



2024年調解徵文比賽優勝作品集

Mediation Essay Competition 2024

Collection of Winning Essays

調解： 促進校園·家庭·社區合作

Mediation: Fostering
School-Family-Community
Partnerships



合辦機構：
Co-organisers：



律政司
Department of Justice



中華人民共和國香港特別行政區政府
教育局
Education Bureau
The Government of the Hong Kong Special Administrative Region
of the People's Republic of China

Rotary
District 3450



亞洲排解爭端學院
Asia Conflict
Resolution Institute

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林定國資深大律師, SBS, JP 香港特別行政區政府律政司司長

為了培育下一代擁有正確的解決爭議價值觀，調解徵文比賽近年來已成為律政司向學生推廣善用調解的主要活動之一。今年，律政司與教育局、亞洲排解爭端學院有限公司和國際扶輪3450地區再度合辦2024年調解徵文比賽，主題為「調解：促進校園－家庭－社區合作」。我樂見今年徵文比賽共接獲來自58間學校，合共超過370篇參賽作品，為歷屆比賽之冠。

同學們可能會因被獎品吸引而參與比賽，但我更衷心希望他們透過參賽過程，能夠領會我們舉辦調解徵文比賽的根本精神。我們的目標是從小培育，在社區推廣「調解為先」的文化。透過資料搜集、尋找創作靈感、以及將他們的想法以文字表達出來，學生可以獲得在一般課堂不會傳授對於調解方面的寶貴知識。他們可以欣賞到以調解技巧作為解決衝突的生活技能的美妙之處，從而與同儕、家庭、學校維持健康的人際關係，並把精神延續到社區及其他方面。

我很高興一如以往，本屆徵文比賽同學們依然踴躍投稿。若然比賽優勝者、所有參與的學生、以及他們的同伴、老師、家長和本書的讀者，都能夠對調解有多一分的了解並在未來善用調解技巧，舉辦徵文比賽才算是取得真正的成果。有關調解的討論及學習不應因徵文比賽的結束而停止，我強烈鼓勵學生在日常生活中持續嘗試運用調解技巧化解分歧。我期望在學生、老師和家長的緊密合作下，學校和家庭能成為構建和諧社區的基礎。

最後，我在此衷心感謝各合辦單位，包括教育局、亞洲排解爭端學院和國際扶輪3450地區，對是次徵文比賽的鼎力支持。我亦感謝各專業評審在百忙中撥冗選出優勝作品。考慮到我們今年收到的好文章的數量，評審肯定是極為艱鉅的任務。

Mr Paul T K Lam, SBS, SC, JP
Secretary for Justice, Hong Kong SAR Government

The Mediation Essay Competition has become one of the major events of the Department of Justice (“DoJ”) in promoting the use of mediation amongst students in recent years for nurturing the youth in adopting a positive mindset in conflict resolution. This year, the Education Bureau, Asia Conflict Resolution Institute Limited, Rotary International District 3450 and the DoJ joined hands again to co-organise the Mediation Essay Competition 2024 (“Competition”) with the theme “Mediation: Fostering School-Family-Community Partnerships”. I am pleased to know that we have received a record high of over 370 entries across 58 schools this year.

While students may find the prizes of the Competition attractive, I sincerely hope that through the process, they are able to grasp the underlying spirit of why this Competition was held in the first place. We hope to promote a “Mediate First” culture in the community starting from our younger generation. Through researching, brainstorming and subsequently putting their thoughts into writing, students will acquire knowledge of mediation, a topic which is not usually taught within the curriculum. They will appreciate the beauty of mediation skills as life skills in resolving conflicts while preserving healthy relationships with their peers, families, schools, extending to the community and beyond.

We are happy to see that this year we have received overwhelming response in terms of essays submission. However, the Competition would only be truly successful if not only the winners, but all the participants, their peers, teachers, parents and readers of this book, could benefit from a better understanding of mediation so as to develop a mind for utilising mediation skills in the future. The discussions and learning of mediation should not stop after this Competition, I strongly encourage students to continue practice using mediation skills in their daily lives. With the close cooperation of students, teachers and parents, we are able to foster a harmonious community within schools and families.

Finally but most importantly, I would like to extend my heartfelt gratitude to our co-organisers – the Education Bureau, Asia Conflict Resolution Institute and Rotary International District 3450 for their unfailing support to this Competition. I would also like to thank the prestigious adjudication panel members for taking time out of their busy schedule in assessing and selecting the winning essays professionally. This must have been the toughest task given the number of well-written essays we have received this year.



Mr Ronald Sum, JP
Partner, Baker & McKenzie
FHKI Arb, FCI Arb, Mediator

As a legal practitioner for nearly 30 years specialising in dispute resolution, I have the “pain” in witnessing the process of litigation and arbitration, even more so the “pain and agony”, “stress” and “anger”, let alone the financial burden, on the parties involved in the disputes. It is understandable that in the commercial world with complex legal issues and substantial monetary value at stake, parties do need a mechanism to resolve their disputes. However, in many instances, the disputes may simply arise from trivial misunderstandings. These can easily be resolved by understanding the concerns of the parties and if tackled at the beginning of the conflict, it can create peace and harmony and a “win/win” outcome for all parties. Hence, “MEDIATE FIRST”!

While commercial disputes can be very complicated, such disputes mostly involve monetary value alone. What makes a dispute even more complicated is when “emotions” are involved. I have witnessed cases involving disputes started with trivial misunderstandings amongst students who are close friends but ended up unwillingly going separate ways. Although there are such disputes involving serious consequences, the vast majority of which involve trivial misunderstandings. It is understandable that the students are “emotional” as they are the ones involved in the disputes, their parents are “emotional” as their beloved children are involved in the disputes. These “emotions” are sometimes fueled by media reports. It is also common for the schools, the teachers, the social workers and the Education Bureau to be involved in these disputes. It is also inevitable that the Judiciary and relevant government bureau will be involved. However, once these “emotions” subside and

with everyone being drawn into a lengthy and costly litigation, the students involved are the ones who suffered most in reality. Good friends are then separated because of such trivial misunderstandings. If all these could have been resolved by everyone understanding each other, there will be no more “pain and agony”, “stress”, “anger” and financial burden and everyone comes out as a “winner”. Mediation is the key to resolve all disputes!

It is with the promotion of peace and harmony and “Mediate First” in mind that this Mediation Essay Competition was initiated. If the “pain and agony”, “stress” and “anger” can at least have a possibility of being removed by mediation in a “win/win” situation on all parties involved, why not “Mediate First”. I have heard many people commenting that the “Mediate First” concept applies only to commercial disputes. In my experience, the “Mediate First” concept should apply to all kinds of disputes thereby creating a peaceful and harmonious society.

I take this opportunity to thank all the schools, students, parents, teachers and social workers in participating in or promoting the Mediation Essay Competition 2024. It is always a pleasure in reading such good essays from students. I thank the panel of judges in dedicating their personal time in reviewing hundreds of essays, all of which are excellent. I also thank the Department of Justice and the Secretary for Justice in investing many hours of hard work, on top of their busy schedule, in making the Mediation Essay Competition 2024 a success. Finally, I would like to thank Professor T. K. Lu of the Asia Conflict Resolution Institution, Dr Peter Pang of the Rotary International District 3450, the Education Bureau and many dedicated persons and professionals. Without them, the Mediation Essay Competition 2024 would not have been conducted so smoothly and successfully.

歡迎辭

Welcome Messages



Professor Ting Kwok Iu, MH **Solicitor/ Mediator/ University Adjunct Professor** **Founder/ Director,** **Asia Conflict Resolution Institute Limited**

Asia Conflict Resolution Institute (“ACRI”) was established in January 2018 with the objective of promoting conflict resolution and in particular mediation in Asia.

As the founder/director of ACRI, I have been involved in mediation training in Hong Kong, Macau and Singapore for the past years. I have also received invitations to speak at conferences and seminars (whether online or face-to-face) organised by institutions which are based in Hong Kong, Macau, Singapore, Thailand and the United Kingdom. In addition, ACRI has sponsored mediation mooting competitions in Hong Kong and Singapore.

Several years ago, the idea of promoting conflict resolution through an essay competition was discussed. The youth are our community's pillars and they are the future leaders of our society. As such, promotion of mediation should not be restricted to the grown-ups. With the huge support of the Department of Justice, the Education Bureau, Dr Pang Chi-wang Peter, MH of Rotary International District 3450 and Mr Ronald Sum, JP, the first Mediation Essay Competition was launched in 2020 with ACRI as one of the co-organisers. ACRI was involved again as a co-organiser in the 2022 Mediation Essay Competition. This year, ACRI is proud to be involved in the 2024 Mediation Essay Competition with the theme of “Mediation: Fostering School-Family-Community Partnerships” as a co-organiser with a view to encouraging young people to cultivate the attributes that will turn them into peacemakers.

As the 2024 Mediation Essay Competition goes, we are very pleased to see very high-quality essays submitted by the participants. Being a mediation practitioner and teacher, I have gained excellent insights from the inspirational contents of the essays which obviously are the result of a lot of efforts as well as support put up not only by the participants but also their teachers and family members. An essay competition will not be successful unless we have a panel of learned judges. I would like to take this opportunity to express my personal gratitude to Mr Vod Chan, Ms Kam Ling, Prof Leung Hai Ming, Raymond, Dr Leung Wai Fung, Joseph and Dr Lui Chit Ying, Wendy for their excellent and professional assistance.

It is most encouraging to receive an essay entry from a school in Shenzhen of Mainland China. Looking forward, I would very much like to see that the Mediation Essay Competition will involve more secondary schools in the Greater Bay Area and other Asian countries in the future so that peace can take root in the younger generations of Hong Kong as well as those who are in our neighbouring regions.

I am sending my warmest congratulations to the winners of this year's Mediation Essay Competition. At the same time, I would encourage other participants to take part in the competition on the next occasion as your support is essential to the promotion of mediation.

歡迎辭

Welcome Messages



Dr Peter Pang, MH Past District Governor (2015-16), Rotary International District 3450 Peace Committee Chairman 2023-24

Peace can be achieved through mediation. Peacebuilding and conflict resolution are areas of focus in services in Rotary. Rotary Clubs around the world have embraced mediation as a tool for conflict resolution and integrated into their local and international peacebuilding initiatives.

By supporting mediation efforts, Rotary has facilitated the resolution of disputes in communities, schools, workplaces, and even international conflicts. Through its extensive network of dedicated volunteers, Rotary has trained thousands of mediators, equipped them with the necessary skills, and empowered them to make positive difference in their communities. Rotary establishes Rotary Peace Centres around the world, providing academic programmes and professional training in peace and conflict studies, including mediation. Through these centres, Rotary has nurtured a generation of peacebuilders who are equipped with the knowledge and skills to promote non-violent conflict resolution and create a sustainable peaceful world.

Conflict happens whenever there is a community, and secondary school students are of no exception. We commit to equip them with essential skills to deal with conflicts constructively and promote harmony among them. Mediation is a system with numerous skills, helping the students to resolve conflicts, empowering individuals to come together, embracing diverse perspectives and arriving at mutually beneficial solutions. Essay writing serves as a platform for enabling students to develop internal reflection, intellectual prowess and creative thinking in the context of mediation. It enables them to explore the principles and techniques of mediation, and then reflect on the relevance in their own lives.

Through writing essays, their thoughts can be articulated in response to their day-to-day experience in handling disputes. More importantly, the idea and techniques can be imbued in mind and be readily put into practice in real life situations.

I would like to thank my teacher Prof.TK Lu, the Department of Justice, adjudicators who need to go through more than 370 essays, principals and teachers for making this Mediation Essay Competition possible. Most importantly, our participating students who have spent tremendous efforts and ultimately benefit most through internalising the mediation knowledge.

Essay writing is the showcase of the students' unique experiences, perspectives, creative ideas, and deepens their understanding of mediation principles. Let their words inspire, educate and instigate positive change in our schools and community. I would encourage our students to put mediation into practice. I wish some of them will continue to pursue mediation in their career by becoming mediators and helping others in resolving disputes professionally in the future.

鳴謝

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特此鳴謝是次調解徵文比賽各位評審小組成員。

承蒙各位鼎力支持，比賽得以完滿舉行。

Special thanks to the adjudicating panel members of the Competition.
Your time and dedication allows for the success of the Competition.

陳家成大律師

Mr Vod Chan

金鈴小姐

Miss Kam Ling

梁海明教授

Professor Leung Hai Ming, Raymond

梁偉峰博士

Dr Leung Wai Fung, Joseph

呂哲盈博士

Dr Lui Chit Ying, Wendy

(按字母順序)

(In alphabetical order)



廖恩慈
中三 聖保羅男女中學
我的調解故事

「嘸！」剛從學校回家的我帶著疲倦的身軀和沈重的書包回家，卻聽到了清脆的玻璃碎裂聲。我緊張地推開家門，發現爸爸躺臥在沙發上，臉上滿是疲倦和苦悶，顫抖的右手裡握著一瓶金黃色的酒，身旁的煙灰缸裡則散落著數不清的煙蒂，地上還殘餘著一堆尖銳的玻璃碎。烏煙瘴氣充斥著客廳，煙味瀰漫，沈靜之極。

「你又吸煙！又喝酒！」媽媽怒氣沖沖地從房間裡走出客廳，一手奪取爸爸手中的酒瓶，聲如洪鐘的咆哮責罵使人不寒而慄。爸爸從昏暈的狀態中驚醒，眼裡仍然帶點茫然，卻仍然勉強坐起身來，吞吞吐吐地說：「工作壓力……太大了。你就讓我放肆一下吧！」接著順手拿起一根香煙。朦朧的煙絲彷彿如爸爸心裏的隱隱憂鬱，對於前程的未知不定，也彷彿如我的擔憂。

看著媽媽的炭黑的臉，宛如火山爆發前的預兆，我感受到了媽媽的憤怒，同時體會到爸爸的惆悵和無奈，理解身為一家之主的壓力。我很害怕父母的關係會僵持，害怕幸福的家庭會被紛爭拆散，眼眶瞬間泛紅。我明白爸媽各自有自己的難處和擔憂，因而希望自己能盡微小之力打破爸爸媽媽之間的隔閡。

我小心翼翼地走到媽媽的身邊，遞了一杯熱水給她，說：「媽媽，別生氣。爸爸飲酒吸煙的確不對，可是 he 會改的！您放心吧。」我輕力反覆地掃著媽媽的背，好讓她的憤怒得到緩解。媽媽的雙眼通紅，用哭腔激動地說：「誰的壓力不大？吸煙喝酒傷身！我跟你爸爸說過好多遍了，可是他也沒有聽……」媽媽的淚水再也崩不住，如斷了線的珍珠一行行地落下。那是媽媽日夜為了家努力的辛勞，是她的含辛茹苦，是她對丈夫

身體的擔憂，是她多遍提醒丈夫卻不被重視的委屈。然而她的淚卻沒有聲音，只是默默地流下，正如她多年來不厭其煩地悉心打理家頭細務，卻從來默默付出，不求回報。

昏暗的燈光照在了爸爸的身上，我的目光也隨之轉移到一旁靜默的爸爸。「爸爸，您工作辛苦了。我們是一家人啊！有壓力可以跟我們說。」我滿臉心痛地看著爸爸，希望能夠安撫他的情緒。「不過，不要再以煙酒解愁了，傷身。媽媽跟我也是為了您好。」我原本打算慢慢地拿走爸爸手中的煙頭，但在我伸手以前，爸爸主動把煙頭放下了。爸爸陷入了一陣沈思，自責地低下頭來，欲言又止。經過一番沈澱，他嘗試合著不斷搓來搓去、顫抖著的雙手，用沙啞的聲音對媽媽說：「對不起……讓你們擔心了。我會戒掉煙酒，做一個盡責任的爸爸，做一個能陪伴妻兒度過困難的丈夫。」媽媽滿意地露出了如白蘭花盛開的笑容，是她對一向愛逞強的爸爸做出堅定的承諾的感動。笑著笑著，媽媽的淚水又從眼眶中流落至唇邊，彷如春天的露水。爸爸一邊輕輕撫過媽媽的眼淚，笑意濃溢出幸福，一邊溫柔地說：「別哭了。」爸爸看見媽媽哭的樣子，也不自覺地溢出心痛的眼淚。「你不也哭了嗎！」媽媽破涕為笑道。

我的心像是斷流的河床被涓涓的細流慢慢滋潤，似乎有一股暖流在小小的心房中穿梭。那是一家人聚在一起，平淡卻溫暖的幸福。我慶幸一家人能敞開心扉，說出自己對彼此的擔憂，亦慶幸自己能擔任爸媽之間的橋樑，傳達爸媽彼此濃濃卻不敢說出口的愛意，維繫爸媽之間的感情，維護我溫暖的避風港。



Valerie Shek
Grade 8 The Independent Schools
Foundation Academy

Harmonizing differences

Summer is notably one of my most loved seasons, being off school, eating ice cream and swimming every day. It has always held a special place in my heart, as it brings with it a flood of cherished memories. But summer school is something that I dreaded, I could not stand the feeling of using my holidays for more studying.

My worst nightmare appeared. Whilst all of my friends were travelling to these exotic and adventurous places around the world; I found myself stuck in summer school, sharing a dorm with a girl who paints her nails black named Camille. I guess it wasn't so bad, at least we seemed to get along. We would hang out and go to classes together but still, there was this one thing that bothered me. I mean who on earth would turn on music on full blast for at least an hour every night during lights out? I am serious, whenever the music was on, I could feel the walls trembling. What's worse was that Camille would scream on the top of her lungs to the lyrics of the song, making me feel queasy. I must reiterate that the chosen music was no soothing jazz, the rocking rhythm simply pounds against my heart creating constant unease. It felt as if my nerves were about to burst out of my brain. I am rather concerned about the amount of brain cells I am losing every night.

I tried to be accommodating; from covering my ears with earbuds to wrapping myself under the blanket to reduce the noise; but still nothing worked. It was impossible to sleep, let alone study with the booming music echoing through the dorm.

I was beyond annoyed, her actions were so inconsiderate that one night, I went full-blown by screaming at her to stop. It may not be the most appropriate way, but at least our dorm resumed to its peaceful soundless self. Whilst the

music stopped and we did not talk since; I thought I would enjoy the calm but instead I felt guilty and regretful. It felt as if I stabbed a balloon filled with regret; I felt shameful for the hurtful words that I said to her but more importantly, I missed talking to her.

A week of odd silence passed before I mustered up the courage to approach Camille to apologise. To my surprise, she was not mad at me. Instead, she looked at me with tears in her eyes and explained that her brother was neurodiverse and never slept a night without her singing and dancing to him. My heart sank to my stomach as I realized how harsh my judgements were, I felt terrible for getting mad at her without understanding the full picture. This left me with an overwhelming sense of guilt. "Why didn't you tell me before?" I asked, feeling genuinely regretful. Camille looked down, ashamed, and admitted that she didn't want to burden me with her family's situation.

Realizing the misunderstanding, we decided to consult our dorm mentor for help. Together we worked on a compromise that would suit both of us. From that day on, Camille refrained from playing loud music after 9 pm, while I tried to be more understanding and supportive of her. Surprisingly, we found common ground in music, it turned out both of us were big fans of upbeat pop music. We would sing and even dance together in our dorm, turning what could have been a nightmare into one of the most memorable experiences in my life. I even begged my parents to let me go to summer school every year.

In the end, our initial conflict brought us closer together and taught us the value of empathy and communication. If everyone were to be open-minded and solve problems in an empathetic and communicative way, then our community would be more harmonious.



梁子悠
中二 樂善堂楊葛小琳中學
我的調解故事

你們有沒有試過為了一些事而已作出調解呢？我就試過因為家庭糾紛而造成我與父母之間爆發不滿和爭執，幸好最後調解過後才平息了這場戰爭。

這件事要從上星期二說起，正在街上過著聖誕節的人們，不時有歡快笑聲，喜樂的氣氛遍佈周圍，而我也在其中。本應是一個美好的聖誕節，而我用心打扮，和一群朋友去購物，怎知遇到朋友時，他們的第一句竟是笑我穿著的衣服廉價，我本來也不太在意，但當我見到他們買的衣服、飾物等，全是一些名牌的物品，我才意識到我根本負擔不起。最後，我只能一臉尷尬地站在他們旁邊。

等到傍晚要回家的時候，我努力壓抑著悲憤的心情，並十分有禮貌地問媽媽可否給我零用錢供我平時的飲食和購物，怎知她卻破口大罵地說道：「你還是小朋友，用什麼零用錢，反正你也用不著！」我終於按捺不住心中的屈辱和委屈，全部化為憤怒，並以「咄」一聲加上緊閉的房門來表示自己的不滿。

當我關上了房門，在房間裏平復了心情後，爸爸突然走進來，向我和媽媽立了一道調解協議，准許我每個月有二百元零用錢，但條件是錢用完就不能再添加，直到新一個月開始，我起初並不同意，心想：二百元怎能維持一個月呢！但經過我的深思熟慮後，只要我每天給自己一個上限，總夠我用吧。

最後我和媽媽達成了協議，為自己爭取到一些零用錢。透過調解這件事，我學會了跟別人談判的時候，要用心平氣和的語氣別人才會想跟你談判，協議才能達成。



梁瑋恩 中二 樂善堂楊葛小琳中學

我的調解故事

調解一詞，大家也許不陌生。調解是一種解決爭議或衝突的方法，其中第三方介入，幫助當事人達成協議。說來容易，但調解從來不是與生俱來的能力，而是需要時間參透的學問。

八歲那年，每個小朋友都懵懵懂懂，上一秒還在歡樂地玩耍的兩個同學，下一秒可能因為一些不必要的爭執而大打出手。在一次衝突事件中，同學們都只是袖手旁觀，我也不例外，我只覺得看同學打架很有趣，而沒有出面調停。他們打得十分激烈，老師來了才停手，及後問題雖然處理了，可惜所有同學的關係都一落千丈，那時的我因為不懂調解而失去了友誼。

十七歲那年讓我記憶猶新的調解情況發生在家裏——姐姐下班一回家就躺在床上看手機，澡也不洗，衣服也不換，更遑論教弟妹做功課了。媽媽回來看到這麼狼狽的家，加上晚上還要去工作，她眼裏就像有火星在燃燒，看起來無比憤怒。媽媽直奔姐姐的房間，然後就有如河東獅吼，把我和弟妹都嚇了一大跳。爸爸也不忘出來插了一句：「一天到晚就知道躺，也不做家務。」爸媽一直對著姐姐唱雙簧，姐姐氣不過，也罵了回去，我在旁邊看得心驚膽顫，只得抱住弟妹安撫他們。一會兒之後，我過去向爸媽解釋為何姐姐不做家務：「姐姐才剛回家，十分疲累，我們可先讓她休息一會兒才做家務呀！」我也對姐姐說：「姐姐，雖然你很累，但爸媽誤會你，你應該向他們慢慢解釋，而不是反駁。」他們雙方也沒再說什麼，各做各的事了，想必他們三個人都有反省自己的錯誤，之後溝通開始改善，也建立了良好的關係。原來調解的威力如此強大，可達至家庭和諧。

三十歲那年，我正在洗漱準備睡覺，突然聽到一首生日歌，原來是鄰居在幫他家的小孩慶生。本來是挺開心的一件事，但是不久之後我聽到拍門聲，

「嘖嘖嘖…」我從門上防盜眼看去對面，是樓下伯伯的身影，鄰居開門問伯伯怎麼了，伯伯兇巴巴地說：「你們太大聲，吵得我睡不了！」鄰居看伯伯一開口就這麼兇，也不甘示弱道：「嫌吵你可以關好門，沒必要上來找我！」看著火藥味越來越濃，我連忙開門勸阻，說道：「伯伯不要和鄰居吵架，畢竟人家在慶祝生日。」回頭向鄰居說：「你也不應太大聲，容易吵到別人。」後來鄰居和伯伯的關係也日漸變好。這件事讓我知道調解不但只對家庭有用，還可以在日常生活中活學活用，我明白了調解的真諦。

調解從來不是與生俱來的能力，而是需要時間參透的學問。用了很多時間才明白調解在日常生活中的重要性，希望各位能具備此技巧，善用調解，促進學校、家庭、社會之間的合作關係，建構更美好的社區環境。



林蒞 中一 東華三院甲寅年總理中學

我的調解故事

窗外滴滴答答的小雨，加上同學因一件小事吵得不可開交，令我心情更煩躁了。此情此景，令一件往事若隱若現地浮現在我眼前……

那天天下着微微小雨，同學因為被冤枉拿了別人的東西而吵起來。「是你拿了我的手錶吧！」一心咬牙切齒地大吼。而允行急得滿臉通紅：「不是我！」「我才不信你呢！」一心十分氣憤，堅信就是他拿了手錶，轉頭去找老師了。

他們的話我都聽得清清楚楚，想了很久，我跑上前，抓住一心：「允行整個小息都不在課室，可能真的不是他拿的。」我見她平靜下來，便和她一併走回課室。

允行見我帶一心回了教室，以為我們告狀回來了，但令他驚訝的是：一心沒有告訴老師。「為什麼？」他問。「我拉住她了，」我說，「我見到你一直不在課室。」他點頭認同。我又提議一起找找手錶在不在課室，他們也同意。我們馬上開始尋找。忽然，手錶從櫃子中掉了出來，我們看到，知道真相了。

一心見了，忙向允行道歉：「對不起，我錯怪你了！」「沒關係！」允行笑起來。一心又跟我道謝：「如果你沒有拉住我，這件事真不知如何完結了！謝謝！」這件事便在我們一片笑聲中完結了。

微風緩緩吹過，把這若隱若現的回憶從我眼前吹走。看着同學還吵得不可開交，我走了上前……



李希霖
中三 樂善堂楊葛小琳中學
我的調解故事

紛爭，是因為兩個人意見不合或一些誤會導致的，當兩個人有紛爭的時候，就需要第三者解決這個問題，調解就是最好的方法。第三者以中立人士的身份，去了解紛爭的原因，再去幫助他們解決問題，這就是調解的好處。

在我小學四年級的時候，我們發現班上有一位經常喜歡偷別人文具的同學，因此沒有同學願意跟他做朋友，但是有一位很善良的女同學卻願意跟他做朋友，起初他們倆的關係也很好。但是有一天女同學發現自己的一支鉛芯筆不見了，班上的同學都一口咬定是那位經常偷別人文具的同學所為，因此那位女同學也很生氣，便去質問那位同學，問他是不是偷走了自己的鉛芯筆。

結果那位經常偷別人文具的同學說自己沒有偷女同學的文具，他說：「我是不會偷朋友的東西！」女同學怒髮沖冠地說：「你不是經常偷別人的文具嗎？我怎樣知道你有沒有當我是你的朋友？」那位同學聽到後也十分生氣，回應到：「就因為班上的同學說我經常偷別人的文具，你就認為是我偷的，真是太過分了！」

因為沒有同學見過女同學這麼生氣，所以沒有人願意上前調解，當我從洗手間回來的時候，我便看到這兩位同學快要打起來，我唯一可以做的事就是調解這個紛爭，我便上前叫兩位同學冷靜，再叫他們分別將事情的經過告訴我，當我聽完事情的來龍去脈後，我決定詢問現場的同學，但是同學也說什麼也看不見，當我絞盡腦汁去想辦法的時候，鄰班的男同學卻突然走過來，說是他借了女同學的鉛芯筆，見剛才我們嘈得不可開交，因為害怕才沒有說出來。最後，那兩位同學也有跟對方道歉，才結束了這件事。

當有人有紛爭的時候，就需要有人出來調解，調解的原因是要令當事人明白到有些事情要從第二個角度去想，這樣紛爭才會消失，你和我也有機會成為調解員或被調解的人，所以我們一定要明白到調解的重要性。



馬春艷 中三 樂善堂楊葛小琳中學 消除與父母的分歧

我們踏入青春期，代表我們長大了，是一棵傲然挺立的大樹，但亦會面對和父母會有不和、誤會、分歧及衝突，有可能與父母的關係越來越差，甚至形同路人，遇到與父母有分歧我們應怎樣將事情大事化小，小事化無呢？

在我們青春期的時候，不少家長都會覺得自己的孩子不懂事、越來越不聽話，我的父母也不例外。從小老師就教導我們與父母發生矛盾要冷靜並坐下來溝通如何解決問題，我一直記在心中，直到有一天我運用這個方法……

有一天，因昨晚和父母吵架冷戰，我不想留在家，想出去散心，中午便和朋友出去吃飯並遊蕩不羈，直到晚上吃完晚餐才回家。回到家後，我看見坐在沙發上的爸媽怒形於色地看着我，我察覺情況不對，剛走到沙發旁邊，便聽到媽媽說：「怎麼這麼晚才回家？」我剛想開口解釋，又聽到爸爸說：「是不是談戀愛了？」我立刻否認道：「沒有，我只是去散心。」接着，媽媽突然大肆咆哮：「散心？你沒有溫習就去散心？還有一個月就要考試了，你怎麼不聽我的話去溫習呢？」本想反駁的我突然想到曾經老師教導的解決方法，便跟爸媽說：「爸媽，你們先冷靜一下。」

待氣氛變得安靜，父母都冷靜了，我便深呼吸，讓自己冷靜下來，坐在媽媽的旁邊說：「爸媽，我知道你們是擔心我，也緊張我的學業。但是我也需要一些娛樂的時間，不想和你們要求的一樣，每天每夜都學習。另外，愛情方面你們就別胡思亂想了，在我心裏學業大於愛情很多。」我的淚水奪眶而出接着說：「我已經長大了，我有自己的主見，我會好好

學習、天天向上，也希望你們給我多一點自由。」媽媽聽到後，沉默了一會兒，輕聲說：「媽媽收到了，對不起女兒，剛剛一時沖動就大聲說你。」爸爸也接着說：「我們的女兒長大了，長大了，放心吧，我們一定不會過度管束你。」我思考了一陣子說道：「這樣吧，我們做出承諾，我會按照你的要求去溫習，也希望你能給我一點時間讓我出門放鬆一下，另外以後凡事都要好好坐下來談，爭吵解決不了問題。」媽媽慨然應允道：「好！以後有商有量。」就這樣我們達成共識，讓本來會勢如水與火並大吵一架的場面變得迎刃而解也易如反掌，簡單地把事情解決了，也消除了和父母的分歧。

最後，遇到問題我們都要冷靜下來，站在對方的角度思考問題並諒解對方，不能衝動，和諧地解決問題。



Wen Ching Hei Serena Form 2 Diocesan Girls' School

My Mediation Story

Drip! Drip! It was a dismal rainy morning with a canopy of caliginous clouds, which looked like contaminated dusky cotton balls, floating across the inky sky. The raucous crows revoltingly disrupted the peaceful campus of Golden Sun School.

"Where's Rosy?" I asked Angelina curiously. "I've no idea! She's been ignoring me for the past two days as if I'm an invisible phantom." Angelina frowned and scowled in bewilderment. Finally, our Grade 9 lessons were finished, crawling slowly like a sluggish turtle plodding along uneventfully.

I found Rosy frazzled with a sullen face, "Hey Rosy, why didn't you join Angelina and I for lunch?" Appallingly, I noticed lines of disillusionment hanging around Rosy's despondent eyes, which was contrary to her cheerful look. Rosy uttered distressfully, "Take a look at Angelina's Instagram with all her mocking comments about me: Miss Campus Belle, Rosy! Red plump lips! Fake!" Rosy looked mortified and engulfed with embarrassment shining on her rosy cheeks. Rosy continued angrily, "Adrian and Andrew have been staring at my lips, and erupted into giggles for the past two days." Though feeling astounded, I stayed impartial without making any impulsive judgements. I thought resolutely, "I need to resolve the conflicts by some positive mediation! Our chain of cherishable friendship can't be shattered."

After school, the three of us met at Cozy Cafe. Rosy was overwrought with distraught, stamping with agitation. Angelina pleaded softly, "Rosy, why are you furious with me?" Rosy's mind was inundated by the word "Fake". Bombastically, Rosy burst out her simmering anger like a combustible conflagration exploding from a volcano. "Why are my lips fake?" Rosy asked furiously, and looked at me for support. What should I say? Taking my role as an inexperienced mediator was a challenge for me.

Attentively, I tried to listen with patience, remaining objective and neutral. Then, I responded with empathy, "Oh Rosy! I fully understand the bizarre awkwardness which you've experienced. Let's give Angelina a moment to explain!" Angelina tried to clarify, "Oh dear, I actually meant that your enticing lips were so perfect that they almost looked fake. Sorry!" So, I thought that the shrouding mystery of the issue was finally unveiled. Unfortunately, Rosy was unconvinced, and stated adamantly, "What a crafty quibble!" Angelina felt aggrieved, gawking at me for help.

To be a fair party, what should I do? In a flitting moment of lightning, my memory flashed back to two weeks ago when the mischievous Adrian and Andrew laughed at Rosy's rosy cheeks, criticising that they were as crimson as a blast of furnace. Bonk! I reminded Rosy how Angelina reprimanded the boys vehemently, "Be respectful!" The recollection was like a drop of miraculous panacea that efficaciously healed Rosy's soul, and melted it with saccharine sweets.

The girls exchanged meaningful looks, and three of us enveloped each other with a hilarious hug. Threads of misunderstandings were finally disentangled, and morphed to a happy ending enlightened by my meritable mediation. Exhilaratingly, the torrential rain stopped and the variegated rainbow appeared mesmerizingly, together with a chorus of robins chirping cheerfully. Mr. Golden Sun dazzled with a gorgeous grin, while the white cotton balls were ambling along the pristine bright sky.

I breathed a sigh of relief and smiled, showing my lovely small dimples.



林浩智 中一 樂善堂楊葛小琳中學

我的調解故事

在我的小學中，發生了很多故事，例如在小六中的調解故事。

有一次，我在回校的途中突然有少少不安。回校後，我上完第一節和第二節的課堂後，到小息的時候我和小明在走廊，我聽到有兩名同學在發生爭執，我和小明就上前去一探究竟，我看見有兩位同學爭執，而且旁邊有大約二十多名同學在「食花生」不上前制止，他們兩個弄出的情況太嚴重了，結果引來了兩位訓導主任，不過那兩名同學看見訓導主任後，就變成了好朋友，所以訓導主任對他們的情況沒有辦法，當訓導主任走後，他們又開始繼續爭執，本來我和小明不想理會他們，但他們越來越離譜，我和小明便忍不住上前制止他們，其他同學看見我上前制止，便一起上前調解。

我對那兩位同學說：「你們這樣繼續爭執下去也是會被罵的，不如你們一人各退一步，如果想要繼續下去就去找訓導主任吧！」，之後他們想要一個合理的結果就去找了訓導主任，而訓導主任一一審問他們，由於他們沒有過多的爭議，所以很快就水落石出，原來是他們兩個互相誤會，之後他們承諾接下來的日子都不會再發生爭執，如果再有下次，就麻煩各位同學告誡他們，當大家聽到他們兩個的反思報告後，大家便放心了，最初我是想把他們兩個分開，但我想這樣做就會令這件事情繼續發酵，並會把我拉入這件事的當中，所以我最後採取用了不動手的方法，就是口頭上的制止。

最後，我學會了，當我遇到類此的事情，應深思熟慮，不要沖動行事。



陳金雯 中一 樂善堂楊葛小琳中學

小小調解員

那年我三年級，我和表哥、表妹、表弟們一起玩耍。我們一年才相聚幾次，所以我們每次相聚都把所有的玩具拿出來盡情地玩。

像往常一樣，我們先玩煮飯遊戲、跳棋、再玩攤位遊戲。接下來玩的是最受我們這群小孩子喜愛的「角色扮演遊戲」，我們的「角色扮演遊戲」即是表哥扮演病人，表妹扮演護士，我扮演醫生，表弟扮演登記護士。我們的遊戲開始了。表哥在前台出示了他的證件，並簡單地說了他的症狀，然後走到我這位醫生面前。我診斷他為流感，因為他發高燒需要馬上打針，我馬上安排他到護士站打針。身為護士的表妹動作麻利地拿起了桌面上的一支道具針，往表哥的手臂上用力地插了下去。這一下，聽到表哥「啊」地大叫了一聲「好痛啊！」。我留意到表哥面部的表情很痛苦，接着，表哥大聲責罵表妹，說：「你可是個女孩子，為什麼那麼粗魯啊？不能出手輕點嗎？」。很明顯，表哥是被表妹的「牛力針筒」弄痛了。但表妹還是一聲不吭地坐在椅子上，表哥見到表妹沒有什麼反應，就氣鼓鼓地向表妹揮拳。我和表弟見狀，便馬上攔着表哥。表哥氣憤地說：「她弄到我的手臂那麼痛，連一句道歉的話語都沒有說。如果是你們，你們不會生氣嗎？」表哥一邊說，一邊掙扎着，表示還是要讓表妹吃他一拳。

我這下慌了，想著我們本來只是玩玩遊戲，沒想到因為表妹把針筒打下去的時候太用力，而弄到表哥生氣了。我突然想起之前老師上道法課時和我們說過調解的意義，「調解是一種自願參與的程序，當中有一名調解員，協助爭議各方在良好氣氛下，達成既能滿足各方所需，又為各方所接受的和解。」

於是我趁表哥還沒把拳頭揮下去時，我對表妹說：「表妹，我知道你不是故意的，你快向表哥道歉吧。」

表妹向表哥道歉後，兩人順利地和解了，這件小事令我當了一次小小的調解員。



林子峰 中二 樂善堂楊葛小琳中學

我的調解故事

在我生活中的某天，我意外地成為了朋友之間的調解者。

我的兩位好友，小明和小華，因為一個誤會而爆發了嚴重的爭執。面對這種情況，我感到無助和擔憂，但同時也意識到友情的重要性和我在其中的角色，於是，我決定嘗試調解他們的矛盾，以重建他們之間的友誼。

在這個過程中，我扮演了一個中立的角色，確保雙方都能平等地發言，並提供一個開放的環境，讓他們能夠坦誠地交流。我鼓勵他們互相傾聽和尊重對方的觀點，並共同尋找解決方案。

當我第一次嘗試與他們對話時，我感到相當困惑。雙方都情緒激動，無法理解對方的立場。我試圖聆聽他們的意見，並確保兩人都能平等地發表觀點。這是一個不容易的任務，但我知道只有通過溝通和理解，才能找到解決問題的方法。

我開始提問和引他們進行對話。我們討論了事件的起因，並試圖找出誤會的根源。這讓他們有機會表達自己的感受和想法，同時也讓我們找到了一些共同點。我發現，雖然他們在很多方面存在分歧，但他們都希望維護這段友誼。

這次調解的關鍵是幫助他們重新建立信任。我鼓勵他們進行道歉和原諒，因為吵架對雙方也沒有益處，並且提醒他們友誼的價值。我們一起回憶起過去的美好時光，並提醒他們這段友誼所帶來的快樂和支持。

隨著時間的推移，我看到他們的情緒逐漸平靜下來，他們開始相互理解和接受對方。他們願意放下過去的爭執，並一起努力重建友誼。我感到非常滿足和開心，因為我看到了友情和和解的力量。

這次經歷讓我明白了友誼的價值和重要性。有時候，爭執和誤會無可避免，但關鍵是我們如何處理這些問題。作為朋友，我們需要懂得傾聽、理解和包容。同時，作為調解者，我們可以發揮重要的作用，幫助朋友們找到共同的目標和解決方案。

最終，我看到了小明和小華重新建立起友誼的經過。這次經歷讓我深刻體會到友情與和解的力量。它可以幫助我們克服困難，建立更加深厚的關係。作為調解者，我深深體會到溝通和理解的重要性。只有通過互相尊重 and 包容，我們才能找到共同的解決方案，並維護友誼的價值。

這次經歷讓我學到了很多，不僅加深了我和朋友們之間的聯繫，也讓我成長為一個更好的人。我將珍惜這段友誼，並繼續努力幫助朋友們解決他們之間的爭，維護友誼的美好。友誼永遠都是一種寶貴的禮物，我們應該珍惜和保護它。當我們遇到困難時，我們可以從這次經歷中汲取力量，相信友情與和解的力量，並繼續努力維護我們的關係。



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我的調解故事

調解並不難，難的是我們要理性思考人們的需求，再安撫他們放下過激的情緒和人交流，這樣，我們就可以共設美好的社區環境氣氛。雖然人與人之間的衝突無可避免，但卻可以通過調解，令一件事態嚴峻的糾紛，剎那間就化成了一件雞毛蒜皮都算不上的小事。

上一次和朋友在茶餐廳慶祝生日，店員忙的都支不開身。我們開始舉手點菜，可服務員像聽不到似的，到最後上菜時，端上來的菜還並不符合我們的選項，我們提醒之下，他小聲說了句：「那麼多要求……」我的朋友頓時發怒：「我要投訴你啊！」

我立刻拉開了朋友，和服務員展開了調解：「第一，你上錯菜的態度讓人不滿，即使工作使你煩躁也不可以將情緒發洩於顧客上面。第二，你也要體諒服務員，我們只需要提醒即可，做人要將心比心，假如是你犯錯，你也不想別人對你發脾氣吧？第三，你們都不要意氣用事，假如你們都是無心之舉也請要控制自己的情緒，心平氣和的溝通才可以得到彼此的需求。」事後，在他們意識了他們的錯誤之後，終於也握手言和，在餐後，服務員還送上一個小蛋糕慶祝朋友的生日。

其實每個人都能成為調解員，不一定是專業人士才能解決糾紛。只要我們設身處地理解他人的處境，並理性指出問題和建議，相信我們的社區都會少一點爭執，多一點包容，和諧社會並不難實現！

Kwan Yuet Hayden **Form 2 Diocesan Girls' School**

Resolving conflicts with parents

With the emergence of mobile phones, the evolution of technology is inevitable. The compact yet fascinating gadget has become an integral part of everyone's life and my parents soon became aware of that as my twelfth birthday approached. They needed to make sure I could get home safely from school myself. So, on the morning of my big day, a neatly wrapped gift awaited me on the breakfast table.

As I unwrapped the box, my eyes widened with astonishment. It was a mobile phone in the newest model. Sleek and shiny, the 7-inch display screen gleamed at me. My heart swelled with gratitude as I hugged my parents tightly, excited to explore all the entrancing features.

The mobile phone soon became my constant companion. I delved into a riveting world of captivating games, social media and endless information at my fingertips. Initially, my parents were pleased to see me utilizing my mobile phone.

However, as time passed, my fascination with the phone began to consume me. I would spend hours scrolling through social media feeds, engrossed in virtual conversations and neglecting the world around me. My grades began to deteriorate, and I started losing interest in my hobbies like playing tennis and spending time with friends. The phone had become an addiction, and I couldn't bear to be separated from it.

Concerned about their daughter's well-being, my parents decided it was time to intervene. After discussing their worries and seeking advice from close friends, they realized that they had to take a stand and help their daughter break free from the clutches of her addiction.

One evening, they sat down with me and gently expressed their concerns. Stressing on the importance of balance, they reminded me of the activities I used to enjoy before the phone consumed my life. They had come to a conclusion that they were confiscating the phone away temporarily, not as a punishment, but as a means to help me regain control over my life. Contrary to their expectations, this agitated me as I felt a sense of emptiness without my phone. Provoked, I locked myself up in my bedroom and even skipped dinner for a week as a sign of protest.

Filled with despair, my parents sought the Hong Kong Mediation Centre and booked a one-time free comprehensive mediation service with a professional mediator. The assigned mediator invited us into a small conference room and sat us down. He expressed the need for us to stay open-minded and put ourselves into each other's shoes. We each took our turn to voice our thoughts. It was a long-winded process of back and forth, but we managed to compromise under the mediator's guidance and laid down some ground rules for responsible mobile phone usage.

Although the days without my mobile phone went by especially long at first, I found myself indulging in the tennis court and socializing with friends again. Instead of scrolling endlessly on social media, I gave my eyes a break by busying myself in my hobbies. As the days passed, a dawning realization came over me that I would have missed out many valuable experiences if I kept wallowing myself in virtual reality.

Around 960 BC, there was a disagreement between two women regarding the rightful motherhood of a child. King Solomon intervened as a mediator and proposed a resolution that equally satisfied both parties. As seen, mediation has always been crucial to harmony. With an open mind and willingness, mediation is a very useful way in resolving conflicts to maintain a healthy and harmonious relationship.



Yeung Yuet Yan Charlotte Form 3 Ying Wa Girls' School

Born a Mediator?

People have types. Some are natural leaders; others are strong pursuers. I was born a mediator. At least, that was what it seemed to me.

Ever since forever, I was the quiet kid. While everyone else my age was laughing and crying and screaming like hyenas, I was calm, never picked fights, nor had any problem containing my emotions. Naturally, I became the peacemaker.

Here's what my average primary school morning looked like. I open the door to my classroom to some ear-piercing shriek, a classmate yanks my best friend Paige's hair, they argue about whose turn it is to feed the class pet, I step in to tell them that they both remembered wrong because it is Bianca's turn, I advise them to think carefully before saying hurtful things, they apologise and makeup.

My report cards read "mature and excellent listener, always keeping the classroom at peace."

Then sixth grade came. The year everything changed. They started with small pranks, pulling my chair, calling me the teacher's pet. Then they started to spread rumours about me never contributing to group projects, that I didn't deserve friends. To tell the truth, I was petrified. I was so used to being the peace granter, that I had no idea how being inside the actual chaos felt like.

So, I stayed quiet. I was well-behaved, weren't I?

But, when the bullies started stealing my stationery, it was my last straw. I stood up and yelled, "Stop it!" A bully turned to me and I stared into his eyes, trying to look brave. He chuckled and went on playing heartlessly with my ruler. Tears began to form in my eyes. What was I doing? How could I be the one to start a fight?

Just then, a voice bombarded across the room. "Didn't you hear her?" I looked at Paige. Loud, confident and powerful. She'd definitely heat up the situation. As water rolled down my cheeks, I heard her clear voice, "If this was a joke, it's not funny. Put yourself in her shoes. How would you feel if, at school, the same gang bothered you, mocked you, or even humiliated you every day? She feels fearful and helpless. Why did you have to do this?" The bullies stared, speechless. One of them stammered, "We...well, she's a little miss perfect, always favoured by teachers. I guess we were kind of jealous..." Paige grunted with anger and spat, "Then I suggest you improve yourselves before ruining others' lives for your own happiness." The bullies actually looked apologetic. They nodded, heads down, and mumbled "sorry".

Did it really work? I thought I was supposed to be the calm one, the one who stopped quarrels. Why couldn't I stop myself from throwing a tantrum? And how did her sentences so fiery successfully bring peace?

I stared at the flames I could see in Paige: the fierce voice, the fire blazing through her eyes...

It was at that moment, that I realised.

We are all human, and humans experience emotions. Mediation is not about hiding your emotions, being calm and logical all the time. Being a mediator means receiving and expressing emotions in the correct way, a way that they are delivered to the right people, with the right message. It's about helping others acknowledge their feelings, the feelings that we often tend to run away from.

You don't have to be born to be a mediator, you simply have to be born with a heart.



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相信大家也會遇到吃飯時不知道吃什麼的問題吧？我就遇到了，而且非常嚴重，差一點釀成大禍……

一天，因為爸爸和媽媽放假，所以外出吃晚飯，當我們討論要去哪裏吃時，弟弟提出要去快餐店吃，因為快餐店便宜又好吃，姐姐聽到後馬上打斷，大聲地說到：「快餐店有什麼好吃的，既然爸爸和媽媽難得放假，不如去酒樓吃吧，貴是貴了一點，但是健康又好吃，比快餐好吃不知多少呢！」弟弟卻反駁道：「快餐哪裏不健康了？他們都是用健康的菜和肉類製成的，薯條是用薯仔做的，而雪糕是用牛奶做的，漢堡包更健康，用肉和菜做的，這樣不比酒樓的菜健康得多？」

就在他們越吵越激烈，快要打起來的時候，我出手製止了，我苦口婆心地說到：「其實你們說得都各自有好也有壞，都沒有錯。我認為快餐雖然是用健康食品所製成的，但在製作過程中，可能會加入一些人工調味料，導致原本健康的食材變得不好，再加上大部分食物會以煎，炸的製作方法為主，更加不健康。但好處是他的價格十分便宜，而且也合大眾的口味。酒樓的好處是環境好，不會有衛生問題，而且口味不會太重，適合老年人。壞處是價格較貴，而且份量不多，比較適合早餐時間。」弟弟和姐姐聽到我說話後，覺得很有道理，互相為自己剛剛的行為所道歉。

誰的一生中沒有吵過架？每個人都會有吵架的時候，重要的是如何解決當中的問題，如果我們能坐下來好好聊一下，找到當中問題的所在，就可以解決一切問題了。



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Resolving Conflicts with Parents from a Teenager's Perspective

Do you ever feel overly anxious, depressed, or just overall unhappy in the presence of your parents? Or do you feel like your parents are not understanding enough? The journey of adolescence is undoubtedly a complex and miscellaneous experience. It is a time of self-discovery, where teenagers begin to explore their identities, interests, and values. As teenagers navigate the path toward independence, conflicts with parents often become an inevitable part of this transformative phase. However, it is essential to recognize that conflicts between parents and teenagers are not necessarily negative or destructive. They can serve as opportunities for growth and understanding if approached with empathy, effective communication, and willingness to appreciate different perspectives. It could help us foster a sense of harmony within our parent-child relationships and navigate the stormy seas of conflict resolution. In this essay, I would like to outline a few solutions to help combat this issue.

To address this issue and foster resolution, one potential solution is effective communication like the gist of mediation. Effective communication serves as the guiding compass that leads cost through the turbulent waters of conflict resolution. It is of utmost importance to foster an environment of open and honest dialogue with one another, providing a safe space for unrestricted expressions of thoughts and emotions. A key component of this process is active listening, which involves attentive and genuinely hearing the perspectives and concerns of our parents. By lending an empathetic ear and demonstrating a willingness to understand their point of view, we can create a foundation of mutual respect and trust. Patience also plays a vital role in effective communication, especially during moments of disagreement and tension. It allows us to remain composed, even when faced with differing opinions or challenging emotions. By cultivating patience, avoid impulsive reactions and instead, engage in thoughtful, measured responses that promote understanding and resolution.

Another way to address the issue of resolving conflicts with parents is to acknowledge the emotional turmoil. As teenagers, the conflicts we experience with our parents can stir up a whirlwind of emotions deep within us. Feelings of frustration, anger, sadness, and confusion may intertwine, creating a state of emotional turbulence that can be challenging to navigate. However, we need to take a moment to recognize and acknowledge these emotions before embarking on the path toward resolution. By understanding our emotions, we can approach the conflict with a greater sense of self-awareness and understanding, allowing us to engage in more constructive and empathetic communication with our parents.

To mitigate the problem and facilitate mediation, one possible course of action is to show empathy and understanding. The process of resolving conflicts with our parents begins with the cultivation of empathy and understanding. It is crucial to acknowledge that our parents, much like ourselves, are navigating their own set of challenges, experiences, and perspectives. By making a conscious effort to put ourselves in their shoes, we can develop a better sense of appreciation for their concerns and motivations. This empathetic approach opens the door to productive conversations and paves the way for a more harmonious relationship. When we take the time to understand our parent's point of view, we can bridge the gap between generations and foster a stronger sense of connection. By recognizing their unique journey and the complexities they face, we can approach conflicts with a greater sense of compassion and patience. This understanding allows us to engage in meaningful conversations that seek common ground and mutually beneficial solutions. Ultimately, by embracing empathy and striving for a deeper understanding, we can build healthier and more harmonious relationships with our parents.

In response to the challenge of resolving conflicts with parents, another proposed remedy involves managing our emotions. Emotions, both ours and those of our parents, wield a considerable influence amid conflicts. Therefore, it becomes imperative for us to cultivate emotional intelligence, and enhance our ability to regulate our own emotions, enabling us to navigate these challenging moments more effectively. To achieve this, it is crucial to take a step back from the intensity of the situation, allowing ourselves the space for self-reflection. Engaging in practices such as deep breathing, exercises, or journaling can serve as valuable coping mechanisms, empowering us to manage our emotions healthily. By consciously practising self-regulation, we can develop the capacity to approach conflicts with a clearer and more composed mindset. This heightened emotional awareness and self-control enable us to engage in discussions with our parents from a place of rationality and understanding, rather than being driven solely by our emotions. Through this, we can create an environment conducive to open dialogue and constructive resolution.

In conclusion, the journey of adolescence is a delicate dance between self-discovery and familial relationships. We need to approach resolution with empathy, effective communication, and an understanding of the emotions that underpin these disputes with our parents. By cultivating these key elements, we can transform conflicts into opportunities for growth and strengthen the bonds between us and our parents. By fostering a foundation of empathy and nurturing relationships with open hearts and open minds, we navigate the stormy seas of conflicts and emerge with a deeper connection and a greater sense of harmony. As we embark on the journey of resolving conflicts from a teenager's perspective, let us remember that the path to harmony lies in our willingness to listen, understand, and nurture the relationships that shape our lives, which are the essential elements in mediation.



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願意調解是示弱嗎？

生活中，矛盾衝突與爭執是無可避免的。常言道：「忍一時風平浪靜。退一步海闊天空。」調解往往是解決問題的鑰匙。調解，意味着需要妥協與讓步。那麼，願意調解就是示弱嗎？事實上並非如此。

首先，調解是一種明智的選擇。假如你是一名商人，要與其他公司合作。雙方卻因為一些合作條款而起爭議。如果雙方都不肯讓步，關係自然會惡化，最終合作失敗。可見，互不相讓只會令問題越來越嚴重。這時候，調解，未嘗不是一個好選擇。願意調解，意味着調解者對各方需求有深入的了解。透過第三方調解可以化解雙方矛盾。因得知對方的立場，便更容易在溝通過程中達成共識，合作亦能夠延續。所謂「不打不相識」，雙方關係也可能因這次糾紛反變得更緊密。所以，調解不是一種明智的選擇嗎？

其次，調解是一種平和的心態。現今社會，無論何時何地，都會有眾多的矛盾衝突。例如學校，同學間因為無意觸碰到對方的禁區而起爭執。家庭方面，父母要求子女必須報讀一些課後班而起爭執。如果沒有人妥協的話，這些爭執只會越演越烈，社會亦會變得不和諧。這時候，透過調解，雙方便可以靜下心來，傾聽彼此的聲音，真誠溝通、互相交流。這樣令到大家相互理解和接納。在化解爭執的同時，還會因自己釋出善意而得尊重。調解，能夠減少爭執，社會不就變得和平了嗎？

第三，調解是一種勇敢的決定。很多人常因為一些陳年舊事，彼此有很深的積怨。這種怨恨一直困擾着當事人，使人鬱鬱寡歡。這時候，調解，能夠排憂解難。調解，能減少當事人壓力。但是，願意調解需要一定的勇氣。因為調解時，不免會勾起痛苦的往事。而且，要抹去怨恨去寬恕一些人或事，實在知易行難，談何容易？有人曾說：「冤家易結不宜解」。因此，人生一定要有勇氣和毅力去放下包袱。讓自己和對方有個新開始。可見，調解不就是一種勇敢的決定嗎？

所謂「海納百川，有容乃大。」只有願意調解，才能擁有博大胸懷。莊子說過：「人生天地之間，若白駒之過隙，忽然而已。」人生那麼短，若一直斤斤計較，既浪費時間又浪費精力。因此，調解，並不是一種示弱的行為，是明智的選擇，平和的心態，勇敢的決定。面對糾紛，調解永遠是第一選擇。



Wo Hoi Yiu Richelle Form 4 Diocesan Girls' School

Is willingness to mediate a sign of weakness

In a society filled with varying beliefs, conflicts are inevitable. Regardless of that, an author specialised in conflict resolution, Thomas Crum, once remarked, 'The quality of our lives depends not on whether or not we have conflicts, but on how we respond to them'. Mediation is a form of alternative dispute resolution which aims to negotiate a settlement in a voluntary manner with the assistance of a neutral third party. While we, as humans, are species programmed to win with an innate survival instinct, ¹ the belief of mediation as a form of weakness has been prevalent. However, mediation is often the best course of action, and it allows us to demonstrate our strengths by resolving conflicts in a way that is beneficial for all in a peaceful and critical manner, as well as showcasing our wisdom through collaboration.

First and foremost, mediation fosters a sense of responsibility. A great degree of participation in decision-making and vast opportunities for one to express themselves and communicate their views are both of paramount importance in the process of mediation which make it successful. According to the Mediation Ordinance, the process of mediation includes identifying the issue, generating options, communicating and reaching an agreement. By choosing mediation, individuals take an active role in resolving their disputes in a responsible manner. Participants do not solely rely on a judge or arbitrator for ruling, but instead take a proactive approach to arrive at a mutually agreeable solution in a confidential setting that enables parties to openly discuss their views and understand the underlying dispute, which further enhances communications. For instance, mediation can be crucial in resolving family disputes, notably in cases of divorce. While mediation facilitates discussions on shared responsibilities of partners on aspects such as financial matters and parenting, partners will be accountable for adopting an arrangement that places the best

¹ Randolph, P. (2017, November 9). The psychological case for compulsory mediation. The Times & The Sunday Times: breaking news & today's latest headlines.
<https://www.thetimes.co.uk/article/the-psychological-case-for-compulsory-mediation-qtr0fjntn>

interest for their family in a way that preserves the relationships involved. Through taking ownership of such issues and repairing broken relationships with active discussions, one can ultimately demonstrate his wisdom and resilience in adapting to challenges in relationships, as well as foster a sense of trust and understanding, ultimately creating a more amicable environment for all.

Another noteworthy benefit of mediation is that it leads to a win-win situation. By choosing mediation as the method of resolution, it utterly exhibits one's ability to make thoughtful decisions of greater benefits. In the legal field, mediation is often recognised as a more cost-effective way to resolve conflicts. According to a recent European Union funded study, the time wasted by not using mediation is estimated at an average of between 221 and 446 extra days, with extra legal costs ranging from €12,471 to €13,738 per case.² In a courtroom setting, parties are required to hire attorneys which may result in substantial legal fees. With prolonged trials, such costs will only escalate rapidly to astronomical figures. In stark contrast, by choosing mediation, both parties could obviate such exorbitant costs, as well as bypass multiple procedural formalities in court battles.

Similarly, mediation is also valuable in daily-life settings such as in schools. It has been shown that mediation can effectively repair strained parent-professional relationships in school, and a good cooperation between home and school can support all aspects of a child's schooling.³ As both parties work together to find a solution that is beneficial to everyone, it helps reduce tension and create a positive learning environment, which in turn can lead to

² European Commission calls for saving time and money in cross-border legal disputes through mediation. European Commission. (2010, August 20). https://ec.europa.eu/commission/presscorner/detail/en/IP_10_1060

³ Nowell, B. L., & Salem, D. A. (2007, October). The impact of special education mediation on parent-school relationships: parents' perspective. https://www.researchgate.net/publication/249835362_The_Impact_of_Special_Education_Mediation_on_Parent_School_Relationships_Parents'_Perspective

better academic outcomes for the students, as well as benefit his personal development. Not only so, due to the collaborative nature of mediation, it results in a high rate of success, with 70% of the cases involved being settled on the day of mediation, and 20% more settled shortly afterwards.⁴ Even if mediation does not lead to a settlement, it allows parties to narrow down the disputed issues and lead to a settlement at a later stage, creating a positive domino effect. Hence, by recognizing the inherent benefits of mediation, individuals exhibit their capacity to assess situations holistically, considering the long-term benefits of different options and choosing the most effective means of achieving their goals. Such thoughtful deliberation underscores an individual's commitment to making well-informed choices, and the effort one is willing to make in cultivating partnerships.

While mediation provides individuals with the opportunity to demonstrate their strengths by taking on responsibilities and showcasing their ability to make sensible decisions, some may view the involvement of a mediator as a lack of independence and a sign of weakness. As mediation involves a third-party as a mediator, it may be perceived that those with eminent problem-solving skills should be able to solve their problems independently without relying on others. Nonetheless, mediators are not involved in the decision-making process. Instead, they are only responsible for helping parties assess the feasibility of the decisions you make, as well as facilitating discussions. In the end, the responsibility of reaching a resolution lies with the parties themselves by actively participating in the mediation process. It is crucial to note that mediators are not decision-makers,

⁴ Johnston, B. (2013, October). Costly encouragement – the price of failing to mediate
<https://www.cliffordchance.com/content/dam/cliffordchance/briefings/2013/10/costly-encouragement-the-price-of-failing-to-mediate.pdf>

but only facilitators. Hence, by embracing the cooperative nature of mediation, one can undeniably take ownership of their own disputes and work towards an adequate solution independently, which is a reflection of strength rather than weakness.

Ultimately, mediation is an indispensable key to dispute resolutions in our daily lives. Through mediation, one can unquestionably showcase his strength by taking an active approach in resolving problems deliberately, empowering communities to build partnerships that are valuable to all. With the aforementioned benefits, I believe that with mediation being increasingly commonplace, it will certainly become a catalyst for building a compatible society for all.



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誠懇傾聽和坦誠對話

在日常生活中，我們免不了要與人交往和溝通，而誠懇傾聽和坦誠對話無疑是建立友好關係的重要基石。這兩個行為不但在與親友相處的時候有莫大的幫助，在職場上亦是尤為關鍵的。

首先，誠懇的傾聽是一種尊重和關心他人的表現。這種傾聽不僅僅是簡單地聆聽對方的說話，而是需要積極地理解他們的觀點、情緒和需求，並作出適當的回應。當我們在面對家人或朋友的傾訴時，對方需要的正是我們誠懇的傾聽，這個行為給予他們關注和重視的信號。通過此行為，「信任」便漸漸地建立起來。在這時候對他們加以安慰，就更能增進彼此的關係，增進相互的瞭解和尊重。

其次，誠懇的傾聽亦有助於化解誤會和解決紛爭。無論在家庭或朋輩間，我們經常會遇到意見不合或分歧的時候，我們不需要強求對方改變立場或想法，更需要的是誠懇地傾聽對方的說話。最近一宗新聞報導一個男童與母親發生爭執後離家出走，母親傷心不已，下樓梯時一不留神從三樓滾至二樓後傷重身亡。若果當時母子倆能靜下心來，真誠地相互溝通，從對方的角度看待問題，共同尋找解決的方案，或許就不會有悲劇發生。

除此之外，坦誠的對話亦有助化解衝突。當我們與人發生衝突時，坦誠的對話能讓我們直面問題，誠實地表達自己的觀點和感受，使問題可以被及時解決，而不會被積壓和惡化，引致更大的衝突。例如父母很多時會擔心子女沉迷電子遊戲而荒廢學業，父母往往會用一些「責罵」、「否定的說話」試圖表達對子女問題的關切，但卻因此引起衝突。雙方有時會有逃避問題的想法，以為過一段時間後就會回復原狀，可人的忍耐是有

限的，當衝突再次發生時，就更難解決問題及修復關係了。反而坦誠對話是至關重要的。如雙方都能平心靜氣，坐下來討論，謀求共識，例如能就玩電子遊戲的時間和學業的平衡作出討論和協議，問題和衝突自能解決。往後，大家的關係必定更進一步，子女定能更願意與父母親近。

再者，坦誠的對話是與人建立互相信任的基礎。信任是人際關係中的核心元素，這能夠促進我們與他人的團隊合作，減少不必要的誤會。試想在職場上與人合作時與坦誠相待，表達真實的想法，合作必定會減少磨擦，工作會變得更為順利。其實「坦誠」沒有成本，何不敞開心扉，與人建立起彼此的信任？

總括而言，誠懇傾聽和坦誠對話在建立和諧、穩固人際關係方面十分重要。我們應該建立起良好及有效的溝通，社會才會變得更包容、更友愛。



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朋輩調解與和諧校園

在日常生活中，難免會有矛盾，從而出現糾紛。矛盾是指雙方想法或意見不同，出現排斥或對立的情況，嚴重可演變成「糾紛」。在校園中，學生在班上交涉時可能會形成矛盾紛爭，輕則幾句化解，重則引發肢體衝突。所以，想解決糾紛，必須找出矛盾點，進行調解，避免朋輩關係破裂。

調解的目的是互相達成協議，化解爭執，但前提是要保持中立。要在校園內解決糾紛，作為一名調解員擔任很重要的角色。調解員要不偏不倚地對待每個人，避免偏袒任何一方。假設調解員在調解的過程中支持朋友一方，而針對另一個方作出批判，除了不能化解衝突之外，雙方更可能發酵成比原本更大的爭議，失去調解的意義。因此調解過程中應公平公正，不應發表支持或反對某一方的偏見，幫某一方作出言論，而要當「中間人」，持有中立的立場和態度，作出調解。

進行調解的時候，調解員應嘗試以下方法，為求更快、更順利達成和解。首先，調解員需鼓勵雙方溝通。勇於溝通是解決問題，維持良好關係的重要橋樑。鼓勵他們重新建立開放坦誠的溝通，把雙方各自不同的觀點意見表達出來。朋輩之間的糾紛可能是因為意見不合、誤解或是其他問題，若他們可以將自己的想法誠實地表達出來，讓我們了解立場，這有助於減少誤解，讓彼此更加理解對方。其次，當雙方表達意見後，調解員有責任找出他們的共同之處，助他們尋求共識。例如找出雙方出現矛盾的位置，從而更有效地選擇最合適的解決方案。

調解有助於建立良好的朋友關係。當透過調解決糾紛時，不僅解決了當前的問題，還建立了更加良好的關係。透過共同解決問題的過程，我們會更加了解對方，建立更深層次的友誼。

總而言之，調解是一個非常有益的解決朋輩糾紛的方法。透過誠實溝通、尋找共同點和共同解決問題，我們可以建立更加良好的朋友關係，並學會以積極的方式處理糾紛。希望大家都能夠學會誠實溝通和協商，以建立更加和諧的校園及人際關係。但調解也只是當雙方嚴重出現分歧或爭執，無法輕易化解的地步才進行的，與其令自己一肚怒氣花時間做調解，不如退一步，海闊天空。雖然這樣，但我認為朋輩間有時無法控制情緒而引發爭端時，調解便十分重要了。



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調解為學科

「調解」通過不同的方式令爭論的雙方或多方達成共識並言和，是平息紛爭的重要協調渠道。但人在世，紛爭是在所難免的，就如墨子提倡的「尚同」思想所指，人越多，意見就越多，最終會因人人自以為是而生亂，造成紛爭，導致社會混亂無序。因此，為促進和諧社會，我認為「調解」可作為一門學科讓學生學習，這不但有助於減少紛爭的出現，同時還為學生的成長帶來益處。

首先，調解作為學科可以讓學生在校園學會處理人際關係。許多的紛爭都是由於誤解才互不相讓，越加尖酸刻薄，最終變得一發不可收拾。當學生知道引發紛爭的根源問題以及調解技巧時，便懂得避免做出令人誤解的行為，學會在與朋友相處的過程中換位思考，互相讓步，從紛爭結果和調解技巧推論回與人相處最基本的做法。這不但減少了校園紛爭的出現，還有助自身人際關係向前邁進。

其次，調解作為學科可以豐富學生的內涵。學習「調解」所涉及的範疇很多，例如法律學、社會學和心理學等，學生除了可以從此學習到不同範疇的基本知識，豐富學術內涵以外，還可以豐富精神內涵。以心理學為例，座位的高低令人在心態上有高低貴賤之分，就像我們坐在比長輩高的位置俯視長輩是一種無禮的行為。這種精神內涵有助學生與校園、家庭、社區的關係多一份尊重，促進和諧社會。

最後，調解作為學科有助學生未來的就業方向。紛爭是難免會發生的，但有些紛爭因未能得到及時的調解而發展成長期的怨恨。廣泛的調解教育能夠培養人們的調解技能，宣傳調解職業，為社會增加調解人員的新血，同時也創造了更多就業機會，令社會和諧的氣氛更添一分。

有人認為學生應該全身心投入在中英數等主要的科目中，學習調解純屬浪費時間。我卻不認同，我認為學業成績固然重要，但「調解」課所能學到的技能遠遠比書上的硬知識實用，它是人與人之間溝通的橋樑。想要達至和諧社會，人們需要互相理解，作有效溝通，而「調解」便正正能夠教會人們這個技巧，因此我認為以調解作為學科不會浪費時間。

雖然調解能夠平息紛爭，但更重要的是爭論的雙方都要退讓，正所謂「忍一時風平浪靜，退一步海闊天空」，當大家都各退一步時，原本近在咫尺的紛爭就會在瞬間拉開距離，減少衝突的出現。總括而言，調解作為學科能有助學生的成長，是維護和諧社會的第一步。希望大家都能夠做好調解的角色，共創和諧美好的社會。



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願意調解是示弱嗎？

調解是一種解決衝突的方法，它要求參與者表現出一定的開放和同理心。有些人可能認為，願意調解可能被視為示弱或屈服，但事實上，調解是一種展示智慧和成熟的方式，它可以帶來更積極的結果，並有助於改善人際關係。

首先，值得強調的是，願意調解並不表示示弱。事實上，調解是參與方之一表現出成熟和智慧的表現。當一個人主動提出進行調解時，暗示著他確實希望有第三方介入並協助問題，這展現了對事件的重視和對解決問題的責任感。這需要一定的勇氣和自信，同時調解者需要面對當事人的情緒和利益，並努力尋找共同的解決方案。這種主動承擔責任的態度絕不是示弱，而是一種積極的行為，顯示出對問題的理解和處理的能力。

其次，願意調解也反映了一個人的成熟和智慧。在衝突的情況下，他選擇調解而不是採取偏激的行為或固執己見，不但需要良好的情商，理性的思考亦同樣重要。有時候，人們可能會把持自己的情緒和意見，而忽視了對方的立場，忽視了事情的道理，以及「換位思考」的重要性。然而，通過願意調解，一個人展現了願意直視自己的氣量，並以一種平等和尊重的態度來解決問題。這種處事方式不僅意味著擁有更高的智慧，更表現了對大局和未來影響的考慮，這絕對不是示弱的表現，而是一種成熟的表現。

然而，有人說，調解只是一種儀式、流程，對雙方和事情的發展並沒有太大的幫助。但實際上，調解也能夠為當事人帶來更積極正向的結果。與採取對抗性態度相比，透過調解，當事人可以更好地保護自己的利益，同時也

為他人的利益考慮，旨在尋求共贏的解決方案。調解不僅僅是為了避免衝突的升級，更是為了找到值得所有人接受的解決方案。這種理性解決問題的方法不僅對當事人以及雙方的關係有益，更對整個環境、組織或社區建立起和諧的關係。

最後，調解是人與人之間的一道橋樑，它把兩個意見不合的人連接起來，有助於改善人際關係。當一個人願意主動提出調解，證明了他對雙方關係的重視和維護。透過調解，可以幫助大家互相理解，亦促進了尊重和溝通，令雙方更了解大家的想法，再以理性地找出問題的根源以及合適的解決方法，有效鞏固人際關係，建立更加和諧的社會環境及提供正確的價值觀。

總而言之，願意調解絕對不是示弱的行為，相反，它正表明一個人擁有智慧、成熟和責任感，並能夠以積極和有效的方式正面處理衝突和解決問題。調解本身是一種正向的行動，它有助於改善人際關係，並帶來雙方更願見的結果。因此，何不讓我們一同建立正確的價值觀，秉持開放的態度，勇於承擔責任，主動提出調解，讓我們共建和諧社會！



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願意調解是示弱嗎？

所謂「禮之用，和為貴。」人生中，我們不免會遇到許多大大小小的糾紛。當爭執過後，調解便是關係的粘合劑，是化解矛盾糾紛的捷徑，願意調解並不是示弱，是心胸寬廣的表現。

首先，調解可以最大限度地優化糾紛解決的效益，以一個更為有效的方式解決糾紛，減少當事人在訴訟付出的經濟成本。若雙方始終不願和解，一審二審開庭的訴訟費將會更多，盡早選擇調解便能減少不必要的開支，使雙方得益。舉例說，對於涉及商業層次的矛盾，商事調解的收費低於訴訟費，在有效化解糾紛的同時減輕了商事主體的訴訟成本，緩解了中小企業營運的資金壓力，也可避免成為敗訴一方的風險。

其次，調解可盡量滿足各方所需，爭執不是目標，達成共識才是。當無需法院介入時，內部調解便可最大程度上令自己受益，爭議雙方皆有機會陳述自己的論點，聆聽他人的看法，通過第三者共同探討並尋求和解方案。所以接受調解並非示弱，是一種保護自己的方法，為自己爭取最大的利益。

主動讓步及妥協算是示弱嗎？這是經過深思熟慮後的退讓和審時度勢的智慧。「忍一時風平浪靜，退一步海闊天空」。許多時候調解雙方可能是親人朋友關係，雙方若願意各退一步進行調解，關係便可得到舒緩，避免陷入尷尬局面。

第三，調解可在一個舒適的環境下換位思考，站在對方的角度重新考慮問題。例如在家庭糾紛中，家庭成員的關係往往陷入僵局，這時主動的調解便可以用一個更和諧的方式討論，有效解決問題，改善彼此關係。人民調解促和諧，化解矛盾保平安。

在調解過程中，溝通乃重要一環。所謂「良言一句三冬暖，惡語傷人六月寒」，良好的溝通方式能有效緩解雙方矛盾，調解本就包含了理解，妥協和遷就，適當的言語表達往往更直達人心，若能掌握好情緒和言語表達，調解將會是有效的解決方法而非一種示弱。

調解小至個人，大至國家，例如在第一次世界大戰期間，美國的一些資產階級和平團體主張建立一個調解國，他們的調解並不是在示弱，而是希望能夠改善各國關係，避免因戰爭再次導致經濟和社會的崩潰。現今聯合國也設立調解委員會，許多國家都主動加入委員會，以維護世界和平為己任。

綜觀而言，願意調解從來都不是一種示弱，是一種格局，是一種修養，也是一種智慧。



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願意調解是示弱嗎？

忍一時風平浪靜，退一步海闊天空。

增廣賢文著

這句言簡意賅地指出忍耐與退讓的重要性；可惜現代人卻將其意思曲解成忍受屈辱怨謗方能平息怒火，扭曲原意，加上主觀偏頗的了解，令人誤以為願意去傾聽、去談判、去調解是膽怯的退讓，是無能的敷衍，是懦弱的示弱。其實，事實上並非如此。願意調解是成熟的證明，穩重的心智和睿智的見證。原因有三，容我逐一細講。

第一，願意調解代表樂意聆聽，是尊重的表現。每個人都擁有自己獨特的思維，對事情的見解不一，令人與人之間相處有磨擦在所難免。所有事情只是角度上的探討，凡事必須從多個方面了解，即使對方的立場與你截然不同，亦應該嘗試從他的出發點思考，同時保持着自己堅定的觀念，先不要被對方動搖；再仔細分析，其邏輯思維在下決定，判斷事情的對錯。沒有人的看法應該被忽視，各界不同的聲音必須用心聆聽方能得到整個局面的宏觀體會，在尋求最佳解決辦法。

第二，願意調解反映重視關係，是和諧的基礎。調解是打破爭持的僵局之第一大步，雙眼不被好勝心所蒙蔽，把自己的嬌氣與傲氣放下，正是人最難做到的，正是如此更能特顯對關係的珍重。如果不出一分力，踏出第一步去嘗試了解對方雙方的矛盾只會日益增加，磨擦最終會演變成衝突，領悟會加劇，嚴重破壞社會和諧。因此當大家遇到身邊的親友或工作夥伴提出對立的論點時，不要第一時間投射鄙視厭惡的神情甚至是嘗試反駁惡言雙向，先嘗試理解，再尋求專家意見，在一切方法都徹底使用過後才介入第三者，探索專業調解的必要性。

第三，願意調解肯定共贏為終極目的，是明智的選擇。調解訂立的先要條件為語氣平和，討論具建設性，談話內容保持機密，整個過程必須公平公正中立。若果雙方都為維護自己的權益爭辯不休，兩虎相鬥，但必有一傷，十常八九都是落得兩敗俱傷的下場，那又何苦呢？反觀，調解核心價值非持久性莫屬。主動提出調解介入第三者，正所謂：「旁觀者清」，以客觀的觀點、角度與思維替代爭議解決方案，能打破僵局，脫離惡性循環的枷鎖，為未來合作奠定良好基礎，何樂而不為？

調解是一種妥協，是出自對立的雙方在原則和利益上讓步，務求融洽，共同邁向共贏的局面。願意調解不但能化險為夷，亦正正體現出一個人胸襟之廣闊，不計前嫌。調解是願意因顧全大局而選擇「忍」讓，自願提出「退」讓，暫且把私人恩怨放下，謀求和諧共處，換取心湖的平靜，心境的開闊。由此可見，只要願意調解，那麼衝突分歧便不再是成功的絆腳石，而是成長的里程碑。



李明蔚 中四 東華三院甲寅年總理中學 願意調解是示弱嗎？

調解是訴訟以外另一種有效解決爭議的方法。在調解過程中，受過專業訓練的調解員在不作判斷的情況下，協助爭議雙方達成共識解決方案。然而，調解這種較溫和的解決方法，往往被人們視作「示弱」的表現。但願意調解真的是「示弱」嗎？

首先，願意調解不等於「示弱」。當爭議出現時，人們認為自己的權益被侵犯，往往情緒高漲，無法冷靜地溝通。他們都希望尋求法院介入，認為公正的法律令自己權益得到保障。而調解卻似是委曲求全，雙方都要遷就對方，因此是「示弱」。然而，調解與上訴的目的同為解決問題，不過是前者較溫和地處理，後者則較嚴肅，但兩者效果是相同的。雙方當事人的權益均受到保障，所以不存在只有一方作出讓步的「示弱」之說。

其次，須理清調解的真正定義。調解是一種自願參與的方式，當中由一名公正和受過專業訓練的第三者作調解員，協助爭議各方在良好的氣氛下，滿足雙方需求。調解員是無利益衝突的第三方，在立場上幾乎等同法官。但不同於法官會判斷誰對誰錯，調解建立一個友善的平台，雙方在調解員的協助下冷靜溝通，大事化小，無需動輒由法院處理。因此，調解的過程中從沒有「示弱」的出現。

以鄰居間的噪音糾紛為例子，調解提供平台讓雙方說出自己的訴求。鄰居在自己家裡引吭高歌，理應可以在家自由活動，這是他的權利。但你認為噪音影響了你的睡眠質素，鄰居無疑侵犯你的權益。通過調解，專業的第三方安撫雙方情緒，恢復冷靜理智，在良好的氛圍下有利解決爭議。

得知各方需求後，調解員找一個折衷的方案，如晚上十點後盡量保持安靜，解決爭議。這算是示弱嗎？不是，因為我的訴求得到保障，擁有安寧的睡眠環境；鄰居也有在家中享受音樂的權利，雙方經溝通、瞭解、彼此尊重，使鄰里關係更和睦，何來示弱之有？

現時法院處理個案日增，人們應盡量選擇以調解方式減輕社會壓力。若每人只希望展露強勢，硬性處理問題，對個人來說，正義不能得到即時解決，甚至對整個法治系統也添加負擔。因此，與其說「示弱」，更應說「示弱」，願意坐下來聆聽對方，讓第三者進行調解，認真溝通不失為一種「勇氣」。今天，我們應為「調解」賦予一個更好的定義。



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Harmonizing School Life: The Pivotal Role of Peer Mediation

Schools are not merely educational institutions; they serve as microcosms of societal interactions and development in our diverse and multicultural society. In this context, peer mediation emerges as a transformative strategy that guides students through the complexities of unresolved interpersonal conflicts, leading them towards a harmonious resolution that reverberates beyond the confines of the school, encompassing family and community life. This essay seeks to delve into the essence of peer mediation, uncover its profound impact in fostering understanding, and shed light on how it cultivates individuals adept at bridging relationships and establishing peace. By exploring the intricacies of peer mediation, we can better appreciate its role in shaping a more harmonious and inclusive society.

Peer mediation is a dynamic process wherein student mediators who have received specialised training assist their peers in resolving conflicts through peaceful and respectful dialogue. Acting as impartial facilitators, these mediators foster open communication and guide both parties towards mutually agreeable solutions. Within the school environment, peer mediation is a conflict management approach that encourages students to collaboratively and positively address conflicts, focusing on achieving outcomes that benefit all involved—a win-win scenario. This approach goes beyond the immediate resolution of issues; it aims to establish and sustain an atmosphere of respect and understanding among students in the long run.

Trained student mediators play a crucial role in the peer mediation process. They provide essential guidance, ensuring parties engage in structured dialogues where each person can express their perspective without interruption or undue influence. This highly structured yet flexible approach empowers students to work through conflicts and develop solutions that respect the interests of all parties involved.

Implementing peer mediation programs in schools has yielded significant benefits. Participating students demonstrate enhanced problem-solving and empathy skills while developing a stronger sense of community. Moreover, these programs have been associated with decreased reported incidents of bullying and violence, resulting in a safe and conducive learning environment (Karakiozis & Papakitsos, 2020). By embracing peer mediation, schools foster a conflict resolution culture that empowers students to address disagreements constructively. This approach equips them with valuable life skills, such as effective communication, active listening, and empathy, which extend far beyond the school setting.

The benefits of peer mediation are evident in the overall climate of schools. Institutions that have implemented peer mediation programs have reported a marked increase in problem-solving and empathy skills among participating students, as well as the development of a stronger sense of community. Studies have consistently supported the effectiveness of peer mediation. Longitudinal research has demonstrated a significant decline in conflicts within schools where peer mediation programs have been implemented, with these lower levels sustained over several subsequent years (Smith & Daunic, 2002). Schools with peer mediation programs have also reported an improved academic environment where students feel supported and included in their educational endeavours.

Engaging in peer mediation activities also contributes to personal development, fostering the acquisition of essential life skills such as active listening, emotional intelligence, and constructive engagement. These skills contribute to academic success and equip individuals with the tools to navigate the complexities of adult life. This, in turn, fosters a positive environment that benefits the entire community. Peer mediation cultivates problem-solving abilities and a sense of belonging, empowering students for future challenges.

Integrating peer mediation programs demonstrates a commitment to nurturing well-rounded individuals and ensuring a flourishing educational experience.

The impact of peer mediation extends far beyond the confines of the school walls, reaching into the realm of family life. Families of students participating in peer mediation programs often report improved communication dynamics, characterised by open and constructive dialogues when addressing conflicts and challenges (National Association for Community Mediation, 2007). This positive influence extends even further into the broader community, as the principles of peer mediation align with more comprehensive strategies for community conflict resolution. By fostering relationships and reducing animosity, peer mediation contributes to a more harmonious and cohesive community.

Moreover, peer mediation programs promote inclusivity and empowerment. These programs typically involve students from diverse backgrounds, creating a cultural melting pot within schools. By equipping students with conflict resolution skills, peer mediation ensures the development of empathetic and socially sensitive leaders who prioritise dialogue and understanding over conflict and disunity (Cohen, 2005).

While peer mediation offers numerous merits, its successful implementation is not without challenges. Ensuring the program's long-term sustainability, addressing mediator biases, and providing continuous training and support for mediators are crucial considerations for maintaining its effectiveness. Schools must commit to comprehensive mediator training, ongoing program support and supervision, and integrating the program into the school climate. Additionally, parental and community involvement in reinforcing and supporting the program's principles is essential to its success. By addressing challenges, schools unleash the full potential of peer mediation, extending its positive impact beyond the school.

It fosters improved communication, stronger community relationships, and the development of empathetic leaders, contributing to harmonious families and communities that value dialogue and understanding in conflict resolution.

In conclusion, peer mediation emerges as a beacon of hope in a world marred by hostilities and contradictions. Peer mediation catalyses positive change by prioritising empathy, respect, and constructive dialogue in student-led resolution processes. It empowers students to reshape their school communities, extend its positive influence to families, and nurture empathetic and compassionate leaders. Support and widespread adoption of peer mediation programs are crucial to fostering a future where conflicts are not resolved through animosity but through a shared commitment to mutual respect and collective well-being. Through peer mediation, we can envision a world where people embrace it to coexist harmoniously, creating a more peaceful and understanding global community.

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誠懇傾聽及坦誠對話

在現今充滿磨擦和衝突的社會充滿了不同的聲音，世人的一言一語都充斥著猜疑和猜忌，說話中早已忘卻了傾聽和對話的重要性。然而擁有一雙善聽的耳朵和以坦誠的態度進行對話的力量是無可比擬的。當我們用心去聆聽他人的聲音，並毫無保留地表達自己的想法時猶如美妙的旋律在言語中翩翩起舞。誠懇傾聽及坦誠對話是拉近人與人之間的距離和解決衝突的鎖匙。

吵架能解決問題嗎？不能。不傾聽別人的立場和意見，不真誠地跟別人對話，甚至在溝通和對話中都充滿了磨擦、不滿、猜疑、衝突和糾紛。那麼我們應怎樣去跟別人溝通？

選擇虛情假意去聆聽別人的說話嗎？誠懇和虛偽只差一線，假裝誠懇聆聽別人的說話實質只是「左耳入，右耳出」，從不聆聽別人的說話那麼別人會聆聽你的說話嗎？不會，別人只會以同樣的方式對待你。己所不欲，勿施於人，只有褪下虛偽的面目，以誠心待人，才能獲得別人的信賴。真誠且懇切傾聽是指我們需要用心才能感知對方的聲音。以善聽的耳朵和誠懇的心靈聆聽別人的說話。聆聽別人的說話不僅是在聽取別人的言語，亦是在聆聽他們的感受以及情感。誠心聆聽別人的情感和說話從而避免覆水難收的局面。尊重他人的說話和以誠待人的態度能減少衝突和矛盾，將彼此間的距離拉近。

溝通時，我們要「易地而處，將心比己」不要老是從自己出發，要顧及別人的想法，考慮別人的處境。如總是自私地從自己的角度、自己的立場、自己的見解出發，拒絕接納別人的意見，久而久之彼此間的隔閡和誤解便會越來越多，可見坦誠的對話有多可貴。坦誠對話是溝通重要的橋樑，以誠懇的態度傾聽對方的心靈，再以坦誠的態度與別人溝通，放下

偏見和成見，以開放的態度去了解對方的立場和感受。彼此間重重的隔閡和誤解就會逐漸消散於淡薄的空氣中，使我們打破衝突和糾紛。

誠懇傾聽及坦誠對話能築起真摯的人際連結。誠懇傾聽能聆聽對方言語背後所隱藏的情感使對方感受到被理解和接納，培養信任的種子育成茂盛的大樹。而坦誠對話是人與人消除隔閡的溝通橋樑，以坦誠的言語表達內心所思所想。勇敢敞開心房坦率表達意見、虛心接納和溝通是待己待人的尊重的對話之門。

可見，誠懇傾聽與坦誠對話是相映成輝的，彼此相輔相成，兩者不可或缺。它們在言語上扮演着重要角色，透過彼此傾聽及對話，從以打破衝突和誤解築起了溝通的橋樑。

誠懇傾聽及坦誠對話為人與人之間的溝通帶來了和睦，是我們在這個充滿爭議和衝突世界中所被需要的橋樑。它們能夠化解衝突，建立彼此間的牢固連結。讓我們懷著誠懇傾聽和坦誠對話的力量編織充滿和平的旋律在我們心中繚繞。



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Is willingness to mediate a sign of weakness?

Mediation is a process that allows a neutral third party, known as a mediator, to assist the people who are involved in conflict to reach a mutually acceptable agreement, which helps foster partnerships in school, in family, and within the community. Some may think that by being willing to mediate, you become the one backing down and admitting defeat, which I believe is not the case at all. In my opinion, willingness to mediate is not a sign of weakness, but is a sign of strength and courage, as both parties are willing to put behind their differences and find common ground with each other. They may not be totally satisfied with the final resolution, but it ensures a harmonious bond between them. Furthermore, willingness to mediate is crucial in the smooth running of society and helps us improve as a whole, and that I believe is the common goal of everyone in the world.

One of the benefits of being willing to mediate is that it showcases your courage and consideration, as it takes a resilient character to be open to other peaceful solutions despite the possibility of them not satisfying your needs completely. I used to be one of those people who was incredibly stubborn as I wanted things to go a certain way, which others may disagree with. For instance, I once had a small disagreement with my classmate over the task allocation of our group project. I felt as if I was the only one doing all the work, and she had barely done anything. I was quite upset about it, and had refused to hear her out. Luckily, she was willing to mediate and found a friend of mine to be the mediator to help resolve this dispute together. In the end, I realized that she had a lot of commitments and couldn't find enough time to do it, and that I was being unfair towards her and should be more understanding as I didn't even give her a chance to explain. She also understood my frustration, and would try to find more time to work on the project. Even though our finished product did not turn out perfect, and I was not entirely happy with doing most of the work, we learnt to understand where the other person was coming from, and managed to work

together despite our differences. This was all thanks to my classmate's willingness to mediate. She might be burnt out and could be feeling upset with me for not being empathetic, but she was still willing to find my friend to help mediate the situation. I found her action to be very brave, as she had put aside her personal feelings to resolve our conflict. I did regret not being willing to meditate with her at the start, as it could have hindered our progress just because I could not get past my own feelings. So I have promised myself to be open to other solutions in order to solve problems in the future. That is why willingness to mediate was not a sign of weakness, but required strength to be open to other options other than the one you had in mind.

Additionally, willingness to mediate is the key to mending relationships. Through communicating with each other with the help of a mediator, we could understand the other's perspective and work through personal differences. For example, teenagers and parents often have disputes with each other due to their generational gap. Teenagers may feel that parents are invading their privacy and do not respect the boundaries set. On the other hand, parents may feel as if they do not know anything about their children's life, and that is why they keep intruding on their children's personal space. In this circumstance, I feel it is best to have a mediator, like a counselor or a family friend, to try and resolve the situation. Since both parties may not admit their own faults as their conflict is too deep-rooted, and they would most likely argue with each other should they communicate directly, I believe that having a mediator would help them calm down and resolve their problems one by one. It could be a long process, and they may not agree with each other fully, but at least they would have a mutual understanding. So willingness to mediate is the first step to mending relationships even if their conflict may seem to be too intense, as they could solve each problem slowly. Overall, willingness to mediate is definitely not a weakness, instead it has some benefits.

Some may argue that willingness to mediate is a sign of weakness as it makes you more vulnerable and others might take advantage of you due to power imbalance. They think that by being willing to mediate, you are the one accepting the demands of the other while giving up your own. While I do admit that there is some truth in that statement to a small extent, I believe that the benefits outweigh the disadvantages. Although the person being willing to mediate could be in a weaker position, like an employee to a boss, we should not assume the other would take advantage of you, and that the mediation would fail. I think that despite the possibility of power imbalance, if the person is willing to hear out the other's opinions, then an agreement could still be reached and the relationship between the parties would improve. Even if the mediation did unfortunately fail, the person willing to mediate had shown their courage and determination to resolve this conflict, and these are qualities everyone should strive to have, so the person should not be seen as weak. Moreover, I think it is a common misconception that you would be the one following the other's plan by being willing to mediate. However, mediation is about negotiating with the other with the help of a mediator. So just because you are willing to mediate, it does not mean that you would be accepting all the demands of the other party as there would be a thorough discussion.

To conclude, it is possible for mediation to fail and for people to take advantage of you, but willingness to mediate is not a sign of weakness. It does not mean that you are weak, instead it shows your strength for wanting to solve conflicts. It could also mend relationships, which would contribute to the restoration of peace in society. If everyone could just agree to mediate should conflicts arise, then more partnerships would be fostered within the community, whether it be in the workplace, school, and so on. Overall, I believe that we should all be willing to mediate due to all the benefits and it should not be perceived as a sign of weakness.



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願意調解是示弱嗎？

調解，是除了訴諸法庭外，另一類解決爭議的方法，當中由一名公正和受過訓練的調解員協助和解。我認為願意調解並不是示弱，而是一個冷靜而較有效解決糾紛的好方法。

有些人會認為調解就是妥協，是一種不平等的解決方式，逼使一方作出退讓，才會結束調解，因此不願去進行調解。但其實調解的過程中，雙方當事人會一同找出解決爭議的方法，而並非逼使某一方妥協。因為在調解的過程中，任何人都不能強迫當事人作出決定，包括身為第三者的調解員，他們只會幫助雙方探討本身論據的強弱，從而尋求雙方都認為可行的解決方案，以達成和解協議。可以，調解絕不是示弱，雙方都有同等的權力，最終方案亦要雙方完全同意，才是成功的調解。

相比起訴諸法庭，調解更能夠維護雙方的自尊。試想像，若其中一方敗訴，便可能會感到悲憤及不安，最終總有一方利益受損或承受來自社會大眾的心理壓力。若進行調解，會在私人及保密的環境下進行，便可避免這種對峙的局面，更可和平地達成和解，是一個不損害自己或別人利益的好方法，比起以法律解決問題更「人性化」，因為它並非以冰冷的法律條文作出裁決，而是陳述自身的論點並聆聽對方的說法，便雙方互相理解而接受和解。

其次，調解是雙方互相溝通的橋樑，可一同在良好的氣氛下找出解決方法。由於是以較輕鬆和隨和的方式進行且並非以勝訴的目的來談論，因此雙方會較願意協調及討論，不會出現一方強詞奪理的局面，更不會示弱。大部分的調解比訴訟所需的費用少得多，過程亦較為快捷，更不需承受敗訴後的龐大支出，因此雙方都不需在緊張的情況下進行溝通，從而更進一步表達自己的意見和立場，及傾聽對方的要求，慢慢達至和解。

故此，調解是一個聆聽自己和他人內心的好機會。

再者，調解有助維持各方當事人的關係，甚至改善彼此之間的關係，特別是對於朋友、家庭等的糾紛有很大的幫助。例如在家庭爭奪遺產的個案中，若調解成功，他們可在不破壞家庭關係的情況下得到自己所想，因他們在調解過程中並不是辯論，而是協商，最大的分別就是雙方都是滿足於所得出的結論而非爭論直到一方勝出為止。由此可見，當事人之間的關係並不會因為調解而破裂。

心理學家弗洛伊德曾說過：「人生就像奕棋，一步失誤，全盤皆輸」，與其下一步可能會令你後悔的棋，不防嘗試另一選擇，達到雙贏且和平的局面，無論對自己或他人都是一片海闊天空。



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如何準備調解

調解是一個自願及私下解決爭議的程序，其中由一位中立人士調解員協助雙方達成協商的協議。其目的是協助雙方達到能接受的和解，及達成能滿足各方所需的結果。在調解的過程中調解員需要幫助雙方達成雙贏的局面，而當事人則需要配合調解員的行動。而在調解之前總是有著許多的準備，那調解員及雙方要如何準備調解的呢？

首先，調解員在調解這個程序開始之前，就要了解事情，知道為何雙方會需要調解，然後找出雙方需要幫助的地方，並及時與當事人溝通，以免當事人及調解雙方產生矛盾。為事情調解成功奠定良好基礎。調解員需要告知雙方調解的時間，地點，及陳述調解的內容和範圍，可見調解員最先要做的就是知道這個事情的原因，經過以及再與當事人協商，並通知當事人調解的細節。

其次，調解員還需要認真準備、相互交換調解事情摘要。調解員需要在調解的過程中打破雙方的僵局，因此他們需要準備打破僵局的方式，並且在準備時，調解員需要準備好調解需要的方案，並準備可行的建議。還會認真準備多套談判策略，這只為了促成雙方都滿意的結果，可見調解員會在調解前做好準備。

調解員需要在進行調解前做好應對的方案，以及了解事情並通知當事人細節。那麼當事人是不是什麼都不用做呢？一切都只是調解員單方面的努力呢？其實並不是。調解需要雙方的協助，當調解員在準備事宜的時候，當事人也會去了解調節相關事宜。所以當事人在進行調解前也需要準備很多資料。

當事人首先就是了解自己的事件是哪種需要調解的事件，並知道自己需要做的事，然後就是要去了解調節有關的步驟，之後要與另一位當事人一同商量是否都同意以調解的方式去解決事情，若雙方都得出要以調解的方式去解決事情後，之後當事人需要去尋找一名公正的調解員來負責事件。在其後準備案件的資料，提供給調解員，並且要意識到自己是想達成一個什麼樣的結果。可見當事人並非在委托調解員後就不用做任何準備，而是需要去了解並準備自己應有的立場，然後再去調解的時候，表達出自己究竟想要什麼樣的結果。

調解並不是調解員或其中一方單方面的準備及努力，他需要當事人雙方及調解員互相的協助，調解不會是一方的一廂情願，只有雙方都想要和平解決才會動用調解這個方法，因此他們都會對調解的這個過程做出相應的努力，以及準備，而這些都是為了能得到雙方都滿意的結果。所以調解之前的準備是非常重要的，無論是調解員還是當事人都要鄭重的準備資料等事宜。

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