

# VIAC – Questionnaire for Mediators

1. **Name:** Francis Wai Hung LAW

2. **Nationality:** Chinese (Hong Kong)

3. **Contact information**

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4. **Education and professional experience (original profession; where did you study?):**

*Please add your CV!*

International Mediation Expert

5. **Core area of current professional activity:**

1. Corporate Management
2. Review dispute resolution policy and standard
3. International Dispute Resolution Service
4. Conduct Training for diversified levels of the dispute resolution profession
5. Assessment on all levels of the dispute resolution professional

6. **Accreditation in the field of ADR (including relevant trainings and connected qualifications):**

Senior International Mediation Expert ( Hong Kong, China, Macau, Thailand and Spain)

Lead Trainer ( Hong Kong, China, Macau, Thailand and Bangladesh)

Lead Mediation Assessor ( Hong Kong, China, Macau, Thailand and Bangladesh)

Arbitrator (China)

7. **Practical experience in mediation**

- How many (international) mediations have you participated in
  - as single/co-mediator/in a team? 120 Single, 20 in co-mediator
  - administered by an institution; under which Rules? By Mainland-Hong Kong Joint Mediation Center and Hong Kong Mediation Centre
  - in which areas/fields? International Trade, Contractual, Family, Medical, Intellectual Properties, construction, Insurance and Personal Injury
  - how complex (*please provide examples, participation of lawyers/experts*)? From simple to very complicated cases:
  
- How often have you acted in a different function (e.g. consultant, expert)?  
Frequently. Twice a month
  
- What other ADR-experience do you have?  
Arbitration,

International dispute resolution mechanism

Juror ( Hearing and Contributes to make judgement)

**8. Languages (including levels)**

Mother tongue: Cantonese,

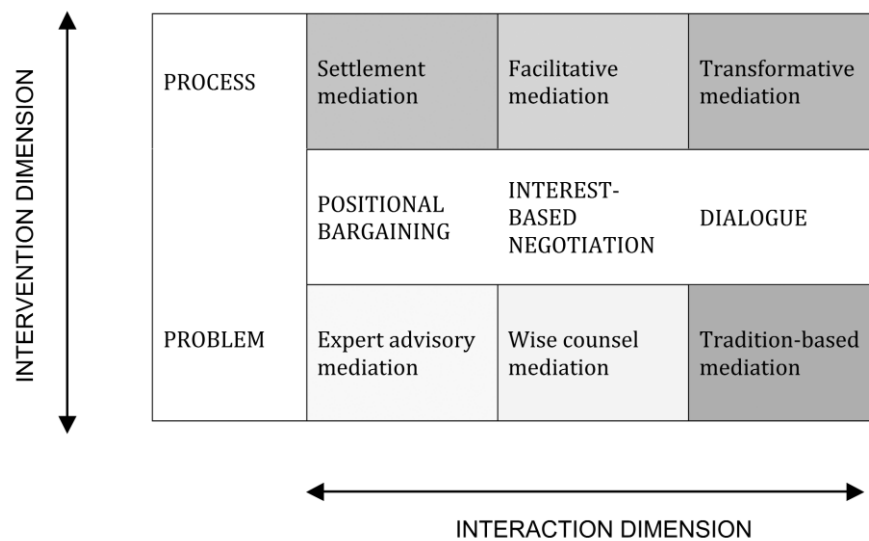
Working languages (i.e. languages in which you have both a spoken and written command so that you may conduct mediation proceedings in this language): English and Putonghua

Basic knowledge:

Insurance, Intellectual Property, Construction, Insurance and trading, public governance, British Nationality ad Chinese Nationality issues

**9. Style of mediation**

Where do you see yourself? Please tick box as appropriate or indicate your preferred style.



© Alexander, Nadja (2011) "The Mediation Meta-Model - the realities of mediation practice," *ADR Bulletin*: Vol. 12: No. 6, Article 5. Available at: <http://epublications.bond.edu.au/adr/vol12/iss6/5>; see also here for a detailed description of the 6 mediation styles.

**10. Please describe aspects of your personality which could be interesting to clients you are going to mediate; what would former clients emphasize in your work?**

Patient, attentive, helpful and good presentation

**11. Publications and other activities in ADR related matters (e.g. training sessions, seminars, conferences, articles and others):**

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**12. Memberships in mediation institutions / functions in mediation institutions/organizations:**

**13. Special expertise or specializations (please list a maximum of three) in your ADR-practice:**

International Trade

Financial

Intellectual Property

**14. Soft Skills (e.g. intercultural competences):**

Good listening skill, Reframing, Reality Testing and experience in assisting diversified culture

**15. How do you ensure your professional quality (e.g. coaching, practice supervision, etc)?**

Full time professional mediator, conduct multi-functional and levels of mediation training, mentoring and carry out dispute resolution researches.

**16. Date of birth:**

7 January 1966

I have completed this questionnaire to the above to the best of my knowledge and believe it is accurate. I understand that the above information will be used for VIAC's internal use and may be given to interested persons or may be published on VIAC's website.

Date and signature

**LAW Wai Hung Francis** 羅偉雄

MBA, MHKMC, SMMHJMC, CWPM, CEDRtr Assessor, AHKI Arb,  
Adjunct Senior Lecturer, Dispute Resolution Expert, Mediator and Arbitrator

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Mr Francis Law is an experienced international business consultant and expert of dispute resolution. He has more than 29 years of experience in Public Administration Management, Human Resources, Conflict Management and corporate development. Francis has the expertise in organizational development, competency building, leadership development, performance management and executive coaching.

Francis has conducted a wide variety of mediation cases, including employment, professional liability, probates, personal injury, international trade, workplace and cross-border disputes. He is currently serving on a number of Mediator Panels: HKMC, HKMAAL, China Council for the Promotion of International Trade Mediation Center/ China Chamber of International commerce (CCPIT/CCOIC) Mediation Center, Shenzhen and Dongguan, Hong Kong Institute of Arbitrators (HKI Arb), and Shenzhen Civil & Commercial Mediation Center. He was invited to be an Annexed Mediator of the People's Court of Qinghai, China. Since 2012, he has been appointed by the Secretary of Justice of Hong Kong as the member of the Steering Committee on Mediation, Accreditation Sub-committee, Regulatory Framework Sub-committee and Public Education and Publicity Sub-committee.

Francis holds a Master Degree in Business Administration. He is the Lead Trainer and the Lead Assessor of the DR profession in Hong Kong, Macau, Thailand, Bangladesh, Shenzhen, Qinghai, Guangzhou and Beijing. He is the Adjunct Senior Lecturer of the Law School of Macau University of Science and Technology and City University of Macau. He has trained up thousands of coaches, assessors, trainers and professionals in relation to conflict resolution, negotiation and workplace mediation, including government officials, lawyers, social workers and other professionals in conjunction to Universities in Hong Kong, in the mainland and overseas. He also assists Arbitration and Mediation Institutions in Asia to set up mediation policy, design mediation training and establish the assessment and disciplinary mechanism. With the support from the Department of Justice of Hong Kong and the CCPIT, Francis co-founded the Mainland - Hong Kong Joint Mediation Center (MHJMC) in 2015 which is the first diversified cross-border commercial disputes resolution platform. MHJMC aims at establishing the comprehensive and systematic training and accreditation mechanisms for the mediation professions in China and facilitates Hong Kong to well position in providing international dispute resolution services. Mr. Law is a columnist publishing articles in commercial and workplace disputes in local newspaper/ magazines. Since 2016, he has been leading delegations to attend the United Nation Commission of International Trade Law Sessions and presented professional comments.

## **PROFESSIONAL PROFILE**

President of Hong Kong Mediation Centre (HKMC)  
Founding Chairman of Mainland - Hong Kong Joint Mediation Center (MHJMC)  
Adjunct Senior Lecturer of Macau University of Science and Technology  
Adjunct Senior Lecturer of City University of Macau  
Adjunct Lecturer of Hang Seng Management College  
Advisor of the China Chamber of International Commerce Dongguan Chamber of Commerce  
Mediator Assessor, Centre for Effective Dispute Resolution (CEDR), London  
Senior International Mediation Expert of MHJMC  
Panel Mediator of Thailand Arbitration Centre (THAC)  
Panel Mediator of Vienna International Arbitration Centre (VIAC)  
Accredited Mediator of Hong Kong Mediation Accreditation Association Limited (HKMAAL)  
Accredited Mediator of Hong Kong Mediation Centre (HKMC)  
Panel Mediator of Hong Kong Institute of Arbitrators (HKI Arb)  
Panel Mediator of HKSAR Lands Tribunal (Building Management Cases Mediation Services)  
Panel Mediator of Land (Compulsory sale for redevelopment) Ordinance Pilot Mediation Scheme  
Panel Mediator of the China Council for the Promotion of International Trade (CCPIT) / China Chamber of International Commerce (CCOIC) Mediation Center  
Panel Mediator of the Shenzhen Civil & Commercial Mediation Center  
Panel Mediator of the Hong Kong-China Mediation Experts of HKMC  
Panel Mediator of the Dongguan Mediation Centre  
Panel Mediator of the China Council for the China Chamber of International Commerce (CCOIC) Shenzhen Mediation Center  
Expert Juror of the Shenzhen Qinghai Cooperation Zone People's Court  
Court Annexed Mediator the Shenzhen Qinghai Cooperation Zone People's Court  
Arbitrator of the Zhanjiang Court of International Arbitration  
Associate Member of Hong Kong Institute of Arbitrators  
Observer of the United Nation Commission of International Trade Law  
Member of Department of Justice (DoJ) Steering Committee on Mediation  
Member of Accreditation Sub-committee of DoJ Steering Committee on Mediation  
Member of Regulatory Framework Sub-committee of DoJ Steering Committee on Mediation  
Member of Public Education and Publicity Sub-committee of DoJ Steering Committee on Mediation  
Immediately Past Chairman of Asian Mediation Association (AMA)  
Vice-Chairman of Guangdong, Hong Kong and Macau Mediation Alliance (GHMMA)  
Director of Hong Kong Mediation Accreditation Association Limited (HKMAAL)  
Lead Assessor of Hong Kong Mediation Centre (HKMC)  
Member of the Joint Chinese University of Hong Kong - New Territories East Cluster Clinical Research Ethics Committee

## **MEDIATION SERVICES**

2015 - Present	Founding Chairman of the MHJMC
2013 - Present	President of the HKMC
2012 - Present	Director of the HKMAAL
2013 - Present	Vice President of the GHMMA
2015 - Present	Member of DoJ Steering Committee on Mediation
2015 - Present	Member of Accreditation Sub-Committee of DoJ Steering Committee on Mediation
2015 - Present	Advisor of the CCOIC Dongguan Chamber of Commerce
2015	Chairman of AMA
2012 - 2015	Member of Regulatory Framework Sub-committee of DoJ Steering Committee on Mediation
2013 - 2015	Member of Public Education and Publicity Sub-committee of DoJ Steering Committee on Mediation
2012 - Present	Lead Assessor of HKMAAL
2012 - Present	Lead Trainer of HKMC
2013 - 2014	Member of the Mediation Accreditation Committee of HKMAAL
2013	Chairperson of the Education and Professional Training Committee of HKMC
2013 - 2014	Judge in the International ADR Mooting Competition organized by City University of Hong Kong
2012 - 2013	HKMAAL Working Group of Mediation Accreditation Committee
2009 - Present	Trainer/Speaker in CPD Training workshops for accredited mediators in Hong Kong, Mainland and Thailand.
2009 - Present	Speaker in over 50 seminars/ talks on Mediation, Conflict management, Negotiation organized by District Council, Public utilities, Government Departments and Professional organizations
2012 - 2013	Vice President of HKMC
2012 - 2013	Chairperson of the Assessment and Accreditation Committee of HKMC
2009 - 2013	Senior Instructor/Instructor of Certificate of Professional Mediator Training and Advanced Training Course in Mediation Practice organized by the Hong Kong Mediation Centre and other institutes including The Chinese University, The Hong Kong Polytechnic University
2012	Chairman of Mediation Services and Development Committee of HKMC
2010 - 2012	Member of Membership and Continuing Professional Development Committee of HKMC
2010 - 2012	Assessor of Mediator Accreditation Examination of HKMC
2009 - 2010	Member of the Education and Professional Training Committee and Assessment and Accreditation Committee of the HKMC

## **MEDIATION and TRAINING EXPERIENCE**

Over 1400 hours of mediation services in Lands, Personal Injury, Professional Negligence, Employment, Financial dispute, Commercial Contract dispute, International Trade dispute, Cross-border commercial disputes, Workplace, Investment, Community and Probate disputes.

Over 1800 hours Training experience in Professional Mediator Training.

- Trained over 1000 mediators in Hong Kong, Mainland China and Asia
- Trained 100 Assessors, Coaches and Trainers in Hong Kong, Mainland China and Asian Countries,

Over 800 hours Training experience in corporate coaching, customer services, executive trainings, presentation and business negotiation.

Assisted Arbitration and Mediation Institutions in Asia in designing mediation training and teaching mediation certificate courses of different levels and training courses on mediation skills. (Including training for Workplace Mediator, Professional Mediator, International Mediator, Professional Mediation Trainer, Cross-border Mediation Trainer, Professional Mediation Assessor, Cross-border Mediation Assessor and Cross-border Mediation Trainer, etc.)

Over 500 hours Training experience in corporate coaching, customer services, executive trainings, presentation and business negotiation.

Assisted Arbitration and Mediation Institutions in Asia to set up mediation policy, design mediation training and establish the assessment and disciplinary mechanism.

## **ACADEMIC QUALIFICATIONS**

2016- 2017            Master of Law (LLM)

2005                    Master of Business Administration (University of Leicester, UK)

## **PUBLICATION**

Participated author, Mediation & Dispute Resolution Handbook

Participated author, Mediation Conference “Mediate First for a Win-Win Solution” journal

News Magazine of India International ADR Association March and April 2016 “Hong Kong well positioned in providing cross-boundary dispute resolution services”

Participated author, Mediation & Dispute Resolution Handbook

Talent Management Summer 2016 “Conflict Resolution in the Workplace”

Talent Management Spring 2017 “Tips for resolving Workplace Conflict”

Asian Mediation Association Conference “Global Development of On-line Mediation”



兩岸四地在一中心一平台下的法律共融研討會「新跨境爭議解決平台，協助四地法律共融開拓新商機」

**General Mediation Training Handbook**

**Professional Mediator Conversion Training Handbook**

**International Mediation Coach Training Handbook**

**Mediation Assessor Training Handbook**

**Training course for Mediation Trainer Handbook**

香港調解培訓課程專業手冊

中國調解員培訓課程專業手冊

泰國調解員培訓課程專業手冊

跨境調解導師培訓課程專業手冊

跨境調解評審培訓課程專業手冊

跨境調解培訓師培訓課程專業手冊

**Articles relating to disputes resolution and workplace mediation in the Job-market magazine**

當事人贏輸以外的真正需要（上）

當事人贏輸以外的真正需要（下）

調解員不是「和事佬」

香港可成為國際解決爭議中心

香港法律樞紐帶來的新契機

香港調解專業發展前瞻（上）

香港調解專業發展前瞻（中）

香港調解專業發展前瞻（下）

美國聯合航空事件帶來的啓示（上）

美國聯合航空事件帶來的啓示（下）

香港的跨境爭議解決平台加強「一帶一路」規劃中「超級聯繫人」的角色

成為解決職場衝突的高手（上）

成為解決職場衝突的高手（中）

成為解決職場衝突的高手（下）

## **LANGUAGE**

**Fluent in Cantonese, English and Putonghua**