IHRM Academy



Certificate of Mediation for HR

Professional Development Opportunity

Qualifications: HKPMA Certified Mediator designation

As globalisation shapes the economy, mediation is increasingly recognised as a key component in international justice. This course covers a range of negotiation styles, mediation skills, and practical applications for resolving conflicts. Participants will learn to manage conflict, navigate deadlocks, and enhance communication to foster consensus and mutual trust.
The curriculum also introduces participants to the responsibilities of mediators, ethical codes, and relevant legal frameworks, preparing them to become competent mediators.



TRAINER
ALPHA LEUNG

- Former President of Hong Kong Professional mediation Association (HKPMA)

Who Should Attend

- The Advanced Course on Mediation is tailored for professionals who negotiate and manage disputes, whether personal or on behalf of others.

4, 7, 11 , 16 & 18 December 2026
(Monday, Wednesday & Friday)
9:00am - 6:00pm

	Price	**Early Bird Offer** [Only if enrolment & payment are received by **18 November 2026**]
Member	HK$16,500	HK$15,500
New-Member (Inclusive of new membership joining fee)	HK$17,745	HK$16,745

Cantonese and English

HKIHRM

Key Learning Outcomes

Conflict Awareness
- Basic Concepts of Conflict
- Causes of Conflicts
- Patterns of Conflict Resolution

Negotiation Skills with Exercises
- Negotiation Theory, Practical Skills and Styles

Understanding Mediation and Practical
- Mediation Procedures
- Definitions, Role, Responsibilities and Features of Mediation
- Facilitative vs. Evaluative Mediation

Mediation Skills
- Essential Techniques: Communication, Listening, Body Language, etc.
- Practicing the Mediation Process and overcoming Obstacles and Deadlocks

Drafting Settlement Agreements
- Creating Effective Settlement Agreements
- Understanding Confidentiality and Ethical Compliance in Mediation

Course Summary and Practical Application
- Role-Play Training

Enrol Now

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