

Building Management Office or Besieged Military Outpost

by
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Jacky has been a barrister-at-law (HK) in private practice since 2007. He practices in civil and criminal litigation as well as mediation.

Jacky obtained his HKIAC Accreditation as General Mediator in 2009 and Family Mediator in 2012. He has been a member of the HKIAC Users' Council since 2009 and he is currently also a member of the HKIAC General Mediation Interest Group (GIG) and the HKIAC Family Mediation Interest Group (FMIG).

Jacky is fluent in Cantonese, Mandarin and English.

By the end of this seminar, the audience is expected to benefit from reflections on the issues based on experience sharing and case studies in respect of the following topics.

Contents:

- **Effective Dispute Resolution by Mediation - An Overview**
 1. Insights on Mediation and other Alternative Dispute Resolution (ADR) methods
 2. Interest-based Negotiation (IBN)
 3. The Process
 4. The strengths of mediation and limitations
 5. Pinpointing the conflicts' nature
 6. Empowerment, Value and Trust
 7. Sliding down the Mediation Triangles
- **Common Issues of Building Management Disputes**
 1. Management Fees and Contribution of Maintenance Funds
 2. Management Committee Dissolution and Administrator Appointment
 3. Illegal Structures
 4. Water Leakage
 5. Discovery and Inspection of IO/OC documents
 6. Breach of duties by IO/OC chairman, secretary and treasurer
 7. Projects and tenders
 8. Unauthorized Use of common parts of building
 9. Miscellaneous (pets, litigation costs, sewage backflow and purpose of units)

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▪ **Know the Parties**

1. Profiles of the authorized persons
2. Third Parties who ask/insist to be present and impact
3. Age, education, profession, involvement and temperament
4. Parties' Interests: alleged and real ones
5. The Manager: "My Job in the twilight zone"
6. The Minds of landlords and tenants, contractors and workers

▪ **The Crucial Moments and the Significant Persons' Interests**

1. Preferred venue and timing of interviews and mediation session
2. Active Listening skills: do it as a top-notch tailor
3. The five non-verbal communication skills - SOLER
4. "Hiking" and "Surfing" the conflicts
5. Agony of the Moments - Who Cares about the BMO?
6. BMO v BMO, counting the casualty on the battlefield
7. Capability to thrive and to survive in civilization and barbarism
8. Exploring the Underlying Interests

▪ **Power Influence and Persuasion**

1. The Force and the Dynamics
2. Seeing *Eminence Grise*
3. "POWER is something you have; INFLUENCE is something you do."
4. Use PERSUASION to change and to reinforce attitudes opinions or behaviours
5. Do your research and homework
6. Selling objectivity, rationality and truthfulness with reliable sources
7. Lean on the giants, facts and authorities
8. The CURSE and the Potion: Walk through the Five Elements of Persuasion

Scan to Calendar



Code:	EVT000000023	Level:	Intermediate
Date:	19 September 2014 (Friday) (Amended)	Language:	Cantonese (Course Materials in English)
Time:	14:30 - 17:45	Accreditation(s):	LSHK 3.0 CPD Points
Venue:	9th Floor, The Chinese Club Building 21-22 Connaught Road Central Central, Hong Kong	Request for Rerun:	Please Contact Us for Details



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