



澳門科技大學

MACAU UNIVERSITY OF SCIENCE AND TECHNOLOGY

合辦機構：



持續教育學院

School of Continuing Studies

行政人員調解證書

Executive Certificate in Mediation (ECM)

Course Introduction 課程簡介

This intensive course provides the core skill sets, strategies, and models necessary for the practice of mediation. Participants are offered an overview of the nature of conflict and differing styles of human interaction and how this might affect the role as a mediator.

The program covers the highest professional standards and ethics of this growing profession based on the highest standard in US. Participants learn core people skills such as reflective listening, impartiality, reframing, effective communication, and the handling of critical moments.

Learning Objectives 教學目標

Participants will be able to apply practical skills, strategies and techniques necessary for effective governance on mediation processes and its practice. Participants will gain the necessary skills to become effective mediators and the ability to manage and organize their mediation services. All risk management related mediation topics has been endorsed by APC via G31000 (the certification body of ISO31000) in France.

Course Outline 課程大綱

Programme Outlines are included comprehensive topics:

1. Purpose and Benefits of Mediation
2. The Formal Mediation Process
3. Applied Communication Information and Gathering/Relationship Skills
4. Practical Negotiation Strategies
5. Physical Scenario Management and Process Risk Fundamentals
6. Professional Ethics, Moral Implication of mediation, and Supporting Legal Documents



Target Audience 對象

Anyone who negotiates can benefit from this course - executives, c-suites, managers, professionals, sales agents, entrepreneurs, customer service representatives, educators, and administrators will all become more effective in their jobs and will be more persuasive after taking this course.

Applications should fulfill the following requirements:

- (a) English and Chinese proficient,
- (b) Managers or Professional certification holders or equivalent with 3 years of working experiences in various industries.

任何談判的人士都能於此課程內有所得益 – 管理高層，經理，專業人士，銷售代理，企業家，客戶服務代表，教育工作者及管理人員。修讀此課程後，學員能於工作上變得更有效率及更有說服力。

報讀者應具備以下報讀要求：

- (a) 精通中文及英文
- (b) 經理或專業證書持有人或相當於各行業工作經驗達三年或以上之人士。

Instructor 導師簡介 Mr. Danny Ha and Ms. Sandy Chu

Mr. Danny Ha

Mediation professional certificate holder {CPM (Mediator), Creator of Art Mediation}.

A number of Art and cultural management certificates holder, including: Diploma in Cultural Management, Certificate in Chinese Ink Painting, Certificate in Advanced Oil Painting, China Pottery Appreciation, Pottery Making, China Painting Appreciation, Diploma in Digital Photography for Advertising and Certified Photographer of the Photography Society of New York (APSNY).

Ms. Sandy Chu

“Advanced Professional Certificate in Mediation” at the Academy Professional Certification Ltd.

Bachelor Degree holder of Electronic Commerce and Child Education Foundation at The Open University of Hong Kong.

Medium of Instruction 授課語言

Teaching activities will be conducted mainly in Cantonese and some English. Teaching materials will be mainly in English, some in Chinese.

教學以中文為主，英文為輔；教材則以英文為主，中文為輔

Venue 上課地點 Alameda Dr. Carlos D' Assumpção 335-341, Hotline Centre, 10/F, Macau
澳門新口岸宋玉生廣場 335-341 號獲多利中心 10 樓

Course date & time 上課日期

15 Sept, 2013	Sun 10:00 – 17:00	Total hrs: 6
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Recognition & Further Path for Professional Qualifications 認授性及進修途徑

The participant who could provide proven records with 3 years of management experience will lead to full certification and use of ECM as designation. Participants with lesser experience will be admitted as Associate Members of APC and then progress to Full Members when the 3-year experience is achieved.

To be a professional mediator, participant could enroll the Advanced Professional Certification in Mediation (APCM) after taking this ECM. After passing APCM, participant would get the Certified Professional in Mediation (CPM) and be recognized by Europe universities.

Tuition Fee 課程費用 MOP 1,500

Class Size 收生名額 25 people

All fees are non-refundable and non-transferable. (The school has full right to withdraw any course anytime).

Therefore, student is advised to consider carefully about the course time and personal situations before application.

所有費用一經繳交，恕不退還或轉讓（本院取消開辦該課程除外）。因此，報讀者於報名前，請考慮清楚上課時間及視乎個人具體情況而決定報讀與否。

Enquiries 查詢 Tel: 8796 1999 / 8796 1998 Email: scs@must.edu.mo

Website: <http://www.must.edu.mo/scs-tw/admission/diploma-certificate-programs/news>

The School of Continuing Studies develops life-long learning opportunities. Should you wish to receive information on our programs / courses, please send us an email (to scs@must.edu.mo) stating your email address in your email and “Join the mailing list” in the Subject line.

持續教育學院致力開拓終身學習機會，如欲收到本學院之課程資料，可發電郵至 scs@must.edu.mo，並提供閣下之電郵地址，標題主旨為“加入通知群組”。

We also offer in-house training for corporations/Government Departments/schools, tailor-made with respect to your choices of topics, time, place, and group of attendees. Please contact us for more information.

我們亦為機構/政府部門/學校等提供內部培訓，按各機構不同之要求(主題/時間/地點/對象)而訂定培訓內容。請與我們聯絡。