



Managing Work Conflicts 管理工作衝突

23 JUL 2013 (Tue) | 9:30am – 5:00pm



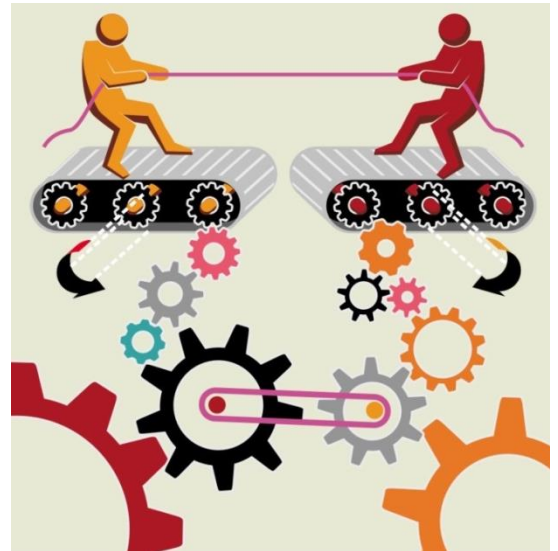
學習目的

1. 了解工作衝突的源頭。
2. 確認有效管理工作衝突的好處。
3. 學習管理工作衝突的方法。
4. 應用不同管理工作衝突的技巧。

截止日期
18/7/2013

課程大綱

1. 個案討論。
2. 了解工作衝突：
 - 衝突的成因
 - 衝突的種類
 - 衝突的好處
3. 處理衝突的方法及應用。
4. 處理衝突的技巧－準備功夫、人際技巧及討論方法。
5. 如何管理困難人事及處境。
6. 綜合技巧演練。



Instructor:	馬雋銘博士 (Dr. Wallace Ma)
Target Participant:	Retail Shop Managers, Area Managers & Training Managers
Venue:	Rm 202, First Commercial Building, 33-35 Leighton Road, Causeway Bay
Fee:	Member: \$1,350 / person Non-member: \$2,400 / person
Language:	Cantonese

Instructor Profile:

Dr. Wallace Ma has more than 20 years of training and consulting experience in a wide range of industries including retailing, hi-tech, banking, sourcing, hotels, etc. Over the years more than 20,000 sales, customer service staff, supervisors and managers have attended his workshops. He has been trainer for various sizeable local and international corporations in various industries, such as A S Watson Group, PCCW, MTR Corporation and Swire Properties. Apart from his specialty in training, Wallace also offers human resources and business solutions for clients.

Enrollment will be made on a first-come-first-served basis 名額先到先得

Enquiry: 2866-8311 / peggy.ng@hkrma.org

To 致: Hong Kong Retail Management Association 香港零售管理協會
10/F., First Commercial Building, 33-35 Leighton Road, Causeway Bay
銅鑼灣禮頓道 33-35 號第一商業大廈 10 樓
Fax 傳真: 2866-8380 Tel 電話: 2866-8311



2013 Retail Workshops Enrolment Form

● 管理工作衝突 Managing Work Conflicts (23-Jul-2013)

Company Information 公司資料

Company : _____
公司名稱 _____

Contact Person (Mr./Ms.) : _____ Position : _____
聯絡人 (先生/女士) _____ 職位 _____

Tel : _____ Fax : _____
電話 _____ 傳真 _____

Email : _____
電郵地址 _____

The following person(s) will attend the captioned workshop 出席者如下:

<u>Name 姓名</u>	<u>Position 職位</u>	<u>E-mail 電郵</u>
(Mr.先生/ Ms.女士)* _____	_____	_____
(Mr.先生/ Ms.女士)* _____	_____	_____
(Mr.先生/ Ms.女士)* _____	_____	_____

* Please delete whichever inappropriate *請刪去不適用者

Payment Method 付款方法

Cheque Payment 支票 (抬頭「香港零售管理協會」或「Hong Kong Retail Management Association Ltd」)
Enclosed is a cheque for 現付上支票 HK\$ _____ for the workshop.

American Express (AE) Card Payment (all information MUST be completed):

Card Member Name: _____ Card Number: _____

Card Expiry Date: _____ Amount Due: HK\$ _____

Card Member Signature: _____

If a receipt is required, please complete the section below. 如需收據，請填妥以下資料

Name 姓名: _____

Address 地址: _____

收集及使用機構/ 個人資料

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