

和氣



香港和解中心
Hong Kong Mediation Centre



香港和解中心會員通訊 2012年夏季刊

Hong Kong Mediation Centre Newsletter

Issue Summer 2012

前律政司司長 黃仁龍 表示：「成立香港調解資歷評審協會.....
.....毫無疑問，這將會是香港調解發展的重要里程碑。」

《調解條例草案》 Mediation Bill

調解條例草案已於2012年6月15日獲立法會通過，《調解條例》即將生效

The Mediation Bill had passed through the Legislative Council on 15 June 2012.

The "Mediation Ordinance will comes into effect very soon.



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和氣編輯工作小組

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CM KWOK
Leo YAU Lut-pong

各位會員：

作為中心第一屆透過公開提名和選舉產生的11位理事會委員之一，本人深感責任重大，與其他民選理事充分感受到會員們對中心的關愛及期望。因此我們不敢怠慢，立即分工合作，各司其職，為大家服務。

「和氣」作為會員刊物，為中心與會員之間重要的通訊渠道及獲取資訊的途徑。本人在此感謝全體委員會成員大量的時間付出和努力，才得以完成編輯工作。

現誠意邀請會員細閱及指教，謝謝！



趙家賢議員

香港和解中心
公共關係及會籍事務
委員會主席

Dear Members,

I feel honor and grateful as being one of the elected Council Members in our first open nomination and election for the Council of the HKMC. I and other elected Council Members can deeply feel the care and expectations from you. As it is, we dare not neglect our responsibilities, to work and to serve for you and for the Centre.

The Newsletter 「和氣」, acts like our communicating bridge between HKMC and you. It keeps you posted on the latest news and development of the Centre. I would like to thanks all my committee members for their devotion and effort on this newsletter. Now, you are cordially invited to read in details and interact with us. Thank you.

Andrew CHIU Ka-yin

Chairperson

PR & Membership Committee
Hong Kong Mediation Centre

Committee Chairperson Andrew Chiu (left), President Jango Chan (centre), Vice President Francis Law (right) and PR & Membership Committee Members
委員會主席趙家賢(前左)，會長陳萬成(前中)，副會長羅偉雄(前右)及委員會全體成員

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Dear Members,

It is my honor and pleasure to write to you as the President of the Hong Kong Mediation Centre ("HKMC") elected by the Council on 31 May 2012. The HKMC was established in 1999 and has been committed in the promotion of mediation in Hong Kong. The HKMC is now one of the reputable professional mediation organizations and is widely recognized in Hong Kong, the Mainland and throughout Asia.



I always bear in mind that our success is based on the contributions of members who have shown the highest standard of integrity and professionalism over the years; all past and current council members and volunteers who have devoted their valuable time to run the Centre; and all staff at our secretariat who have been working so hard for members under limited resources. In spite of all these, we are well aware of the numerous challenges ahead of us.

The coming years are full of challenges and proprieties. We are heading for the formation of the Hong Kong Mediation Accreditation Association Limited ("HKMAAL"), welcoming the Mediation Ordinance, preparing for the 3rd Asian Mediation Association Conference 2013 at the third quarter of 2013 and scheduling for the office removal in September 2012.

On 2 April 2012, we accepted, in accordance with the resolution of the Extraordinary General Meeting, the financial implications for the 3rd Asian Mediation Association Conference 2013. The preparatory works for the Conference are in good progress and we have also set up an audit team which is headed by independent members to monitor the budgets and expenses of the whole project.

On 15 June 2012, the Mediation Bill was passed in the LegCo and the legislation of the Mediation Ordinance has completed. This marks an important milestone to the Hong Kong mediation community. Hong Kong is now one of the few places in the world that has a Mediation Law passed. The HKMC should be proud of its contributions to the mediation development in Hong Kong.

Accompanying the Mediation law, the HKMAAL will be set up by the founders including the HKMC, the Law Society of Hong Kong, the Hong Kong Bar Association and the Hong Kong International Arbitration Centre. The drafting of the M&A of HKMAAL is now in progress. We are striving for the eventual grandfathering of all our members by the HKMAAL and are confident that our tireless efforts will witness satisfactory result which we will announce as soon as we learn of it.

President's Message 會長的話

In view of the aforementioned challenges, we shall plan ahead strategically to prepare for the changes and to protect the very interests of our members. To match with the future mediation environment after the formation of HKMAAL and to maintain the continuity of the HKMC thereafter, reviews have been carried out on the content and standard of our training programs and qualification requirement of Instructors and Assessors. The two Vice Presidents, Mr. Kenneth Chow and Mr. Francis Law, have taken the lead to formulate a holistic and strategic plan on the future development of the HKMC. Chairpersons of all relevant committees are also participating wholeheartedly in the planning.

The HKMC continues to seek ways to provide values to our members. To cope with the training needs and mediation services development, we have decided to move to a more spacious premise in a more convenient location for members and the mediation public. The new office we have in mind is located in the Success Commercial Building in Wan Chai district which covers approximately 2300 square feet and will accommodate our secretariat, a training room for 40 participants and several meeting rooms for members to hold conference for mediation services. It is expected that the services of the new office will commence in September 2012. The two vice-presidents and I are now leading a working group to oversee this undertaking.

We need members' support to achieve our goals. Let's join hands to make things happen!

In closing, I would like to take a moment to thank all our members for making this professional centre what it is today. I especially want to thank all the committee chairpersons and members for their hard work and innovation. I encourage you to become active in the many opportunities this Centre is offering, and look forward to the coming months with great anticipation as we continue to lay down a more effective framework from which the HKMC will grow.

Best Regards,



Jango CHAN Man-shing

The President of
the Hong Kong Mediation Centre

香港和解中心剛踏入2012年，越見人才濟濟，新一年亦有一番新氣象。為加強中心跟會員間的互動，及提高會員們對中心的歸屬感，其中11個理事會席位誠邀各會員提名，參選或投票。理事選舉於2月9日舉行。共有78位會員出席。經過公開選舉後，11位理事隨即誕生。在此，十分感謝會員們熱烈的參與及提供意見。

(報導: 陳秋媛)



新當選理事羅偉雄(後排左三)及趙家賢(前排右一)與會員合照

The Hong Kong Mediation Centre (“HKMC”) is growing with wealth of talents when we entered the year of Dragon. The Extraordinary General Meeting (EGM) of the HKMC was held on 9 February 2012 and was attended by 78 penal members. During the EGM, 11 new Council Members were elected through open nominations. We thank all attending members of your enthusiastic participation and comments.

(Report: Fiona Chan Chau-wun)

2011-12年度理事名單：

會長 陳萬成測量師

副會長 周林輝先生
羅偉雄先生

理事

陳少康測量師
趙家賢議員
關衛擎先生
黎同濟先生
林譽政先生
劉關麗賢女士
岑秀成先生
鄧劍崇先生
溫馮月珊女士

監事委員會

鄧智宏測量師
(上屆會長及監事委員會主席/當然理事)

曾炳超工程師
(前會長及監事委員)

梁海明教授/工程師
(創會會長及監事委員/當然理事)

蕭詠儀律師JP
(前會長及監事委員/當然理事)

李偉民律師JP
(前會長及監事委員/當然理事)

The List of 2011-2012 Council Members:

President Mr. CHAN Man Shing, Jango

Vice-Presidents Mr. CHOW Lam Fai, Kenneth
Mr. LAW Wai Hung, Francis

Council Members

Mr. CHAN Siu Hong, Honby
Cllr. CHIU Ka Yin, Andrew
Mr. KWAN Wai King
Mr. LAI Tung Chai
Mr. LAM Yu Ching
Mrs. LAU KWAN Lai Yin, Jane
Mr. SHAM Sau Sing, Andy
Mr. TANG Kim Sung
Mrs. WEN FUNG Yuet Shan, Julia

Board of Governors

Mr. TANG Chi Wang
(Immediate Past President and Chairman of the Board/Ex-officio Council Member)

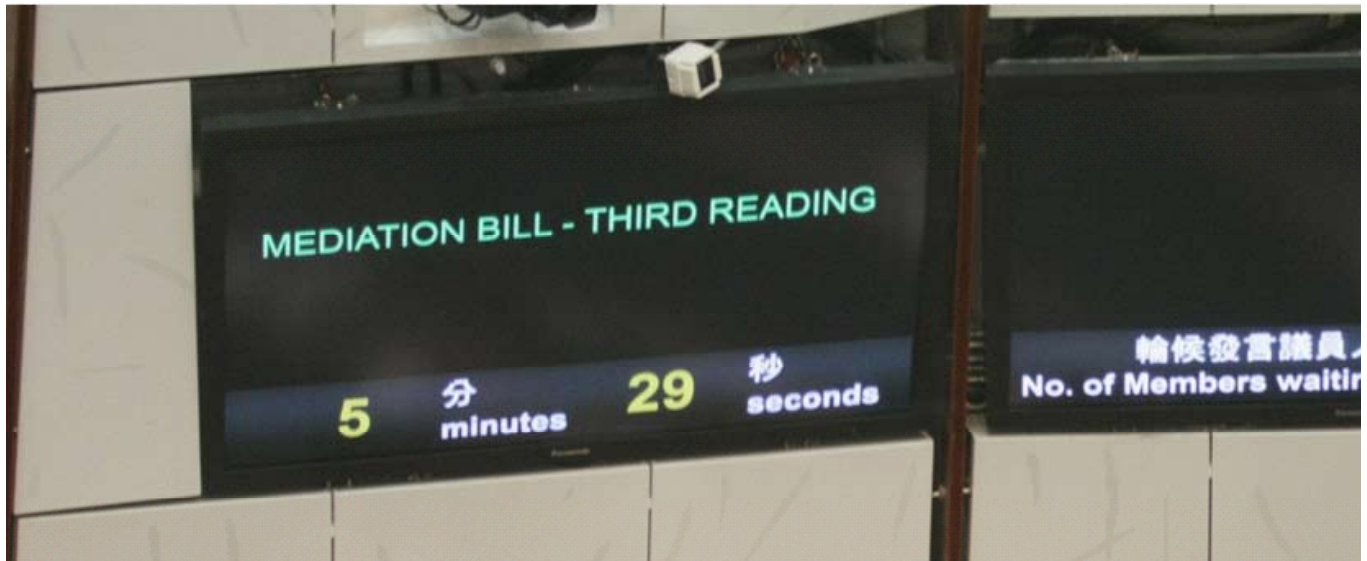
Ir. TSANG Ping Chiu, Paco
(Past President and Governor)

Ir. Prof. LEUNG Hai Ming, Raymond
(Founding President and Governor/Ex-officio Council Member)

Ms. SIU Wing Yee, Sylvia, JP
(Past President and Governor/Ex-officio Council Member)

Mr. LEE Wai Man, Maurice, JP
(Past President and Governor/Ex-officio Council Member)

調解條例草案已於6月15日獲立法會通過，調解條例快將實施。法例的目的是提倡和鼓勵以調解方式去解決爭議及使調解得到保密。



為調解通訊提供法定的保護

在法例生效前，調解通訊的保密性只靠調解服務同意書的保密條款執行。在調解條例生效後，調解通訊的定義是「為調解為目的或在調解過程中而說出的任何說話或任何作為，擬備的任何文件，或提供的任何資料」。法例為和解協議的保密性提供了法定的保障，亦限制了調解通訊作為證據的可接納性。法例強調調解通訊在一般而言是保密的。第8條訂明調解通訊在條例的某些指明的情況下才可在無須法庭的許可下公開。在調解通訊可否作為呈堂證供方面，條例第9條指明該等通訊只可在得到法院許可下才能成為證據。上述條文有助釐清調解通訊在民事法律程序或訴訟中成為證據的限制。法例雖然沒有就違反保密條款訂明制裁，但受屈一方可向專業機構投訴及向法庭尋求民事補救。

調解員的資歷評審

法例定義調解員是一個不偏不倚的個人，他協助爭議各方找出爭議點，探求解決方案，互相溝通及就解決爭議達成協議。法例並沒有就調解員的認可資歷作出規定。法案委員會曾與調解專責小組轄下調解工作小組的主席討論，法案委員會察悉，一個由業界主導的非法定單一調解員資格評審組織，即「香港調解資歷評審協會有限公司」(調評會)，將會成立，負責認可香港調解員的資格。香港和解中心、香港律師會、香港大律師公會及香港國際仲裁中心均是創會會員及可提名1名代表作為調評會理事會的當然理事。調評會將設有多於10名理事，包括四位當然理事。

結語

調解條例強調調解的保密性，為調解通訊提供法定的保障。有了這個法律框架，我們預期調解的應用將會更廣泛。儘管法例沒有提及調解員的資歷評審，由業界主導的非法定單一調解員資格評審組織，調評會將會成立，而香港和解中心將會是創會成員。

(文: 丘律邦)

The Legislative Council supported and passed the Mediation Bill on 15 June 2012, and it will come into effect very soon. The object of this Ordinance is to promote and encourage mediation as a way of dispute resolution and protect the confidential nature of the mediation communications.

Statutory protection to mediation communications

Prior to the enactment of the Mediation Ordinance, the confidentiality of mediation communications was protected by way of private agreement between parties and between mediator and parties, expressed in the confidentiality clause in an Agreement to Mediate. Mediation Ordinance has clearly defined mediation communication to mean anything said or done, any information and documents prepared or provided for the purpose of or in the course of mediation. The Ordinance offers statutory protection in confidentiality which restricts the admissibility of mediation communications in evidence.

The Ordinance emphasized that mediation communications shall generally remain confidential. Section 8 of the Mediation Ordinance specifies the circumstances that mediation communications may be disclosed without the leave of the court. As for admissibility in evidence, section 9 stipulates that mediation communications may be admitted in evidence only with leave of the court. It seems that such a provision helps to clarify the ambit of non-admissibility in the course of litigation and civil proceedings. The statute imposes no sanctions of breaching confidentiality clause, yet civil remedies, namely damages and injunction are available, or the party can file a complaint of breaching confidentiality via professional bodies, if that relates to the conduct of the mediator.

Accreditation of Mediators

The Ordinance defines mediator as an impartial individual who assists the parties to the dispute to identify issues; generate options; communicate with others and reach an agreement regarding the resolution of the dispute. The Ordinance, however, is silent as to how mediator is accredited. The Bills Committee had a discussion with the Chairman of the Mediation Task Force, and they agreed that an industry-led, single non-statutory mediation accreditation body should be set up. Hence, the Hong Kong Mediation Accreditation Association Limited (“HKMAAL”) will be set up to deal with the matters relating to accreditation of mediators. The Hong Kong Mediation Centre, the Hong Kong Bar Association, the Law Society of Hong Kong, and the Hong Kong International Arbitration Centre are the founding members of HKMAAL and each can nominate one ex-officio member as representative. The HKMAAL will consist of not more than 10 council members including 4 ex-officio members.

Conclusion

The Mediation Ordinance reiterates the confidentiality in mediation and it offers a statutory protection to mediation communications. With this legal framework implemented, the application and use of mediation will be further encouraged and developed in Hong Kong. Notwithstanding that the Ordinance is silent as to mediator accreditation, a single, non-statutory accreditation body, HKMAAL is expected to be established in near future, and Hong Kong Mediation Centre will be one of the founding members.

(Text: Leo YAU Lut-pong)

調解為先研討會

由香港國際仲裁中心、律政署及香港調解會聯合主辦的調解為先研討會在2012年5月11-12日在香港會議展覽中心舉行。香港和解中心是研討會的白金贊助人，共有141位會員出席。前律政司司長黃仁龍在致開幕辭時表示正着手成立香港調解資歷評審協會有限公司(調評會)，4間推動本港調解服務發展的主要機構即香港律師會、香港大律師公會、香港國際仲裁中心及香港和解中心將會成為調評會的創會會員，日後調解員只可透過調評會取得認可資格。黃仁龍估計調評會的組織章程大綱及章程細則將於今年內定稿，並在公司註冊處註冊。黃仁龍表示：「毫無疑問，這將會是香港調解發展的重要里程碑」。(報導: 郭志棉)



Mediate First Conference

Mediate First Conference, organized by Hong Kong International Arbitration Centre (“HKIAC”), Department of Justice and The Hong Kong Mediation Council, was held at the Hong Kong Convention and Exhibition Centre on 11 and 12 May 2012. Hong Kong Mediation Centre (“HKMC”) was the Platinum Sponsor to the Conference and 141 panel members attended the Conference. In his opening remarks, the ex-Secretary for Justice, Mr. Wong Yan Lung SC, JP, mentioned four major mediation service providers, namely the Law Society of Hong Kong, the Hong Kong Bar Association, the Hong Kong International Arbitration Centre and the Hong Kong Mediation Centre, would be founding members of the Hong Kong Mediation Accreditation Association Limited (“HKMAAL”), the industry-led single accreditation body. Mr. Wong Yan Lung SC, JP expected that the Memorandum and Articles of Association of the HKMAAL would be finalized and registered at the Companies Registry within this year. “This will no doubt be a major milestone in the development of mediation in Hong Kong.” Mr. Wong added. (Report: CM KWOK)



本會理事趙家賢議員自費出席會議。出席者包括英國CEDR代表，前律師會會長王桂壘JP，聯合調解專線辦事處主席陳炳煥SBS,JP。

第一屆滬港商事調解論壇

第一屆滬港商事調解論壇於2012年3月2日於上海舉行。香港和解中心為大會的支持機構及午餐會贊助人。共有40位來自香港的業界人士參加是次論壇。(報導: 趙家賢)

1st Shanghai-Hong Kong Commercial Mediation Forum

1st Shanghai-Hong Kong Commercial Mediation Forum was held in Shanghai on 3 March 2012. Hong Kong Mediation Centre was one of the conference luncheon sponsors and supporting organizations. 40 members of mediation profession in Hong Kong attended the conference.

(Report: Andrew CHIU Ka-yin)





公共關係及會籍事務委員會在《調解條例草案》通過後籌辦講座，成功邀請律政司副民事法律專員李伯誠先生及本會創會會長梁海明教授為主講嘉賓，令會員可更深入了解法例對會員的影響及將會成立的單一調解員資歷認可機構「香港調解資歷

評審協會有限公司」(調評會)的最新發展。是次講座吸引了超過一百八十位會員參加了。李伯誠先生表示很多海外司法管轄區已經使用調解，立法是為了促進調解的認用。他指出法例並沒有訂明調解必須使用調評會認可的調解員，但調評會有助向市民推廣調解及維持市民對調解的信心。梁海明教授認為調解條例是第一部詳細規管調解通訊的法例，是調解事業發展的里程碑。會員對將會成立的調評會十分關注，特別是擔心現時已獲認可的調解員會否受到影響。就此，梁教授認為，為促進調解持續發展，調解須維持其靈活性。在調解員資歷培訓方面，需要平衡訓練成本和調解服務的費用，否則調解的靈活性將會受到損害。(文: 丘律邦)

The PR & Membership Committee ("PRMC") invited Mr Simon Lee, Deputy Law Officer (Civil Law) and Professor Raymond Leung Hai Ming, our founding president to be our guest speakers of a seminar briefing Mediation Ordinance immediately after the Bill was passed in June. Purpose of the seminar was to help our members to gain a better understanding of the implications of prescribed legislation, and beware of forthcoming development of the proposed single accreditation body, the Hong Kong Mediation Accreditation Association Limited ("HKMAAL"). The seminar was well received and attended by over 180 members. Mr. Simon Lee explained to members silent features of the Ordinance and emphasized that the purpose of the Ordinance is to promote mediation. Despite the Ordinance does not require mediators to be accredited by HKMAAL, the establishment of HKMAAL helps promoting mediation to the public by exerting a high standard expected on mediator and which would instill confidence in mediation. Professor Leung added that the Mediation Ordinance has been a critical milestone by providing a legal framework to stipulate proper communication requirements in mediation. As far as accreditation is concerned and whether existing members would become qualified members under the new HKMAAL, Professor Leung opined that flexibility should be maintained for the proper development in mediation. A balance should be struck between the costs of mediation and training of mediators, else its flexibility could be compromised.

(Report: Leo YAU Lut-pong)



(由左至右) 本會理事趙家賢議員、律政司副民事法律專員李伯誠先生、會長陳萬成測量師、創會會長梁海明教授



本會會長陳萬成測量師細心向會員們報告有關調解員專業保險的最新進展

「社會上對調解的一般錯誤理解」講座

自從政府落實執行「實務指示31 - 調解」後，社會對使用調解服務的迴響漸大。執行之初仍有



不少人對調解服務了解不深。在2011年11月29日舉行的「社會上對調解的一般錯誤理解」講座上，資深和解員Maureen Mueller小姐為我們深入淺出地解拆多個適合調解的事件，或不適合調解的原因。同時，亦讓會員們了解和解會議進行前的準備及進行中所有需要考慮的因素要點。是次講座有77人出席。

Misunderstanding Mediation — A perfect storm

Since the Practice Direction 31 came into operation, mediation service is gradually receiving its attention but there are still queries on usefulness and applications of mediation. We invited Ms. Maureen Mueller, an experienced mediator since 1997 to deliver a talk on the topic of “Misunderstanding Mediation – A perfect storm” on 29 November 2011. She illustrated with real case examples of situations and factors where mediation would be appropriate or not. She also explained various factors to be considered when preparing for and holding a mediation meeting. 77 participants joined the seminar.

和解課程教學助理講座



相信各位在修讀40小時的「專業和解課程」時，必定有跟中心的教學助理相處過。安排教學助理的目的是為協助導師實際地演譯調解技巧，讓學員們能以小組形式練習演練。我們於2011年12月15日及今年6月27日均舉辦了和解課程教學助理講座，讓有意申請成為助理的會員們能充份地了解其角色及守則。讓參加者更能有效地配合調解課程導師，讓參加者得到明確合宜的指引。在過去兩個講座中，共有 128人參與。

AI Orientation 3rd and 4th

Each of us would have benefit from coaching tips from Assistant Instructors (“AIs”) when we were attending the 40-hours mediation training course. The objective of assigning AIs to group role-play exercise during the training course is to ensure the practical skills taught by instructors are effectively related and explained to course participants. Panel members who are interested to become AIs are required to attend the Orientation prior any AI appointment. During the AI Orientation, panel members will be briefed their roles and requirements, and their tasks such that they can support instructors to facilitate role play exercise more effectively and to give precise and appropriate comments. Two AI Orientations were conducted on 15 December 2011 and 27 June 2012, with 128 panel members attended.

和解員專業試個案演繹員訓練工作坊

考核及認可資格委員會宣佈，每位有興趣於和解員專業試成為個案演繹員的註冊會員，在為中心服務前均需接受這個工作坊的訓練。同類工作坊在往後亦會繼續開辦，目的為能讓會員了解考核標準及細節。工作坊以互動形式進行，並邀請考核員分享經驗，好壞例子角色扮演及小組練習等活動。讓個案演繹員們能更有效地成為考生及考核員的「橋樑」，有技巧地帶領考生表現自己。在本年初1月18日舉辦的工作坊中，共有97位會員出席參與。



(由左至右) 本會一眾和解員考核員趙家賢議員、甘宛蓓小姐、林揚賢先生、梁天成工程師、鄭家成先生、呂樹添先生、黃少雲先生、趙承平醫生、羅偉雄副會長及周林輝副會長。

Assessment Role-player Training Workshop

The Assessment and Accreditation Committee announces that it is a pre-requisite requirement for all panel members to attend the Assessment Role-player Training Workshop before they are eligible to act as role players in the accreditation assessment. We will hold similar workshops to help our members to understand the criteria and details of the assessment. The workshop uses interactive approach like having live demonstration of do's and don'ts as a role player, small group discussions and practices and have assessors to share their experiences. A proper and good role-player is after all be "a bridge" connecting between candidates and assessors by leading candidates skillfully to show their skills and their potentials in becoming a mediator. Last workshop was held on 18 January 2012, with 97 members attended.



保密協議在和解會議中之角色

「如果我的親朋戚友想知道我和解的狀況，我可以告訴他們嗎？」作為一個和解員，你曾否遇到過這些問題？保密協議在和解會議中扮演著一個什麼樣的角色呢？於今年2月3日，姚定國律師為我們擔任講者，向和解員講解保密協議在法例上及在和解會議上的應用。

Mediation, where the law permits, is confidential

"Can I tell the third parties about the process of the mediation if they ask about it?" How would you respond as a mediator? How does "confidentiality" helps in the mediation process? On 3 February 2012, we are pleased to invited Mr. Iu Ting Kwok to explain to our members in details about confidentiality and privilege applicable to mediation process.

(報導: 陳秋媛 Report: Fiona CHAN Chau-wun)

Do you have any comments relating to the HKMC, mediation or the mediation industry? Send your letter to PR & Membership Committee. Email: newsletter@mediationcentre.org.hk

(We reserve the right to edit submissions for length and clarity)

你對於本中心、調解或調解業界有有任何意見或建議嗎？請與公共關係及會籍事務委員會聯絡。
電郵: newsletter@mediationcentre.org.hk

(為使來稿更適合篇幅長短限制及內容更清晰，本會保留權利對來稿作出編輯。)

AI 隨筆 (An AI's Note)

香港和解中心在 2012 年 2 月 11 及 18 日為香港屯門醫院舉辦了兩天的調解培訓工作坊，工作坊辦得非常成功，部份學員更表示有興趣修讀正式的調解課程。學員對如何處理爭議和與人相處的關係特別有興趣，因為他們接受過的醫學訓練是沒有教這方面的知識。

今次有多位已成為調解員的醫生和護士幫手協助學員（主要是醫生）做調解個案練習。我亦有幸幫手做模擬示範的演員和調解實習的助教。示範時，我的資深拍檔更真情落淚，令各學員印象深刻。學員對模擬的調解會議中的對答都有較大的回應，令角色扮演者更能投入演譯，並給予調解員扮演者更多示範調解技巧的機會。整個現場示範可算是好戲連場，加上學員的熱烈提問和導師的清楚解說，當天的熱鬧情況令我難以忘懷。（文：郭志棉）



會員分享 (A Member's Sharing)

作為一間中小型貿易公司的行政主管，少不免要為同事或部們之間的大小爭議，作出調停。這時調解中的一些技巧，就大派用場了！原來在各種爭議、分歧或衝突的背後，都可能有一個或多個共同基礎 (common grounds)，共同願景 (common goals)，甚至共同需要 (common needs) 等等。最近，我公司的營業部，要求公司給客人多一些優惠和折扣，從而提升營業額；另方面會計部卻持反對意見，因他們需顧及營運成本及經濟效益。及後我向他們作出各種的提問，才發現彼此的立場背後都有一個共同願景，就是替公司增加收入，增加利益。當我們明白雙方的需要時，就能避免無謂的爭吵，彼此放下成見，一同朝着相同的方向，從而達至雙贏的局面。（文：區淑芬）

調解實錄 (A Mediator's Record)

一宗裝修工程質量和費用的爭議，令雙方當事人的朋友關係陷入水深火熱中，一方曾報警求助但不獲受理，其後雖有區議員的介入，但爭議始終無法妥善解決！其後我獲委任進行了四小時的調解會議，過程艱巨。但努力不懈的調解工作，最終沒有白費，雙方最後達成和解。簽訂和解協議後，雙方都如釋重負，衷心表示感謝。心想假如有更多區議員能更深入地認識調解的好處；我能在各方介入前接辦到此個案，結果會更好！無論如何，能為當事人化解了近十個月的爭議，及結束三個月有如半夜追魂的追收欠款電話，促進社會和諧，我作為一個調解員是義不容辭的。每次做完調解個案，我的腦海常浮現六個字，就是「捨得」和「放下自在」，正是「能捨才有得，能放下就會自在！」

後記：在簽協議前，追索工程費用的一方邀約調解員在簽協議後去飲茶，我按例婉拒了他。但結束會議後約十五分鐘，卻在路上重遇已先行離開的他，今次他邀約去跳茶舞，他說不識跳舞亦可聽懷舊歌，結果我引用了調解員守則再一次婉拒了他。（文：郭志棉）