



# The HK Chapter of IFMA Mediation Seminar on Friday 28 Jan 2011



CO-ORGANIZER:



香港和解中心  
Hong Kong Mediation Centre



**TOPIC:** *Introduction to mediation for facilities and environmental projects*

**SPEAKER:** Ms Annita S.K. Mau (BA (Hon), MSSc, MA)

Annita has held senior positions in the field of public affairs/relations and corporate communications for 30 years, serving major government departments, non-government organizations and public corporations, including RTHK, ICAC, Hong Kong Council of Social Services, ATV, Kowloon-Canton Railway Corporation and the Hospital Authority.

Annita's strengths are in government relations, community relations and media relations. She assisted the corporations she served to deal effectively with major crises and issues, for example, the Sit-in Protest by District Councillors on Light Rail, Sit-in Protest by doctors at Hospital Authority, Avian Flu and SARS communication, in addition to the practical and first-hand experience in public relations field, where she has handled a lot of difficult complaints directly from the general public, via the mass media and the opinion leaders

Annita is a highly versatile trainer, after her early retirement from the Hospital Authority in 2006, she has been teaching as part time lecturer at HKU SPACE, Lingnan University, Polytechnic University, City University of Hong Kong, and various NGOs in healthcare management, public relations (specialising in PR skills, crisis and risk management and communication, media skills / relations, and community relations).

Annita became a Mediator accredited by the HKMC in 2005, and joined its Council in 2009. From 2005, she is involved in mediation training / assessing mediator and providing mediation services for commercial and community disputes.

## EVENT DETAILS

DATE: 28 Jan 2011 (Friday)

TIME: 18:45 (Registration)  
19:00 - 20:00 (Seminar)

LANGUAGE: English

CHARGE: FREE for IFMA/HKMC/CIWEM members  
HK\$50 for SCOPE/SOE/HKIFM members  
HK\$100 for Non-members

ENQUIRIES: Terra Tse, Chapter Administrator  
Tel: (852) 2512 0111

CPD Available for collection at the end of the seminar  
CERTIFICATION: (1 CPD Hour)

VENUE: 15/F, 12-18 Mercer Street, Sheung Wan, HK.

PAYMENT: 1. Issue cheque payable to "International Facility Management Association Hong Kong Chapter" and mail to Rm 1301 & 03, 13/F, Leighton Centre, 77 Leighton Road, Causeway Bay, HK.

2. Deposit the fee to our Bank Account, A/C No: 222 - 005340-001 (Hang Seng Bank). Please keep the bank-in slip and sent it to us by fax: (852) 2512 0555 or via email: [hk-ifma.administrator@ifma.org.hk](mailto:hk-ifma.administrator@ifma.org.hk)

## REGISTRATION

Please complete the form below and return it to the Chapter Administrator by fax: (852) 2512 0555 or via email: [hk-ifma.administrator@ifma.org.hk](mailto:hk-ifma.administrator@ifma.org.hk)

Surname: \_\_\_\_\_

Given Name: \_\_\_\_\_

Company: \_\_\_\_\_

Position: \_\_\_\_\_

Office No.: \_\_\_\_\_

Mobile No.: \_\_\_\_\_

Email: \_\_\_\_\_

Membership: \_\_\_\_\_

Membership/ Student No: \_\_\_\_\_

Please tick if you require a CPD Certificate.

Please tick if you require a Receipt.

1. Places for this event are limited, so you are recommended to make your advance booking.

2. Cancellations must be made at least 48 hours prior to the event. Otherwise, full price will be charged for your late cancellation.

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