

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

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



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