



香港和解中心
Hong Kong Mediation Centre



和聲

Mediators' Voice

二零一六年十二月號 December 2016



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歡迎投稿 SUBMISSION OF ARTICLES

歡迎各位會員對《和聲》提供寶貴意見，使我們不斷提升及優化內容質素，把最新的資訊帶給大家。我們亦歡迎大家踴躍投稿，如稿件一經採用，會員將會獲得持續專業進修學分。如欲投稿，請郵至admin@mediationcentre.org.hk，查詢請電2866 1800。

We welcome all members to submit articles and provide your opinion on “Mediators’ Voice”. CPD points will be granted to members whose articles are accepted and published. Enquiry or submission of articles through email: admin@mediationcentre.org.hk, or call 2866 1800 for inquiry.

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總編輯的話 FROM THE CHIEF EDITOR

由香港律政司及香港和解中心主辦的調解周2016—調解嘉年華已於5月初圓滿舉行，我們謹此向香港律政司給予的大力支持表示衷心的感謝。

是次嘉年華的調解大使、攤位遊戲、調解講座、調解展覽、精彩表演、免費調解諮詢服務和調解示範皆有效促進所有參加者，如學生、家庭、新來港人士及少數族裔人士，去了解調解的發展如何幫助香港創建和諧社區。

我們特別感謝律政司副民事法律專員及終審法院首席法官的調解工作小組成員李伯誠先生於2016年3月24日在百忙中抽空接受我們的訪問。

李先生在訪問中就著八個問題分享了他的意見，內容主要涵蓋：

- 一. 自2008年3月初獲得香港特別行政區行政長官支持而成立調解工作小組以來，調解在香港的發展現狀；
- 二. 調解在香港的未來發展；
- 三. 香港律政司及香港和解中心之間的相互作用，及本中心在協助律政司在本地和非本地推動和發展調解時所扮演的角色（如內地—香港聯合調解中心之運用）。

希望你能於今期《和聲》了解更多關於本中心的服務如何在社區和社會引起大眾對調解的興趣。

尹達光
總編輯
香港和解中心

In this newsletter, we would like to express our sincere gratitude to the Department of Justice, who has jointly made the Mediation Week 2016—Mediation Carnival a highly successful event in May 2016.

Mediation Ambassadors, game booths, mediation talks, mediation exhibition, extraordinary performances, free mediation consultation and mediation live demonstrations were provided to facilitate all the participants like students, families, new arrivals from the Mainland and ethnic minorities, with better understanding on how development of mediation can be harnessed for building a harmonious community in Hong Kong.

Special thanks is also given to Mr Simon Lee, the Deputy Law Officer of the Department of Justice and a member of the Chief Justice's Working Party on Mediation, who had contributed his time with us for an interview on 24 March 2016.

Mr Lee has shared his opinions on eight questions in this newsletter with main focus on:

- a) Current development of mediation in Hong Kong since the establishment of the Working Group on Mediation with the support of the Chief Executive of HKSAR in early March 2008;
- b) Future development of mediation in Hong Kong;
- c) Interaction between Department of Justice and HKMC, and HKMC's role in assisting the Department of Justice to promote and develop mediation in both local and non-local aspects (such as the use of Mainland - Hong Kong Joint Mediation Center).

Hope you will find out more about how HKMC's range of services has ignited mediation interests in the local community and society in Hong Kong.

Frank Wan
Chief Editor
Hong Kong Mediation Centre

會長的話 PRESIDENT'S MESSAGE

在五月首兩星期舉行的調解周2016是業界注視的活動，而香港和解中心亦積極地參與其中。調解周是由律政司每兩年舉辦一次的大型活動，旨在推廣調解發展以及調解服務在香港的使用。今年的調解周更進一步推動調解服務在不同行業的健康發展，及至教育、醫療、商業、社區和知識產權等不同界別。其中，調解周的焦點項目「調解嘉年華」便於5月8日假九龍樂富廣場圓滿舉行。嘉年華透過有獎攤位遊戲、調解展覽、調解講座、免費調解諮詢服務和調解個案示範等，加深了市民對多元化調解服務的了解，令調解文化更為普及，達至大會主題「善用調解創建和諧社區」。除此之外，中心更特地安排了30多位專業調解員擔任社區調解大使。是次活動吸引了超過2,000人參與，其中包括學生、家庭、新來港人士及少數族裔人士，充分體現大會所強調的共融理念，促進調解在社區發展，令中心撥出的20萬元得到豐富的收獲。

在調解周中，我們亦與律政司合辦多個研討會，針對不同的界別作出深入討論，包括「社區調解與少數族裔及新來港人士」研討會和「以調解方式解決跨境商業爭議」研討會，推廣以調解方式為不同種族人士服務，以及將香港調解服務擴展至解決國際商業糾紛的層面。

在5月13日舉行的調解研討會2016中，一眾國際和本地的專家和調解從業員就調解在全球的最新發展，分享他們的意見和經驗。研討會中，我們探討了可能影響調解發展的因素，同時更發現了專家們的意見和中心的期望竟然不謀而合。展望未來，我們主張應從專業化、專門化、國際化和協同化四個相互關聯的方向促進調解的發展。

為配合調解服務未來的發展及需要，我們將會建立不同界別的專項調解員名冊。我們相信，我們對調解的興趣，以及持平、務實和進取的態度和視野，將有助推動調解發展，對服務香港社會有更正面的作用。

羅偉雄
會長
香港和解中心

Hong Kong Mediation Centre has been participating enthusiastically in the Mediation Week 2016 held in the first and second week of May 2016. Mediation Week is the major event organised by the Department of Justice biannually, to promote the development of mediation and the use of mediation services in Hong Kong. This year it focused on the further use of mediation services in various sectors including the education, medical, commercial, community and intellectual property sectors. One of the notable events of the Week is the Mediation Carnival, held on 8 May at Lok Fu Plaza, Kowloon. With the theme "Harnessing Mediation to Build a Harmonious Community", the Mediation Carnival introduced diversified mediation services to the community. Other than setting up game booths and board display for the mediation exhibition, we also invited more than 30 professional mediators to serve as Mediation Ambassadors, who conducted mediation talks, free mediation consultation and mediation live demonstrations on that day. Attracting more than 2,000 participants, including students, families, immigrants from the Mainland and ethnic minorities, the event was a success in emphasising a caring community, spurring the development of mediation in the local community and proving our worthwhile commitment of \$200,000 to the event.

We have also co-organised various seminars for specific sectors during Mediation Week, including Seminar on "Community Mediation for Ethnic Minorities and New Immigrants" and Seminar on "Resolving Cross-Border Commercial Disputes by Mediation" to promote the use of mediation in serving the ethnic groups and new immigrants as well as to extend the scope of mediation services provided in Hong Kong to resolving international commercial disputes.

In the Mediation Conference 2016 held on 13 May, many leading international and local experts and practitioners shared their views and experiences on the latest global development of mediation. The conference had also explored the forces that will shape the future development of mediation. Incidentally, it is noticed that the views of the experts were aligned with our expectations. Looking forward, we advocated that mediation should be promoted towards four interrelated directions including Professionalism, Specialisation, Internationalisation and Integration.

To tie in with the future development and the needs of the mediation services, we will establish sector-specific mediation panels. We believe that our interests in mediation and our balanced, pragmatic and forward looking views and visions will contribute positively in better serving the society of Hong Kong.

Francis Law
President
Hong Kong Mediation Centre

專訪：律政司副民事法律專員李伯誠先生談本港調解發展

INTERVIEW: MR. SIMON LEE, DEPUTY LAW OFFICER OF THE DEPARTMENT OF JUSTICE, TALKS ON THE DEVELOPMENT OF MEDIATION IN HONG KONG

問：根據調解工作小組於2010年2月所發表的工作小組報告，調解早已在世界各地蔚然成風，唯獨其在本港發展較遲起步。有見及此，您對調解在本地的未來發展與其面對的挑戰有什麼看法？而什麼類型的調解服務在本地比較受歡迎？

答：2008年開始著手撰寫工作小組報告的時候，調解在很多國家已經是十分普遍的另類解決爭議方法，例如澳洲、紐西蘭、美國和英國。但本地已經有不少出色的調解員活躍於家事和建築爭議調解。當時司法機構及業界也留意到調解的應用，同時亦意識到調解不應只局限於某些界別。律政司的調解工作小組經過連串討論後，在如何令香港各界更廣泛地應用調解的前提下去考慮，為本地調解的運作模式、調解員的訓練和推廣，提出了48個建議。

我們建議訂定規管架構，為調解提供法律框架，進行及發展調解。另外，我們建議制定劃一的資歷評審架構及制度，務求確保本地調解員的質素及水平，令公眾對調解員更有信心。律政司亦與不同持份者合作，參與社區調解教育。例如，從2012年起，我們每兩年舉辦一次國際性調解為先研討會，廣邀外國專家到港，令業界了解全球調解發展的最新趨勢及認清香港調解的進程。為令商界特別是中小型企業明白調解的價值，我們亦推出「調解為先」承諾書("Mediate First" Pledge) 運動，鼓勵企業優先採用調解解決爭議。藉著與不同持份者包括香港和解中心合辦活動，我們希望把靈活運用調解的信息帶到社會不同階層。我們希望以上活動能夠提升各界對調解的理解以及本地調解員的信心，並且加強本地調解界處理不同案件的能力。

在2009年，司法機構亦推出「實務指示31」，鼓勵訴訟案件的當事人考慮使用調解解決糾紛，避免訴諸法庭。現在，香港調解的發展已經相對成熟。律政司在2012年制定《調解條例》，在不影響調解的靈活性下，清晰地釐定調解的規管架構，以及釐定調解在法例上的涵義，亦同

時強化保障調解通訊的保密，確定除非得到法庭的許可，否則調解通訊不能作為法庭上的證據。

在2012年8月成立的香港調解資歷評審協會有限公司（簡稱「調評會」）是香港調解發展的重要里程碑。調評會制定調解員資歷評審機制，以確保調解員具備一定的專業水平，調評會亦設立兩個認可調解員名冊（綜合調解員和家事調解員），令公眾更容易、清晰地找到適合的調解員。

另外，在宣傳調解方面政府亦不遺餘力。律政司分別在2012年及2014年製作政府電視宣傳短片，以更廣泛地推廣及深化公眾對調解的認知，鼓勵公眾利用調解解決非刑事及民事糾紛。在雷曼事件後，金融糾紛調解中心在2012年成立，積極推廣調解以解決金融糾紛。

律政司司長在2016年3月出席第三屆滬港商事調解論壇時，提及商事調解三大未來發展趨勢：專業化、專門化和協同化。專業化可以從加強調解員的專業培訓與紀律規管著手，輔以參考外國組織的標準以優化現有資格認可。至於專門化，不同調解團體能提供相關的培訓和調解機會，使調解員在不同範疇有專門的知識、經驗和技能，如可專門處理社區、家事、物業管理或學校糾紛。協同化則強調調解和其他解決爭議方式的協同，將訴訟、仲裁和調解視為有協同關係的整體。儘管仲裁涉及裁決，和調解的概念並不相同，但兩者融合起來，往往更能發揮解決糾紛的效能。為配合此發展方向，現時的仲裁條例已經允許仲裁員能夠同時持有調解員資格。

協同效應也能體現於不同調解組織的合作，例如中國國際貿易促進委員會／中國國際商會調解中心及香港和解中心共同設立了內地—香港聯合調解中心，一同推動兩地調解發展。我們希望各方可以繼續合作，致力推動香港作為亞太區的國際法律和爭議解決中心。



訪談後，香港和解中心出版委員會主席尹達光先生（左）及香港和解中心副會長陳顯文先生（右）與副民事法律專員李伯誠先生（中）合照留念
After the interview, Mr. Frank Wan, Chairperson of Publication Committee of HKMC (left), and Mr. Alfred Chan, Vice President of HKMC (right), took a photo with Mr. Simon Lee, Deputy Law Officer of the Department of Justice (middle)

問：終審法院首席法官李國能先生在2007年「香港調解前瞻」會議的開幕典禮上致辭時表示「律師本身對於調解程序的認識實在有限，遠遠未如理想。」政府有何計劃改善這個情況？

答：在民事司法制度改革和「實務指示31」實施後，律師有責任向當事人解釋及鼓勵他們考慮調解，使他們明白法庭可能會對不曾參與調解但沒有合理解釋的一方發出不利的訟費令。與此同時，律政司調解督導委員會的成員包括律師及大律師，透過參與不同的宣傳活動，把調解的好處推廣至業界。法律界亦積極參與推廣調解的活動，過去舉辦的調解周就先後獲得很多大律師和律師的協助及支持。而為了提升律師對調解的認識，多所大學均設有與調解相關的課程。

調解在香港受歡迎的主要原因是其靈活性。爭議各方不需要經過繁複的司法程序就能透過調解解決不同類型的爭議，這非常符合港人務實的精神。近年律政司大力推廣更多元化的調解服務，尤其與知識產權、醫療、商業、跨境糾紛和物業管理相關的調解應用。我們希望市民遇到爭議時，能首先想到先用調解，從而要求業界提供調解服務，這有助調解的發展，達至專業化、專門化等長遠目標。

問：推廣調解的速度往往取決於調解員是否準備就緒、資歷架構支援的成熟度和調解服務使用者的需求。綜觀以上幾點，您對本地調解發展有什麼看法？

答：我對香港的調解員非常有信心，相信他們會具備應有的專業水平及準備就緒為市民提供專業服務，善用調解來解決糾紛。而調評會的成立，為本地調解員制定劃一認可資格的標準，令公眾對調解服務的專業性更有信心。此外，隨著在2010年頒佈的《香港調解守則》及2012年制定的《調解條例》，香港的調解規管架構亦趨完善。調解不單只是一種解決爭議的方式，更是一種生活文化。在推廣調解文化方面，香港和解中心亦扮演一個非常重要的角色。透過中心來自不同專業的會員，將調解文化傳播到社會各界，融入大眾的生活之中。調解著重溝通，運用處理爭議時，可以令當事人更全面地考慮問題的解決方法，以切合各方面真正的需要。調解若運用得宜，社會上的爭議自然減少，這有助促進香港社會和諧發展。

問：您怎麼看香港現時劃一的調解資歷評審機制與調解培訓課程？

答：劃一的調解資歷評審機制對調解發展十分重要，好處是清晰、容易遵從及公平，能避免令公眾及有意加入調解行業的人士產生混亂。律政司現時透過調解督導委員會去監察調評會的運作，以確保香港調解員與調解培訓課程的質素。我們亦希望在不久的將來，不同的調解服務提供者能推出就解決不同糾紛的專設調解培訓課程，令本地調解員的質素更上一層樓。

問：政府對將香港發展為國際爭議解決中心有什麼計劃？

答：香港政府一直致力發展另類解決爭議方法，期望將本港發展為國際爭議解決中心。自2007年起，香港政府首次於施政報告將推廣調解列為政策目標之一。而從2014年到2016年連續三年間，政府於施政報告中進一步以推廣香港為亞太區爭議解決中心為其政策，可見政府的決心。這政策亦成為律政司在推廣調解方面的重要工作範疇及願景。

香港的司法發展得到各方認同，政府希望藉此優勢將香港發展成爭議解決中心，並吸引更多涉及跨境糾紛的企業使用香港的調解服務。律政司藉著參與不同的國際研討會，到世界各地推廣香港的解決爭議服務。政府亦牽頭吸引其他國際級機構在香港成立辦事處，例如中國海事仲裁委員會在2014年成立香港仲裁中心。而中央人民政府與常設仲裁法院更於2015年簽訂在香港開展其爭議解決程序的東道國協議。它會在香港常設一個仲裁法院與成立行政安排備忘錄，令仲裁程序可在港進行，提升香港在提供爭議解決服務的能力。

問：您會怎樣評價香港和解中心在本地推動另類解決爭議方法方面的貢獻？

答：香港和解中心成立於1999年，無疑是香港調解界的主要先行者之一，在香港成為國際調解中心的進程上起了重要的推動作用。除了吸引很多有意推廣調解服務的人士外，香港和解中心同時舉辦調解課程，讓不同行業人士皆能掌握到調解的知識與技巧。作為亞洲調解協會的創會會員之一，香港和解中心也致力令香港調解業跟國際接軌，而中心會員的積極參與亦對本地調解推廣十分有幫助。由此可見，在推廣調解方面，香港和解中心的努力一直是務實及具前瞻性的。律政司成立的調解督導委員會，亦邀請香港和解中心代表參與其中，為香港調解發展提供意見。我們希望香港和解中心能夠與律政司及其他持分者繼續合作，持續推廣調解。

問：由中國貿促會／中國國際商會調解中心及香港和解中心共同設立的內地－香港聯合調解中心已於2015年12月9日成立，旨在為中港兩地提供一個快捷有效的解決跨境商業爭議平台，以及透過其多元化的服務，進一步在香港和內地推廣調解。在一國兩制的框架下，香港沿用普通法，內地則為民事法地區。調解在沿用普通法的地區被廣泛地使用，但在運用民事法的地區較難推行。您認為這個聯合調解中心的發展將會面臨什麼挑戰？政府對這個聯合調解中心將為香港調解發展所作出的貢獻有什麼期望？

答：每個地區都有其獨特的文化、經濟和司法架構，調解發展的步伐並不一致。但現時國際大勢均注重透過尋求司法程序以外的新方法去解決糾紛，有利調解的發展。在中國一帶一路的政策下，香港與內地有共同的經濟效應，推動內地利用更廣泛的方法解決爭議，例如調解。在普通法的框架下，與不同司法區合作運用調解，往往更可激發潛在的協同作用。

在一國兩制的優勢下，加上香港擁有健全的司法制度，有利調解的發展。這優勢無疑會吸引內地企業來香港使用調解服務。香港能否提供高質素的調解服務是重要的議題。放眼將來，調解業界的專業化、專門化和協同化是不可忽視的國際趨勢。

問：律政司將在前中區政府合署西翼發展「法律樞紐」，提供空間予法律相關組織使用。請問這計劃的進度如何？

答：發展「法律樞紐」的計劃旨在使與法律相關的組織共用一個環境，以產生協同效應，吸引公眾的關注並使用他們的服務。自去年起，律政司已成立工作小組逐一處理及考慮有關的申請。我們明白大家希望計劃盡快落實，讓「法律樞紐」在2018年年底或2019年年初投入服務。

焦點：調解周2016—調解嘉年華

SPOTLIGHT: MEDIATION WEEK 2016—MEDIATION CARNIVAL

由香港律政司及香港和解中心主辦的「調解嘉年華」於5月8日（星期日）假樂富廣場圓滿舉行。由於是次活動為調解周2016的重點項目，中心更特地為是次活動額外撥款20萬元及安排了30多位專業調解員作社區調解大使，冀透過有獎攤位遊戲、調解講座、精彩表演、調解示範、調解展覽、免費調解諮詢服務等活動，提升參與者對調解的興趣和認識，把調解服務帶進社區。活動旨在吸引學生、家庭、新來港人士、少數族裔人士及本地居民踴躍參與，鼓勵共建和諧社會，達至大會主題「善用調解創建和諧社區」。

是次活動由香港律政司代表民事法律專員張錦慧女士擔任主禮嘉賓，她在致詞時向觀眾介紹調解的概念和好處，以及政府在推廣以調解解決社區爭議的努力，並鼓勵公眾優先考慮使用調解服務解決糾紛。她同時鼓勵大眾接納、關懷及協助新來港人士及不同族裔的市民，以建立共融和諧的香港。其後，主辦機構代表香港和解中心會長羅偉雄先生向在座賓客致辭，闡述香港和解中心向有需要市民所提供的支援，包括多個與不同的政府部門和調解機構合作所推出的免費社區調解服務計劃。他指出，過去三年，香港和解中心用於教育公眾、推廣社區調解和提供免費社區調解服務等方面之經費超過400萬元，並希望參與者能把調解其著重合作、互信的精神融入生活，共建共融和諧社會。其他出席嘉賓包括法律援助署署長鄭寶昌先生太平紳士、律政司副民事法律專員李伯誠先生、律政司調解督導委員會公眾教育及宣傳小組委員會主席陳炳煥先生太平紳士、鄰舍輔導會總幹事董志發先生、民政事務總署署理首席聯絡主任（大廈管理）李謝肖芬女士、香港家庭福利會總幹事葉潤雲女士、聯合調解專線辦事處主席文志泉先生和香港青年協會親子衝突調解中心單位主任凌婉君女士。這次活動更獲得建造業議會及領展贊助。一眾嘉賓參與別具特色的開幕儀式，為調解周2016—調解嘉年華正式揭開序幕。

是次活動反應踴躍，共吸引了超過2,000人參與，其中包括不少新來港人士及少數族裔人士，充分體現大會所強調的共融理念。現場設有的多個攤位遊戲吸引了不少市民駐足遊玩，透過輕鬆形式讓參與者加深對調解的認知。中心更向遊戲參與者派出大量小食獎品，務求老幼同歡，闔家同樂。另外，同場的調解展覽和免費調解諮詢服務攤位給予市民機會去了解中心的多元化服務，以及啟發在場人士對調解的興趣。當天舞台上節目也同樣精彩，大會邀得資深電台節目主持車淑梅女士和中心副會長陳顯文先生擔任活動主持。鄰舍輔導會少數族裔支援服務中心的 Touch Voice 多元共融兒童合唱隊，與中西區兒童舞蹈團則先後帶來精彩的歌舞表演助興。香港和解中心副會長關衛擎先生亦出任調解講座主講嘉賓，以「認識調解 締造雙贏」為題，向在場人士簡單講解調解的獨特優勢。當日另設兩場由香港和解中心及香港青年協會親子衝突調解中心呈獻的模擬調解個案示範，分別向大眾展示大廈管理調解及親子調解。是次活動的圓滿舉行甚具意義，不僅帶給普羅市民一個既愉快及有意義的同樂活動，而且協助他們解決所面對的社區糾紛，促進社區和諧共融。

Jointly organised by the Department of Justice and HKMC, Mediation Week 2016—Mediation Carnival was held on 8 May (Sunday) at Lok Fu Plaza. HKMC had particularly committed \$200,000 to the event and invited more than 30 professional mediators to act as Mediation Ambassadors on the spot, hoping that through game booths, mediation talk, extraordinary performances, mediation live demonstrations, mediation exhibition and free mediation consultation, participants' understanding of mediation could be enhanced and as such spurring the development of mediation in the local community. The event aimed to target diversified local residents including students, families, new arrivals from the Mainland and ethnic minorities, contributing to the meaningful cause of the theme, "Harnessing Mediation to Build a Harmonious Community".

Ms. Christina Cheung, the Law Officer (Civil Law) from the Department of Justice, served as the event's Guest of Honour. In her opening remarks, she elaborated on the concept of mediation, its various advantages and the Department's previous efforts in promoting the application of mediation on resolving community issues as well as encouraging the public to prioritise mediation over litigation as a better means of dispute resolution. She concluded her remarks by inspiring the public to accept, care for and assist New Arrivals from the Mainland and other ethnic minorities so as to make Hong Kong a friendlier and more harmonious place. Her remarks was followed by a speech from Mr. Francis Law, President of HKMC, who took the opportunity to briefly introduce the services and support provided by HKMC to the general public, including free community mediation service schemes in collaboration with numerous governmental departments and other mediation associations. He later pointed out that HKMC had already spent over 4 million dollars on mediation education, free community mediation service schemes and other endeavours in relation to the advocacy of mediation in the local community over the past three years. He hoped participants could assimilate the cooperative and trusting spirit of mediation into their lives and join hands to construct a concordant society.

Other guests included Mr. Thomas Edward Kwong, JP, Director of the Legal Aid Department, Mr. Simon Lee, Deputy Law Officer (Civil Law) of the Department of Justice, Mr. Chan Bing Woon, SBS, MBE, JP, Chairman of the Public Education and Publicity Sub-committee of the Department of Justice, Mr. Tung Chi Fat, Executive Director of the Neighbourhood Advice-Action Council (Hong Kong), Mrs. Lee Tse Chiu Fun, Principal Liaison Officer (Building Management) of the Home Affairs Department, Ms. Amarantha Yip, Executive Director of the Hong Kong Family Welfare Society, Mr. Antony Man, Chairman of the Joint Mediation Helpline Office, and Ms. Jessica Ling, Unit-in-charge of the Hong Kong Federation of Youth Groups' Parental Conflict Mediation Centre. The event was also sponsored by the Construction Industry Council and the Link. All the guests took part in the unique opening ceremony, officially kicking off the Mediation Week 2016—Mediation Carnival.

The event has drawn enthusiastic participation from the community, attracting more than 2,000 participants in total. The participants included, but were not limited to, a number of students, families, immigrants from the Mainland and ethnic minorities. The diversity of participants shared the event's emphasis on a caring community. One of the event's highlights was a variety of game booths set up at the carnival, where participants could play along with, expose themselves to mediation concepts, and win prizes and snacks. In addition, mediation exhibition and free mediation consultation provided the participants with an excellent chance to get acquainted with HKMC's wide range of services as well as to ignite their interest in mediation.

Regarding the programmes on stage, Ms. Candy Chea, a renowned radio programme hostess, and Mr. Alfred Chan, Vice President of HKMC, served as the MCs, while performers from Touch Voice of Neighbourhood Advice-Action Council's TOUCH-Support Service Centre for Ethnic Minorities and Central and Western District Children Dance Team delivered an extraordinary dance performance respectively. Their captivating choreography was met with fervent applause from the audience. With the topic "Knowing mediation, reaching Win-Win solution", Mr. Frankie Kwan, Vice President of HKMC, hosted a mediation talk to concisely underline the unique advantages of mediation. In hopes of promoting different mediation services to the community, two mediation live demonstrations were presented by HKMC and Parental Conflict Mediation Centre of the Hong Kong Federation of Youth Groups on stage, which showcased the scenarios of building management mediation and parent-child mediation respectively. In addition to giving all the participants a joyous yet meaningful afternoon, the successful completion of the event paved the way for a wider use of mediation as a means of dispute resolution in the community and also a more harmonious and inclusive society.





資深電台節目主持車淑梅女士和中心副會長陳顯文先生擔任活動司儀
Ms. Candy Chea, a renowned radio programme hostess, and Mr. Alfred Chan, Vice President of HKMC, served as the MCs for the event



香港和解中心副會長關衛擊先生出任調解講座講者，向參與者介紹調解的獨特優勢
Mr. Frankie Kwan, Vice President of HKMC, hosted a mediation talk to introduce the unique advantages of mediation



香港青年協會親子衝突調解中心的代表藉著模擬調解個案示範，向大眾展示親子調解。
Representatives from the Parental Conflict Mediation Centre of Hong Kong Federation of Youth Groups' showcased the scenarios of parent-child mediation through a mediation case demonstration



香港和解中心的調解員示範大廈管理調解的模擬個案
Mediators of HKMC showcased building management mediation with the help of a case demonstration



鄰舍輔導會少數族裔支援服務中心的Touch Voice多元共融兒童合唱隊作歌舞表演
Singing and dancing performances from Touch Voice of Neighbourhood Advice-Action Council's TOUCH-Support Service Centre for Ethnic Minorities



中西區兒童舞蹈團的民族舞蹈表演
Dancing performance from Central and Western District Children Dancing Team



現場設有免費調解諮詢服務攤位，當值調解員即場為市民解答調解疑難
Free mediation consultation booths where the public could seek mediation advice were set up



調解嘉年華當天場面熱鬧
The event had drawn enthusiastic participation from the community

會員全接觸 MEMBERS' CORNER

持續專業發展講座 CONTINUING PROFESSIONAL DEVELOPMENT SEMINARS

結構性金融產品爭議之調解模式—自我協商或其他機構程序? MEDIATION MODEL FOR STRUCTURED FINANCIAL PRODUCTS DISPUTE: AD-HOC OR OTHERS?



中心副會長陳穎文先生（右）致送感謝狀予講者黃少雲先生（左）
A Certificate of Appreciation was presented to Mr. Simon Wong (left) by Mr. Alfred Chan, Vice President of HKMC (right)

中心一直透過舉辦持續專業發展活動，致力令會員與時並進，保持競爭力。近年基於低息的因素，不少市民把資金投資於不同的結構性產品以獲取更高回報，因此大眾與金融機構就金融產品或服務的糾紛亦隨之而急升。為了強化調解員應付金融糾紛的能力，中心於2016年3月16日舉辦「結構性金融產品爭議之調解模式—自我協商或其他機構程序？」講座，由黃少雲先生擔任主講嘉賓。黃先生首先介紹何謂結構性產品，並指出金融爭議雙方關注的重點和調解員應採取之協商模式。講座以真實個案分享作結，闡釋實際應用調解技巧的要訣。活動體現了調解專門化的大趨勢，有助積極推動已經在本地漸趨普遍的金融調解。

Through organising Continuing Professional Development activities, HKMC has always been devoted to the mission of attuning our members to the latest mediation developments and hence maintaining their competitiveness. In recent years, due to the low-interest-rate climate, many investors have turned to structured products for better returns. Such trend has led to a surge of disputes revolving around financial products between investors and financial institutions. To strengthen our members' capabilities of handling financial mediation, HKMC held the "Mediation Model for Structured Financial Products Dispute: Ad-hoc or Others?" seminar on 16 March 2016 and Mr. Simon Wong served as the speaker. He kicked off the seminar by expounding on the concept of structured products, and then pointing out the main concerns among disputants and the appropriate negotiation mode that should be adopted by mediators. The seminar ended with a case sharing to explain the tips on utilising mediation skills. The seminar has signalled specialisation as the major trend in mediation development and given traction to the burgeoning financial mediation in the territory.

調解周2016：「社區調解與少數族裔及新來港人士」研討會 MEDIATION WEEK 2016: SEMINAR ON “COMMUNITY MEDIATION FOR ETHNIC MINORITIES AND NEW IMMIGRANTS”

為進一步推動香港調解服務的發展，香港律政司舉辦了為期一星期的調解周2016，舉行了一連串的活動，讓更多市民認識調解。律政司於5月10日特舉辦「社區調解與少數族裔及新來港人士」研討會，希望藉此喚起公眾對社區調解的關注。中心作為是次活動的協辦機構之一，邀請了副會長關衛擎先生擔任其中一位主講嘉賓，以「善用社區調解資源」為題，向參加者講解社區調解的重要性，以及介紹中心及其他機構提供的調解服務及資源，例如一直廣受歡迎的免費社區調解服務計劃。是次研討會鼓勵大眾把調解應用於解決社區糾紛，並帶出構建關愛共融社會的正面信息。



中心副會長關衛擎先生擔任其中一位主講嘉賓
Mr. Frankie Kwan, Vice President of HKMC, was one of the guest speakers

In hopes of fostering the development of local mediation services, the Department of Justice has organised a one-week campaign, Mediation Week 2016. With a string of events, the campaign aimed to enhance the public's understanding of mediation. On 10 May 2016, the Department of Justice held a seminar on “Community Mediation for Ethnic Minorities and New Immigrants” which set out to raise public awareness towards community mediation. HKMC, being one of the event's co-organisers, has invited Mr. Frankie Kwan, Vice President of HKMC, to deliver a speech on “Optimising the Use of Community Mediation Resources”. Besides explaining the importance of community mediation to the audience, he also introduced a number of mediation resources and services provided by HKMC and other organisations. The popular Free Community Mediation Service Scheme was a case in point. Not only has the conference motivated the public to turn to mediation when dealing with community disputes, it has also brought forth the positive message of constructing an inclusive society.

調解周2016：「以調解方式解決跨境商業爭議」研討會 MEDIATION WEEK 2016: SEMINAR ON “RESOLVING CROSS-BORDER COMMERCIAL DISPUTES BY MEDIATION”

隨著內地積極推動「一帶一路」政策，跨境貿易近年蓬勃發展，商業糾紛亦隨之增加，可以預期商界對跨境調解服務的需求越趨殷切。為了探討香港、澳門和內地在這方面的機遇和挑戰，律政司與香港和解中心於2016年5月12日合辦「以調解方式解決跨境商業爭議」研討會，邀請了香港、澳門和廣東三地的調解專家介紹其他地區的調解發展，中心會長暨內地一香港聯合調解中心聯合主席羅偉雄先生更以「創新跨境爭議解決平台，協助四地開拓新商機」為題作專題演說，詳述內地一香港聯合調解中心如何能為兩地企業提供快捷有效的跨境解決商業爭議服務，進一步創造更有利跨境商業發展的營商環境。



中心會長羅偉雄先生於「以調解方式解決跨境商業爭議」研討會發表演說
Mr. Francis Law, President of HKMC, delivered a speech in the seminar – “Resolving Cross-Border Commercial Disputes by Mediation”

Following the implementation of “One Belt, One Road” strategy in the Mainland, cross-border trade has recorded a rapid increase in recent years and so have commercial disputes. In this way, it is expected that corporates' demand towards cross-border mediation would be stronger than ever. To examine the opportunities and challenges of mediation in Hong Kong, Macau and the Mainland, on 12 May 2016, the Department of Justice and HKMC jointly organised “Resolving Cross-Border Commercial Disputes by Mediation” seminar, in which representatives from Hong Kong, Macau and Guangdong province introduced the development of mediation in their regions. Mr. Francis Law, President of HKMC and Co-chairman of the Mainland - Hong Kong Joint Mediation Center, also delivered a speech on the topic of “Innovative platform of cross-border disputes resolution, assisting four places in exploring new business opportunities”. He detailed how the Mainland - Hong Kong Joint Mediation Center would provide an effective and convenient platform of resolving cross-border commercial disputes for corporates in the Mainland and in Hong Kong, which would be a great leap forward in constructing a more favourable business environment for cross-border commercial development.

“BEFORE THE DEBATE, DO WE REALLY KNOW LEONARD RISKIN'S ANALYSIS OF FACILITATIVE (ELICITIVE) MEDIATION AND EVALUATIVE (DIRECTIVE) MEDIATION?”

為加強會員對不同調解模式的認識，中心邀請姚定國教授於2016年9月6日舉辦是次研討會，以生動的方式向會員講述「評估式調解」的概念，以及分析其與「促進式調解」的異同之處，吸引近100名會員參加。姚定國教授亦即場分享了他從事調解員多年的實戰經驗。此研討會有助會員對不同的調解模式有更深入的了解，並對如何運用不同的調解技巧和模式有更切實的掌握。

To enrich members' knowledge of different mediation models, Professor lu Ting Kwok was invited to hold the seminar, “Before the debate, do we really know Leonard Riskin's analysis of Facilitative (Elicitive) Mediation and Evaluative (Directive) Mediation?” on 6 September 2016, which was well-attended by nearly 100 members. He vividly introduced the concept of Evaluative Mediation and illustrated how it was similar to and different from Facilitative Mediation. Members were believed to have a deeper understanding of different mediation models and have a better grasp of the use of various mediation skills and models.



姚定國教授在研討會上向會員講述「評估式調解」與「促進式調解」的異同
Professor lu Ting Kwok illustrated the similarities and differences between Evaluative Mediation and Facilitative Mediation models in the seminar



中心會長羅偉雄先生（左）向姚定國教授（右）致送感謝狀
A Certificate of Appreciation was presented to Professor lu Ting Kwok (right) by Mr. Francis Law, President of HKMC (left)

會員聯誼活動 NETWORKING ACTIVITIES

會員分享小組 MEMBER SHARING GROUP

為促進會員間之交流，中心一直定期舉辦會員分享小組。鑑於過往活動反應理想，中心於2016年3月11日及6月24日再次舉辦會員分享小組，給予中心會員一個輕鬆愜意的交流機會。兩次活動吸引超過60名會員出席，中心副會長關衛擎先生、陳穎文先生及會員服務委員會主席羅子淇先生均參與其中。他們與一眾會員分享調解心得，並與會員互相交流，積極聆聽他們對中心未來發展的期望及意見。

To strengthen the communication among members, HKMC regularly holds the Member Sharing Group. Due to the rave response from previous events, HKMC organised the Member Sharing Group on 11 March and 24 June 2016 respectively, giving members a relaxing opportunity to share ideas and to bond with one another. The events were well-attended by more than 60 members. Mr. Frankie Kwan and Mr. Alfred Chan, Vice Presidents of HKMC, and Mr. Jacky Law, Chairperson of the Member Services Committee, participating in the events, have exchanged experiences of mediation and had a fruitful discussion with members through listening to their expectations and views on the future development of HKMC.



中心副會長關衛擎先生（左）及會員服務委員會主席羅子淇先生（右）主持於3月11日舉辦的會員分享小組
Mr. Frankie Kwan (left), Vice President of HKMC and Mr. Jacky Law (right), Chairperson of the Member Services Committee jointly hosted the Member Sharing Group on 11 March



中心副會長陳穎文先生（右）及會員服務委員會主席羅子淇先生（左）主持6月24日舉辦的會員分享小組
Mr. Alfred Chan (right), Vice President of HKMC and Mr. Jacky Law (left), Chairperson of the Member Services Committee jointly hosted the Member Sharing Group on 24 June

調解服務 MEDIATION SERVICE

中國進出口商品交易會（廣交會）之義務調解服務計劃 CHINA IMPORT AND EXPORT FAIR'S (CANTON FAIR) PRO BONO MEDIATION SERVICE SCHEME

鑑於中心調解員於上屆的卓越表現獲得大會的肯定，中心再次獲邀派代表參加第119屆中國進出口商品交易會（廣交會）之義務調解服務計劃，於廣交會投訴站即場解答有關調解的疑難及協助各國商人調解商貿糾紛。是次國際商貿盛事於2016年4月至5月期間舉行，吸引接近25,000間來自世界各地的企業參與。在中國「一帶一路」倡議下，中國與周邊國家的貿易愈趨頻繁，商業糾紛亦隨之上升，而調解在保密性、自主性及靈活性上的獨特優勢使其成為了最具發展潛力的爭議解決方法，亦造就了跨境調解的急速冒起。除了有助在內地推廣調解，是次計劃無疑給予會員寶貴的調解經驗，同時為他們與內地調解業界之交流締造了良機。

In light of the outstanding performance of the HKMC's mediators at the Canton Fair last year, the organiser had cordially invited HKMC to join its pro bono mediation service scheme again this year, in which the HKMC's representatives were stationed at the fair's complaint corner to provide necessary assistance for traders and to conduct mediation for resolving trading disputes. With approximately 25,000 local and overseas corporates participating in this internationally renowned event, the 119th Canton Fair was held between April and May in 2016. Due to the advocacy of "One Belt, One Road" initiative, China has now nurtured strong business relationships with its neighbouring countries and as such, it is witnessed that the number of trading disputes has been sky-rocketing in recent years. Hence, for its unique edges in confidentiality, autonomy and flexibility, mediation has grown to be the most promising dispute resolution mechanism and that, in turn, spurred cross-border mediation. Apart from propagating mediation across the border, the scheme has surely given valuable mediation experience to members and created a perfect opportunity for interactions between members and mediation professionals in the Mainland.

宣傳及推廣 PUBLICITY AND PROMOTION

講座 TALKS

大廈管理及調解講座 TALKS ON BUILDING MANAGEMENT AND MEDIATION

民政事務處大廈管理及調解講座 TALKS ON BUILDING MANAGEMENT AND MEDIATION BY HOME AFFAIRS DEPARTMENT

大廈管理事務（如樓宇維修及其衍生之糾紛）跟市民的生活無息息相關。有見及此，民政事務處定期於各區舉辦大廈管理及調解講座，教育大眾《建築物管理條例》之知識及鼓勵他們利用調解方式解決大廈管理糾紛。中心副會長關衛擎先生獲邀於2016年4月24日擔任此講座之嘉賓講者，吸引逾50名西貢區市民出席。講座旨在向大眾詳盡介紹調解的基本概念、好處、程序與調解在物業管理上的實際應用輔以真實個案作說明，以及推廣民政事務總署「大廈管理義務專業調解服務試驗計劃」，藉此加深居民對調解及大廈管理的認識。



西貢區民政事務處代表（右）向中心副會長關衛擎先生（左）致送感謝狀
Representative from the Sai Kung District Office of the Home Affairs Department (right) presented a Certificate of Appreciation to Mr. Frankie Kwan (left), Vice President of HKMC

Building management issues, such as building maintenance and related disputes, are closely linked to our citizens' life. To educate the public about the Building Management Ordinance and encourage the use of mediation as a means of resolving building management disputes, the Home Affairs Department has organised a series of talks on building management and mediation in various districts. In the talk scheduled on 24 April 2016 at Sai Kung, Mr. Frankie Kwan, Vice President of HKMC, was invited to be one of the guest speakers. The talk attracted more than 50 residents. Complemented with real case examples for elaboration, he introduced the fundamental concepts, advantages as well as procedures of mediation, its practical application on building management and the "Free Mediation Service Pilot Scheme for Building Management" led by the Home Affairs Department. It is believed that citizens' understanding of building management and mediation would be deepened.

調解課程推廣講座 PROMOTIONAL TALK FOR MEDIATION COURSE

鑒於之前同類型講座反應熱烈，香港和解中心再次獲香港中文大學專業進修學院及聖雅各福群會之邀請，分別於2016年5月24日、6月11日及8月26日舉辦「認識調解 締造雙贏」講座，向公眾宣傳調解作為另類解決爭議方法的好處與獨特優勢，分別由中心調解員暨導師呂樹添先生及馮詠敏女士擔任講者，三次講座共獲逾250名人士參與。講座就著調解的基本概念和程序進行介紹，也提供了本港調解服務的發展動向以及如何成為專業認可調解員等有用資訊。講座最後亦設問答環節，讓與會者有機會與講者作直接的交流，務求令他們更了解調解與其多元化的應用。

In light of the enthusiastic response of similar events organised previously, HKMC was again invited by School of Continuing and Professional Studies, The Chinese University of Hong Kong and St. James' Settlement to hold promotional talks for mediation course on 24 May, 11 June and 26 August 2016, in which Mr. Lui Shu Tim and Ms. Fanny Fung, accredited mediators and trainers of HKMC, served as the speakers respectively. The events were attended by more than 250 participants in total. The speakers, other than elaborating on mediation concepts and procedures, also provided other practical information, such as the development of local mediation service and the pathway of becoming a professional accredited mediator. Direct interaction between the speakers and the participants was encouraged in the Q&A session which in turn allowed the participants to understand more about mediation and its various applications.



中心調解員暨導師馮詠敏女士和呂樹添先生擔任講者，介紹調解的基本概念和程序

Ms. Fanny Fung and Mr. Lui Shu Tim, accredited mediators and trainers of HKMC, served as the speakers and introduced the fundamental concepts and procedures of mediation

調解講座—專業團體及其他機構 MEDIATION TALKS FOR PROFESSIONAL BODIES AND OTHER ORGANISATIONS

香港中華總商會「第31期開放建設研討班」—調解專題講座 MEDIATION TALK FOR CHINESE GENERAL CHAMBER OF COMMERCE



香港和解中心會長羅偉雄先生擔任講者

Mr. Francis Law, President of HKMC, was the speaker of the mediation talk

香港和解中心於2016年4月14日應香港中華總商會之邀請，為其學員舉辦調解專題講座，並由香港和解中心會長羅偉雄先生擔任講者。活動共有25名來自內地各省市的政府官員參加。講座重點介紹了香港調解與內地多元化糾紛解決機制的配合，亦簡介了內地—香港聯合調解中心的多元化服務。學員對調解大感興趣，於講座完畢後與講者就兩地的調解機制作深入交流。

By the invitation of the Chinese General Chamber of Commerce, HKMC held a mediation talk on 14 April 2016. The talk was given by Mr. Francis Law, President of HKMC, while 25 Mainland government officials from different provinces attended the talk. The talk enriched the participants' knowledge of the establishment of the Mainland - Hong Kong Joint Mediation Center as well as its wide range of services, and highlighted how local mediation could complement the diverse dispute resolution mechanism in the Mainland. The talk successfully aroused the participants' interests in mediation. Some of them stayed behind after the talk to have an in-depth dialogue with the speaker in relation to the mediation mechanisms in Hong Kong and in the Mainland.

勞工處「青年就業起點 (Y.E.S.)」淺談工作談判技巧工作坊 WORKPLACE NEGOTIATION WORKSHOP FOR “YOUTH EMPLOYMENT START” OF THE LABOUR DEPARTMENT

香港和解中心持續推出不同的活動，旨在教育公眾如何有效以調解技巧去解決各式紛爭。承蒙勞工處「青年就業起點 (Y.E.S.)」的邀請，中心於2016年6月18日再次為其舉辦淺談工作談判技巧工作坊，指導年輕人如何於工作間應用談判技巧，處理職場衝突。是次工作坊由中心理事英子烈先生主講，透過講解原則性談判的重點及真實職場談判之個案分析，教授在場逾30名參加者如何與同事建立互信關係，進行有效溝通。

HKMC has consistently rolled out a wide range of activities, educating the public on how to capitalise on mediation skills to resolve disputes. Thanks to the invitation from “Youth Employment Start” of the Labour Department, HKMC held a Workplace Negotiation Workshop on 18 June 2016. The workshop was designed to teach participants how to handle workplace disputes with the help of negotiation techniques. Mr. Daniel Ying, Council Member of HKMC, was the workshop tutor. Through explaining the essence of principled negotiation and analysing real-life workplace negotiation cases, the workshop helped build mutual trust between participants and their colleagues, allowing them to communicate effectively.



中心理事英子烈先生向參加者教授談判技巧

Mr. Daniel Ying, Council Member of HKMC, was the tutor of the Workplace Negotiation Workshop

深圳市坪山新區和諧勞動關係促進會：香港勞資糾紛的處理方式與多元化糾紛解決機制中的調解模式

SHENZHEN PINGSHAN NEW DISTRICT COUNCIL FOR THE PROMOTION OF HARMONIOUS LABOUR RELATIONS: HONG KONG LABOUR DISPUTE MEDIATION & MEDIATION APPROACH OF DIVERSE DISPUTE RESOLUTION MECHANISM

香港和解中心一直與內地以及國際調解機構保持緊密聯繫，而中心亦秉承推動社會人士廣泛使用調解的使命，經常應邀為不同機構舉辦調解培訓。中心會長羅偉雄先生應深圳市坪山新區和諧勞動關係促進會的邀請，率領導師團隊於2016年6月24日為其會員舉辦培訓，闡述調解在解決勞資糾紛上的特別優勢。除了介紹香港調解的法律框架及發展史之外，羅會長同時講解調解如何在多元化糾紛解決機制中扮演重要的一環，為勞資雙方突破僵局，共創雙贏。

To realise our vision of fostering a wider use of mediation, HKMC has maintained close connection with various mainland and international mediation organisations over the years. As such, HKMC was often invited to conduct mediation trainings for a number of organisations. On 24 June 2016, Mr. Francis Law, President of HKMC, was invited by Shenzhen Pingshan New District Council for the Promotion of Harmonious Labour Relations to lead a team of trainers to hold a training session on the mediation development in Hong Kong, particularly its unique advantages of resolving labour disputes. Apart from detailing the legal framework and history of mediation in the territory, Mr. Law stressed the vital role of mediation among other alternative dispute resolutions, breaking the dispute deadlock and achieving a win-win solution.

南豐集團調解講座：調解與物業管理

MEDITATION TALK FOR NAN FUNG GROUP: MEDIATION AND PROPERTY MANAGEMENT

前線物業管理從業員往往要在工作上處理不同的住戶投訴及業主之間的衝突，故此不少物業管理公司近年都積極為員工提供調解培訓，期望員工能夠透過靈活運用調解技巧解決住戶間的糾紛。香港和解中心於2016年7月21日獲南豐集團邀請，為其物業管理團隊舉辦講座。中心副會長關衛擊先生於當日擔任講者，教授有關調解的知識和化解衝突的要領。講座配合真實案例分享及角色扮演環節，令參加者更容易掌握調解概念的實際應用，從而在職場上運用調解處理各類糾紛，為住戶建構和諧舒適的居住環境。

Front-line property management practitioners are no strangers to handling complaints and disputes from and among residents. Therefore, many property management service providers have been offering mediation trainings to their staff in recent years in a bid to make them better equipped when handling complaints and disputes among residents. Due to this trend, HKMC was invited to hold a talk on 21 July 2016 for the property management staff of Nan Fung Group. Mr. Frankie Kwan, Vice President of HKMC, served as the speaker on that day, teaching them mediation knowledge as well as skills in dispute resolution. Complemented with mediation case sharing and role play sessions, participants were expected to attain a firmer grasp of the real-life application of mediation skills. Participants may therefore apply the mediation skills in the workplace to resolve various disputes, hence helping the residents to build a more harmonious and comfortable living environment.



南豐集團代表（左）向中心副會長關衛擊先生（右）致送感謝狀
Representative from Nan Fung Group (left) presented a Certificate of Appreciation to Mr. Frankie Kwan (right), Vice President of HKMC

專業團體講座

TALKS FOR PROFESSIONAL BODIES

香港和解中心跟本地其他調解機構一直保持聯繫，經常獲邀出席不同相關活動並擔任嘉賓講者。承蒙聯合調解專線辦事處邀請，中心會長羅偉雄先生獲邀於2016年3月17日於上海舉行的第三屆滬港商事調解論壇擔任講者，就著大會主題「商事調解與司法改革—調解在商事糾紛解決中的價值」發表演說，與業界互相交流及討論。

本地方面，羅偉雄先生亦獲聯合調解專線辦事處邀請，於6月13日為其中小企業論壇：調解—增值創富之道擔任講者。他指出從中小企經營者的角度出發，調解相比起撕裂營商關係的傳統訴訟更能迎合公司的整體利益。隨著企業對跨境調解服務的需求增加，他亦提及如何透過將港式調解應用於內地的法制，以有效解決兩地的商業爭議。另外，羅偉雄先生亦應香港貨車商會之邀請，在其8月6日舉辦的周年晚宴上主講了調解講座，希望讓更多人認識調解。

Maintaining amicable relationships with other mediation organisations in town, HKMC has always been invited to deliver speeches in various events. Mr. Francis Law, President of HKMC, was invited by the Joint Mediation Helpline Office to be a guest speaker in the 3rd Shanghai-Hong Kong Commercial Mediation Forum in Shanghai on 17 March 2016. He delivered a speech with respect to the theme, “Commercial Mediation and Judicial Reform: The Value of Mediation in Resolving Commercial Dispute” and exchanged views with other mediation professionals.

In the territory, Mr. Law was invited to deliver a speech in the SME Conference organised by the Joint Mediation Helpline Office on 13 June 2016 with the theme “Mediation—Create Value and Prosperity”. Mr. Law pointed out that, from the perspective of small and medium enterprises (SMEs), mediation, in lieu of traditional litigation which may lacerate business relationships, should be a better option for the company’s overall interests. Given the increase in SMEs’ demand for cross-border mediation, he explained how Hong Kong mediation could be applied to mainland’s legal system, in order to resolve cross-border commercial disputes effectively. Mr. Law was also invited to attend the Annual Dinner of Hong Kong Trucks Merchants Association on 6 August 2016 and to deliver a mediation talk to let more people know about mediation.

教育 EDUCATION

綜合調解員培訓課程及企業培訓 GENERAL MEDIATOR TRAINING COURSE AND CORPORATE TRAINING

中心一直秉承將調解推廣到社會各界的使命，多年來舉辦不同的調解課程和相關培訓，加強大眾對調解技巧的掌握及實際應用。在過去的半年間，中心與多個辦學團體合作，開辦了共7班的40小時綜合調解員培訓課程，吸引逾200人報讀。本課程重點教授調解概念、程序、技巧及相關的法律知識，使學員能充分掌握各類調解技巧以成為專業調解員，為本地調解界注入新血。隨著跨境商貿蓬勃發展，企業對調解服務的需求愈趨殷切。因此，獲取專業調解員資格有助學員發展前景可觀的第二事業。此外，本中心亦為不同機構或團體提供企業培訓，如政府部門、大專院校等，希望參加者能於職場上運用調解以解決糾紛。

HKMC has continued to dedicate efforts to the inaugural mission to make mediation known to all walks of life. Therefore, HKMC has launched a wide range of mediation courses and related training sessions over the years, strengthening the public's grasp of mediation skills and their real-life applications. For example, HKMC in association with various educational institutions, held 7 classes of 40-hour General Mediator Training Course in the past 6 months, attracting more than 200 participants. The courses aimed to inculcate participants with mediation concepts, procedures, skills and relevant legal knowledge, while enabling them to become accredited professional mediators. These well-trained graduates can undoubtedly bring new blood and fresh brains to the local mediation field. Following the blistering growth of cross-border trade, the needs of mediation services are expected to surge. In light of this ever-growing demand, acquiring the professional mediator qualification will probably grant graduates an opportunity to kick off a promising second career. In addition, HKMC is also experienced in providing corporate trainings to different organisations, such as governmental departments and tertiary education institutions, encouraging participants to make use of mediation in the workplace.

調解技巧研習班及綜合調解員資歷評核技巧工作坊 MEDIATION SKILLS PRACTICAL SESSION AND PREPARATORY WORKSHOP FOR MEDIATOR ACCREDITATION ASSESSMENT



調解技巧研習班中的現場示範
Live demonstration in the Mediation Skills Practical Session

不少完成本中心綜合調解員培訓課程的學員都會報名參加由香港調解資歷評審協會舉辦的資歷評核，以獲取專業調解員資格。有見及此，中心一直定期舉辦調解技巧研習班及綜合調解員資歷評核技巧工作坊，幫助學員重溫及鞏固所學知識及調解技巧，為評核作出最佳預備。

Most of the graduates of HKMC's General Mediator Training Course will sit for the Mediator Accreditation Assessment organised by Hong Kong Mediation Accreditation Association Limited to obtain the professional accredited mediator qualification. In view of this, HKMC regularly organises Mediation Skills Practical Sessions and Preparatory Workshops for Mediator Accreditation Assessment to help participants prepare for the assessment, enabling them to review and consolidate the knowledge and skills of mediation.

廣告宣傳 PUBLICITY

透過不同的宣傳品及廣告，中心一直致力將調解員的專業形象推廣予公眾。適逢中心與律政司合辦本地首個調解嘉年華，中心特別訂制印有中心標誌、設計精美的便條貼套裝和雨傘作嘉年華攤位遊戲獎品，別具紀念價值。另外，為了宣傳是次饒有意義的活動與中心的綜合調解員培訓課程，中心在報章雜誌上亦刊登相關廣告，藉此將調解活動的訊息傳達給社會各界，以達至普及調解。上述的便條貼套裝和雨傘均可供會員選購，價錢分別為港幣12元及45元。如欲購買，可向中心職員查詢。

With the help of a wide range of promotional materials and advertisements, HKMC is committed to promoting mediators' professional status to the public. In light of HKMC's hosting the first-ever local Mediation Carnival in collaboration with the Department of Justice, HKMC has especially produced some logo attached, exquisitely-designed memo pad sets and foldable umbrellas as prizes in the carnival booth games. On top of that, in order to promote this meaningful event and HKMC's General Mediator Training Course, advertisements were posted on newspapers and magazines to disseminate the information to all walks of life, so as to popularise mediation. Though the carnival was over, the aforementioned commemorative memo pad sets and foldable umbrellas are now available for members' purchase, at HKD12 and HKD45 respectively. Interested members please contact the HKMC's staff for purchase.



印有中心標誌的便條貼套裝（港幣12元）和雨傘（港幣45元）
Memo pad set (HKD12) and foldable umbrella (HKD45) with HKMC's logo



調解周2016 調解嘉年華
Mediation Week 2016 – Mediation Carnival
善用調解創建和諧社區

2016年5月8日(星期日)
下午2時至5時30分
樂富廣場1樓A區美食坊 (Food Square)
(港鐵樂富站A出口)

香港首個大型調解嘉年華

大會主席: 資深DJ 李浩梅女士

舞台節目及精彩活動

- ◆ 調解講座
- ◆ 調解示範
- ◆ 精彩表演
- ◆ 有獎攤位遊戲
- ◆ 現場免費調解諮詢服務
- ◆ 調解展覽

免費入場
參加者可免費獲贈小食及精美禮品(數量有限, 派完即止)

調解嘉年華之廣告刊登於星島日報
Newspaper advertisement of Mediation Carnival on Sing Tao Daily

本課程為調評會所認可

綜合調解員培訓課程

現正接受報名

香港和解中心
Hong Kong Mediation Centre



◆ 課程目標

本課程主要教授調解概念、程序、技巧及相關的法律知識，透過小組討論、真實個案分享及模擬個案（角色扮演）練習等教學模式，使學員能更掌握各類調解技巧以成為專業調解員，學員亦可透過此課程提升個人溝通能力和改善人際相處技巧，及有效地運用不同的調解技巧以有組織及有系統地處理日常生活及工作上所遇到的爭議和衝突。

◆ 對象

- 專業人士、行政人員或
- 有志成為專業調解員之人士或
- 有意提升溝通及解決衝突技巧之人士

◆ 課程優勢

認受性高：香港和解中心為首家獲香港政府認可為慈善機構的專業調解組織，於調解業界中具有領導地位。與香港大律師公會、香港律師會及香港國際仲裁中心創辦了香港調解資歷評審協會有限公司（“調評會”），致力於制定調解員資歷及調解課程的評審機制，提高業界的專業水平及認受性。

教學質素保證：本中心擁有超過15年舉辦此課程經驗，為多所大專院校及專業團體舉辦了接近200個調解員培訓課程，培訓了超過10,000名調解學員，屢獲口碑。

持續專業發展：本中心為會員提供多元化的持續專業發展機會及平台，包括深造課程、講座、研討會、個案轉介、實習計劃等，以助他們進一步發展調解專業。

◆ 曾合辦此課程機構 (排名不分先後，合作機構眾多，未能盡錄)

- | | | |
|--------------|--------------|------------|
| 香港中文大學專業進修學院 | 香港理工大學專業進修學院 | 嶺南大學持續進修學院 |
| 香港專業教育學院 | 聖雅各福祿壽 | 民政事務總署 |

專業資格

凡順利完成綜合調解員培訓課程者，可獲頒發「綜合調解員培訓證書」。憑此證書成功申請及通過調評會之有關考核者，可獲取調評會認可之「綜合調解員」專業資格，更可列入本中心的「專業調解會員」名冊。

課程詳情 報名表格可於中心網頁下載

- 課程編號：HKMC C025
日期：2016年7月9、16、23、30日及8月6日(星期六，共5堂)
時間：9:15a.m. - 6:45p.m.
總時數：40小時
上課地點：香港和解中心(香港灣仔軒尼詩道245-251號守時商業大廈21樓)
語言：粵語為主，輔以英語(教材以英文為主)
學費：港幣13,000元正
報讀資格：大專程度或以上，學員須於報名時遞交學歷證明文件副本
截止報名：2016年6月30日



其他課程詳情，可與本中心聯絡。

2866 1800 / 3974 5481
2866 1299

www.mediationcentre.org.hk
admin@mediationcentre.org.hk

綜合調解員培訓課程之廣告刊登於Recruit
Newspaper advertisement of General Mediator Training Course on Recruit

媒體訪問 MEDIA INTERVIEWS

於過去半年，中心代表多次接受媒體專訪，致力普及調解在不同範疇上的應用。中心會長羅偉雄先生先後兩次接受香港01的專訪，大談調解的靈活應用及獨特優勢。在2016年4月8日於香港01刊出的《調解糾紛：心平氣和vs箭拔弩張》專題，他強調調解著重從理性角度發掘彼此需要，避免糾紛淹沒在敵對的狀態中，有助處理牽涉複雜利害關係的僱傭爭議。除了調解在職場上的應用，羅會長亦於2016年6月17日刊出的《和解中心：一月一宗鄰舍糾紛》專題，談及利用社區調解化解鄰舍矛盾的趨勢。他引用成功案例說明調解如何有效地為當事人重建期望與重啟對話，最終協助他們達成共識。兩篇文稿分別就職場調解和社區調解作了一個十分詳盡的註解。另外，中心秘書長黃欣女士則接受Recruit的訪問，在其於3月18日刊出的《專職專銜：開展第二事業》專題，介紹大眾如何能透過考取專業調解員資格，開拓前景可觀的副業，並同時簡述調解業的發展及其專業發展階梯。

Over the past six months, representatives from HKMC have accepted various media interviews in a bid to popularise the application of mediation in different aspects. Mr. Francis Law, President of HKMC, was invited to be featured in HK01 in two stories, explaining the flexibility and unique advantages of mediation. In the story "Mediating Disputes: Peaceful Discussion VS Discordant Confrontation" published on 8 April 2016, Mr. Law underscored mediation's capability to avoid one from clinging to hostility and discover another's needs through a rational view, hence facilitating the handling of complicated labour disputes. Besides applying mediation to workplace, Mr. Law, in the article "Mediation Centre: One Neighbour Dispute Case per Month" published on 17 June 2016, elaborated on the trend of utilising community mediation to resolve neighbour disputes. With reference to successfully resolved cases, he detailed how mediation could effectively rebuild realistic expectations and break the ice between parties, thus contributing to the peaceful resolution of their cases. The two articles can be viewed as a comprehensive overview on workplace and community mediation respectively. In addition, Ms. Amy Wong, Secretary General of HKMC, accepted the interview from Recruit and, in its feature story "Professions and Titles: Launch Your Second Career" published on 16 March 2016, introduced readers to the ways of acquiring a professional mediator qualification, developing mediation as one's sideline, and revealed the profession's prospects and development path.



中心會長羅偉雄先生接受香港01專訪，相關訪問於2016年4月8日刊登
Mr. Francis Law, President of HKMC, was interviewed by HK01 and the feature was published on 8 April 2016



另一篇相關訪問於2016年6月17日刊登於香港01
Another feature was published in HK01 on 17 June 2016, titled "Mediation Centre: One Neighbour Dispute Case per Month"



其他通訊 OTHER INFORMATION

會員專享優惠 EXCLUSIVE OFFERS FOR MEMBERS

出版社 Publisher	書名 Book Title	原價 (港幣) Original Price (HK\$)	折扣 (%) Discount Rate (%)	折實價 (港幣) Discounted Price (HK\$)
國際專家學會	調解通鑿	HK\$380	20%	HK\$304
法律出版社·中國	調解實務與技巧	HK\$80	20%	HK\$64

香港和解中心
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