

Effective Conflict Resolution & Powerful Feedback

Turn Difficult Situations into Constructive Outcomes



19 December 2026 (Sat)
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**



Mr Jacky Chan (852) 2837 3830 | learning@hkihrm.org