

證書(單元：調解實務)

課程編號：HB030A

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報名代碼：2390-HB030A

2508 8862

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

R 持有認可大學頒發的學士學位或其他同等學歷(報讀人士需提供學歷證明)。

\$ HK\$16,000

D 4個星期

粵語，輔以英語

Q 資歷架構級別：6 資歷名冊登記號碼：14/003658/L6
資歷名冊登記有效期：2015年3月13日 - 持續有效

Certificate for Module (Mediation)

Programme Code: HB048A

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Application Code: 2380-HB048A

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The programme aims to provide students with a broad understanding of the principles and guided practices in the procedural elements in mediation. It intends to equip students to play a significant role in conducting a mediation session. On completion of the programme, students should be able to:

- distinguish the merits of mediation, and the range and limitations of various methods of mediation and negotiation;
- identify issues in scenarios where mediation is applicable and formulate strategies to resolve a dispute by mediation; and
- communicate with parties effectively and manage and control the stages of mediation.

Successful completion of the 40-hour course is recognized by the Hong Kong Mediation Accreditation Association Limited (HKMAAL) as meeting Stage 1 training requirement. Students need to complete two further satisfactory assessments or conduct two actual mediations to be accredited as General Panel of Mediator.

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

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

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

\$ HK\$16,000

D 3 weeks

English

Q Level 6 (Reg. No.: 23/000764/L6) Validity Period: 01 Oct 2023 - on-going

從衝突到和諧：職間調解實務工作坊

課程編號：DRES9024

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報名代碼：2370-1548NW

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

本課程旨在培訓學員基本了解調解知識和技巧，及如何運用調解技巧有效處理職間的糾紛。導師會分析職間衝突的成因，如何由意見分歧演化成衝突危機，講解及練習一套職間調解的程序和精萃，讓學員練習如何運用調解技巧處理不同的職間糾紛。

R 持有資歷架構第四級或以上。

\$ HK\$3,500

D 1日

粵語

職間調解與衝突管理 1.0

課程編號：DRES9018

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在職場中，同事間經常會發生工作程序的不同觀點、要求資源分配的差異及工作分工的分歧等現象，如果未能妥善處理，往往會演變成職間衝突，隨之而來的負面影響可能導致同事之間的互不信任和疏離。當職場氣氛惡化，自然會影響整個團隊的合作與生產力，同時亦會影響個人工作表現，甚至增加個人的壓力和焦慮，進而為公司帶來負面影響，令公司的業務和形象受損。

本課程旨在不限於培訓管理層的經理及領導，一般級別的員工和同事亦適合參加。課程內容包括如何有信心和有效地處理工作上之分歧，防止讓分歧惡化為衝突，引致公司和員工無謂的損失。

\$ HK\$7,000

D 2個星期

粵語

調解入門之投訴處理

課程編號：DRES9005

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

\$ HK\$1,200

D 1日

粵語

提昇企業領袖才能；奠下企業成功基石

課程編號：DRES9014

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是次課程中，導師會分析不妥善解決的職場衝突會如何演化成企業的危機，對企業產生的潛在成本及影響，與及最終如何妨礙企業的發展和營運效率。另外導師亦會示範有才能的領袖如何透過調解的技巧，讓員工從衝突對抗的立場轉化為協作及解決問題的態度。

\$ HK\$1,380

D 1日

Representing Your Organization in Mediation

Programme Code: DRES9004

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

\$ HK\$680

D 1 day