

TABLE OF CONTENTS

<i>Foreword by Elsie Leung Oi-Sie</i>	v
<i>Foreword by Sir Laurence Street</i>	vi
<i>Foreword by Maria Tam</i>	vii
<i>Preface</i>	viii
<i>Explanatory Note</i>	x
<i>About the Authors</i>	xi
<i>Acknowledgements</i>	xv
<i>Table of Cases</i>	xvii
<i>Table of Legislation</i>	xix
CHAPTER 1 INTRODUCTION	1
<i>Raymond Leung</i>	
CHAPTER 2 DEFINITIONS OF CONFLICT AND DISPUTE	5
<i>Beatrice Hung</i>	
CHAPTER 3 DEFINITIONS AND COMPARISON WITH OTHER FORMS OF ALTERNATIVE DISPUTE RESOLUTION (ADR)	9
<i>Beatrice Hung</i>	
CHAPTER 4 HISTORY OF MEDIATION	27
<i>Raymond Leung</i>	
CHAPTER 5 APPROACHES TO MEDIATION	43
<i>Annita Mau</i>	
CHAPTER 6 RESOURCES AVAILABLE FOR MEDIATION IN HONG KONG	47
<i>Annita Mau</i>	
CHAPTER 7 THE PROCESS AND STAGES OF MEDIATION	53
<i>Yeung Yin Lam</i>	
CHAPTER 8 MEDIATION SKILLS	79
<i>Yeung Yin Lam</i>	

CHAPTER 9 PSYCHOLOGY AND BEHAVIOUR OF MEDIATION	101
<i>Beatrice Hung</i>	
CHAPTER 10 THE LEGAL IMPLICATIONS OF MEDIATION	129
<i>Paul Starr & Lily Ma</i>	
CHAPTER 11 CIVIL JUSTICE REFORM AND PRACTICE DIRECTIONS	153
<i>Wilson Kwan</i>	
CHAPTER 12 FAMILY MEDIATION	161
DEFINITION OF FAMILY MEDIATION AND DIVORCE	161
<i>Cecilia Wong</i>	
FAMILY PROPERTY AND ESTATE DISPUTES	183
<i>Cecilia Wong</i>	
FAMILY RELATIONSHIP AND ELDERLY DISPUTES	194
<i>Beatrice Hung</i>	
CHAPTER 13 CRIMINAL OFFENCE RELATED DISPUTES ..	209
VICTIM OFFENDER MEDIATION	209
<i>Keswick Chuk</i>	
TRAFFIC DISPUTES	217
<i>Raymond Leung</i>	
CHAPTER 14 APPLICATION OF MEDIATION TO VARIOUS TYPES OF DISPUTE	219
A. BUSINESS RELATED DISPUTES	220
CONSTRUCTION DISPUTES	221
SHAREHOLDER'S DISPUTES	228
COPYRIGHT, INTELLECTUAL PROPERTY AND AGENCY DISPUTES	232
TRADE DISPUTES	236
FINANCIAL PRODUCTS AND SERVICES	241
<i>Raymond Leung</i>	
B. CONSUMER/BUSINESS DISPUTES	246
<i>Raymond Leung</i>	
C. LABOUR AND EMPLOYMENT DISPUTES	249
<i>Raymond Leung</i>	

D. COMMUNITY DISPUTES	252
<i>Annita Mau</i>	
E. LAND DISPUTES	257
<i>Yeung Yin Lam</i>	
F. WORK-RELATED PERSONAL INJURY DISPUTES	262
<i>Wilson Kwan</i>	
G. SCHOOL DISPUTES	276
<i>Keswick Chuk and Allen Lam</i>	
H. HEALTHCARE DISPUTES	285
<i>Annita Mau</i>	
I. PUBLIC INTERNATIONAL DISPUTES	292
<i>Raymond Leung</i>	
CHAPTER 15 PROBLEMS WITH MEDIATION	295
<i>Raymond Leung</i>	
CHAPTER 16 FUTURE DEVELOPMENT OF MEDIATION ...	299
<i>Raymond Leung</i>	
Appendix	
List of Useful References	305
List of Useful Documents	327
Index	567