



Mediate for mutual understanding and win-win resolutions

Programme Code: W121215S

Nowadays, conflicts between parties have become part of our daily life both in workplace and at home. Conflicts may not only dampen our interpersonal relationships with stakeholders, affect productivity, but also lead to financial loss if not handled properly.

A constructive and facilitated mediation process helps the parties involved gain a better understanding of each other's concerns, causes for the disputes, provide opportunities for meeting each other's practical and psychological needs and restore personal and business relationships.

Whilst mediation is gaining its exponential demand in the legal field in reaching mutually acceptable solutions, the same structural process and skills involved are equally applicable for professionals and business managers in resolving conflicts, making decisions as well as maintaining a continuous relationship of the people at work and in person.

Date	Saturday, 15 December 2012
Time	9:00 a.m. – 5:00 p.m.
Venue	Hong Kong Institute of CPAs, 27/F., Wu Chung House, 213 Queen's Road East, Wanchai, Hong Kong.
Format	Workshop
Language	English
Fee	HK\$1,700 for HKICPA member or student; and IA/ HKIAAT member or student HK\$2,000 for non-member
Objectives	<ul style="list-style-type: none">• Be aware of the key essences of mediation and its relevance to business leaders and managers• Know how conflict arises• Learn how mediation skills help improve communication• Know how to deal with assertive and difficult conversations
Speaker	Dr. Harry Wong , FCPA, MAcc, China 1st Certified NLP Coach Trainer at Master Level
Participants	Professional accountants who are keen to learn skills and tips on how better to resolve conflicts with stakeholders at work and in person
Competency	Personal and Interpersonal Skills
Rating	Intermediate Level (Please refer to the Institute's online CPD Learning Resource Centre)
CPD hours	7



**To confirm your CPD booking,
 just log on to "My CPA" at
<http://www.hkicpa.org.hk>**

CPD ENROLMENT FORM (For Support Programme)

Finance & Operations Department,
 Hong Kong Institute of CPAs,
 37/F, Wu Chung House, 213 Queen's Road East, Hong Kong

Payment & Enrolment Status Enquiry: 2287 7381 e-mail: finance@hkicpa.org.hk Fax : 2893 9853	Course Information Enquiry: 2287 7386 / 2287 7253 e-mail: cpd@hkicpa.org.hk
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FOR OFFICE USE

Deadline: 7 working days before the date of the programme

No.	Membership		Full Name of Participant(s) (Block Letters)	Company	Email address ^{*(2)} (Block Letters)	Programme Code	Fee (HK\$)	
	No.	Status (1)						
1								
2								
3								
4								
5								
							Total (HK\$)	

* Email address is for enrolment confirmation purpose. Please refer to note (2) for details.

I am unemployed and not working. I am planning to rejoin the workforce.
 The Institute reserves the right to allocate places to enable the enjoyment of more members in this event.
 The Institute's decision is final. Applicant must submit the enrolment form 10 working days before the event.

Contact Person : _____ Tel No. : _____ Fax No. : _____ E-mail : _____

Payment Method (Please tick the appropriate box)

<input type="checkbox"/> Cheque (payable to "Hong Kong Institute of Certified Public Accountants")							
Cheque No.:				Bank:			
<input type="checkbox"/> Visa / Master Credit Card				Card Number :			
Cardholder's Name : (Block Letters)				Card Expiry Date (month/year) :			
Date :				Cardholder's Signature :			
FOR OFFICE USE		Auth. Code No.		Handled by		Date	
<input type="checkbox"/> Please put a "√" if you require a receipt and indicate your choice of delivery: <input type="checkbox"/> by email <input type="checkbox"/> by post (to the address as shown below)							
Name :				Name :			
Address :				Address :			

- Notes:
- Membership Status: **NP** = Non-Practising, **P** = Practising, **IA** = International Affiliate, **S** = Student, **HKIAAT** = HKIAAT Student or Member, **GAA** = GAA Passport holder, **NM** = Non-Member.
 - Successful applicants will receive confirmation of registration by email at least 3 working days before the event. Unsuccessful applicants will also be notified around the same time. If you have not heard from the Institute regarding your registration 2 working days before the event and if you have other enquiries related to the programme, please make enquiry at 2287 7386 or 2287 7253.
 - NO ADMISSION TICKET will be issued. Please bring your HKICPA membership card or confirmation email for admission purpose.
 - All applications are on a first-come-first-served basis.
 - Application by fax will ONLY be accepted when payment is made by Visa/Master credit card. Please ensure all the particulars relating to payment are completed, otherwise the application cannot be processed. There is NO need to send in the enrolment form again if it has already been faxed to the Institute.
 - Cheque(s) should be made payable to "Hong Kong Institute of Certified Public Accountants". Please issue SEPARATE CHEQUE for each event.
 - NO REFUND/CANCELLATION will be entertained after the application is processed. If you are unable to attend the enrolled programme, you may nominate a substitute to take your place, provided that the Institute is notified in writing at least two working days prior to the event date.
 - All scheduled events will be cancelled and postponed to a date to be announced in the event of typhoon signal no. 8 or above or if a Black Rainstorm warning is hoisted. For details of bad weather arrangement for CPD programmes, please refer to the Institute's homepage.
 - The Institute reserves the right to change the venue, date, speaker or to cancel the event due to unforeseen circumstances.
 - All personal data collected from the enrolment process, and administration of the CPD Programmes will only be used for the purpose of the administration of the course on which members are enrolled. In addition, the Institute may use the collected data for statistical research and analysis, for keeping members informed of its services and other uses internally.
 - No unauthorized audio or video recording is allowed at CPD events.