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Curriculum Vitae

Name (Dr/Mr/Ms/Mrs)	FONG Yan Yan, Cindy			
Present Position	Mediation Consultant – Cindy Fong Mediation Services Co.			
Occupation	Accredited General and Family Mediator			
Language Ability (including dialects) (Please state your level)	Written Level (superior, advanced, intermediate, or novice)			
	English advanced	Chinese advanced	Others (Please specify)	
	Spoken Level (native, fluent, proficient, or fair)			
	English fluent	Cantonese native	Mandarin fluent	Others (Please specify)
Accreditation Body and Year of Accreditation	<p>Aug 2020 Certified CDP-I Practitioner (Eckerd College - Mediation Training Institute (MTI), USA)</p> <p>Nov 2018 Certified Trainer – Workplace Conflict Resolution (MTI, USA)</p> <p>Apr 2017 – Certificate course in Life Coaching (Dreams Possible)</p> <p>Apr 2017 – Certified CINERGY™ Conflict Coach (Resolution Institute, Sydney)</p> <p>Aug 2014 – HKMAAL Accredited Mediator (Family)</p> <p>Apr 2013 – HKMAAL Accredited Mediator (General)</p> <p>Aug 2013 – HKMAAL Accredited Assessor Hong Kong</p> <p>Jan 2009 – International Arbitration Centre (HKIAC) Accredited Mediator (General)</p>			
Mediation and Arbitration Training	<p>Jul 2020 - Certified Trainer Course – Mediation Training Institute (MTI) at Edkerd College, USA</p> <p>Nov 2018 – Certificate course in life coaching – Dreams Possible</p> <p>Feb 2018 – Unleash the power within UPW 2018 – Tony Robbins in Singapore</p> <p>Aug 2017 – How to deal with parties with Psychological Problems in Mediation - JMHO</p> <p>Aug 2017 – How we make decisions in mediation and the Psychological of conflict - JMHO</p> <p>Apr 2017 – Cross-Sector Mediation Forum - HKIAC</p> <p>Apr 2017 – Exploring multi-disciplinary nature of</p>			

	Mediation – HK Shue Yan University
Mar 2017 –	Transforming anger to peace workshop – iHealth Center for Integrated Wellness Inc.
Dec 2016 –	Seminar on Family Mediation Practice in HK - HKFWS
Oct 2016 –	Seminar on IP Dispute - HKIAC
Sep 2016 –	Coaching Clinic Licensed Facilitator Program By Corporate Coach U International, Inc
Aug 2016 –	Conflict Management Coaching Workshop by Resolution Institute, Sydney
Dec 2015 –	CPD Seminar “The Current Development and Issues of Mediation in HK - HKFWS
Feb 2015 –	3-day Cert. course in Parenting Coordination Training By HKFWS
Jan 2015 –	2-day Cert. course in Advanced Mediation Masterclass by Bond University Dispute Resolution Centre
Dec 2014 –	Mental Health First Aid Seminar by HK Mediation Council
Oct 2014 –	Working with High Conflict Parents and Children in Divorce Families by HK Catholic Marriage Advisory Council
Sep 2014 –	Seminar on Advancement of Family Mediation Strategies and skills by HKFWS
Jun 2014 –	Restorative Justice Practices – Essential concepts and practices of victim-offender mediation
May 2014 –	Forum on parenting coordination by HKMAAL
May 2014 –	Children in Divorce Families Workshop by the Academy of Family Therapy
Aug 2013 –	HKMAAL Assessors’ Forum
Jun 2013 –	Certificate in Basic & Advanced Int’l Business Negotiation By Hamline University School of Law/ Hong Kong Shue Yan University
Jan 2013 –	Hong Kong Satir Centre – Exploring the Satir Model of Family Therapy for Personal & Professional Development
Dec 2012 –	Family Mediation Workshop by Christian Family Welfare Society
Oct 2012 –	Assessor Training Program by CEDR
Sep 2012 –	Training Programme for FDRC Mediators and Arbitrators (Part I & II)
Jul/Aug 2012 –	Basic & Advanced Accredited Family Mediation Training Course by Hong Kong Family Welfare Society

	<p>Mar 2012 – Executive Certificate in Mediation & Workplace Conflict By HKU SPACE</p> <p>Aug 2010 – Advanced Mediation Training Workshop – Certificate in “Mediating the Litigated Case” (Straus Institute for Dispute Resolution , Pepperdine University School of Law)</p> <p>Jul 2010 – Cert. In Managing Workplace Conflict - Manager-as-Mediator Workshop by HK Baptist University</p> <p>Aug 2009– Mediation Skills Enhancement Workshop By ISE Consultants Ltd, Trainer: Roy Cheng</p> <p>May 2008 - Mediation Practice (HKU Space/ Accord Group)</p>												
Mediation / Arbitration Experience (including the number of cases conducted)	<p>No. of Mediation cases conducted: 16 (2020-2023)</p> <p>Involving disputes in the area of: Commercial, Partnership, Building Management, Landlord and Tenant, Contract dispute, Family and Children, divorce cases etc...</p> <p>2010 – Present - Over 1,000 hours of Coaching experience for mediation training courses provided by HKU, HKU SPACE, City University of Hong Kong, Chinese University of Hong Kong, Institute of Financial Planner Hong Kong, Vocational Training Council, and various Government Services Dept., and many others Mediation Services Providers.</p> <table> <tr> <td>2013-2015</td><td>Advisor – HKU SPACE Mediation Practice Alumni Society</td></tr> <tr> <td>2013 Aug – Present</td><td>HKMAAL Assessor</td></tr> <tr> <td>2012 May – 2013 Aug</td><td>HKIAC Assessor</td></tr> <tr> <td>2012 – 2017</td><td>Hong Kong Mediation Council Main Council Committee Member Vice- Chairperson (2015-2016)</td></tr> <tr> <td>2011 – Present</td><td>Appointed as HKCAAVQ Specialist (Hong Kong Council for Accreditation of Academic & Vocational Qualifications) Panel Member for the validation of Advanced Mediation Training</td></tr> <tr> <td>2009 – Present</td><td>Member of Hong Kong Mediation Council General Mediation Interest Group, Chairperson (2014-2016)</td></tr> </table>	2013-2015	Advisor – HKU SPACE Mediation Practice Alumni Society	2013 Aug – Present	HKMAAL Assessor	2012 May – 2013 Aug	HKIAC Assessor	2012 – 2017	Hong Kong Mediation Council Main Council Committee Member Vice- Chairperson (2015-2016)	2011 – Present	Appointed as HKCAAVQ Specialist (Hong Kong Council for Accreditation of Academic & Vocational Qualifications) Panel Member for the validation of Advanced Mediation Training	2009 – Present	Member of Hong Kong Mediation Council General Mediation Interest Group, Chairperson (2014-2016)
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2009 – Present	Member of Hong Kong Mediation Council General Mediation Interest Group, Chairperson (2014-2016)												
Other Relevant Working Experience (Dispute Resolution or	<table> <tr> <td>2010-2022</td><td>Senior Mediation Consultant – Joint Mediation Helpline Office</td></tr> <tr> <td>2009</td><td>Sales Director – South China Media Hong Kong</td></tr> <tr> <td>2001-2009</td><td>Deputy Director of Business Development</td></tr> </table>	2010-2022	Senior Mediation Consultant – Joint Mediation Helpline Office	2009	Sales Director – South China Media Hong Kong	2001-2009	Deputy Director of Business Development						
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2001-2009	Deputy Director of Business Development												

otherwise) and the time period during which such experience is acquired	1997-2001 – Palm Island Resort (A subsidiary of New World (China) Land Ltd.) 1996-1997 Director of Membership, Mission Hills Golf Club 1994-1996 Membership Manager – Intl Golf & Yacht Club 1992-1994 Sales & Marketing Manager – Dinitas Int'l Ltd. 1990-1991 Assistant Front Office Manager – The Heritage Inn, Toronto, Canada Flight Attendant – Cathay Pacific Airways Ltd.
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Please ✓ the box if you have the expertise

☐ Banking Operation
 ☐ Securities
 ☐ Insurance
 ☐ Legal / Compliance
 ☐ HR
☐ Finance / Accounts
 ☐ Social Service
 ☐ Other: _____



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Form A-2

個人簡歷

姓名 (博士/先生/女士)	方欣欣		
現任職位	調解顧問 – Cindy Fong Mediation Services Co.		
職業	綜合及家事調解員		
語言能力 (包括方言) (請註明程度)	書寫程度 (極佳、流暢、中間或一般)		
	英文 流暢	中文 流暢	其他 (請註明)
	口語程度 (母語、流利、精通或一般)		
	英語 流利	廣東話 母語	普通話 流利
調解/仲裁資格認可機構及認可年份	2020 年 8 月 認可 CDP-I 從業員(美國 MTI 調解訓練學院) 認可職間爭議解決導師 (美國 MTI 調解訓練學院) 2018 年 11 月 認可生命導師(香港自在社) 2017 年 4 月 - 認可衝突管理啟導教練 (CINERGY™) 2014 年 8 月 -2013 認可家事調解員 (香港調解資歷評審協會) 年 4 月 -2013 年 4 認可綜合調解員 (香港調解資歷評審協會) 月 -2009 年 1 月 - 認可調解考核試評核員(香港調解資歷評審協會) 認可綜合調解員 (香港國際仲裁中心)		

曾參與之調解 / 仲裁課程	2020 年 7 月 2018 年 11 月	認可導師證書課程 - 美國 MTI 調解訓練學院 生命導師證書課程 - 自在社
	2018 年 2 月	釋放你的內在潛能 2018 星加坡- 安東尼羅賓斯
	2017 年 8 月	如何在調解中處理有精神狀況的當事人 (聯合調解專線辦事處)
	2017 年 8 月	如何在調解中作出決定及了解衝突心理(聯合調解專線辦事處)
	2017 年 4 月	跨界別調解論壇 (香港國際仲裁中心)
	2017 年 4 月	探索多元化學科的調解特質 (樹仁大學)
	2017 年 3 月	轉化憤怒至和平工作坊 (I Health Center for Integrated Wellness Inc.)
	2016 年 12 月	香港家事調解的實踐 (香港家庭福利會)
	2016 年 10 月	知識產權爭議講座 (香港國際仲裁中心)
	2016 年 9 月	啟導教練證書訓練課程 (Corp Coach U Intl Inc)
	2016 年 8 月	衝突管理啟導證書訓練課程 (澳洲 Resolution Institute)
	2015 年 12 月	香港調解發展及最新事項講座 (香港家庭福利會)
	2015 年 2 月	三天共享親職協調員證書課程(香港家庭福利會)
	2015 年 1 月	兩天高級調解大師證書課程(澳洲邦德大學法律學院爭議解決中心)
	2015 年 1 月	限時調解工作坊
	2014 年 12 月	精神健康急救講座 (香港調解會/ 香港心理衛生會)
	2014 年 10 月	處理高度衝突家長及離婚家庭子女研討會 (香港公教婚姻輔導會)
	2014 年 9 月	提升家事調解策略與技巧研討會(香港家庭福利會)
	2014 年 6 月	復和調解與復和公義基本理論與實踐 (黃成榮博士)
	2014 年 5 月	“共享親職” 研討會 (香港調解會家事調解組)
	2014 年 5 月 2013 年 8 月	生活在離婚家庭的小孩(香港家庭治療學院) 評核員研討會 (香港調解資歷評審協會)
	2013 年 6-7 月	美國 Hamline University 及香港樹仁大學合辦 "國際商業談判"證書課程(基礎及進階)
	2013 年 1 月	香港沙維雅中心 - 沙維雅家庭治療模式初探 - 個人成長及專業發展訓練課程
	2012 年 12 月	香港公教婚姻輔導會 - 家事調解工作坊
	2012 年 10 月	英國 CEDR 有效爭議解決中心 - 調解考核試評核員

	<p>培訓課程</p> <p>2012 年 9 月 金融糾紛調解中心 - 調解員及仲裁員訓練課程</p> <p>2012 年 7-8 月 香港家庭福利會 - 認可家事調解訓練(基礎及進階)</p> <p>2012 年 3 月 香港大學專業進修學院 - 行政人員證書課程 (職場衝突與調解)</p> <p>2010 年 8 月 美國 Pepperdine University 法律學院 Straus Institute for Dispute Resolution - 進階調解訓練 "Mediating the Litigated Case" 證書課程</p> <p>2010 年 7 月 香港浸會大學 - 職場衝突管理證書課程 (Manager-as-Mediator 工作坊)</p> <p>2009 年 8 月 調解技巧工作坊- ISE Consultants Ltd. 導師:鄭會圻先生</p> <p>2009 年 1 月 2008 年 5 月 成為香港國際仲裁中心 - 認可調解員(綜合) 香港大學專業進修學院/ Accord Group - 調解實務課程</p>
調解 / 仲裁經驗 (請註明個案數字及性質)	<p>調解個案數字: 16 (2020-2023)</p> <p>處理個案性質: 商業、金融、合夥人、物業管理、合約、租務、家事糾紛、離婚個案等</p> <p>2010 年至今 -為多個學院(包括香港大學專業進修學院、香港城市大學、香港中文大學等), 學會如香港財務策劃師學會, 政府部門(如: 職業訓練局、懲教署) 及其他調解服務機構之調解課程擔任導師共超過 1,000 小時</p> <p>2013 年 8 月-現在 - 香港調解資歷評審協會- 調解考核試評核員</p> <p>2012 年 5 月-2013 年 8 月- 香港國際仲裁中心 -調解考核試評核員</p> <p>2012- 16 年 - 香港調解會- 委員會成員 , (2015-2016) 擔任副主席</p> <p>2011- 17/ 2019-25 年 - 被委任為香港學術及職業資歷評審局專家高級調解證書課程甄審小組成員</p> <p>-</p> <p>2009 年- 現在 - 香港調解會- 綜合調解組成員 , (2014-2016) 擔任組別會長</p>

其他相關工作經驗 (處理糾紛或其他性質) 及獲得相關工作經驗 的日期 / 時間	<div> <div>2010 年 8 月-2022 年 7 月</div> <div>高級調解顧問 - 聯合調解專線辦事處</div> </div> <div> <div>2009 年 5 月-7 月</div> <div>銷售總監 - 香港南華傳媒</div> </div> <div> <div>2001 年 11 月-2009 年 4 月</div> <div>副業務拓展總監- 棕櫚島渡假村(隸屬於新世界(中國)有限公司)</div> </div> <div> <div>1997 年 11 月-2001 年 11 月</div> <div>會籍總監 - 觀瀾湖高爾夫球會</div> </div> <div> <div>1996 年 10 月-1997 年 5 月</div> <div>會籍銷售經理- 國際高爾夫遊艇會</div> </div> <div> <div>1994 年 10 月-1996 年 10 月</div> <div>銷售經理- Dinitas International Ltd.</div> </div> <div> <div>1992 年 2 月- 1994 年 6 月</div> <div>助理前台經理- 加拿大多倫多 The Heritage Inn</div> </div> <div> <div>1990 年 3 月- 1991 年 6 月</div> <div>空中服務員- 國泰航空有限公司</div> </div>
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請以✓顯示您擁有的專業或相關經驗

☐銀行業務
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 ☐保險
 ☐法律 / 合規
 ☐人力資源
☐財務/會計
 ☐社會服務
 ☐其他: _____