



HONG KONG  
RETAIL MANAGEMENT  
ASSOCIATION  
香港零售管理協會

## Seminar on Effective Mediation in Employment and Labour Disputes

### 「有效人事糾紛及調解技巧」講座

The application of mediation has become increasingly popular and significant in dispute resolution. To facilitate a more efficient, effective and expeditious handling of employment and labour disputes, it is showed that mediation communications could be of great help to management executives at all levels in their day-to-day duties.

The seminar is aimed to provide members an understanding on how mediation-related skills may help to resolve conflicts early and to foster the quality of workplace harmony.

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**Date:** 27 September 2012 (Thursday)

**Time:** 9:30 am – 12:30 pm

**Venue:** Rm. 201, 2/F, First Commercial Building, 33-35 Leighton Road, Causeway Bay, Hong Kong

**Language:** Cantonese

**Deadline 截止日期**

**18 / 9 / 2012**

#### Rundown

- Introduction and mediation fundamentals
- Brief on complaints handling
- Interest-based Negotiation (IBN) and conflict managements

#### Speakers

1. **Ms. Jody Sin Kar Yu** (冼迦好女士)

HKIAC Accredited Mediator/ Member of General Mediation Interest Group, Hong Kong Mediation Council

2. **Mr. Roy Cheng Wui Kei** (鄭會圻先生)

HKIAC Accredited Mediator/ Member of General Mediation Interest Group, Hong Kong Mediation Council

3. **Mr. Jacky Lai Tsz Kin** (黎子健先生)

Barrister /HKIAC Accredited Mediator/Member of General Mediation Interest Group, Hong Kong Mediation Council

**Fee:** \$80 (member) / \$120 (non-member)

#### **ENROLLMENT**

Enrollment will be made on a **first-come-first-served basis**. In case the enrollment is unsuccessful, HKRMA will notify the applicants individually.

For any inquiries, please contact the Association at 2866-8311.

To 致: Hong Kong Retail Management Association 香港零售管理協會  
10/F., First Commercial Building, 33-35 Leighton Road, Causeway Bay, Hong Kong  
香港銅鑼灣禮頓道 33-35 號第一商業大廈 10 樓  
Fax 傳真: 2866-8380 Tel 電話:2866-8311

**ENROLMENT FORM**

**參加表格**

**Deadline 截止日期**  
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**Participant Information 參加者資料**

Company : \_\_\_\_\_  
公司名稱 \_\_\_\_\_  
Contact Person (Mr./Ms.) : \_\_\_\_\_ Position : \_\_\_\_\_  
聯絡人 (先生/女士) \_\_\_\_\_ 職位 \_\_\_\_\_  
Tel : \_\_\_\_\_ Fax : \_\_\_\_\_  
電話 \_\_\_\_\_ 傳真 \_\_\_\_\_  
Email : \_\_\_\_\_  
電郵地址 \_\_\_\_\_

The following person(s) will attend the captioned seminar 出席者如下:

<b>Name 姓名</b>	<b>Position 職位</b>	<b>Email 電郵</b>
(Mr.先生/Ms.女士)* _____	_____	_____
(Mr.先生/Ms.女士)* _____	_____	_____
(Mr.先生/Ms.女士)* _____	_____	_____

\* Please delete whichever inappropriate \*請刪去不適用者

**Payment Method 付款方法**

**Cheque Payment 支票:**

Enclosed is a cheque for 現付上支票 HK\$ \_\_\_\_\_ for the seminar.

(支票抬頭「香港零售管理協會」或“Hong Kong Retail Management Association Ltd”)

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If a receipt is required, please complete the section below.如需收據，請填妥以下資料

Name 姓名: \_\_\_\_\_

Address 地址: \_\_\_\_\_

**Enrollment will be made on a first-come-first-served basis 名額先到先得**