

Alternative Dispute Resolution

非訴訟式紛爭解決方法

Mediation Practice

Programme Code: SC507A



Application Code: 2140-SC507A



2508 8864

wella.chau@hkuspace.hku.hk

The Mediation Practice courses are all submitted to Hong Kong Mediation Accreditation Association Limited (HKMAAL) for accreditation as meeting Stage One training requirements and each course is individually accredited. Students need to further complete two HKMAAL simulated general (non-family) mediation cases to become accredited general mediators.

R Applicants shall hold a bachelor's degree awarded by a recognized university or equivalent qualification.

If the degree or equivalent qualification is from an institution where the language of teaching and assessment is not English, applicants shall provide evidence of English proficiency such as:

- an overall band of 6.0 or above with no subtests lower than 5.5 in the IELTS; or
- a score of 550 or above in the paper-based TOEFL, or a score of 213 or above in the computer-based TOEFL, or a score of 80 or above in the internet-based TOEFL; or
- HKALE Use of English at Grade E or above; or
- HKDSE Examination English Language at Level 3 or above; or
- equivalent qualifications.

\$ HK\$16,000

D 3 weeks

English

證書 (單元：調解實務)



Programme Code: HB030A

報名代碼：2135-HB030A



2508 8862

priscilla.lau@hkuspace.hku.hk

完成此 40 小時的課程後當符合香港調解資歷評審協會有限公司 (HKMAAL) 認可的第一階段訓練，學員可進一步報考 HKMAAL 的第二階段模擬調解考試，以獲取認可綜合調解員的資格。

R 持有認可大學頒發的學士學位或其他同等學歷 (報讀人士需提供學歷證明)。 **課程資訊**

\$ HK\$16,000

D 3 個星期

粵語，輔以英語

Q 資歷架構級別：6 資歷名冊登記號碼：14/003658/L6

資歷名冊登記有效期：2015 年 3 月 13 日 - 持續有效



調解入門之投訴處理



Programme Code: DRES9005

2508 8862

priscilla.lau@hkuspace.hku.hk

香港經濟由服務性行業主導，管理人員經常需要處理投訴，此課程教授學員如何處理投訴，有助應付日常工作所需，技巧亦可應用於生活不同範疇。

\$ HK\$1,200

D 1 日

提昇企業領袖才能；奠下企業成功基石



Programme Code: DRES9014

2508 8862

priscilla.lau@hkuspace.hku.hk

是次課程中，導師會分析不妥善解決的職場衝突會如何演化成企業的危機，對企業產生的潛在成本及影響，與及最終如何妨礙企業的發展和營運效率。另外導師亦會示範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。

\$ HK\$1,380

D 1 日

See legend on page 029 圖像說明於第 029 頁

R Minimum Entry Requirements 基本入學要求 (P.015)

\$ Fee 學費

D Duration 修業期

E Medium of Instruction 教學語言

Q Qualifications Framework 資歷架構

E Exemption 豁免

S Short Course 短期課程



調解技巧：提昇醫護人員處理投訴和職間衝突

Programme Code: DRES9017

2508 8862

priscilla.lau@hkuspace.hku.hk

是次課程中，導師會分析職場衝突的成因，如何演化成部門或機構的危機。繼而讓學員練習不同的調解技巧處理投訴和職間同事的衝突。

\$ HK\$1,500

D 1 日



職間調解與衝突管理 2.0 (進階深化版)

Programme Code: DRES9019

2508 8862

priscilla.lau@hkuspace.hku.hk

隨著社會大眾對生活質素的提昇，企業主管無論在應對消費者服務要求的投訴或對企業內員工之間的意見分歧及糾紛處理都浪費不少資源在低效率的方式上。

香港的民事司法制度改革於 2009 年全面實施後，公眾對調解的認識和信心日漸增強。適當運用調解技巧，不但能平和地解決民事訴訟案件，如果能夠提早運用於職間，更能創造和融的職間環境、利用有效的溝通模式增進同事間人際關係，同時更能提昇員工及個人處理業務的效率，令企業營運及個人有更高效的發展。

\$ HK\$2,500

D 2 個星期



Representing Your Organization in Mediation

Programme Code: DRES9004

2508 8864

wella.chau@hkuspace.hku.hk

After the implementation of Civil Justice Reform in Hong Kong, most disputants have to attend mediation meeting before their cases are presented in the court and executives are often required to represent their own organization in the mediation. Good preparation is half way to success and executives have to prepare for a successful mediation meeting whenever dispute arises.

\$ HK\$680

D 1 day



Mediation Skills Enhancement Course

Programme Code: DRES9001

Application Code: DRES-9001NW

2508 8864

wella.chau@hkuspace.hku.hk

Graduates of the Mediation Practice course might plan to obtain accreditation as a member of the Hong Kong International Centres General Panel of mediators. This skills enhancement course provides chances of practice coached by experienced mediators.

\$ HK\$3,200

D 2 days

For more and latest programme information, please visit our website
有關最新課程資訊及詳情，請瀏覽學院網站 hkuspace.hku.hk