

Mediation for Building Management Disputes

by

Mr. Jacky Lai,
B.Soc.Sc.(HKU), MBA(CUHK),
LLB(MMU), LLM(HKU),
Barrister-at-Law,
HKIAC & HKMAAL Accredited Mediator



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.

Effective Dispute Resolution by Mediation - An Overview

- Insights on Mediation and other Alternative Dispute Resolution (ADR) Methods
- Interest-based Negotiation (IBN)
- The Process
- The Strengths of Mediation and Limitations
- Pinpointing the Conflicts' Nature
- Empowerment, Value and Trust
- Sliding Down the Mediation Triangles

Common Issues of Building Management Disputes

- Management Fees and Contribution of Maintenance Funds
- Management Committee Dissolution and Administrator Appointment
- Illegal Structures
- Water Leakage
- Discovery and Inspection of IO/OC Documents
- Breach of Duties by IO/OC Chairman, Secretary and Treasurer
- Projects and Tenders
- Unauthorized Use of Common Parts of Building
- Miscellaneous (Pets, Litigation Costs, Sewage Backflow and Purpose of Units)

Know the Parties

- Profiles of the Authorized Persons
- Third Parties Who Ask/Insist to be Present and Impact
- Age, Education, Profession, Involvement and Temperament
- Parties' Interests: Alleged and Real Ones
- The Manager: "My Job in the Twilight Zone"
- The Minds of Landlords and Tenants, Contractors and Workers

The **PROFECTIONAL** Company®

Professional Services to the Perfection

Telephone: +852 3118 2371 | Facsimile: +852 3118 2372
Email: info@profectional.com | Website: <http://www.profectional.com>
Address: P.O. Box 9993, General Post Office, Hong Kong

KORNERSTONE

Training. Makes a difference.

Telephone: +852 2116 3328 | Facsimile: +852 2116 3571
Email: enquiry@kornestone.com | Website: <http://www.kornestone.com>
Address: 15/F, Hip Shing Hong Centre,
55 Des Voeux Road Central, Central, Hong Kong

Issues

- Organization of Building Management Dynamics
- Possible Disputes Sources
- Complaints Handling

Decision Heuristics

- Walking Through the Brain Briefly

The Crucial Moments and the Significant Persons' Interests

- Preferred Venue and Timing of Interviews and Mediation Session
- Active Listening Skills: Do It As a Top-notch Tailor
- The Five Non-verbal Communication Skills - SOLER
- "Hiking" and "Surfing" the Conflicts
- Agony of the Moments - Who Cares About the BMO?
- BMO v BMO, Counting the Casualty on the Battlefield
- Capability to Thrive and to Survive in Civilization and Barbarism
- Exploring the Underlying Interests

Power Influence and Persuasion

- The Force and the Dynamics
- Seeing *Eminence Grise*
- "POWER is Something You Have; INFLUENCE is Something You Do."
- Use PERSUASION to Change and to Reinforce Attitudes Opinions or Behaviours
- Do Your Research and Homework
- Selling Objectivity, Rationality and Truthfulness with Reliable Sources
- Lean on the Giants, Facts and Authorities
- The CURSE and the Potion: Walk Through the Five Elements of Persuasion

Scan to Calendar



Code:	EVT000000075	Level:	Intermediate
Date:	17 August 2015 (Monday) (Amended)	Language:	English
Time:	14:30 - 17:45 (Reception starts at 14:00)	Accreditation(s):	LSHK 3.0 CPD Points (LSHK Allocated Number: 20152036) HKMAAL 3.0 CPD Points HKIAC 3.0 CPD Points for Accredited Mediators
Venue:	Kornerstone Institute 15/F, Hip Shing Hong Centre 55 Des Voeux Road Central Central, Hong Kong	Request for Rerun:	Please Contact Us for Details



The **PROFECTIONAL** Company®

Professional Services to the Perfection

Telephone: +852 3118 2371 | Facsimile: +852 3118 2372
Email: info@profectional.com | Website: <http://www.profectional.com>
Address: P.O. Box 9993, General Post Office, Hong Kong

KORNERSTONE

Training. Makes a difference.

Telephone: +852 2116 3328 | Facsimile: +852 2116 3571
Email: enquiry@kornerstone.com | Website: <http://www.kornerstone.com>
Address: 15/F, Hip Shing Hong Centre,
55 Des Voeux Road Central, Central, Hong Kong