



律政司
香港特別行政區政府
Department of Justice
The Government of the Hong Kong
Special Administrative Region

運用調解提昇企業領袖的才能
**Unleashing Power in the Workplace: Using Mediation Skills
to Enhance Conflict Management Competence**

2018年5月17日(星期四)
Thursday, 17 May 2018

香港中環下亞厘畢道18號律政中心1樓宴會廳
1/F Function Hall, Justice Place, 18 Lower Albert Road, Central, Hong Kong

語言：廣東話*
Language of Event: Cantonese*

程序
Programme Rundown

14:15 – 14:30	登記 Registration
14:30 – 14:40	歡迎辭 Welcoming Remarks 李伯誠先生, BBS 副民事法律專員, 律政司民事法律科 Mr Simon Lee, BBS Deputy Law Officer (Civil Law), Department of Justice
14:40 – 15:50	第 1 節：職間衝突升級的原因及其後果 Session 1: The causes of workplace conflict escalation and its consequences 講者會分析未有妥善解決的職場衝突，將如何演化為企業危機及對企業產生的潛在成本及影響，特別是最終如何妨礙企業的營運效率。

	<p><i>Presenter will explain the escalation of unresolved workplace disputes from blips to crisis as well as their potential costs and impact to an organization, particularly, how it thwarts an organization from optimizing its POWER.</i></p> <p>示範：工作評估過程中，上司與下屬間的激烈對話</p> <p>Demonstration: A heated conversation between a supervisor and his staff member during performance appraisal</p> <p><i>展示有才能的領袖如何透過調解的技巧，讓員工從衝突對抗的立場轉化為協作及解決問題的態度。</i></p> <p><i>Demonstrate how a competent leader utilizes a mediator's techniques to transform the mindset of the staff member from Conflict to Collaboration.</i></p> <p>講者 Speaker：</p> <p>鄭會圻先生 Mr Roy Cheng</p> <p>香港調解資歷評審協會有限公司及香港國際仲裁中心認可調解員，香港調解學院院長，MTI 認可導師及香港大學專業進修學院客席講師</p> <p>Accredited Mediator of HKMAAL and HKIAC, Director of Hong Kong Institute of Mediation, MTI Certified Trainer and Adjunct Lecturer of HKU SPACE</p> <p>示範者 Demonstrators：</p> <p>方欣欣小姐 Ms Cindy Fong 及 簡嘉妍小姐 Ms Kathy Kan</p>
15:50 – 16:05	<p>小休</p> <p>Coffee Break</p>
16:05 – 17:00	<p>第 2 節：在職間運用調解員的溝通技巧</p> <p>Session 2. Applications of mediator's communication techniques in the workplace</p> <p><i>適當的語言及文字運用，可以化解各方的對質至理性討論。講者會示範如何與情緒高漲的投訴人對話，同時運用說話重組及句子重構的技巧，引導投訴者從指責轉化為理性的對話。</i></p> <p><i>Attendees will learn the application of a mediator's communication skills in managing arguments and squabbles in the workplace.</i></p> <p>講者 Speaker：</p> <p>冼迦好律師 Ms Jody Sin</p>

	<p>律師，香港調解資歷評審協會有限公司、香港國際仲裁中心及香港律師會認可調解員，Distinguished Fellow of International Academy 調解員、IMI 認可調解員，及香港大學專業進修學院客席講師</p> <p>Solicitor, Accredited Mediator of HKMAAL, HKIAC and Hong Kong Law Society, Distinguished Fellow of International Academy of Mediators, IMI Certified Mediator and Adjunct Lecturer of HKU SPACE</p>
17:00 – 17:45	<p>第 3 節：如何提昇領袖的才能</p> <p>Session 3. How to Unleash Your Power as a Leader</p> <p>講者會展示如何運用上述的概念和技巧，應用於職場與客戶及同事間的相處溝通之餘，同時由提昇個人處理衝突的能力，進階至為團隊、部門、機構創建目標。</p> <p><i>Presenter demonstrates how to integrate the concepts and techniques introduced in the above sessions in day to day interaction with clients and colleagues. Participants will find themselves better equipped to interact with colleagues, handle emotional complainants, manage interpersonal conflicts and enhance conflict management competence.</i></p> <p>講者 Speaker :</p> <p>鄭會圻先生 Mr Roy Cheng</p>
17:45 – 18:00	<p>問答環節</p> <p>Q&A</p> <p>鄭會圻先生 Mr Roy Cheng / 冼迦好律師 Ms Jody Sin</p>

* 不提供即時傳譯。

* Simultaneous interpretation will not be provided.