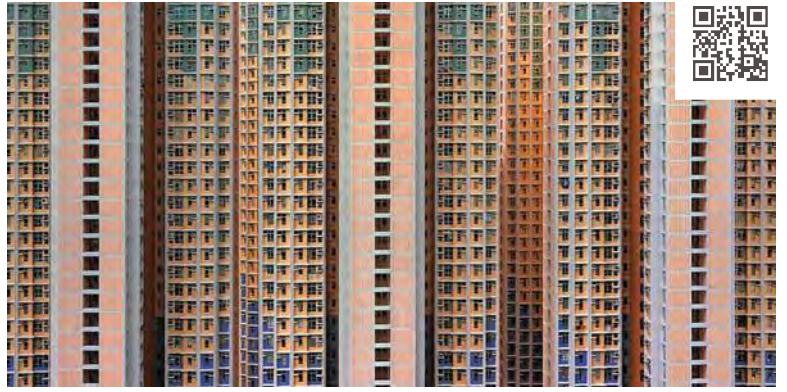


Mediation for Building Management Disputes

by

Mr. Jacky Lai,
B.Soc.Sc.(HKU), MBA(CUHK),
LLB(MMU), LLM(HKU),
Barrister-at-Law,
HKIAC & HKMAAL Accredited Mediator



Jacky has been a barrister-at-law (HK) in private practice since 2007. He practices in civil and criminal litigation as well as mediation.

Jacky obtained his HKIAC Accreditation as General Mediator in 2009 and Family Mediator in 2012. He has been a member of the HKIAC Users' Council since 2009 and he is currently also a member of the HKIAC General Mediation Interest Group (GIG) and the HKIAC Family Mediation Interest Group (FMIG).

Jacky is fluent in Cantonese, Mandarin and English.

Effective Dispute Resolution by Mediation - An Overview

- Insights on Mediation and other Alternative Dispute Resolution (ADR) Methods
- Interest-based Negotiation (IBN)
- The Process
- The Strengths of Mediation and Limitations
- Pinpointing the Conflicts' Nature
- Empowerment, Value and Trust
- Sliding Down the Mediation Triangles

Common Issues of Building Management Disputes

- Management Fees and Contribution of Maintenance Funds
- Management Committee Dissolution and Administrator Appointment
- Illegal Structures
- Water Leakage
- Discovery and Inspection of IO/OC Documents
- Breach of Duties by IO/OC Chairman, Secretary and Treasurer
- Projects and Tenders
- Unauthorized Use of Common Parts of Building
- Miscellaneous (Pets, Litigation Costs, Sewage Backflow and Purpose of Units)

Know the Parties

- Profiles of the Authorized Persons
- Third Parties Who Ask/Insist to be Present and Impact
- Age, Education, Profession, Involvement and Temperament
- Parties' Interests: Alleged and Real Ones
- The Manager: "My Job in the Twilight Zone"
- The Minds of Landlords and Tenants, Contractors and Workers

The **PROFECTIONAL** Company[®]

Professional Services to the Perfection

Telephone: +852 3118 2371 | Facsimile: +852 3118 2372
Email: info@profectional.com | Website: <http://www.profectional.com>
Address: P.O. Box 9993, General Post Office, Hong Kong

KORNERSTONE

Training. Makes a difference.

Telephone: +852 2116 3328 | Facsimile: +852 2116 3571
Email: enquiry@kornestone.com | Website: <http://www.kornestone.com>
Address: 15/F, Hip Shing Hong Centre,
55 Des Voeux Road Central, Central, Hong Kong

Issues

- Organization of Building Management Dynamics
- Possible Disputes Sources
- Complaints Handling

Decision Heuristics

- Walking Through the Brain Briefly

The Crucial Moments and the Significant Persons' Interests

- Preferred Venue and Timing of Interviews and Mediation Session
- Active Listening Skills: Do It As a Top-notch Tailor
- The Five Non-verbal Communication Skills - SOLER
- "Hiking" and "Surfing" the Conflicts
- Agony of the Moments - Who Cares About the BMO?
- BMO v BMO, Counting the Casualty on the Battlefield
- Capability to Thrive and to Survive in Civilization and Barbarism
- Exploring the Underlying Interests

Power Influence and Persuasion

- The Force and the Dynamics
- Seeing *Eminence Grise*
- "POWER is Something You Have; INFLUENCE is Something You Do."
- Use PERSUASION to Change and to Reinforce Attitudes Opinions or Behaviours
- Do Your Research and Homework
- Selling Objectivity, Rationality and Truthfulness with Reliable Sources
- Lean on the Giants, Facts and Authorities
- The CURSE and the Potion: Walk Through the Five Elements of Persuasion

Scan to Calendar



Code:	EVT000000145	Level:	Intermediate
Date:	2 September 2016 (Friday)	Language:	English
Time:	14:30 - 17:45 (Reception starts at 14:00)	Accreditation(s):	LSHK 3.0 CPD Points (LSHK Allocated Number: 20162563) HKMAAL 3.0 CPD Points HKIAC 3.0 CPD Points for Accredited Mediators HKMC 3.0 CPD Points
Venue:	Kornerstone Institute 15/F, Hip Shing Hong Centre 55 Des Voeux Road Central Central, Hong Kong	Admission:	Standard Fee: HK\$1,780.00 Advanced Booking: HK\$1,480.00 <i>(on or before 26 August 2016)</i> Please call 2116 3328 for details and Group Discount

The **PROFECTIONAL** Company[®]

Professional Services to the Perfection

Telephone: +852 3118 2371 | Facsimile: +852 3118 2372
Email: info@profectional.com | Website: <http://www.profectional.com>
Address: P.O. Box 9993, General Post Office, Hong Kong

KORNERSTONE

Training. Makes a difference.

Telephone: +852 2116 3328 | Facsimile: +852 2116 3571
Email: enquiry@kornerstone.com | Website: <http://www.kornerstone.com>
Address: 15/F, Hip Shing Hong Centre,
55 Des Voeux Road Central, Central, Hong Kong

Please use a separate form for each delegate, make additional copies as necessary.

Please print in **BLOCK** letters.

Course Details:		*Required fields.
*Course Title:		
*Course Code:	Name of Referral:	(If applicable)
*Admission Fee: HK\$	Promotional Code:	(If applicable)

Personal Data:				Please as applicable.	
*Salutation: <input type="checkbox"/> Prof. <input type="checkbox"/> Dr. <input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Others, please specify: _____					
**Surname/Last Name:		**Given/First Name:		(Please also fill in any other names here)	
**Please enter the full name as on your professional membership record, to be printed on the certificate of attendance and payment receipt.					
*Profession(s): <input type="checkbox"/> Solicitor <input type="checkbox"/> Barrister <input type="checkbox"/> Foreign Lawyer <input type="checkbox"/> Others, please specify: _____					
Area(s) of Practice/Specialization(s):		Place and Year of Admission(s):			(If applicable)
*Position/Job Title:		*Firm/Company/Organization:			
^Mobile/Cellular Number:	^Telephone Number:	+Facsimile Number:	+Email Address:		
<input type="checkbox"/> Work <input type="checkbox"/> Personal	<input type="checkbox"/> Work <input type="checkbox"/> Personal	<input type="checkbox"/> Work <input type="checkbox"/> Personal	<input type="checkbox"/> Work <input type="checkbox"/> Personal		
^Please provide at least one contact number in case of emergency.		+Please provide at least a facsimile, an email or both for confirmation.			
*Postal Address: <input type="checkbox"/> Work <input type="checkbox"/> Personal		Alternative Contact Person and Details:			(If applicable)

Payment Information:	
<input type="checkbox"/> I will settle the payment by cheque, cheque number: _____	
<input type="checkbox"/> I have enclosed crossed cheque made payable to " Kornerstone Limited ".	
<input type="checkbox"/> I have settled the payment via bank transfer/deposit, payment details:	_____ : _____
<input type="checkbox"/> I have attached/enclosed the transaction documentary proof to:	Date Month Year Time
HSBC Hong Kong (Bank Code: 004), Kornerstone Limited (Account Number: 400-345781-001).	

Declaration and Signature:		Please cross a line if you do not agree the followings.
I have read and agree with the terms and conditions listed on the overleaf of this form.		
I consent to the use of my personal data on direct marketing for the purpose as stated on the overleaf of this form.		
Signature:	Date: _____	
	Date Month Year	

Personal Data Collection Statement:

This course is jointly presented by **The Profectional Company Limited** in partnership with **Kornerstone Limited**, when register a course with us, the delegate's personal data collected will be stored in both of our databases which we will NEVER sell, share or otherwise distribute to any third parties other than staffs internally within our companies; or with our subsidiaries and affiliated entities on a need-to-know basis.

When the delegate made a consent to allow us to use his/her personal data for direct marketing purposes, this included but not limited to the promotion of our services, events, programmes, activities, seminars, courses, conferences; for the purpose of training, education, career advancement, talent management, competitive enhancement, professional development and entertainment.

Should the delegate no longer wishes to receive any further promotional messages, please specify the type of marketing channels (post, email, facsimile, text message or telephone call) he/she would like to be excluded and inform us via the methods on top of this form, we will process the request without any charges.

Course Registration Terms and Conditions:

General - Registrations are accepted on a first-come-first-serve basis, priority will be given to those who have settled the admission fee in full. The admission fee includes the payment receipt, course materials, refreshments and the certificate of attendance.

Confirmation - A written confirmation will be issued upon the received of the full payment and the registration form, it will either be sent by facsimile or by email. Delegates are advised to contact us if he/she have not received the confirmation two days prior to the scheduled course.

Cancellation/Transfer Policy - NO cancellation is allowed once we have issued a written confirmation. The admission fee is NOT refundable but nomination of a replacement delegate is allowed, alternatively the delegate can transfer the registration to one of the upcoming courses provided that fourteen days written notice is given.

Incurring Expenses - Any bank charges and/or expenses incurred as a result of bounced cheques/bank transfers will be borne by the delegates. Registrants are advised to pay the sufficient fee.

Attendance Policy - A certificate of attendance will be given to each attendee at the end of the course, additional certificate of attendance/letter of verification of attendance can be issued at price of HK\$50.00 per copy. The certificate of attendance will NOT be issued to the delegate if he/she is absent for more than ten minutes for a course of less than three hours; or more than thirty minutes for a course of three hours or more in duration.

Adverse Weather Arrangement - In event of Typhoon Signal Number Eight or above/Rainstorm Black Warning is in forced or expected to be hoisted within two hours before the course scheduled time, the course will be cancelled. The course will be rescheduled or a credit note valid for twelve months will be issued, NO refunds will be given.

Disclaimer - **The Profectional Company Limited** and **Kornerstone Limited** reserve the rights to amend the course title, agenda, presenter(s), accreditation(s), venue and admission fee should the need arise; reschedule or cancel any courses without any advanced notice; the course registration terms and conditions and has the final decision on all matters and disputes.

Registration Methods:

Facsimile to: +852 2116 3571

Email to: enquiry@kornestone.com

Online at: <http://registration.cpd.hk>

Post to/
Visit in Person at: **Kornerstone Limited**
15/F, Hip Shing Hong Centre
55 Des Voeux Road Central, Central, Hong Kong
(MTR Central Station Exit B/Hong Kong Station Exit C)
Opening Hours: 10:00 - 19:00 (Monday - Friday)

Payment Methods:

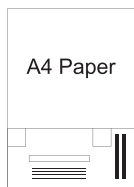
Cheque - Please make crossed cheque payable to "Kornerstone Limited" and write the name of delegate at the back.

Bank Transfer/Deposit - Please settle in full to HSBC Hong Kong (Bank Code: 004), Kornerstone Limited (Account Number: 400-345781-001) and provide the transaction documentary proof to us.

Credit Card - Payment by credit card is available at the venue as well as via PayPal online at <http://registration.cpd.hk>.

Cash - Cash payment is only acceptable in person at the venue.

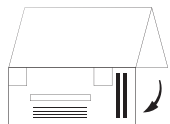
FREE postage when register with this envelope:



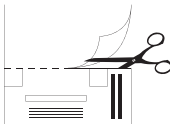
1) Print this page on a A4 paper



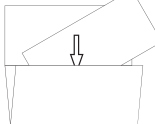
or



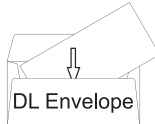
2) Fold along the two dashed lines



2) Cut out the below section



3) Insert the contents into the folder



3) Insert the contents into an DL envelope 4) Glue the section and SEAL the envelope



4) SEAL all edges with plastic tapes



CRF20150414

POSTAGE
WILL BE
PAID BY
LICENSEE

郵費由持
牌人支付

DELIVERY
BEAT IDENTIFIER
GPO.EC23

NO POSTAGE
STAMP
NECESSARY IF
POSTED IN
HONG KONG
如在本港投寄
毋須貼上郵票

BUSINESS REPLY SERVICE LICENCE NO. 7921
商業回郵牌號：7921

KORNERSTONE LIMITED
15/F, HIP SHING HONG CENTRE
55 DES VOEUX ROAD CENTRAL
CENTRAL, HONG KONG