



Practical Challenges for Mediators – Reframing Conflicts and Managing Unhelpful Comments in Mediation

Organizers :

Hong Kong Polytechnic Alumni Association
PolyU Electrical Engineering Alumni Association
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Hong Kong Community Mediation Services Group

Supporting Organizations :

UMT Hong Kong Alumni Association
Hong Kong Institution of Chief Engineers (FM)

Speakers : Ms Polly Yang
Venue : Room FJ304, Hong Kong Polytechnic University
Admission : Free of Charge
Date : 20-2-2016 (Saturday)
Registration : 2:15pm to 2:30pm
Seminar : 2:30pm to 4:30pm
Language : Cantonese
Registration : please email at simontang@cyberuaa.com



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Biography of Ms Polly Yang

Ms Polly Yang became an Accredited Mediator in 2003. Since then, she plays an active role in promoting mediation, handling cases and related training. In mediation practice, she successfully settled disputes in building management service, large scale membership withdrawal, staff strike and customer complaints in various aspects.

Ms Yang is a Mediator Assessor-CEDRTr; Panel Mediator of Hong Kong Mediation Accreditation Association Limited (HKMAAL), Hong Kong Community Mediation Services Group (CMSG), Hong Kong Mediation Centre, Lands Tribunal, Minor Disputes Mediation Pilot Scheme (MDMPS); Associate Member of Hong Kong Institute of Arbitrators. She is also a Restorative Conference Facilitator, Certified Facilitator-360oC Feedback, Certified Behavioral Consultant-DISC and NLP Practitioner.

Content

1. Brief discussion on traditional Chinese culture vs barrier to mediation
2. Quick review on mediation process
3. Reframe conflicts – facilitate parties to move from a particular perspective and response to a potentially more constructive one.
4. Manage unhelpful comments – maintain mediation progress in a positive manner
5. Q&A