



Mediator Full Profile



Mr. Norris H. C. YANG

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Current Position & Background

Partner: Boughton Peterson Yang Anderson, Solicitors, Hong Kong (Member of TERRALEX, the Worldwide Network of Independent Law Firms (15,000 attorneys in more than 155 top independent law firms located in 100 countries and 44 states in the U.S.A. - www.terralex.org).

Executive Director, ADR International Limited (formerly known as "ADR Chambers (HK) Limited") (provider of ADR Training and consultancy, ADR Neutrals and Advocacy).

Admitted to practice law in:

Ontario Canada (1980),

England and Wales (1983),

Hong Kong (1984),

Appointed as an Attesting Officer by Ministry of Justice of the People's Republic of China (1995).

Languages

Chinese, English, Mandarin (Putonghua), Cantonese, Shanghainese

Main Mediation Practice Areas

Specializes in resolving commercial disputes that are multi-disciplinary (including IT and scientific issues), multi-jurisdictional, multi-linguistic and / or multi-cultural.

Fluent in English and 3 Chinese Dialects (Cantonese, Mandarin / Putonghua, Shanghainese). Some knowledge of French.

Resided in 5 cities in North America for 12 years.

Travelled to more than 120 cities in 30 countries over all 6 continents.

Mediation Experience

Mediator for complex domestic and international commercial disputes involving different cultures and languages.



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Successful cases involving family disputes, governmental departments, NGO's, trusts, estates, banking, personal injuries, IP, commercial, trade, libel, labour, building management, partnerships, shareholder disputes, accounting and audit-related matters.

Acted as Mediator using combinations of English, Mandarin / Putonghua, Cantonese and Shanghainese (with all of above languages in one particular case).

Mediation Style

The style used is adjusted to the parties' requirements and needs. Combinations of styles (facilitative, transformational, evaluative) are often used and the evaluative style is applied when requested.

Applies dynamics and philosophy of dialectics (Western and Eastern) to bridge and resolve differences between parties.

Code of Ethical Conduct

IMI Code of Professional Conduct;
International Institute for Conflict Prevention and Resolution, New York (www.cpradr.org);
Hong Kong International Arbitration Centre (www.hkiac.org)
Law Society of Hong Kong (www.hklawsoc.org)

Complaints Process

IMI Professional Conduct Assessment Process
International Institute for Conflict Prevention and Resolution, New York (www.cpradr.org);
Hong Kong International Arbitration Centre (www.hkiac.org)
Law Society of Hong Kong (www.hklawsoc.org)

Professional Affiliations

International Institute for Conflict Prevention and Resolution, New York (www.cpradr.org) -
International Panel of Distinguished Neutrals
Listed as one of only 200 in "The International Who's Who of Commercial Mediation 2011"
(www.whoswholegal.com)
Hong Kong International Arbitration Centre (www.hkiac.org) - Accredited Mediator (since 1999) and
Accredited Family Mediator (since 2010)
Law Society of Hong Kong (www.hklawsoc.org) - Accredited Mediator and Accredited Family
Mediator
China Appointed Attesting Officers (Hong Kong) Limited

Past Chairman of the Hong Kong Mediation Council (a division of the HKIAC) - 2003 to May 2006.
Ex-Officio Council member of the Hong Kong International Arbitration Centre ("HKIAC" - a non-profit
organization with statutory responsibilities to appoint arbitrators in Hong Kong) - 2003 to 2006
Member of Chief Justice's Working Party on Mediation (Hong Kong)
Mediation Committee of the Law Society of Hong Kong



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Director of the Professional indemnity Fund of the Law Society of Hong Kong

Fee Rate

Related to complexity, number of parties involved, cultural and / or linguistic bridging.

Flexibility to reduce fees for just cause or pro-bono for cases with significant social merit.

Feedback Digest

Reviewer: Helena Tavares Erickson (herickson@cpradr.org)

Date: 25 Aug 2009 Time: 17:06

Feedback Digest

MEDIATOR: Norris Yang

REVIEWER: Helena Tavares Erickson
herickson@cpradr.org

Last Update: June 30, 2009

This Feedback Digest has been updated to include 11 Feedbacks respecting commercial mediations involving contract, complex estate, and partnership and shareholder disputes since June 30, 2009. Several disputes were described as longstanding and involving gridlock or years of court or other actions. One even included a government and a charity in addition to squabbling heirs. At least one reviewer was a mediator with several organizations, participating in the process as an advocate. Nearly all of Mr. Yang's reviewers rated him at a level 5, and all would use him again and recommend him to their colleagues. For several of the reviewers, this was their first mediation. Virtually all rated the process at a level 5, and all resolved their issues in mediation, shortly thereafter through Mr. Yang's efforts, or, in one case, a prior offer was finally accepted after the mediation process.

Mr. Yang was often praised for his ability to deal with emotional issues and parties and even controlling the atmosphere in the face of "heated disputes and arguments". Typical of the adjectives used to describe his skills were "mature," "professional," "brilliant," and "exceptional". One reviewer noted, "Mr. Yang possesses the great skill and experience of being able to ask the parties to get to the reality without emotion." Another praised his ability "to understand the viewpoints and needs of the parties very quickly regardless of the complexity of the actions." He was noted for his ability to ask skillful questions and convey a sense of direction to the parties. One reviewer ably summarized the thoughts of many: " His doubt creation and reality testing skills, his acknowledgment of the parties' concern and identification of the parties' needs and interests made a decisive difference in the outcome." He was cited for his communication skills, patience, and ready smile, and several reviewers noted his successful persistence after the mediation meeting to try to get the parties to resolve their differences. Others praised him for his help in coming up with wise business alternatives to be discussed, and his acumen with respect to complex financial or strategic business issues. His insight was repeatedly highlighted, including his insight into cultural and legal traditions.



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Most of the reviewers were satisfied to very satisfied with Mr. Yang's costs. All noted that the end result made the mediation a good value, one noting that the alternative would have cost ten times as much in time and money.

There were no negative comments.

Mediation Education and Training

Accredited 64-hour Family Mediation Course - Law Society of Hong Kong (materials based on Bond University, Australia), 2008

Straus Institute for Dispute Resolution (Pepperdine School of Law) - 3 day course on Mediating the Complex Case, 2007

Negotiation Workshop (2 day) - Notre Dame Law School, 2004

Accredited 40-hour Mediation Course - Notre Dame Law School, 2003

Accredited 40-hour Mediation Course - Accord Group, 1999

Professional Indemnity Insurance

Law Society of Hong Kong

HK\$10 Million coverage

Mediation Teaching

Organizer and Trainer of negotiation and mediation courses (over 40-hours and accredited by the Hong Kong International Arbitration Centre "HKIAC") of the Notre Dame Law School,

Trainer and Coach for HKIAC Accredited Mediation Course conducted at the City University Law School (Hong Kong) by Straus Institute for Dispute Resolution (Pepperdine School of Law);

Organizer and Trainer for Negotiation and Mediation Course (40-hour Course leading to Mediator Accreditation in Macau) to Senior Officers of the Housing Bureau, Government of Macau

Trainer for Mediation Training Course conducted at the World Trade Centre, Macau by the Chartered Institute of Arbitrators (East Asia Branch) to trade and industry leaders in Macau.

Consultant to the Government of Hong Kong on ADR (ADR Chambers (HK) Limited)

Major contributor to ADR Manual and ADR Handbook for the Environmental Transport Works Bureau of the Government of Hong Kong

Trained over 1,000 senior government officers of Hong Kong on ADR

Trained over 100 senior government officers on Negotiation and Conflict Management (organized by the Ombudsman's Office)

Assessor for the Hong Kong Law Society and HKIAC Accredited Mediator certification

Conducted practice Mediation Role Plays for the Hong Kong Academy of Law, Hong Kong Law Society, Hong Kong International Arbitration Centre

Coordinated and acted as Mediator for two unscripted live Role Play Demonstration (2-hours - video recorded for training purposes for Hong Kong Academy of Law) to over 400 lawyers.

Conducted Negotiation Course for Hong Kong Benchmarking Clearing House for senior executives and government officials.

Presented numerous seminars on mediation and arbitration to law firms, government departments,



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SPACE, Chinese University, Baptist University, City University, various Non-Governmental Organizations, Judges from the People's Republic of China, Hong Kong Trade Development Council (HKTDC), Labour Unions, professional associations in Hong Kong and Macau.

Mediation Publications

Contributor: "Contemporary Issues in International Arbitration and Mediation, The Fordham Papers 2007", Martinus Nijhoff 2008 - "Mediation in Hong Kong";

Former Editorial Board member of "Asian Dispute Review" magazine.

"A case for Mediation-Arbitration", Mediation (Publication of the Hong Kong Mediation Council), p. 11, Issue 14, March 2002

Note: This Mediator Profile is intended to offer guidance to users of mediation services about the competency, skills, styles and potential suitability of the IMI Certified Mediator featured above. The Reviewer, the Mediator and IMI are attempting to present fair, balanced and objective information but none are to be held responsible for reliance on the information given. Users of mediation services are encouraged to pursue further research before selecting the IMI Certified Mediator, including contacting references and conducting an interview with the Mediator before making a selection.