

# Effective Conflict Resolution & Powerful Feedback

Turn Difficult Situations into Constructive Outcomes



2 April 2026 (Thursday)  
9:30am - 5:30pm  
CPD Hours: 7



Member **HK\$2,600**  
New Member **HK\$3,845**  
(Inclusive of new membership joining fee)



Cantonese with  
English materials

This practical workshop equips participants with structured strategies, communication techniques, and real-world tools to manage conflicts effectively and turn challenges into opportunities for collaboration and growth.

## KEY TAKEAWAYS

- Understand different **types and root causes of conflict**
- Apply practical **conflict management strategies** in real situations
- Use **win-win approaches** to create constructive outcomes
- Strengthen communication, negotiation, and feedback skills
- Handle difficult workplace situations with greater confidence



## Target Audience:



- People across functions and levels
- HR professionals and people managers
- Professionals handling challenging workplace interactions



**Ms Kris Lui**  
F.I.H.R.M. (HK)

A world class Human Resources, Corporate Communications & Ethics global leader.

Diverse & international experience in Building Organisation Capability and Employer of Choice to Deliver Business Results in market leading companies across countries & industries in FMCG, Retail & Sourcing, Technology & Financial.



### HKIHRM

Units 1810-15, 18/F, Millennium City 2, 378  
Kwun Tong Road, Kwun Tong, Kowloon  
(3-minute walk from Ngau Tau Kok MTR station exit A)

**Enrol  
NOW**

