LL.M. in Arbitration & Dispute Resolution

CLLC Training Centre Limited

Asian Institute of International Financial Law

Essential Workshop for Banking, Insurance & Dispute Resolution Professionals: Mastering Negotiation, Dispute & Complaint Handling Skills and Getting Ready for the Launch of the Financial Dispute Resolution Centre ("FDRC")

Saturday 10th March 2012
(10:00am-6:00pm)

LG103, K. K. Leung Building,
University of Hong Kong, Main Campus,
Pokfulam Road, Hong Kong

Co-organized by:

Faculty of Law, The University of Hong Kong &

CLLC Training Centre Limited

Program Objectives

The Banking and Insurance markets today are getting very competitive and complex. On one hand, we are facing tough negotiations and demand in business expansions and organization profitability, on the other hand, we are required to effectively deal with both external and internal customer disputes & complaints and internal organizational conflicts. Thus, mastery of negotiation and dispute & complaint handling skills becomes important success factors.

While people generally think that anyone with certain life or work experiences would be a capable negotiator, however, empirical research shows that a lot of people are negotiating with counterparties purely on the facts and wants but not on solid skills, tactics and strategies, and in particular, they do not know when to stop. This significantly reduces the negotiation power and affects the end-result.

On the other hand, customers are becoming more sophisticated and demanding. Effective dispute & complaint handling is a crucial skill that we need to master, regardless of whether we are directly client facing or required to deal with colleagues or working parties. With effective complaint handling skills, we would be able to turn unhappy customers into more neutral (or even happy) customers and maintain relationship with them. With excellent skills and techniques, we may even be able to cross-sell more products or services and grow our businesses further. In addition, this skill enhancement is also a very crucial component when the upcoming Financial Dispute Resolution Centre ("FDRC") initiative is implemented in mid-2012.

Those who have attended our previous negotiation training programs found the learnings useful and practical, and it would be very beneficial to come back again to fine-tune, master and further practise what they have learnt. This program would help to make their life and work more effective and productive, and more importantly, it can help them to preserve or even improve their relationship and harmony with other people both in personal life and workplace. Experiences also show that this mode of learning returns the best values.

This one-day program consists of two parts. The first part shares in-depth strategy and tactics on negotiation and dispute & complaint handling. The second part will give participants opportunities to put what have been learnt in class into practice and receive instant feedback from our experienced trainers.

Program Coverage and Benefits

- Learn advanced strategy and techniques for effective negotiation and dispute & complaint handling
- Master negotiation tactics and better understand how to use counter-tactics
- Sharpen questioning techniques and learn how to ask questions more effectively
- Know when to accept offer and when to walk away
- Strengthen skills on dispute & complaint handling and effective emotion management
- Master influencing skills so as to make work and personal lives more successful
- Real-life simulated role-play for financial disputes (with instant feedback from the trainer) to put techniques acquired into practice

Who Should Attend

- Professionals of financial services industry (banking, insurance and financial institutions) who would like to sharpen the crucial soft skills to manage customer complaints or disputes that are essential in particular with the launch of the FDRC in mid-2012
- Mediators who wish to sharpen negotiation skills in handling financial disputes to get ready for the launch of the FDRC
- Business executives who already have good negotiation and complaint handling skills and wish to further master them
- Participants who have participated in our previous “Be a Winner in the New Era of Banking: Regulations, Business Opportunities & the FDRC” program in Sept 2011, and would like to further strengthen their negotiation and complaint handling skills

The World-Class Faculty

Mr. Charles LAM

Mr. Charles Lam is a seasoned executive in banking, financial services, information technology and dispute resolution. He has over 20 years of experience working as CEO, COO, CIO and sales director at several major multi-national financial institutions and corporations. Some of the financial institutions that Charles had worked for include ABN AMRO, Credit Suisse First Boston, HSBC and National Australia Bank. Charles possesses strong banking, information technology, financial services and wealth management industry knowledge and understands the market, risks, product and consumers well. Through practical experience in managing various functions, stakeholders and clients, he has accumulated extensive experiences in team management, business development, providing consulting, negotiating and helping clients and institutions to manage disputes and conflicts. Charles has many successful track records in helping the multi-national financial institutions build and expand their presence and business around the globe, especially in the Asia Pacific and China Region. Throughout the career, he had executed more than 100 negotiation deals/transactions, and was one of the key members involved in several company acquisitions.

Charles has obtained the Master of Laws (LLM) from the University of Hong Kong. He is a CEDR Accredited Mediator and panel mediators of Chartered Institute of Arbitrators (East Asia Branch) and Hong Kong Institute of Arbitrators. He is also Member of Chartered Institute of Arbitrators (UK), Member of Hong Kong Standing Committee on Arbitration (ICC-HK), Member of The Hong Kong Institute of Bankers, Member of British Institute of Facilities Management and Fellow of The Chartered Institute of IT (BCS) UK.

Ms. Louise CHAN

Louise is an experienced banker with many years working in different areas of banking and wealth management in a few major multi-national financial institutions. With her solid practical experience and professional qualifications in wealth management, Louise is well versed in financial planning, selling process, customer experience, customer complaint handling and the latest development and the dynamics of the market. Over the years, Louise was very active in community work, she had given coaching and training on negotiation, entrepreneurship and conflict management.

Louise has obtained the Master of Laws (LLM) from the University of Hong Kong and is a CEDR Accredited Mediator and a panel mediator of Hong Kong Institute of Arbitrators. She is also Member of International Chamber of Commerce – Hong Kong, China, Member of Hong Kong Standing Committee on Arbitration (ICC-HK), Certified Financial Planner[CM] and Member of The Hong Kong Institute of Bankers.

Dr. Shahla ALI

Dr. Shahla Ali serves as the Deputy Director of the LLM in Arbitration and Dispute Resolution Programme and Assistant Professor at the Faculty of Law of the University of Hong Kong. Prior to joining the Faculty of Law, she worked as an attorney in the international trade group with Baker & McKenzie LLP in its San Francisco office. She has consulted with USAID, IFC/World Bank and the United Nations Office of Human Resource Management on issues pertaining to dispute resolution design and evaluation. She is an accredited mediator (HKMC), public arbitrator (FINRA) and member of the State Bar of California.

Program Fee

- Full fee – HK$2,000
- Early Bird: Registration on or before 25th February, 2012 – HK$1,800
- HKU or CLLC Alumni – HK$1,800

CPD

Please check with your respective associations for the eligibility of claiming of CPD. For Law Society of Hong Kong and the Hong Kong Bar Association, HKU is in the process of applying for CPD points.

Registration

Registration deadline: **7th March, 2012**

To register, please complete and return the registration form with a cross cheque (cheque payable to **'CLLC Training Centre Limited'**) to CLLC Training Centre Limited, P.O. Box No. 1969, General Post Office, Hong Kong.

Program details will be sent to you by email 1 week prior to the program commencement date. If you do not receive it accordingly, please contact us.

Program fee is due upon acceptance of registration.

For enquiries, please contact (852) 3151-6800 or enquiry@cllc.com.hk.

CLLC Training Centre Limited reserves the right to make any amendments to the program without prior notice.

Cancellation Policy

For any cancellation of registration before 5th February 2012, 50% of the program fee will be refunded.
For any cancellation of registration before 26th February 2012, 30% of the program fee will be refunded.
Thereafter, no program fee will be refunded.

REGISTRATION FORM

Please complete and return the registration form with a cross cheque (cheque payable to **'CLLC Training Centre Limited'**) to CLLC Training Centre Limited, P.O. Box No. 1969, General Post Office, Hong Kong. The registration deadline is **7th March, 2012**.

Please note that your booking is provisional until confirmed in writing by CLLC Training Centre Limited ("CLLC") and your cheque is cleared. For enquiries, please contact enquiry@cllc.com.hk or 3151-6800.

(Please affix your business card)

Section A – Program Application

Program Name & Code	**Program Date**	**Fee (HKD)**
Essential Workshop for Banking, Insurance & Dispute Resolution Professionals: Mastering Negotiation, Dispute & Complaint Handling Skills and Getting Ready for the Launch of the Financial Dispute Resolution Centre ("FDRC") *(BN(CLLC-HKU)120107)*	Mar 10, 2012 (10am-6pm)	☐ Early Bird (on or before Feb 25, 2012) – HK$1,800 ☐ CLLC or HKU Alumni – HK$1,800 ☐ Full Fee – HK$2,000

Section B – Personal Particulars *(ALL fields must be completed)*

Title:	Prof / Dr / Mr / Mrs / Ms / Miss (Please delete where inappropriate)	
Full Name: (As printed on your HKID Card / Passport)		
Company Name:	**Position:**	
Email Address:	**Mobile Phone No.:**	**Office Tel. No.:**
Correspondence Address:		

Signature & Date:

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In case of any dispute arises, the decision of CLLC shall be final.

Information collected from this Registration Form will not be passed to a third party without the delegate's expressed consent, but CLLC and/or HKU may on occasion send further details of products or services that it feels may be of interest.

Section C – Payment Details

Cheque No.: (Payable to **"CLLC Training Centre Limited"**)	**Bank:**