



Mediation for Consumer Dispute

Introduction

Retail business nowadays is tough, consumer expectation is high, customers coming from all over the world not only bring good business, but also increase the potential of cultural conflicts. The growing culture of complaints post a great risk on the company's reputation if disputes are not handled quickly and effectively. Effective dispute management will require the use of communication skill sets which has been deployed in mediation. Learning to leverage these skills will be crucial for company to prosper.

Who should attend

Human resources professional, management executives and frontline staff who wish to know more about the application of mediation skill set in the context of consumer dispute resolution.

Program Objectives

- To understand mechanism behind consumer disputes;
- Skill sets to handle consumer disputes;
- Understanding mediation meetings.

Language: Cantonese with English terminology

Methodology:

Lecturing, group discussion, case studies, and presentation

Date & Time:

22 February 2019 (Fri) 9:30am – 5:30pm

Venue:

CED School of Business
210 Java Road, 3/F., North Point, HK
(North Pont MTR Exit A1)

Course fee: HK1900/*HKD1700

(*Settle payment on or before 1 February 2019 , or 3 delegates apply together.)

Program contents

- **Consumer Disputes**
 - Overview on service and complaints;
 - Expectation and reality.
- **Mediation skill set at a glance**
- **Application of Mediation skill set - Handling consumers onsite**
 - To let out: Active Listening;
 - Handling emotion: Showing Empathy;
 - Understand more behind the curtain: Questioning Skills.
- **Application of Mediation skill set - Reaching solutions**
 - Facilitate communication: Paraphrasing, Perception check and Summary
 - Non-violent communication: Reframing;
 - Working on solutions: Reality Test;
- **Arrangement of Mediation meeting - Seeking help from professional**
 - Role of Mediators;
 - Arrange mediation meeting;
 - Mediation meeting rules and procedures

Course Facilitator: Mr Cua

An experienced professional trainer in business areas and entrepreneurship, Mr Cua is an Accredited Mediator with years of experience in mediation services and related training. He is also the founding external vice-president of NGO Peer Mediation Power and have been active in community service through providing trainings in communications and mediation skills to teenagers and adults alike.

Certificate

Delegates who successfully complete this course and have 80% attendance will be issued a Certificate of Attendance.

Enquiry

Tel: 21539887 or email: training@ced.edu.hk



Enrolment

Please make cheque payable to “**CED School of Business Limited**” and send it together with the Enrolment Form to: CED School of Business, 210 Java Road, 3/F., North Point, Hong Kong

Enrolment Form

Mediation for Consumer Dispute (22 February, 2019)

Applicants should fill in all details in block letters and fax to (852) 2770 3230 or e-mail to training@ced.edu.hk

Company Name		Contact Person Name:	
Address		Position:	
		Telephone:	
		Email:	
Delegate Name (Mr/Ms)		Delegate Name (Mr/Ms)	
Position		Position	
Telephone	Fax	Telephone	Fax
Mobile:		Mobile:	
Email		Email	

- Seats are limited and available on a first-come-first-served basis.
- Confirmation of class schedule will be sent one week before class starts. If you do not receive any confirmation three days prior to the course, please call (852) 2153 9887
- Payment should be made together with the enrolment form before the course commencement or before the early bird deadline.
- Applicants are expected to attend the training at the place and time specified in the leaflet. In case of cancellation, please notify us in writing 14 working days prior to the event. Substitutions can be made at any time without penalty.
- Should a delegate fails to attend or withdraw after cancellation deadline, the full course fee remains payable and no refund.
- Official receipt will only be issued upon written request.
- Training Services Provider reserves the right to make alternations regarding arrangements.
- Which channel do you get the information of this training courses? 1. Fax 2. Email 3. Website 4. Seminar 5. Advertisement 6. Business Manager 7. Facebook 8. LinkedIn 9. Associations : (Please specify) _____
- 10. Others : (Please specify) _____

All the above information will be strictly used by CED School of Business for processing the application of the course only. For the details of the Personal Data (Privacy) Ordinance, please visit: <https://www.pcpd.org.hk/english/files/pdpo.pdf>

I agree and accept the above terms and conditions Signature: _____ Date: _____