



**Mediation Week in Hong Kong** 20 - 27 March 2014  
**香港調解週** 2014年3月20至27日

**Mediate First for a Win-Win Solution** 調解為先 · 互利雙贏

**Program Rundown for Civil Aid Service Seminar on 23 March 2014**



**Day: 23 March 2014**

**Time: 9am -12:45 pm**

**Venue: Hall of the CAS Headquarters - 8 To Wah Road, Yau Ma Tei, Kowloon**

**Speakers: Mr. Chan Bing Woon & Dr. David Dai**

**Topic and Speakers**

<b>9:00 - 9:45am</b>	<b>Introduction of Mediation &amp; the Development of Mediation in Hong Kong</b>	<b>Mr. Chan Bing Woon</b> <i>Adviser and Founder of Joint Mediation Helpline Office</i>
<b>9:45 - 10:30 am</b>	<b>Experience sharing on handling public complaints</b>	<b>Dr. David Dai</b> <i>Consultant Geriatrician, Department of Medicine and Therapeutics, Prince of Wales Hospital</i>
<b>10:30 - 10:45 am</b>	<b>Q &amp; A (Mr. Chan Bing Woon &amp; Dr. David Dai)</b>	
<b>10:45 - 11:00 am</b>	<b>Break</b>	
<b>11:00 - 12:30 am</b>	<b>Interactive Mediation Demonstration by JMHO Staff</b>	<b>JMHO Staff</b> with commentary by Mr. Chan Bing Woon
<b>12:30 - 12:45 pm</b>	<b>Q &amp; A (Mr. Chan Bing Woon &amp; Dr. Dai)</b>	



For more information about Mediation Week 2014, please visit our website:  
<http://www.mediatefirst.doj.gov.hk>