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CCPIT
MEDIATION CENTER

香港和解中心
Hong Kong Mediation Centre

內地-香港聯合調解中心設立儀式
Inauguration Ceremony of the CCPIT-HKMC Joint Mediation Center
9 / 12 / 2015

和聲
Mediators' Voice



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SUBMISSION OF ARTICLES

歡迎各位會員對<<和聲>>季刊提供寶貴意見，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，請電郵至admin@mediationcentre.org.hk，或致電2866 1800查詢。

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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SECRETARIAT

總編輯的話 FROM THE CHIEF EDITOR

內地-香港聯合調解中心設立儀式已於2015年12月9日於香港律政司律政中心順利舉行，近100名法律及商界代表出席儀式。我們為是次儀式的空前成功深感榮幸。

隨著國家積極推動「一帶一路」的發展及「十三五」規劃等，可以預料聯合調解中心將會為兩地提供一個有效的解決跨境商業爭議平台。由於香港擁有「一國」和「兩制」的雙重優勢，我們相信應用調解作解決兩地紛爭的方法會日趨成功。

今期《和聲》會詳盡介紹中心與不同組織攜手舉辦的各式活動，包括早前與不同大專院校合辦的一系列講座和工作坊、香港貿發局主辦的教育及職業博覽、多次外訪參觀以及會員聯誼活動的花絮，例如會員聯歡晚宴和會員分享小組。這些活動皆廣受好評，反應理想。

尹達光
總編輯
香港和解中心

It is with great honor and unprecedented success that the Inauguration Ceremony of China Council for the Promotion of International Trade (CCPIT) - Hong Kong Mediation Centre (HKMC) Joint Mediation Center was held on 9 December 2015 in Justice Place, Department of Justice in Hong Kong with nearly 100 participants from the legal and business fields.

With China's active involvement in the "Belt and Road" initiative and the National 13th Five-Year Plan, it is anticipated that the Joint Mediation Center will provide an efficient common platform for resolving cross-border commercial disputes between Mainland and Hong Kong. We believe that mediation will become long-term success for dispute resolution in the two places and much of that success is largely due to Hong Kong being equipped with the dual advantages under the principle of "one country, two systems".

In this issue, we will enable our members to be more aware of and to have a better understanding of our collaborative efforts in maintaining the status of HKMC with highlights on professional trainings, like seminars & workshops at various institutes, HKTDC Education & Careers Expo, various visits and networking activities, like members gathering night and sharing group. All of them were well received.

Frank Wan
Chief Editor
Hong Kong Mediation Centre

會長的話 PRESIDENT'S MESSAGE

2015年，香港和解中心積極推動多元化的發展，包括調解專業化、調解普及化及調解國際化，並成功克服了各種困難和挑戰。憑藉大家的努力，香港和解中心的專業地位進一步獲得政府、業界、法律界、商界和市民大眾的肯定。香港的調解員獨立、公平、公正的專業態度，令香港社會各界支持調解，促進司法制度更有效運作。這是香港政府、調解界和司法界共同努力的成果，也是每名香港和解中心會員勤懇付出的回報。

香港和解中心一直致力於將香港的優化調解方式推廣至其他亞洲國家，期望能協助提升國際商業糾紛解決方面的整體發展。在這使命的推動及香港律政司的大力支持和協助下，香港和解中心和中國國際貿易促進委員會/中國國際商會調解中心在2015年12月9日成立了「內地-香港聯合調解中心」。香港將擁有更完備的條件去滿足各界對高效調解服務的需求。「內地-香港聯合調解中心」會繼續積極發揮兩地的優勢，進一步鞏固香港作為區域性國際調解中心的地位。對國際商企而言，兩地最適合處理「一帶一路」沿線國家和內地企業之間的商業爭議。我們希望「內地-香港聯合調解中心」的跨境商業糾紛調解服務能吸引更多沿線國家企業選擇以調解解決商業糾紛。同時，藉「一帶一路」的發展把兩地優越的調解及中國的多元化糾紛解決服務推向世界，使兩地不同的調解與仲裁法制得以結合，互補優勢。

在「內地-香港聯合調解中心」的設立儀式上，律政司司長袁國強資深大律師指出「內地-香港聯合調解中心」將會成為

內地與香港在調解方面的新合作平台。面對預期隨之而來的商業糾紛，兩地企業對法律及解決爭議服務的需求也會日益增加。對於解決涉及跨境的商業糾紛，調解提供一個快捷並有效的非訴訟形式的選擇。由於調解不受地域的限制，並適用於普通法和大陸法系地方，當事人可以運用調解一併解決牽涉多個司法管轄區的多項爭議，而無須逐一向相關司法管轄區提出訴訟。在處理跨境商業糾紛方面，「內地-香港聯合調解中心」可擔當非常重要的角色。此外，跨境商業糾紛一般存在着當事人文化及語言上的差異，「內地-香港聯合調解中心」作為一個由兩地主要調解組織合作設立的調解機構，可以提供多元化的調解服務以滿足這方面的需要。

為配合各委員會和秘書處自2013年起推行的改革計劃，我們參考了其他專業團體和學會的架構並同時充份考慮到中心的獨特性，香港和解中心的理事會已於2015年完成架構重組，包括調整新一屆理事數目及職能範圍，期望提升理事會的職能和效率，以配合香港和解中心的長遠發展。我們期望新一屆理事會能實施更公平及更有效率的管理，讓香港和解中心在本地和國際調解界中取得更大的發展。

我謹代表理事會，衷心祝願各位會員在2016年身體健康、生活愉快、諸事順利！

羅偉雄
會長
香港和解中心

In 2015, Hong Kong Mediation Centre (HKMC) proactively promoted diversified developments, including the professionalization, popularization and internationalization of mediation. We have successfully tackled challenges and difficulties in the process. Thanks to our cohesive efforts, HKMC's professional status has been widely appreciated by the authorities, along with mediation, legal and business fields and the general public. Hong Kong mediators, with their independent, impartial and professional attitudes, gain the support from all walks of lives and contribute to the efficient operation of the legal system. This is not only a result of the continuing collaboration among the government, mediation and legal fields, but also the reward of HKMC members' untiring efforts.

In hopes of improving the overall developments of international commercial disputes, HKMC has always dedicated to promoting our optimized mediation procedures to other countries in Asia. Motivated by such mission and the support as well as assistance from the Department of Justice, Hong Kong Mediation Centre and China Council for the Promotion of International Trade / China Chamber of International Commerce Mediation Center (CCPIT/CCOIC Mediation Center) jointly established the CCPIT-HKMC Joint Mediation Center on 9 December 2015. The launch of the Joint Center will equip Hong Kong with more comprehensive criteria to satisfy the demand of efficient mediation services. The CCPIT-HKMC Joint Mediation Center will continue to utilize the present advantages in both Hong Kong and the Mainland, furthering the consolidation of Hong Kong's status as a regional international mediation hub. For international corporates, Mainland and Hong Kong are the best spots to resolve the commercial disputes in countries along the "Belt and Road" and among Mainland enterprises. We hope the cross-border mediation services provided by the CCPIT-HKMC Joint Mediation Center can attract more countries along the "Belt and Road" to use mediation as a means to resolve commercial disputes. Moreover, with the rapid developments of the "Belt and Road" initiative, the Joint Center can advance the mediation services in both places and introduce a variety of dispute resolution services to the world. The new services of the Joint Center are synergy of the mediation and arbitration in both places, leading to the formation of a positive complimentary relationship between the effectiveness in the legal system and culture in Hong Kong and the Mainland.

At the Inauguration Ceremony of the CCPIT-HKMC Joint Mediation Center, Mr. Rimsky Yuen, Secretary for Justice, has emphasized that the establishment of the CCPIT-HKMC Joint Mediation Center will become a new collaborative platform between Mainland and Hong Kong mediation industries. Following the foreseeable rise in commercial disputes, the demand of legal and dispute resolution services will continue to soar. In term of resolving cross-border commercial disputes, mediation service emerges as a prompt and effective alternative besides litigation. The advantage of mediation is that it is not subject to geographical restrictions and can be conducted in both common law and civil law jurisdictions. Moreover, parties concerned can resolve disputes involving multiple jurisdictions through mediation, without the need to pursue litigation in individual jurisdictions. Thus, in regards to handling cross-border commercial disputes, the CCPIT-HKMC Joint Mediation Center plays a very significant role. On the other hand, cross-border commercial disputes generally involve difference in cultures and languages, the CCPIT-HKMC Joint Mediation Center, a mediation organization teamed up by its counterparts in both Hong Kong and the Mainland, can offer a wide range of mediation services to fulfill these needs.

For complementing the restructuring carried out by various committees and the Secretariat since 2013, we make reference to other professional bodies and associations and to the Centre's uniqueness, prior to completing the restructuring of HKMC in 2015. It optimized the number of Council Members and re-scheduled their functional areas. It is expected to boost Council's efficiency as well as functions, so as to match with the Centre's long-term development. We earnestly hope that the new Council will implement fairer and more efficient management, so as to enable the Centre to attain more robust developments in local and international scenes.

On behalf of the Council, I sincerely wish all members good health and all the happiness and success in the coming year!

Francis Law
President
Hong Kong Mediation Centre

焦點：內地-香港聯合調解中心設立儀式

SPOTLIGHT: INAUGURATION CEREMONY OF THE CCPIT-HKMC JOINT MEDIATION CENTER

內地-香港聯合調解中心設立儀式在2015年12月9日於香港律政司律政中心順利舉行。是次設立儀式由律政司、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合辦，近百名來自香港和內地法律界和經貿界人士參加，並由香港特區政府律政司司長袁國強資深大律師、中國貿促會副會長及中國貿促會/中國國際商會調解中心主任尹宗華先生、香港和解中心會長羅偉雄先生及全國人大常委會香港特區基本法委員會副主任及香港和解中心名譽顧問梁愛詩女士致辭。

內地-香港聯合調解中心由中國貿促會/中國國際商會調解中心及香港和解中心共同設立，是本港首個由兩地主要調解機構合作而設立的聯合調解中心，旨在為兩地提供一個快捷有效的解決跨境商業爭議平台。

中國貿促會/中國國際商會調解中心及其各分會的調解中心，是以調解的方式，獨立、公正地幫助中外當事人解決商事、海事等爭議的常設調解機構。中心成立於1987年，自成立以來順應中國的改革開放和完善社會主義市場經濟的需要，不斷發展壯大，現已在全國各省、市、自治區及一些重要城市設立分會調解中心共42家，形成了龐大的調解網路，是中國極具規模的調解中心。

隨著國家積極推動「一帶一路」的發展及「十三五」規劃等，跨境投資和其他方面的合作勢必大增，而伴隨的商業糾紛亦必然增加。故此，這些企業對解決爭議服務的需求愈趨殷切。由於香港擁有「一國」和「兩制」的雙重優勢，內地-香港聯合調解中心的成立，正正能夠為兩地企業提供更多元化的跨境解決爭議服務，從而進一步提升香港作為亞太區解決爭議樞紐的地位。

The Inauguration Ceremony of China Council for the Promotion of International Trade (CCPIT) – Hong Kong Mediation Centre (HKMC) Joint Mediation Center was held at Justice Place, Department of Justice in Hong Kong on 9 December 2015. The Ceremony, which gathered near a hundred participants from the legal and business fields, was co-organized by the Department of Justice, China Council for the Promotion of International Trade/China Chamber of International Commerce Mediation Center (CCPIT/CCOIC Mediation Center) and HKMC. We were honoured to have Mr. Rimsky Yuen, S.C., Secretary for Justice of HKSAR, Mr. Yin Zonghua, Vice Chairman of CCPIT and Chairman of CCPIT/CCOIC Mediation Center, Mr. Francis Law, President of HKMC, and Ms. Elsie Leung, Deputy Director of Hong Kong Basic Law Committee of the NPCSC and Honorary Advisor of HKMC, to deliver speeches.

The CCPIT-HKMC Joint Mediation Center is co-founded by CCPIT/CCOIC Mediation Center and HKMC. Being the first Joint Mediation Center in our region set up by two major mediation institutions in Mainland and Hong Kong, it aims to provide an efficient and effective platform for resolving cross-border commercial disputes between Mainland and Hong Kong.

CCPIT/CCOIC Mediation Center, founded in 1987, is the first and the largest professional mediation organization in China. CCPIT/CCOIC Mediation Center has established 42 sub-centers in China and been collaborating with its counterparts from over ten countries in co-mediation operations and cooperation agreements, forming a mediation network not only covering China but also reaching out to the world.

As China is actively promoting the "One Belt, One Road" initiative and the National 13th Five-Year Plan etc, it is foreseeable that cross-border trade would increase drastically and commercial disputes are expected to follow. Thus, the demand for dispute resolution services by these enterprises would definitely become greater. As Hong Kong is equipped with the dual advantages under the principle of "one country, two systems", the CCPIT-HKMC Joint Mediation Center can provide more diversified cross-border dispute resolution services for these enterprises, hence reinforcing Hong Kong's important status as the dispute resolution hub in the Asia-Pacific region.



中國貿促會商事法律服務中心主任徐偉先生（前排右一）及香港和解中心秘書長黃欣小姐（前排左一）分別代表中國貿促會/中國國際商會調解中心和香港和解中心於內地-香港聯合調解中心設立儀式上簽署合作協議，並由律政司司長袁國強先生（後排左二）、中國貿促會副會長尹宗華先生（後排右一）、香港和解中心會長羅偉雄先生（後排左一）及香港和解中心名譽顧問梁愛詩女士（後排右二）見證
Mr. Xu Wei, Director-General of the Commercial & Legal Service Center of the CCPIT (front row, first right) and Ms. Amy Wong, Secretary General of HKMC (front row, first left), signed the Cooperation Agreement of the CCPIT-HKMC Joint Mediation Center on behalf of CCPIT/CCOIC Mediation Center and HKMC respectively. The signing was witnessed by Mr. Rimsky Yuen, Secretary for Justice (back row, second left), Mr. Yin Zonghua, Vice Chairman of the CCPIT (back row, first right), Mr. Francis Law, President of HKMC (back row, first left), and Ms. Elsie Leung, Honorary Advisor of HKMC (back row, second right)



袁國強先生（左三）、尹宗華先生（右二）、羅偉雄先生（左二）、梁愛詩女士（右三）、徐偉先生（右一）和黃欣女士（左一）主持內地-香港聯合調解中心揭牌儀式
Mr. Rimsky Yuen (third left), Mr. Yin Zonghua (second right), Mr. Francis Law (second left), Ms. Elsie Leung (third right), Mr. Xu Wei (first right) and Ms. Amy Wong (first left) jointly unveiled the plaque for the CCPIT-HKMC Joint Mediation Center



袁國強先生（左三）、尹宗華先生（右二）、羅偉雄先生（左二）、梁愛詩女士（右三）、徐偉先生（右一）和黃欣女士（左一）在內地-香港聯合調解中心揭牌儀式上祝酒並合照
Mr. Rimsky Yuen (third left), Mr. Yin Zonghua (second right), Mr. Francis Law (second left), Ms. Elsie Leung (third right), Mr. Xu Wei (first right) and Ms. Amy Wong (first left) jointly toasted for the launch of the CCPIT-HKMC Joint Mediation Center



律政司司長袁國強先生向在場聽眾發表演說
Mr. Rimsky Yuen, Secretary for Justice, spoke in the inauguration ceremony



中國國際貿易促進委員會副會長及中國貿促會調解中心主席尹宗華先生向在場聽眾發表演說
Mr. Yin Zonghua, Vice Chairman of China Council for the Promotion of International Trade (CCPIT)/China Chamber of International Commerce (CCOIC), spoke in the inauguration ceremony



香港和解中心會長羅偉雄先生向在場聽眾發表演說
Mr. Francis Law, President of HKMC, spoke in the inauguration ceremony



中國人民大學法學院教授兼任中國法學會比較法研究會副會長范倫教授向在場聽眾發表演說
Dr. Fan Yu, Professor at Renmin University of China Law School and Vice President of China Society of Comparative Law, spoke in the inauguration ceremony



香港和解中心名譽顧問梁愛詩女士向在場聽眾發表演說
Ms. Elsie Leung, Honorary Advisor of HKMC, spoke in the inauguration ceremony



現場觀眾反應熱烈，近百名人士出席
The audience responses were overwhelming, with nearly 100 people attending the inauguration ceremony

會員全接觸 MEMBERS' CORNER

持續專業發展講座 CONTINUING PROFESSIONAL DEVELOPMENT SEMINARS

國際調解發展研討會

SEMINAR ON DEVELOPMENTS IN INTERNATIONAL MEDIATION: USA, UK, ASIA, INDIA AND THE EUROPEAN UNION



中心會長羅偉雄先生致送感謝狀予講者 Danny McFadden 先生
Mr. Francis Law, President of HKMC, presented a certificate of appreciation to Mr. Danny McFadden, speaker of the seminar

自從美國發展了商事調解，調解現在已在全球紮根。為了讓會員更認識調解在國際上的最新發展，中心於2015年10月9日舉行了國際調解的發展研討會，並邀請了資深調解員 Danny McFadden 先生為主講嘉賓，吸引逾50名會員參加。

是次研討會談及了英美及歐洲近年在國際調解上的發展，並介紹了部分亞洲地區（如中國、香港、新加坡）在建立現代化調解程序的進程，相信各會員均獲益良多。

Since its early beginning in the USA, the modern commercial mediation model has put down roots all over the world. To familiarize our members with the recent developments in international mediation, a seminar on Developments in International Mediation: USA, UK, Asia, India and the European Union was held on 9 October 2015. Mr. Danny McFadden, Managing Director of CEDR Asia Pacific Hong Kong, was invited to be our guest speaker. More than 50 members attended this event.

This seminar covered some recent developments in international mediation in the UK, USA and Europe, and introduced the process of building modern mediation processes in some Asian places, like China, Hong Kong and Singapore. It was believed that all members learnt a lot from the seminar.

金融糾紛之調解研討會

SEMINAR ON MEDIATING FINANCIAL DISPUTES

自從雷曼迷債事件後，金融糾紛調解在香港漸漸獲得更多關注。為增進會員在此範疇上的知識，中心於2015年10月29日舉辦了金融糾紛之調解研討會，並邀請了香港大學法律學院 Shahla Ali 博士為主講嘉賓。研討會中主要探討了金融糾紛的特點，並回顧了調解的主要技巧。講座及分組討論過後，在場逾80位參加者更有機會參與金融調解的角色扮演活動，即席應用所學技巧，實踐所得。

The mediation practices in relation to financial disputes have received increased attention following the Lehman mini bond crisis in Hong Kong. In order to equip our members with knowledge in financial mediation, a seminar on Mediating Financial Disputes was held on 29 October 2015. Dr. Shahla Ali from the Faculty of Law at the University of Hong Kong was invited as our guest speaker. During the seminar, the unique characteristics of financial mediation and key skills necessary for mediation were discussed. Following lecture and group discussion, more than 80 attendants were as well given the opportunity to engage in a stimulated financial mediation role play to practice relevant skills.



中心會長羅偉雄先生致送感謝狀予講者 Shahla Ali 博士
Mr. Francis Law, President of HKMC, presented a certificate of appreciation to Dr. Shahla Ali, speaker of the seminar

成功調解之秘訣研討會 SEMINAR ON THE KEYS TO A SUCCESSFUL MEDIATION

調解作為另類解決爭議的方法，近年在社會上愈趨普及。為了提升會員的調解技巧，中心於2015年11月24日舉辦了成功調解之秘訣研討會。我們十分榮幸能邀請到中心會務顧問陶榮教授作為主講嘉賓。

調解是否成功涉及眾多的因素，包括調解員的特質以及其控制調解過程的能力。陶榮教授講解了成功調解的關鍵因素，調解員、爭議各方和律師在調解裡所擔任之角色，以及調解過程中可能面對的障礙。他更向參加者分享調解時需注意的事項和不少實用提示。約120名參加者的反應正面，令人鼓舞。

The popularity of mediation as one of the ADR has grown significantly in our society in the past few years. To enhance members' mediation skills, HKMC held a seminar on the Keys to a Successful Mediation on 24 November 2015. We were honoured to have Professor Christopher To, Consultant of HKMC, as the speaker.

Success in mediation depends upon various factors, including the attributes of a mediator and his/her skills in controlling the process. Professor To discussed the critical success factors, the roles of the mediator, parties and lawyers in an effective mediation and obstacles to successful mediation. Moreover, he enthusiastically shared some practical tips as well as do's and don'ts in mediation. The responses from around 120 participants were very positive and encouraging.



中心副會長陳顯文先生致送感謝狀予講者陶榮教授
Mr. Alfred Chan, Vice President of HKMC, presented a certificate of appreciation to Professor Christopher To, speaker of the seminar

專業培訓 PROFESSIONAL TRAININGS

第三屆「法律程序與調解員的角色」課程 THE THIRD "LEGAL PROCEDURES AND THE ROLE OF MEDIATOR" COURSE

調解指導員訓練工作坊 MEDIATION COACH TRAINING WORKSHOP

中心一直定期舉辦不同的專業進修課程，藉此增進會員的調解技巧與其他相關知識。鑒於過往同類課程反應熱烈，中心於2015年9月6日至27日再度推出第三屆「法律程序與調解員的角色」課程。課程由數名富有經驗的律師任教，一連四講向參加會員講解民事訴訟的程序，以及教授會員不同的調解策略。此外，中心於2015年8月8日再度舉辦了調解指導員訓練工作坊，由中心會長羅偉雄先生出任講者。是次培訓讓會員在角色扮演環節中實踐所學技巧，累積寶貴的調解經驗。

HKMC regularly organized professional training courses in a bid to strengthen our members' mediation skills as well as other relevant knowledge. Since similar courses received rave responses, HKMC introduced the third "Legal Procedures and the Role of Mediator" course from 6 to 27 September 2015. For four seminars in a row, several veteran lawyers elaborated on the procedures of civil litigation and a wide range of mediation tactics. In addition to that, HKMC once again hosted a Mediation Coach Training Workshop on 8 August 2015. With Mr. Francis Law, President of HKMC, as the lecturer, the workshop enabled members to apply their mediation skills in role-play sessions, helping them to accumulate valuable hands-on experience.

第二屆內地與香港調解實務課程(二)涉及跨境商事及土地管理部份 THE SECOND CERTIFICATE COURSE ON MEDIATION PRACTICE IN HONG KONG AND CHINA : CROSS-BORDER TRADE AND LAND MANAGEMENT

中心一直致力調解專業發展，經常舉辦各項專業進修課程予會員參與，鼓勵會員積極累積調解知識並與時並進。隨著跨境糾紛的日益增加，商企和市民對解決涉及跨境糾紛的需求越來越殷切。中心已在3年前引入內地與香港調解實務課程。在2015年10月期間，中心舉辦了第二屆內地與香港調解實務課程(二)涉及跨境商事及土地管理部份。講者為徐晶女士、李劍雄律師和中心會長羅偉雄先生。通過課堂學習、案例分析及調解員處理跨境個案的技巧提升訓練，學員能因應跨境司法制度的不同，補充及強化已具備的調解知識和專業技能。學員在完成課程後能夠提升及掌握解決跨境爭議的專業能力，從而在去年設立的「內地-香港聯合調解中心」取得更大的發展。

HKMC has always contributed to the development of professional mediation, organizing a wide range of professional training courses for our members and as such encouraging them to follow the field's latest trends as well as accumulating experience. Following the increase of cross-border disputes, the demand for dispute resolution services is on the rise. HKMC has already introduced the Certificate Course on Mediation Practice in Hong Kong and China since 2013. In October 2015, HKMC held the second Certificate Course on Mediation Practice in Hong Kong and China in relation to cross-border trade and land management. The speakers were Ms. Montair Xu, Mr. John Lee and Mr. Francis Law, President of HKMC. Through coursework, case analysis and training of mediation skills, participants could recognize the differences in legal systems between Hong Kong and Mainland and thus complemented and strengthened their mediation skills. It is believed that upon completing the course, their capability in tackling cross-border disputes would be enhanced, providing a greater prospect in the newly launched CCPIT-HKMC Joint Mediation Center.

會員聯誼活動 NETWORKING ACTIVITIES



中心眾理事及司儀向在座會員祝酒
Council Members of HKMC and Masters of Ceremony gave a toast to our members

會員聯歡晚宴 MEMBERS GATHERING NIGHT

中心於2015年12月3日在御苑皇宴（尖東店）舉行了會員聯歡晚宴。當晚大會十分榮幸邀請了中心副會長陳顯文先生及中心會員梁淑瑜女士擔任司儀，中心會長羅偉雄先生與中心副會長關衛擎先生則為晚宴致歡迎辭。遊戲及抽獎環節把晚宴的氣氛推至高峰，所有的得獎幸運兒也喜上眉梢。會員亦可藉著晚宴與不同專業背景的會員互相交流，大家度過了輕鬆愉快的一晚。

Members Gathering Night was held at The Banqueting House in East Tsim Sha Tsui on 3 December 2015. Vice President of HKMC, Mr. Alfred Chan and a member of HKMC, Ms. Fish Leung, were invited to be the Masters of Ceremony. Mr. Francis Law, President of HKMC, and Mr. Frankie Kwan, Vice President of HKMC, gave the welcoming speeches to start off the night. The atmosphere of the dinner reached its climax when the lucky draw and games were held. And all the lucky fellows grinned with delight. Filled with joy and laughter, it was such an enjoyable night and a perfect chance to build network with members from various professions.



中心副會長陳顯文先生致送抽獎禮品予得獎幸運兒
Mr. Alfred Chan, Vice President of HKMC, presented the lucky draw gift to the prize winner



中心副會長關衛擎先生致送抽獎禮品予得獎幸運兒
Mr. Frankie Kwan, Vice President of HKMC, presented the lucky draw gift to the prize winner



會員聯歡晚宴之大合照
Group photo of the Members Gathering Night

會員分享小組 MEMBER SHARING GROUP

鑒於會員反應熱烈，中心於2015年11月12日再次舉辦會員分享小組，吸引了25名會員出席，中心會長羅偉雄先生也抽空出席此次盛會。他向參加者簡述了中心未來的發展方向，包括於去年12月成立之「內地-香港聯合調解中心」。分享小組為會員提供了一個絕佳的交流平台，讓他們互相交流、分享調解經驗。會員反應積極，一同度過了愉快的一晚。

Given the enthusiastic responses from members in the past, HKMC once again hosted a member sharing group on 12 November 2015, attracting 25 members to participate. Mr. Francis Law, President of HKMC, showed up in this exciting occasion and introduced participants to the future development direction of the Centre, including the CCPIT-HKMC Joint Mediation Center launched last December. The sharing group had offered members a perfect platform to exchange and share mediation experience. With positive feedbacks, the participants spent a cheerful evening together.



中心會長羅偉雄先生向一眾會員介紹剛於去年成立的「內地-香港聯合調解中心」

Mr. Francis Law, President of HKMC, introduced the newly established CCPIT-HKMC Joint Mediation Center to our members

2015會員周年大會 ANNUAL GENERAL MEETING 2015

新一屆的中心會員周年大會已於2015年11月22日圓滿舉行。除各理事和會員的參與外，大會亦十分榮幸邀請了中心的會務顧問陳炳煥律師，SBS, JP及法律顧問崔浩然大律師作為理事選舉環節的監票嘉賓。

大會由中心秘書長黃欣女士主持，另分別由中心會長羅偉雄先生及中心名譽司庫譚盛標先生報告2014-2015年度的會務和財政狀況。此外，隨著2015-16年度的理事選舉環節結束，新一屆的理事會成員亦已順利誕生。中心希望各位會員繼續支持會務發展，共同推動調解服務。

The Annual General Meeting was held successfully on 22 November 2015. Besides the keen participation from Council Members and members alike, it was the Centre's honour to have Mr. Chan Bing Woon, SBS, JP, Consultant of HKMC, and Mr. Chui Ho Yin, Legal Consultant of HKMC, as guests to scrutinize the balloting process of the election of Council Members.

The meeting was hosted by Ms. Amy Wong, Secretary General of HKMC. Mr. Francis Law, President of HKMC, and Mr. Darren Tam, Honorary Treasurer of HKMC, reported major activities and financial status of HKMC in the past year respectively. Following the election of HKMC Council Members for the year 2015-2016, a new group of Council Members were appointed. HKMC wishes that all members will continue supporting the Centre's endeavours and strive to push forward mediation services.



中心會長羅偉雄先生(前排右三)、會務顧問陳炳煥律師(前排左三)、法律顧問崔浩然大律師(前排左一)與眾理事等成員於會員周年大會後進行大合照
Mr. Francis Law, President of HKMC (front row, third right), Mr. Chan Bing Woon, Consultant of HKMC (front row, third left), Mr. Chui Ho Yin, Legal Consultant of HKMC (front row, first left) and other Council Members posed for a group photo after the Annual General Meeting



中心會長羅偉雄先生及中心名譽司庫譚盛標先生向會員報告2014-15年度財務報告
Mr. Francis Law, President of HKMC, and Mr. Darren Tam, Honorary Treasurer of HKMC, were reporting the financial report of HKMC for the year of 2014 - 2015

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

中心一向致力推動調解的發展，並為會員締造各種實習及服務機會。於2015年10月至11月期間，中心委派了數名調解員參與第118屆中國進出口商品交易會(簡稱廣交會)中的義務調解服務計劃，聯合深圳國際仲裁院之調解員於廣交會投訴站中為各國商人解答調解有關疑難及調解多項的國際商貿爭議。

這是香港首次由主要的調解機構派出調解員到內地直接參與涉及大型國際商貿爭議的調解服務計劃。憑藉香港調解員於處理國際商貿爭議的經驗和視野，以及他們所具備的語言能力等優勢，大大提升是次計劃的成效。中心調解員的專業精神和卓越表現，分別獲得主辦與協辦機構及商企代表的讚賞。此外，會員透過是次機會從而獲得處理多項國際商貿爭議的難能可貴經驗，並同時增進與內地調解員和法律人員的交流。

It has always been HKMC's mission to foster development of mediation, along with providing various practice and service opportunities for our members. In October and November 2015, HKMC sent out several mediators to take part in the 118th China Import and Export Fair's (Canton Fair) Pro Bono Mediation Service Scheme. Both mediators from HKMC and Shenzhen Court of International Arbitration jointly replied to mediation inquiries from overseas businessmen as well as mediated a number of international trade disputes during the fair.

This marked the first time where local mediators were deployed by a major mediation institution to directly take part in a Mainland mediation scheme in relation to large-scale international trade disputes. Regarding mediation experience, vision in dealing with international trade disputes as well as language proficiency of Hong Kong mediators, their presence undoubtedly contributed to the success of the scheme. The outstanding performance of the mediators was also recognized by the host organization and others corporate representatives. In addition, thanks to this opportunity, members could acquire experiences in dealing with international trade disputes and strengthen the ties with fellow Mainland mediators and legal professionals as well.



本中心調解員與深圳國際仲裁院調解員代表之大合照
Group photo of mediators from both Hong Kong Mediation Centre and Shenzhen Court of International Arbitration

宣傳及推廣 PUBLICITY AND PROMOTION

展覽 EXHIBITIONS

2016 香港貿易發展局教育及職業博覽 HONG KONG TRADE DEVELOPMENT COUNCIL EDUCATION & CAREERS EXPO 2016

中心於2016年1月28至31日參展了由香港貿易發展局舉辦的2016教育及職業博覽，旨在向在場人士推廣由本中心主辦或與其他大專院校及專業團體合辦的40小時綜合調解員培訓課程及其他調解相關課程，並設有即場報名服務及免費調解諮詢。今年攤位參觀人數有明顯的增加，達550人次，反應更趨熱烈。展覽期間中心亦於1月30日舉辦了免費講座，由中心副會長陳顯文先生擔任主講嘉賓，以「善用調解助你發展事業」為題，分享於職場上善用調解的經驗和心得，啟發在場人士對調解課程的興趣和探究。

Hong Kong Mediation Centre took part in Hong Kong Trade Development Council Education & Careers Expo 2016, aspiring to promote the Centre's 40-hour General Mediator Training Course and other mediation-related courses collaborated with local tertiary institutions to the visitors from all walks of life. On-spot registration and free mediation consultation were also available. The number of visitors witnessed a significant increase, reaching 550 in total, and the promotion received many positive feedbacks. A free talk, "Harnessing the Power of Mediation to Advance your Career", was held on 30 January and was hosted by Mr. Alfred Chan, Vice President of HKMC. He shared his experience and tips in regards to the application of mediation in workplace settings, sparking audiences' interest in mediation.



中心職員及調解大使向有意參加調解課程的參觀者提供詳盡介紹
Staff and Mediation Ambassadors of HKMC explained details of mediation-related courses to interested parties



中心副會長陳顯文先生向在場聽眾發表演說
Mr. Alfred Chan, Vice President of HKMC, spoke in the expo

調解展覽 MEDIATION ROADSHOW

為加強社會大眾對調解之認識，本中心於2015年9月12日在將軍澳廣場舉辦了調解展覽，將調解教育及推廣帶進社區。是次調解展覽由中心會員擔任社區調解大使，負責向市民派發中心宣傳單張和紀念品、解答有關調解之查詢及進行問卷調查。在各會員的踴躍參與下，此次的調解展覽得以順利完成，相信可以喚起市民對調解的關注及增加他們對中心的認識。

In an effort to strengthen the public's comprehension about mediation, HKMC organized a mediation roadshow at Tseung Kwan O Plaza on 12 September 2015 so as to bring mediation education as well as promotion to the local community. Some HKMC's members, being Mediation Ambassadors, were responsible for distributing promotional materials, souvenirs, conducting survey and answering mediation enquiries from the public. Thanks to the members' active participation, the roadshow was completed smoothly and successfully. It is believed that this meaningful function would raise the public's awareness towards the mission and vision of HKMC and mediation in general.



中心會員擔任的社區調解大使於中心宣傳攤位前合照
Group photo of Mediation Ambassadors at HKMC's promotional booth



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 BY HOME AFFAIRS DEPARTMENT

為推廣以調解方式處理大廈管理糾紛等事宜及教育市民有關《建築物管理條例》之知識，民政事務處於各區舉辦大廈管理及調解講座，並邀請本中心之代表於2015年8月至11月期間的講座擔任嘉賓講者。這一系列共7次的講座，吸引近300名來自不同社區的人士出席。講者就著調解概念、好處和程序作詳細的介紹，輔以真實個案作深入淺出說明。此外，講者亦向出席人士闡述調解在物業管理的應用，以及民政事務總署「大廈管理義務專業調解服務試驗計劃」之詳情，相信這一連串活動能加深居民對調解及大廈管理的認識。

To promote resolving building management disputes through mediation and raise the public's understanding of the Building Management Ordinance, representatives of HKMC were invited by District Offices of Home Affairs Department to deliver talks on building management and mediation between August and November 2015. Around 300 audiences from various districts attended the series of 7 talks. With the help of role play cases, the speakers articulately elaborated on the concept, advantages and procedures of mediation. In addition, they expounded on the ways mediation could be applied to building management and the Free Mediation Service Pilot Scheme for Building Management of Home Affairs Department, in hopes of deepening the audiences' understanding of mediation and building management.



中心副會長關衛擊先生於南區物業管理進階證書課程擔任講者
Mr. Frankie Kwan, Vice President of HKMC, spoke in Southern District Management Advanced Certificate Course



葵青區民政事務處代表向中心副會長關衛擊先生致送感謝狀
Representative from Kwai Tsing District Office of Home Affairs Department presented a certificate of appreciation to Mr. Frankie Kwan, Vice President of HKMC



葵青區民政事務處代表向講者羅惠兒女士致送感謝狀
Representative from Kwai Tsing District Office of Home Affairs Department presented a certificate of appreciation to Ms. Bibian Lo



北區民政事務處代表向講者英子烈先生致送感謝狀
Representative from North District Office of Home Affairs Department presented a certificate of appreciation to Mr. Daniel Ying



北區民政事務處代表向講者吳偉雄先生致送感謝狀
Representative from North District Office of Home Affairs Department presented a certificate of appreciation to Mr. Henry Ng



九龍城區民政事務處代表向中心副會長陳顯文先生致送感謝狀
Representative from Kowloon City District Office of Home Affairs Department presented a certificate of appreciation to Mr. Alfred Chan, Vice President of HKMC



灣仔民政事務處代表向中心副會長關衛擊先生致送感謝狀
Representative from Wan Chai District Office of Home Affairs Department presented a certificate of appreciation to Mr. Frankie Kwan, Vice President of HKMC



灣仔民政事務處代表向中心副會長陳顯文先生致送感謝狀
Representative from Wan Chai District Office of Home Affairs Department presented a certificate of appreciation to Mr. Alfred Chan, Vice President of HKMC

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

本中心多次獲邀到不同辦學團體舉辦調解課程推廣講座。承蒙香港中文大學專業進修學院邀請，中心調解員暨資深導師周林輝先生於2015年9月19日應邀到學院舉辦講座。另一中心調解員暨導師呂樹添先生則先後在2015年10月6日及12月21日應邀到聖雅各福群會，及在2016年1月9日應邀到嶺南大學持續進修學院擔任嘉賓講者。他們都就著調解的基本概念和程序進行詳細介紹，也討論了香港調解服務的發展以及如何成為專業認可調解員等。活動反應熱烈，共吸引超過100名參加者，相信這些講座皆可以增加市民對調解的認識和興趣。

After years of efforts in promoting mediation, the general public has begun to show more concern over and interest in mediation services. HKMC has been invited frequently by different organizations to hold mediation talks. In the past few months, HKMC was invited to hold mediation talks for the School of Continuing and Professional Studies, The Chinese University of Hong Kong on 19 September 2015. Mr. Kenneth Chow was invited as the guest speaker. Another representative, Mr. Lui Shu Tim, held mediation talks on 6 October and 21 December 2015 for St. James' Settlement and on 9 January 2016 for the Lingnan Institute of Further Education. They introduced the basic concepts and procedures of mediation, development of mediation services in Hong Kong and paths to become a professional accredited mediator. With more than 100 audiences showing up in these talks, it is believed that the public's understanding of mediation would be enhanced, and help further promote mediation practice in the territory.



中心調解員暨導師呂樹添先生於聖雅各福群會擔任嘉賓講者
Mr. Lui Shu Tim, accredited mediator and instructor of HKMC, spoke in a mediation talk held in St. James' Settlement

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

興華耆樂中心 — 調解講座 MEDIATION TALK FOR THE SOCIAL CENTRE FOR THE ELDERLY

為推廣調解到社會各階層，中心應邀於2015年9月7日為興華耆樂中心主講了調解講座，約30名長者參加。講座由中心調解員鄭琴淵女士擔任講者，就調解與家庭及社區關係作出探討。鄭女士簡單介紹了調解的基本概念及如何把調解應用於處理社區及家庭糾紛，以及調解的好處等等。參加者反應積極，均對是次講座感到滿意。

To facilitate mediation promotion in all walks of life, HKMC held a mediation talk for the Social Centre for the Elderly on 7 September 2015, and was well-attended by about 30 elderlies. Ms. Anna Tang was the guest speaker. During the talk, she introduced basic concepts of mediation and elaborated on the linkages between mediation and family and social relationships as well as the advantages of mediation. The participants showed great enthusiasm and all were contented with the talk.



中心調解員鄭琴淵女士向一眾參加者發表演講
Ms. Anna Tang, accredited mediator of HKMC, spoke at the Social Centre for the Elderly

香港撒瑪利亞防止自殺會熱線中心 — 訓練講座 TRAINING TALK FOR THE SAMARITAN BEFRIENDERS HONG KONG HOTLINE CENTRE

中心於2015年10月8日獲邀到香港撒瑪利亞防止自殺會熱線中心舉辦訓練講座，約40名義工參加。當天由中心會長羅偉雄先生主講，簡介了調解概念、知識及技巧，及就如何運用調解知識及技巧於熱線服務進行深入探討。羅會長也分享了一些調解個案的經驗。經過是次訓練，相信各參加者在未來都能應用調解於他們的服務中，繼續幫助更多有需要的人，造福社會。

HKMC was invited to hold a training talk for the Samaritan Befrienders Hong Kong Hotline Centre on 8 October 2015, attracting around 40 volunteers to join the training session. President of HKMC, Mr. Francis Law, was the guest speaker. During the talk, he introduced the basic concepts and skills of mediation, and talked in detail about application of mediation knowledge and skills in the hotline service. Mr. Law also shared his personal experience on handling mediation cases. After the training, volunteers would be able to apply mediation into their hotline service by applying what they had learnt in their meaningful work, continuing to assist people in need and contribute to the society.



香港撒瑪利亞防止自殺會熱線中心代表致送感謝狀予中心會長羅偉雄先生
Representative from the Samaritan Befrienders Hong Kong Hotline Centre presented a certificate of appreciation to Mr. Francis Law, President of HKMC

專業團體講座 TALKS FOR PROFESSIONAL BODIES

於去年9月至12月期間，中心獲邀到不同中港專業團體作演講，積極向兩地社會各界推廣調解的好處及優勢。承蒙聯合調解專線辦事處邀請，中心會長羅偉雄先生為其進階調解技能工作坊演說，教授處理跨境紛爭的技巧。他同時獲邀於香港城市大學法律學院所舉辦的兩岸四地法律研討會上，講解“一帶一路”戰略下跨境投資貿易爭議解決服務。

內地方面，以「多元化糾紛解決機制及香港國際調解在一帶一路中的機遇」為題，中心會長羅偉雄先生亦應邀到青島為中國貿促會調解中心調解員培訓會擔任嘉賓講者。此外，他亦應邀出席深圳市律師協會的講座，闡述多元化糾紛解決機制下國際調解的重要性。

From September to December 2015, HKMC was invited to deliver speeches to a number of professional organizations in both Hong Kong and the Mainland, proactively promoting the advantages of mediation to different regions. Due to the friendly invitation from the Joint Mediation Helpline Office, Mr. Francis Law, President of HKMC, spoke in its Advanced Mediation Skill Workshop, elaborating on the skills of handling cross-border disputes. He was also invited by the School of Law of the City University of Hong Kong to take part in its “Two Shores, Four Places Legal Conference”, giving a speech on the cross-border investment and trade dispute resolution services under the influence of “One Belt, One Road” initiative.

Across the boundary, Mr. Francis Law, President of HKMC, was invited to be a guest speaker at the China Council for the Promotion of International Trade Mediation Center Mediator Training Conference in Qingdao, with a specific focus on “the diverse dispute resolution mechanisms and the prospect of Hong Kong’s international mediation under the ‘One Belt, One Road’ initiative.” Moreover, he was invited to give a speech in a talk hosted by Shenzhen Lawyers Association, affirming the vital importance of international mediation under diverse dispute resolution mechanisms.



中心會長羅偉雄先生於中國貿促會調解中心調解員培訓會發表演說
Mr. Francis Law, President of HKMC, delivered a speech at a Mediator Training Conference held by the China Council for the Promotion of International Trade Mediation Center



中心會長羅偉雄先生於深圳市律師協會發表演說
Mr. Francis Law, President of HKMC, delivered a speech in a talk hosted by Shenzhen Lawyers Association



中心會長羅偉雄先生於香港城市大學法律學院所舉辦的兩岸四地法律研討會上發表演說
Mr. Francis Law, President of HKMC, delivered a speech at “Two Shores, Four Places Legal Conference” held by School of Law of the City University of Hong Kong

汕頭大學法學院 — 調解專題講座 MEDIATION TALK FOR LAW SCHOOL OF THE SHANTOU UNIVERSITY

汕頭大學法學院的一眾師生於2016年1月26日到訪本中心，中心特設調解專題講座，為他們介紹調解在香港的發展及於去年12月成立之「內地-香港聯合調解中心」。當日由中心會長羅偉雄先生及秘書長黃欣女士擔任講者。兩人講解了調解的基本概念，以及內地和香港調解機制的異同之處。此外，他們更簡介了「內地-香港聯合調解中心」所提供的調解服務和培訓與其在解決跨境商業爭議上的獨特優勢。學生們反應熱烈，對調解大感興趣，積極向講者提問。



中心會長羅偉雄先生與中心秘書長黃欣女士與一眾汕頭大學法學院師生合照
Mr. Francis Law, President of HKMC and Ms. Amy Wong, General Secretary of HKMC, posed for a photo with guests from the Law School of Shantou University

As delegation from the Law School of Shantou University paid a visit to HKMC on 26 January 2016, a mediation talk was held for them, introducing the development of mediation practices in Hong Kong and the newly launched CCPIT-HKMC Joint Mediation Center in last December. The talk was delivered by Mr. Francis Law, President of HKMC, and Ms. Amy Wong, Secretary General of HKMC. They explained the concept of mediation as well as compared and contrasted the mediation mechanisms between Hong Kong and the Mainland. In addition, the speakers briefly presented the CCPIT-HKMC Joint Mediation Center’s scope of services and trainings, while emphasizing on its unique advantage in resolving cross-border commercial disputes as well. Students were enthralled by the talk’s topics and the Q & A session that followed was met with enthusiastic responses.

香港專業教育學院(青衣分校) — 調解講座 MEDIATION TALK FOR IVE (TSING YI SCHOOL)

有見去年舉辦之講座獲得熱烈支持，香港專業教育學院(青衣分校)再次邀請中心於2016年2月3日到其院校舉辦了調解講座，由中心調解員暨導師呂樹添先生擔任主講嘉賓。講座內容主要介紹調解的基本概念和程序、香港調解服務的發展以及如何成為專業認可調解員等等。參加者反應積極，對調解大感興趣，於問答環節積極向講者提問。

In light of the overwhelming responses last year, Tsing Yi School of Hong Kong Institute of Vocational Education (IVE) once again invited HKMC to hold a mediation talk at its campus on 3 February 2016, with Mr. Lui Shu Tim, accredited mediator and instructor of HKMC, being the guest speaker. The talk covered a brief introduction of mediation concepts and procedures, the development of local mediation services and the path to become a professional accredited mediator. Participants responded favourably and their keen interest in mediation contributed to a lively questioning session following the talk.



香港專業教育學院代表向中心調解員暨導師呂樹添先生致送紀念品
Representative from IVE (Tsing Yi School) presented a souvenir to Mr. Lui Shu Tim, accredited mediator and instructor of HKMC

教育 EDUCATION

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

中心一直銳意推廣調解為一種有效的另類解決爭議方法，並積極推動專業調解員的培訓。因此，中心一直與各辦學團體合作，舉辦40小時的綜合調解員培訓課程。於2015年8月至2016年2月期間，中心共開辦了10班綜合調解員培訓課程，吸引近300人報讀。本課程主要教授調解概念、程序、技巧及相關的法律知識，使學員能更掌握各類調解技巧以成為專業調解員。此外，課程也有助提升學員個人溝通能力及改善人際相處技巧。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，鼓勵參加者將調解技巧應用在職場上。

HKMC is always a strong advocate of promoting mediation as an effective alternative to resolve disputes and positively spearheads the training of professional mediators. Therefore, HKMC has always collaborated with different educational organizations to hold 40-hour General Mediator Training Course. From August 2015 to February 2016, HKMC held 10 classes of General Mediator Training Course, attracting around 300 students. The course mainly details the concept of mediation, mediation procedures, mediation skills and some relevant legal knowledge, aiming to equip students with the mediation skills and to become a professional mediators. In addition, the course can equip students with better communication and interpersonal skills. HKMC also holds various corporate training courses for different organizations, such as governmental departments and tertiary institutions, to inspire people to apply mediation skills on corporate settings.



三名調解員即場演出模擬個案，為學員作示範
Three mediators were performing a role play case as live demonstration for students



學員分組參與模擬個案練習
Students split into groups for the role play case practice

廣告宣傳 PUBLICITY

為了加強推廣中心的專業形象，本中心於去年8月至9月期間在巴士再次刊登宣傳廣告，以及印製用於宣傳活動上派發設計精美的文件夾和記事本。我們希望透過這些形象推廣工作，讓更多市民及地區團體認識中心的專業服務和調解員的專業性，藉以普及調解。另外，為宣傳本中心的40小時綜合調解員培訓課程，中心特別在雜誌刊登相關廣告，希望藉此將課程推廣給有志成為專業調解員的各界人士。

For the sake of enhancing HKMC's professional image, the Centre has advertised on buses and printed some promotional folders and notepads from last August to September. Through these image promotions, we hope to make more citizens and regional organizations aware of HKMC's professional services and our mediators' professionalism, in a bid to popularize mediation. On top of that, for promoting the centre's 40-hour General Mediator Training Course, the Centre specifically published relevant advertisements on magazine. It is believed that it could help promote the course to people who are interested in working as professional mediators.



印有中心標語的巴士廣告
Bus advertisement of HKMC with its slogan



印有中心標誌的記事本
A notepad with HKMC's logo



印有中心標誌的文件夾
A folder with HKMC's logo

本課程為調評會所認可

綜合調解員培訓課程

提早報名優惠
由即日起至9月18日報讀此課程，
可享HK\$1,000學費減免

香港和解中心
Hong Kong Mediation Centre

現正接受報名

◆ 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，使學員有效掌握各類調解技巧，成為專業調解員。學員亦可透過此課程提升個人溝通能力、改善人際相處技巧，及有效運用不同的調解技巧處理日常生活及工作上的爭議和衝突。

◆ 對象
● 有志成為專業調解員或 ● 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政府認可為慈善機構的專業調解組織，與香港大律師公會、香港律師會及香港國際仲裁中心創辦香港調解資歷評審協會有限公司(“調評會”)，致力制定調解員資歷及調解課程的評審機制，提高業界的專業水準及認受性，為業界權威。

教學質素保證：本中心擁15年舉辦此課程經驗，與多所大專院校及專業團體合辦超過100個調解員培訓課程，提供導師及教材，已培訓超過10,000名調解學員，屢獲口碑。本中心所有課程導師及指導員均獲調評會認可，教學經驗豐富。

持續專業發展：本中心致力為所有「專業調解會員」提供一系列持續專業發展機會及平台，為會員轉介調解個案、提供各項活動資訊及持續進修培訓。另外，凡完成修讀此課程者，可申請成為本中心的「普通會員」，並獲首年會費豁免，以獲取全面的專業進修及行業發展資訊。

◆ 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 聖雅各福群會 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 C22
 日期：2015年11月7、14、21、28日及
 12月5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：HK\$13,000 (於9月18日或之前報名，可享HK\$1,000學費減免)
 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：2015年10月30日

其他課程詳情，可與本中心聯絡。 ☎ 2866 1800 / 3974 5481 www.mediationcentre.org.hk
 📠 2866 1299 admin@mediationcentre.org.hk

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

媒體訪問 MEDIA INTERVIEWS

在過去半年間，中心接受了不同形式的傳媒訪問，包括電台節目及報章報導，向公眾介紹中心服務和調解在本港的發展。承蒙基督教香港信義會的邀請，中心會長羅偉雄先生接受其刊物「信念」專訪，講解調解員如何協助爭議各方排解紛爭並重建關係。其後，他亦接受香港電台的邀請，於節目《各式其職》及《小智慧研究所》內向聽眾介紹調解員的角色和責任。鑒於「內地-香港聯合調解中心」剛於去年12月成立，羅偉雄先生亦於東方日報的訪問中談及跨境調解服務的機遇，以及本中心綜合調解員培訓課程的獨特優勢。就本港調解行業的前景，中心秘書長黃欣女士也應求職廣場的邀請，簡述調解業的最新發展動向。

Over the last six months, HKMC had accepted a wide range of media interviews, ranging from interviews from radio programme to local newspapers. They were intended to draw the public's attention to the services of the Centre and mediation development in Hong Kong. In light of the invitation from the Evangelical Lutheran Church of Hong Kong, Mr. Francis Law, President of HKMC, agreed to be interviewed by their newsletter, detailing how mediators could help resolve disputes and rebuild relationships. In addition, he also accepted to be featured in a RTHK's programme and took the opportunity to give audiences an introduction to the roles and responsibilities of mediators. In regards to the fact that the CCPIT-HKMC Joint Mediation Center was launched last December, Mr. Francis Law talked to Oriental Daily about its promising prospect of fostering cross-border mediation services and the unique advantages of the Centre's General Mediator Training Course. Ms. Amy Wong, Secretary General of HKMC, accepted an interview from Recruit as well. She concisely commented on the latest developments of the mediation field and its prospect.



中心會長羅偉雄先生與香港電台節目主持人辛巧琪小姐合照。
Mr. Francis Law, President of HKMC, took a photo with Ms. Binky Sun, host of the radio programme.

Feature

採訪：撰文：Mak Mak / 攝影：吳巧靈 / 部分圖片提供：香港調解中心

調解員助排解糾紛 重建關係

常說「以和為貴」，一怒怨氣既可以令家庭四分五裂，十幾年來不相往還，也可以令商業老拍檔花上數百萬元訟費對簿公堂後，最終還是一拍兩散，而調解法與調解員之應運而生，不僅有助儘快排解糾紛，有時候還能讓雙方重建關係。

調解合作五項原則

1. 羅偉雄認為，調解的最大好處是維持雙方關係，避免商業關係破裂。
2. 羅偉雄代表香港調解中心，出席國際律師調解合作聯盟的儀式。

香港調解中心會長及資深調解員羅偉雄表示，調解是透過獨立的第三者採用有規範的形式，為有爭議的雙方及已受到破壞的關係重新建立溝通，令大家明白對方的理念，然後在對等的情况下做一談話，訂出大家可接受的方式及方案，並達成有法律效力的經調解後的和解協議。

調解不論輸贏，不帶對錯

他指出，調解志在解決紛爭，不講對錯，也不像仲裁有贏輸之分，好處是有彈性、快速及費用相對廉宜，調解過程及內容保密，當事人也有機會重建關係。

間別在香港這個高度商業化的社會中，調解個案是否多來自商業範疇，羅偉雄回應，最多出現爭議及需要處理的其實是社區爭議，當中包括有關鄰舍、租務、學校、家庭、樓宇及大廈管理等等不同類型的糾紛。

他指出，社區爭議較商業糾紛更難處理，特別是涉及家庭和感情的爭執，對市民或個人的影響也最大，因為商業爭議多時只是利益的分配，金額大小無大分別，但社區爭議往往最能牽動當事人，所以訓練調解員處理社區爭議更需時需要額外培訓。

為推動社區認識調解及讓廣大市民有機會以調解處理遇到的糾紛，香港調解中心亦有為建爭金額不多的港幣100萬元的糾紛提供義務社區調解服務，包括委派調解員、會前準備和安排場地等。

社會及中港矛盾日多

羅偉雄表示，除了社區層面日見增多，香港調解服務近年發展的另一個新趨勢，是回歸後中港關係更為緊密，港

香港中港調解合作簽約儀式

3. 深港中港調解合作簽約及調解專家會議，雙方代表出席。
4. 羅偉雄是首位成功以普通話調解配合中港仲裁，處理兩地商業爭議的調解專家。
5. 香港調解中心會長的公眾活動。

人北上投資、居住和置業的，以及內地人來港居住和置業的，兩地法制不同，加上文化差異，帶來的歧視問題和社會矛盾，所以需要調解的情況也愈來愈多。

羅偉雄表示，調解製造一個封閉環境讓爭議雙方冷靜地看需要及利益所在，而調解員的最大角色在於帶動雙方理性看事情及在公平對等的環境下互相交換意見。

過去曾為逾千位專業人士提供有關衝突處理、談判、職場調解技巧等培訓的羅偉雄指出，要成為一個認可的調解員，首先要完成40小時最基本的綜合調解員培訓，然後通過香港調解資深評審協會有限公司(調評會)統籌的實際評估，在考試合格後才能成為認可調解員，而已獲得認可的調解員可透過參與調解技巧研習班及持續專業發展計劃，有系統地向資深及專業調解員的方向發展。

調解員最重要品德與助人熱誠

他指出，一個出色的調解員，應具備高分析力及良好溝通技巧，懂得尊重不同人有不同看法和價值觀，而最重要的是要有良好品德及助人熱誠。他解釋，調解員要做到獨立及沒有私心，更不能明知調解無望仍刻意延長過程，因此學只會對當事人造成更大傷害。

他又補充，調解員講求平衡思維，不能介入自己的感情或價值觀，更不可將日常工作模式帶入調解之中。他笑言，學習調解以法言最難，律師要學習也不容易，以法言為例，其日常工作主要是審判對錯，但調解是要解決問題，不看對錯，所以他們學習調解時首先學習從日常工作及判斷方式中抽離。

至於調解員的學歷方面，羅偉雄表示，中心建議調解員一般要有大專學

歷，另須有三年或以上工作經驗，以確保有一定的人生閱歷。中心在收到調解服務的要求時，會按個案的特性向當事人轉介三名人士作選擇，而他們建議認可調解員的收費為每小時港幣1,000至3,000元，唯中港個案收費較高，有時會高達每小時港幣8,000至8,000元，通常一個調解會議會用四五小時，另會前閱讀及預備文件兩至三小時。

羅偉雄子女爭產 感受家人角色

羅偉雄回想自己參與調解服務工作至今，讓他十分難忘的其中兩個個案，其中一個是家庭糾紛，四個子女為爭遺產(一個樓宇單位)及供養母親的責任，十多年來互相不說不談，夾在中間的80歲母親不但左右做人難，還要被一逼「後生」逼出來做證。幸好經調解後眾子女同意一起供養母親，一家人在當日調解會議後，十多年來第一次再度坐下一起吃飯。他說，處理個案的過程中，充分感受到家人關係之間的压力及溝通的無奈，最後完成個案，看到婆婆開心，自己也很感動。

另一個個案是涉及超過五萬元人民幣，幾個朋友合夥在內地投資失利後衍生的商業爭議，羅偉雄透過結合調解和仲裁的方式去協助他們，結果這幾位產點對簿公堂的朋友，在等待仲裁的過程中已可以「傾番傾」及互相傾訴。

他說，最開心是看到已破裂的關係在通過自己的調解後得以修復，這是金錢買不到的滿足感。

中心會長羅偉雄先生接受「信念」雜誌專訪，相關訪問已刊登於「信念」十月號內
Mr. Francis Law, President of HKMC, was interviewed by the Evangelical Lutheran Church of Hong Kong's newsletter and the feature was published in the newsletter's October issue

COVER STORY

增值轉型 開展第二事業

有人說，三、四十歲的處於人生的職業階段，儘管已經工作多年，甚至身兼管理職，總免不了陷入事業瓶頸的尷尬處境，明明尋求更大突破，卻為高位所困，事業發展停滯不前；或發現自己不適合在該領域上工作，儘管機會已現，失去這個職位的遺憾，其實，三、四十年職涯，既斷了專業上的積澱，又耗盡了穩定的經濟基礎，與其坐以待斃，不如勇於行動，找尋一條新路。今期《JobMarket》重點探討調解、策劃、品牌及珠寶鑑定等熱門轉職選擇，幫助有專業經驗的上班族找尋轉行目標，化興趣為事業，在職場重創出發。

掌握營養資訊 迎合龐大商機

有人說，2015年以來，健康養生產業興起，為了讓國人更了解、更多人接受健康理念，專業營養師、健身教練、有機食品代理商等紛紛湧現，市場需求量大增。專業營養師培訓課程，不僅為有志人士提供專業知識，更成為許多人轉行的選擇。課程內容包括：營養學概論、食品營養學、食品衛生學、食品檢驗學、食品法規等。課程由資深營養師主講，內容豐富，適合不同背景人士參加。課程結束後，學員可獲得專業證書，為轉行做好準備。

挾專業知識 成行業調解員

不少專業人士在職涯中，累積了豐富的專業知識和經驗，但隨著行業發展，他們發現自己不再適合在該領域上工作。調解員行業是一個新興行業，需要專業知識和經驗。調解員的工作是幫助雙方達成協議，解決糾紛。調解員需要具備良好的溝通能力、談判技巧和專業知識。調解員的行業前景看好，隨著社會發展，糾紛解決的需求日益增加。調解員可以通過專業培訓獲得相關證書，為轉行做好準備。

倡議調解 尋求共識

調解是一種解決糾紛的方式，通過雙方協商達成協議。調解員在解決糾紛中扮演著重要的角色。調解員需要具備良好的溝通能力、談判技巧和專業知識。調解員的行業前景看好，隨著社會發展，糾紛解決的需求日益增加。調解員可以通過專業培訓獲得相關證書，為轉行做好準備。

中心秘書長黃欣女士獲聘職場邀請介紹調解行業，相關內容已於2015年10月30日刊登
Ms. Amy Wong, Secretary General of HKMC, was invited to be interviewed by the Job Market in its 30 October 2015 issue

2015.12.23 星期三

Merry Xmas & Happy New Year!

東方日報

中港兩地交往日趨頻繁，家庭、金錢及商業爭端也隨之增加。

課程着重調解技巧應用，學員可以角色扮演、小組討論來學習不同個案的處理方式。

調解紛爭 保障中港事業

中港兩地交往頻繁，商業、民事糾紛自然隨之增加，除了訴諸法律，專業調解是近年備受推廣的解決問題方法。今月初，專門調停兩地糾紛的「內地—香港聯合調解中心」正式成立，是本港首個由兩地主要調解機構合作而設立的聯合調解中心，有助推動行業的發展。亦有機構特別調整相關課程內容，以加強學員對跨境爭議的認知，助其掌握先機。

撰文：列淑華 部分攝影：陳世昌 部分相片：由受訪機構提供

發展機會大增

由於中港法律制度不同，香港人以前在內地與個人或機構發生爭端時，保障較少；而現時內地與香港，甚至世界各地的商業活動趨趨頻密，商業糾紛亦有增無減。調解行業在香港已發展數年，運作遵循國際制度，雖然調解員不能就爭議作裁決，但能協助爭端雙方達成協議，免卻事事鬧上法庭。香港和解中心註冊調解員兼資深導師羅偉雄表示，香港的調解員調解人與內地個人、企業的糾紛，或內地企業與外國公司的商業糾紛，會有一定的公信力。

他續指，內地的調解服務暫時沒有一個全面的審核及培訓制度，因而聯合調解中心的成立，令本港的專業調解員可提供跨境服務之餘，未來亦可協助內地培訓相關人才，發展機會和潛力大增。但在發展相關業務之前，從業員要掌握內地的司法制度及相關條例，才能助人自助。

加入國際元素

由聖雅各福群會延續教育中心及香港和解中心合辦的「綜合調解員培訓課程」，為期5天，是本地最受歡迎的調解課程之一。課程5天全日上課，主要介紹全套完整的和解程序和技巧，例如談判、重組、消除分歧、提問及溝通技巧。兼任該課程導師的羅偉雄表示，課程經過重新整合，在內容的設計上會加強跨境調解服務的基本知識，讓學員認識內地的司法改革及相關的政策。因中港法制差異，香港現時的和解協議及其他有關的文件只適用於本港。他指出：「假如內地機構或人士不遵從協議，我們將會提出國際訴訟，根據《承認和執行外國仲裁裁決公約》（又名《紐約公約》）解決問題，因為包括中國在內的150多個締約國均須接受裁決，因此課程也會加入這些重要的國際元素。」

着重技巧應用

聖雅各福群會延續教育中心經理劉遠章表示：「課程着重深入的和解技巧分析，學員會學習如何有系統地安排及引導當事人，了解問題癥結所在。」因此導師會安排大部分課堂時間進行和解技巧實習，讓學員透過小組討論、角色扮演，以及通過處理議題解決日常生活遇到的爭議和衝突，以提升相關應用技能。

找到爭議雙方的問題所在，並想到解決的辦法，之後就要着手準備草擬相關協議、合約等。配合這方面的應用，課程會教授和解合約的基本概念、經調解的和解協議、文件草擬技巧、調解守則和條例，以及調解員專業守則及操守等。

修畢課程後，學員可獲得聖雅各福群會、香港和解中心聯合頒發的「綜合調解員培訓證書」，亦可自行報考由香港調解質評審協會有限公司統籌的相關資歷評核。考成功通過評核後，可申請成為該會的「綜合調解員」，以便發展事業。

課程資料

課程名稱：綜合調解員培訓課程
舉辦機構：聖雅各福群會延續教育中心
收生要求：大專或以上（其他學歷申請人士須通過面試）
開課日期：2016年1月3日
學費：\$13,000（分兩期）

12月初成立的「內地—香港聯合調解中心」由中國國際貿易促進委員會及香港和解中心設立。

中心會長羅偉雄先生接受東方日報專訪，報導已刊登於2015年12月23日
Mr. Francis Law, President of HKMC, accepted to be interviewed by the Oriental Daily and the story was published on 23 December 2015

對外聯繫 COLLABORATION

中心一直與其他業界友好機構保持緊密聯繫，於過去數月中心會長羅偉雄先生率領代表團到訪中港兩地不同機構。

本地方面，中心代表團到訪了香港投資推廣署及中國國際經濟貿易仲裁委員會香港仲裁中心。而內地及澳門方面，中心代表團則先後到訪了中國國際經濟貿易仲裁委員會之廣東辦事處、澳門科技大學、澳門大學及澳門世界貿易中心仲裁中心等，各方就調解的發展互相交流，並商討可行的合作方案。

國際方面，經政府新聞處的安排下，海牙常設仲裁法院秘書長Hugo Hans Siblesz 先生亦於去年年底到訪本中心，獲中心會長羅偉雄先生及兩位副會長關衛擎先生及陳顯文先生熱情接待，雙方就調解及仲裁於本港以致全球的發展及趨勢交換意見，獲益良多。

HKMC always strives to retain a close relationship with mediation-related organizations. Over the last few months, Mr. Francis Law, President of HKMC, had led delegations to visit organizations within or across the boundary.

Locally, the delegates of HKMC had visited Invest HK and China International Economic and Trade Arbitration Commission (CIETAC) Hong Kong Arbitration Center. In Mainland China and Macau, the delegates made official visits to CIETAC's Guangdong office, Macau University of Science and Technology, University of Macau and World Trade Center Macau Arbitration Center respectively. All parties exchanged views on mediation developments and explored viable possibilities of future collaboration.

In regard to overseas visit, with the help of Information Services Department, Mr. Hugo Hans Siblesz, Secretary General of Permanent Court of Arbitration, the Netherlands, visited HKMC last year. Mr. Francis Law, President of HKMC, and Mr. Frankie Kwan and Mr. Alfred Chan, both Vice Presidents of HKMC, welcomed him amiably. They had a fruitful and rewarding discussion of the local as well as global developments and trends of arbitration and mediation.



海牙常設仲裁法院秘書長Hugo Hans Siblesz 先生(左二)到訪香港和解決中心，由中心會長羅偉雄先生(右二)致送紀念品並留影
Mr. Hugo Hans Siblesz, Secretary General of Permanent Court of Arbitration, the Netherlands (second left), paid a visit to HKMC and Mr. Francis Law, President of HKMC (second right), presented a souvenir to him and took a photo with him



中心會長羅偉雄先生(右二)致送紀念品予中國國際經濟貿易仲裁委員會廣東辦事處副會長羅丙志先生(中)並留影
Mr. Francis Law, President of HKMC (second right), presented a souvenir to Mr. Lo Bing Zhi, Vice President of China International Economic and Trade Arbitration Commission (middle). They and other representatives from both organizations posed for a photo



中心會長羅偉雄先生(右二)向中國國際經濟貿易仲裁委員會香港仲裁中心秘書長王文英博士(左二)致送紀念品並留影
Mr. Francis Law, President of HKMC (second right), presented a souvenir to Dr. Wang Wenying, Secretary General of CIETAC Hong Kong Arbitration Center (second left)



中心會長羅偉雄先生(左二)及副會長關衛擎先生(右一)到訪澳門科技大學並與其代表留影
Mr. Francis Law, President of HKMC (second left), and Mr. Frankie Kwan, Vice President of HKMC (first right), visited Macau University of Science and Technology

專題文章 FEATURE ARTICLE

讀書隨筆：兒童為本 - 離異父母共享親職手冊

最近讀了一本由香港家庭福利會出版，名為「兒童為本-離異父母共享親職手冊」的中文書。它是從一本暢銷的美國書翻譯過來。我讀過原著，覺得不錯。現在想同大家分享的是這冊中文譯本。

原著的兩位作者在美國長期致力於促進、修復與鞏固家庭關係，並且教育公眾有關離婚對兒童成長的影響，以及親職協調對兒童成長期的重要性。兩人對離婚及相關家庭服務具備豐富專業知識，曾為不少家事法律專業人士擔任顧問；並向教育人員、家事法律及心理健康等專業人士提供培訓和顧問服務，在業內備受尊崇。其中蘇珊寶欣女士是教育碩士和註冊婚姻及家庭治療師，而安瑪麗特米尼女士則是教育碩士和註冊專業輔導員。

顧名思義，本手冊是一本工具書。對象是離異的父母，為他們提供了實用的指引，並且幫助他們有效地適應和處理各方面的困難和挑戰。在這220頁的手冊內，列舉了很多個案和練習以供讀者反覆應用。內容深入淺出，容易明白。

本書雖然是寫給離異父母閱讀，但其實對所有夫婦都會有所裨益，可以防患於未然。書中所提供的指引，不論在夫妻關係開始有磨擦，或是關係已轉差但雙方仍想挽救這段婚姻的時候都會適用。如果已經有小朋友的話，亦會希望孩子們成長期間生活會過得好些，而不會在他們脆弱的心靈留下永久的烙印。

對調解員來說，書內所提供的指引，明顯地對家事調解員教導離異父母如何做得更好會有很大的幫助，可以達至「夫妻緣不再、親子情永在」的境界。

但其實書中傳授的技巧亦適用於綜合調解。例如書中強調的「共同目標」和「雙方合作」，就是我們常說的「共通點」。在第88頁及89頁所詳述的「STP-A」方法，是提點當事人面對突發情況時要怎樣應付。當中的字母代表Stop(停一停)、Think(想一想)、Pause(先停頓)，最後才Act(行動)。如果一方不懂應付、引起情緒波動時，調解員可以適當地引領他使用這些方法，避免產生僵局。在第

134頁至136頁和第139頁所引述幾則由「你」字開始的句子，很多都是怪責、指控、要求甚至命令的口吻，這些句子肯定容易燃起戰火，釀成衝突。這個時候、調解員可以利用書中第143頁所舉的例子來做「說話重塑技巧」(reframing)。第138頁則談到可依循三個「P」的指引來確保雙方好好討論。第一個「P」代表「Present」，就是請雙方聚焦討論現在的事情，而不要糾纏於過去發生的事。第二個「P」代表「Problem」，就是請雙方要對事不對人。第三個「P」代表「One Problem」，就是請雙方逐個問題集中討論。至於在第162頁至第169頁所載的「協商7部曲」，則提出當事人可以嘗試依循七個步驟，找出並實行解決問題的最佳方案。每一個步驟除了有指引外，還附以例子和模擬情境以供練習。第一步是「辨識問題」，第二步是「提出並反映意見」，第三步是「合作思考解決方案」，第四步是「選取解決方案」，第五步是「總結(重申何人在何時做何事)」，第六步是「付諸行動」，最後一步是「重新評估」。除了最後的一步外，這些步驟其實與促進式調解都是一模一樣，絕對可以借鏡。

此外，書中亦有教導當事人加強他們溝通技巧的方法。例如在第192頁提到如果會面時沒有預期那麼順利，可以考慮多種做法：就是少說話、多聆聽、保持冷靜、深呼吸，展現樂觀的態度，多以同理心回應和不要以自己為中心。在商事調解方面，本書於第81頁列舉一些生意夥伴間常常採用以鞏固業務關係的技巧，例如：與夥伴朝着共同的目標合作；朝着雙贏的方向做事，而不是以好勝為目的；嘗試使用協商技巧，與夥伴一同解決問題；理智地與夥伴討論細節或需關注的事情；尊重夥伴，並於溝通的時候以禮相待。至於書中第90頁指出與工作夥伴的溝通技巧，亦可以應用於職間調解，其中包括：目標一致，達成合作；竭盡全力，達至雙贏；遇上分歧，有商有量；特定議題，目標明確；彼此尊重，以禮相待以及控制情緒，理性溝通。

整體來說，這不僅是一本離異父母應該閱讀的工具書，也是一本有關調解技巧的實用參考書，值得向所有不論是家事或綜合調解員推薦。

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