

Hong Kong Mediation
Three Main
Characteristics:

- Facilitative Mediation Model
- Focus on interests
- Structured and Confidential Process

香港調解 三大特點：

- 促進式調解模式
- 關注利益
- 結構化和保密的流程

PHASES

階段

1

**INFORMATION
GATHERING**

資料收集

2

EXPLORATION

探討和理解

3

**NEGOTIATING
TOWARDS
AGREEMENT**

談判達成協議

4

**Settlement
Agreement**
和解協議

Facilitative Mediation PROCESS

促進式調解流程

Pre-mediation separate Meetings 調解前單獨會議

Mediator's Opening Statement

調解員開場白

Parties' Initial Statements

雙方開場白

Summarizing

總結

Issue identification & Agenda Setting

問題識別和議程設置

Discussion

討論

Exploration and Clarification

探討和澄清

Private Sessions 個別會談

Option Generation

製造方案

Initial Negotiation

談判

Bargaining Phase

議價

Outcome and Documentation

成果和文件

SKILLS

技巧

ACTIVE LISTENING 積極傾聽

SUMMARIZING 總結

REFRAMING 框架重整

QUESTIONING 適當的提問

PARAPHRASING 釋義

EMPATHY 同理心

HYPOTHETICAL QUESTIONING

假設性提問

AGREEMENT WRITING

撰寫協議

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