliance and litigation issues in the Asia Pacific region.

During the time of the global financial crisis, Mr. So was also one of the investigation team members of regulatory authority, responsible for conducting investigations on suspicious fund movements, Know-Your-Client procedures, handling prosecutions and disciplinary-related professional proceedings.



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 just log on to "My CPA" at
<http://www.hkicpa.org.hk>**

HKICPA Event Enrolment Form (For Support Programme)

Finance & Operations Department,
 Hong Kong Institute of CPAs,
37/F, Wu Chung House, 213 Queen's Road East, Hong Kong

Payment & Enrolment Status Enquiry: 2287 7381
 e-mail: finance@hkicpa.org.hk
 Fax : 2893 9853

Course Information Enquiry:
 2287 7386 / 2287 7230
 e-mail: cpd@hkicpa.org.hk

FOR OFFICE USE

Deadline: 7 working days before the date of the programme

No.	Membership		Full Name of Participant(s) (Block Letters)	Company	Email address ⁽²⁾ (Block Letters)	Programme Code	Fee (HK\$)
	No.	Status (1)					
1							
2							
3							
Total (HK\$)							

I am unemployed and not working. I am planning to rejoin the workforce.
 The Institute reserves the right to allocate places to enable the enjoyment of more members in this event.
 The Institute's decision is final. Applicant must submit the enrolment form 10 working days before the event.

Contact Person : _____ Tel No. : _____ Fax No. : _____ E-mail : _____
Contact information is used solely for communication of this particular event, without update to your member profile.

Payment Method (Please tick the appropriate box)

Cheque (no. _____) payable to "Hong Kong Institute of Certified Public Accountants" or "HKICPA" ⁽⁷⁾

BOC HKICPA VISA BOC HKICPA UnionPay card Other VISA / MasterCard

Card Number:																			Card Expiry Date (MM/YY):				
Cardholder's Name (block letters):	Cardholder's Signature:												Date:										

Payment receipt will be sent to your email address provided above once the payment is confirmed.

- Notes:**
- Membership Status: **NP** = Non-Practising, **P** = Practising, **IA** = International Affiliate, **S** = Student, **HKIAAT** = HKIAAT Student or Member, **GAA** = GAA Passport holder, **NM** = Non-Member.
 - Confirmation of enrolment will be sent to you via email. You can check your enrolment status at "MyCPA" at www.hkicpa.org.hk. Unsuccessful enrolment will be notified with full refund.
 - NO ADMISSION TICKET will be issued. Please bring your HKICPA membership card or confirmation email for admission purpose.
 - All applications are on a first-come-first-served basis.
 - Application by fax will ONLY be accepted when payment is made by credit card. Cash is strictly not accepted. Please ensure all the particulars relating to payment are completed, otherwise the application cannot be processed. There is NO need to send in the enrolment form again if it has already been faxed to the Institute.
 - For credit card payment, the card should be valid with expiry date at least 1 month from the date of event.
 - Please issue SEPARATE CHEQUE for each event.
 - In normal circumstances, the event fee is non-refundable or non-transferrable upon receipt of payment by HKICPA. Should the event be cancelled or postponed due to unforeseeable circumstances, refund will be made according to your payment method. For credit card payment, refund will be made directly to your credit card account. For cheque payment, refund will be mailed to your correspondence address.
 - All scheduled events will be cancelled and postponed to a date to be announced in the event of typhoon signal no. 8 or above or if a Black Rainstorm warning is hoisted. For details of bad weather arrangement for CPD programmes, please refer to the Institute's homepage.
 - The Institute reserves the right to change the venue, date, speaker or to cancel the event due to unforeseen circumstances.
 - No unauthorized audio or video recording is allowed at CPD events.

Personal Data: Your personal data collected from the enrolment process and administration of courses/events/activities will be used for the purpose of the administration of the course on which you are enrolled. Such data collected may be accessible by the Institute's officers, persons or committees processing the application and related matters. In addition, the Institute may use the collected data for statistical research and analysis. The Institute intends to use the personal data of your name, email address and correspondence address to inform you, where relevant, of members' benefits, goods, services, facilities and events organized or provided by the Institute or other organizations. Members and registered students may opt out of receiving such materials at any time by logging in via the following link <https://www.hkicpa.org.hk/en/members-area/comm-preference/>. Non-members may opt out of receiving such materials at any time by sending an email to the Institute at privacyofficer@hkicpa.org.hk or a letter to the Institute's privacy officer. For more information about the privacy policy of the Institute, please go to <http://www.hkicpa.org.hk/en/service-tools/privacy-policy/>.

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