

Young Members Committee

How to resolve management disputes in accounting industry and workplace - conflict handling and mediation skills

(Event code: EWEB24042201)



Calling for management staff members of accounting firms and corporates who are responsible for the daily management of internal staff or clients! Join our webinar designed to enhance your management skills and ability to effectively resolve workplace disputes.

Participants will learn essential techniques, including mediation analysis and reasoning to resolve various kinds of disputes or complaints effectively.

During the webinar, you will:

- Acquire skills in the management of internal staff/external clients at the workplace;
- Reinforce your skills in engaging with internal staff/external clients, enabling you to handle potential conflicts and complaints effectively;
- Learn to maintain a positive attitude when handling challenging complaints and demanding situations;
- Adopt a problem-solving mindset in managing difficult complaints;
- Be equipped with necessary mediation, communication and soft skills to manage the day-to-day operations effectively; and
- Maximize the chance of achieving conflict resolution.

Speaker	Prof. Albert So Practicing Solicitor
Date & Time	Monday, 22 April 2024 1:00 p.m. – 2:00 p.m.
Format	Live webinar (There will be a real-time Q&A session)
Language	Cantonese
Fee	\$160 (HKICPA member or student or IA) / \$360 (non HKICPA member)
CPD hour	1 hour
Competency*	Interpersonal Skills, Team Building
Sub-competency*	Communication skills, presentation skills, influencing and negotiation skills, networking skills, resolving conflicts and building consensus
Rating	Foundation to intermediate level
Enrolment Deadline	Noon, 19 April 2024
Registration	Enrol online or complete the enrolment form and return it with full payment by the enrolment deadline. Enrolment will be accepted on a first-come-first-served basis. An email will be sent to you to confirm your registration. You can access the webinar by tablet, smart phone or PC.

* Details of [Competency and Rating](#) information

About the speaker



Prof. Albert So
Practicing Solicitor

- Lecturer of CUHK (Faculty of Medicine), HKU (AML), HKEdU, CityU (Program Director), PolyU
- Legal Columnist
- Chairman of Hong Kong Mediation and Arbitration Centre and Wealth Succession Planning Association Limited
- President, Law Society of One Belt One Road
- Practising Solicitor, Court Prosecutor (Fiat)
- ICCHK, Executive Committee Member
- Honorary Legal Adviser, The Life Underwriters Association of Hong Kong
- Honorary Legal Adviser, The Society of Hospital Pharmacists of Hong Kong
- Accredited Mediator, Accredited Family Mediator, Arbitrator
- YMCA Academic and Legal Adviser
- Certified Anti-money laundering Specialist, Certified Financial Crime Specialist, Member of the Chartered Fraud Examiner Institute
- Honorary legal advisor of the Hong Kong Immigration Assistant Staff Union,
- Honorary legal adviser of the Hong Kong Correctional Services Department Staff Union Consultant, Honorary Vice President of St. John Ambulance,
- Honorary President of Hong Kong Special Administrative Region Fire Service Presidents Association, Honorary Major and Operations Commander of Hong Kong Aviation Youth Corps



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How to resolve management disputes in accounting industry and workplace – conflict handling and mediation skills Enrolment Form

Event code: EWEB24042201

Finance & Operations Department,
Hong Kong Institute of CPAs

37th Floor, Wu Chung House,
213 Queen's Road East, Hong Kong.

22 April 2024, Monday

Enrolment deadlines: Noon, 19 April (offline enrolment by 18 April)

Confirmation of enrolment will be sent to you via email. You can check your enrolment status at "My CPA" at www.hkicpa.org.hk.
Unsuccessful enrolment will be notified with full refund.

[Contact information below is used solely for communication of this particular event, without update to your member profile]

Please use BLOCK letters

Name (Mr./ Mrs./ Ms.): _____ Membership no.: _____

Company: _____

Position: _____ Email (Note 4): _____

Telephone no.: _____ Mobile no.: _____

(Please tick the appropriate box)

Admission Fee:		<input type="checkbox"/> HKICPA Member: \$160	<input type="checkbox"/> non-HKICPA Member: \$360
<input type="checkbox"/> Cheque (no. _____) payable to "Hong Kong Institute of Certified Public Accountants" or "HKICPA"			
<input type="checkbox"/> BOC HKICPA VISA		<input type="checkbox"/> BOC HKICPA UnionPay card	<input type="checkbox"/> Other VISA / MasterCard
Card Number:	<input type="text"/>	<input type="text"/>	Card Expiry Date (MM/YY): <input type="text"/>
Cardholder's Name (block letters):		Cardholder's Signature:	Date:
<ul style="list-style-type: none">For credit card payment, the card should be valid with expiry date at least <u>1 month</u> from the date of event.Payment receipt will be sent to your email address provided above once the payment is confirmed.			

Notes:

- Enrolment for the activity is accepted on a first-come-first served basis.
- Full payment must be made before your enrolment will be processed. No telephone reservation will be accepted.
- Application by email will ONLY be accepted when payment is made by credit card. Cash is strictly not accepted.
- Confirmation of enrolment will be sent to you via email by prior to the date of event. You can check your enrolment status at "MyCPA" at www.hkicpa.org.hk. Unsuccessful enrolment will be notified with full refund.
- In normal circumstance, the admission fee is non-refundable or non-transferrable upon receipt of payment by HKICPA. Should the event be cancelled or postponed due to unforeseen circumstance, 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.
- Bad weather arrangement: When the typhoon signal no. 8 or above / black rainstorm warning is hoisted, as announced by the Hong Kong Observatory, at or after 6:30 a.m. on the date of event, the event will be cancelled.
- The Institute reserves the right to change the date, speaker, and/or rundown of the event due to unforeseen circumstances.
- No unauthorized audio or video recording is allowed for the seminar

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/event/activity on which you are enrolled ("Event"). 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. By submitting this Enrolment Form, you understand and agree that the Institute may provide your personal data above to co-organisers/service providers in or outside Hong Kong for the purpose relating to the Event. 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://mas.hkicpa.org.hk/mycpa/communication/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/>.

Payment & Enrolment Status Enquiry: 2287 7381 Email: enrolment@hkicpa.org.hk		Event Information Enquiry: 2287 7067 (Sophia Lai) Email: sophialai@hkicpa.org.hk	
For non-member and firm payment by cheque, please fill in your postal address for refund in case the event is full or cancelled.			
Name :		Name :	
Address :		Address :	