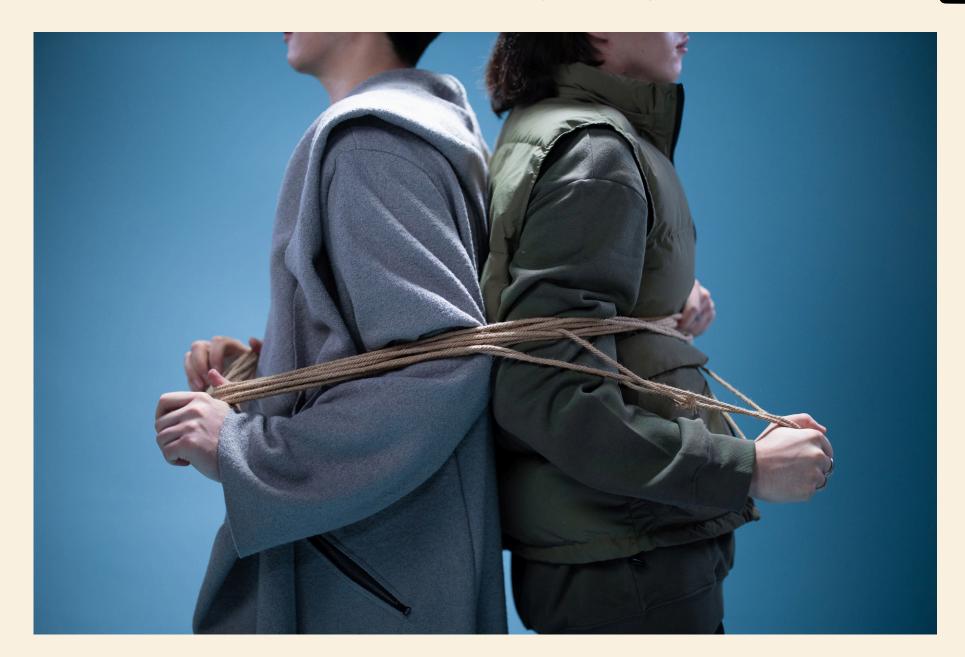




Basic Mediation Skills and Conflict

Resolution Certificate Course

基礎調解技巧與衝突處理證書課程



Date: 9 Jun 2025 (Mon)

Time: 09:30 - 17:30

Venue: SMC 808

Fee: Free of charge



Enquiry: 3411 3303

Email: ciesdc@hkbu.edu.hk

In this certificate course, participants will learn:

- Understanding the principles and causes of conflict
- Overview of mediation
- Methods of communication and negotiation
- Key negotiation strategies
- Mediation processes and techniques
- Case studies and role-playing exercises