

[Webinar] The Art of Persuasion in a Virtual World



21 October 2021, Thursday
2.30pm – 3.45pm



*This programme is conducted as a live
webinar.*



No. of Public
CPD Points:
1.5

Practice Area:
**Professional
Skills**

Training Level:
General

About the Programme

Along with the rest of the world, dispute resolution practitioners have had to quickly adapt to working in a different way as a result of the COVID-19 pandemic. Having had to conduct arbitrations and mediations in virtual settings for over a year now, many practitioners agree that virtual hearings have offered a number of benefits over in-person hearing sessions.

As the world moves to a post-COVID new normal, coupled with movements such as the Campaign for Greener Arbitrations in a concerted effort to combat climate change and reduce the carbon footprint of dispute resolution practitioners, the popular view is that virtual hearings are here to stay, even when COVID-related restrictions are eventually removed.

So how do we, as practitioners, pivot and adapt to this new reality? How do you “read the room” when the room is now separated in different tiles across multiple screens? How do you create a trustful and respectful environment that is crucial in a mediation? How do you present in a dynamic and engaging way that ensures you are connected with your audience? When you are no longer able to impose your presence physically, what are the new skills you require in order to present your case effectively?

Hear from our speakers, **Mr Chong Yee Leong, Ms Sujatha Bhargavan, Professor Joel Lee and Ms Judy Liu** who will provide you with the dos and don'ts of virtual hearing advocacy.

- Mr Chong Yee Leong is Partner and Co-Head of Allen & Gledhill LLP's International Arbitration Practice and the Deputy Chairman of the Board of Directors of SIAC. As a seasoned arbitrator, Yee Leong will let you have the arbitrator's perspective of how practitioners and counsel may be more effective and engaging in a virtual setting.
- Ms. Bhargavan Sujatha is a Senior Consultant with Gavan Law Practice LLC. She has been practising since January 1978 and has been an Advocate & Solicitor for over 43 years and a mediator for over 25 years. She will provide you with the essential tools for Mediation Advocacy to assist you and your clients to mediate successfully over the screen to achieve the best outcome.
- Professor Joel Lee is Professor (Professional Practice) at the Faculty of Law, National University of Singapore. Professor Lee has a keen interest in utilising Neuro-Linguistic Programming ('NLP') in the practice of mediation or negotiation, and will draw on his expertise in providing you insights and techniques in engaging and building rapport through the camera lens.
- Ms Judy Liu is the Senior Manager at Hays Recruitment, leading the L&D and Talent Management functions for their Asia business. As a certified NLP and PI Practitioner, she conducts workshops and 1-on-1s on leadership and communication. She believes that if we shift our focus from identifying the gaps where the virtual environment 'falls short' of face-to-face, and instead turn our attention to recognising the benefits of our new world of work, our presence, authenticity and connection with people can be equally impactful.

Admin Note to Singapore Practitioners and s36B Foreign Lawyers in relation to the Mandatory CPD Scheme:

No of Public CPD Points: 1.5
Practice Area: Professional Skills
Training Level: General

Participants who wish to obtain CPD Points are reminded that they must comply strictly with the Attendance Policy set out in the CPD Guidelines. For this activity, this includes logging in at the start of the webinar and logging out at the conclusion of the webinar in the manner required by the organiser, and not being away from the entire activity for more than 15 minutes. Participants who do not comply with the Attendance Policy will not be able to obtain CPD Points for attending the activity. Please refer to <http://www.sileCPDcentre.sg> for more information.

Note: In the course of the event, photographs/videos/interviews of participants could be taken/conducted by the Law Society or parties appointed by the Law Society for the purpose of post event publicity, either in the Law Society's official publication/website, social media platforms or any third party's publication/website/social media platforms approved by the Law Society.

Programme Outline

Time	Programme
2.00pm – 2.30pm	Registrants to log on
2.30pm – 3.45pm	<p>Panel Discussion: The Art of Persuasion in a Virtual World</p> <p><u>Moderator</u> Henry Heng – Partner, Kennedys Legal Solutions</p> <p><u>Panellists</u> Sujatha Bhargavan – Executive Director, Gavan Law Practice LLC Chong Yee Leong – Partner, Allen & Gledhill LLP Professor Joel Lee – Professor (Faculty of Law) National University of Singapore; Chairman, Singapore International Mediation Institute Judy Liu – Senior Manager (Training & Talent Management), Hays</p>
3.45pm	End

Speakers' Profile



Henry Heng – Partner, Kennedys Legal Solutions

Henry Heng is a partner at Kennedys Legal Solutions and principal shareholder and director of Legal Solutions LLC. He is an Advocate and Solicitor of the Supreme Court of Singapore, a Fellow of the Singapore Institute of Arbitrators (FSI Arb) and on the Panel of Arbitrators of the Law Society Arbitration Scheme as well as the Singapore Institute of Arbitrators. He also acts as a mediator and neutral evaluator, and is on the panels of the Singapore Mediation Centre (SMC), the Law Society Mediation Scheme and the Law Society Neutral Evaluation and Determination Scheme. Henry is actively involved in trials and appeals at all levels of the Singapore Courts as well as alternative dispute resolution, in particular, arbitrations, adjudications and mediations.

Henry has established an extensive practice in contentious and non-contentious work over the years. As noted in Legal 500 – *“Henry Heng’s workload spans areas such as shipping, projects and energy, and construction. ... legal knowledge is very sound ... Insight into resolving matters out of court is invaluable ...”* His contentious practice includes commercial and corporate disputes, construction and property disputes, international trade and commodities, admiralty law, employment, disciplinary, tortious and equitable claims. His non-contentious practice includes corporate advisory work for commercial investments and deals, corporate restructuring, start-ups, tech companies involving AI and blockchain technology, shipbuilding contracts as well as oil and gas projects. Henry also acts as the prosecutor and legal assessor for disciplinary and inquiry proceedings for various statutory and professional bodies.



Sujatha Bhargavan – Executive Director, Gavan Law Practice LLC

Bhargavan Sujatha graduated from the National University of Singapore (NUS):

- Bachelors of law (Honours) in 1977.
- Graduate Diploma in Business Law in 1988.
- Masters in Law (International Arbitration and Dispute Resolution) in 2018.

Her areas of practice are Civil and Commercial Litigation, Family Law, Probate and Administration, Corporate, Banking, Finance and trust, Criminal Law, Mediation, Negotiations, Collaborative Practice, and Dispute Resolution.

Sujatha has vast experience in Mediation and Alternative Dispute Resolution:

- A fellow/Principal Mediator of the Singapore Mediation Centre (SMC). She has been a Mediator since 1997.
- Community Mediator since 2002.
- A Certified Mediator of Singapore International Mediation Institute since 2015.
- Senior Mediator, Law Society’s Panel of Mediators.
- Mediator and Arbitrator on the Indian Institute of Arbitrators and Mediators International Panel.
- Fellow of Singapore Institute of Arbitrators for many years.



Chong Yee Leong – Partner, Allen & Gledhill LLP

Yee Leong is the Co-Head of the Firm’s International Arbitration Practice and Head of the Firm’s Restructuring & Insolvency Practice. In international arbitration, he focuses on the areas of energy, oil and gas, power and infrastructure projects in Singapore, Malaysia and the region. In practice for more than 30 years, Yee Leong is recognised as a leading international dispute resolution practitioner in the Asia-Pacific region.

For restructuring and insolvency, Yee Leong has been involved in the high-profile restructuring matter for Hyflux involving complex issues of insolvency law as well as myriad of regulatory and technical issues. Yee Leong was also involved in the cross-border restructuring of the Triyards Group.

Yee Leong has been consistently recommended for his capability in international arbitration in various leading legal publications. Amongst others, in *Chambers Global* and *Chambers Asia-Pacific*, a client highlighted his “*advocacy skills*” adding that “*he was able to point out certain angles the other lawyers didn’t.*”, he was also mentioned as “*an active, ‘very capable and well-known’ international arbitration specialist*” and was noted as a “*prominent figure in the region, thanks to his years of experience in countries such as Singapore, Malaysia and Laos*”. Yee Leong was also one of the nominees (and the only Asian nominee) for the *Global Arbitration Review* inaugural “Advocate of the Year” award and has been named Singapore International Arbitration “Lawyer of the Year” by *Best Lawyers*. *Best Lawyers* honours a single lawyer in all major practice areas and regions as “Lawyer of the Year,” based on peer-review assessments. The award reflects the high level of respect a lawyer has earned for excellence, professionalism and integrity.

Yee Leong is a Chartered Arbitrator and a Fellow of the Chartered Institute of Arbitrators (CI Arb) and the Singapore Institute of Arbitrators. He is a Director of the Singapore International Arbitration Centre (SIAC) and also on the panel of arbitrators for SIAC, Asian International Arbitration Centre and CI Arb Presidential Panel of Arbitrators. He is also a Jurisdictional Council Member for Singapore for Inter-Pacific Bar Association and Chairman for Alternative Dispute Resolution Committee for the Law Society of

Singapore. Yee Leong also served as a director of Singapore LNG Pte Ltd from 2011 to 2015.

In 2018, he was among the inaugural batch of select practitioners to be recognised as a Senior Accredited Specialist in Building and Construction Law by the Singapore Academy of Law



Joel Lee – Professor (Faculty of Law) National University of Singapore; Chairman, Singapore International Mediation Institute

Joel Lee is a Professor at the Faculty of Law, the National University of Singapore. Joel co-pioneered the teaching of Negotiation and Mediation in the Singapore Universities and has played a significant role in furthering the development of mediation in Singapore, not just in education but in practice. A graduate of Victoria University of Wellington and Harvard Law Schools, Joel is a partner with CMP-Cambridge (USA) and a principal mediator with the Singapore Mediation Centre.

Joel was a member of the International Mediation Institute's Independent Standards Commission and Intercultural Taskforce and was also a key member of the Ministry of Law's Working Group on International Commercial Mediation. Joel is presently the founding Chair of the Board of the Singapore International Mediation Institute. He is also a Certified Trainer of Neuro-Linguistic Programming (NLP).

Joel has taught overseas at the University of Copenhagen (Denmark), University of Law, Economics and Science of Aix-Marseille (Aix-en-Provence France) and Anglia Law School (UK) and is the co-editor and co-author of the book "An Asian Perspective on Mediation" and the "Singapore Mediation Handbook", and the General Editor for the Asian Journal on Mediation. In 2011, Joel was awarded the Outstanding Educator Award which is the National University of Singapore's highest teaching award.



Judy Liu – Senior Manager (Training & Talent Management), Hays

Judy Liu is the Senior Manager in Training and Talent Management at Hays. She is passionate about organisational culture, people leadership and communication. She believes that if we shift our focus from identifying the gaps where the virtual environment 'falls short' of face-to-face, and instead turn our attention to recognising the benefits of our virtual world, our presence, authenticity and connection with people can be equally impactful.

Registration Fees

Membership Category	Fees (Inclusive of 7% GST and course materials)
Law Society Member	\$21.40
SCCA Member	\$38.52
Non-Member	\$42.80

To register, please visit our website at: <https://www.lawsociety.org.sg/CPD-Portal/Law-Society-Events>. For enquiries, please contact us at cpd@lawsoc.org.sg or 6530-0239.

1. Terms and Conditions

- 1.1 Registration closes on the date as stipulated on the registration page or when all seats are filled.
- 1.2 The registration fee is due and payable upon registration and must be received prior to the programme.
- 1.3 Payment must be made by the closing date stated. Registration will only be confirmed upon receipt of full payment.
- 1.4 The Law Society reserves the right to refuse to register or admit any participant, and to cancel or postpone the programme.
- 1.5 If you are unable to attend, a substitute delegate is welcomed, provided that the Law Society is notified in writing of the name and particulars of the substitute delegate at least 3 working days before the programme.

2. Cancellation and Refund of Fees

- 2.1 Allocation of seats is on a first-come-first-served basis and limited seats for each programme.
- 2.2 Participant who cancels their registration before the commencement date shall be liable to pay the percentage of the registration fee set out as follows:
 - i. 20 calendar days before commencement date: 25% of registration fee.
 - ii. 8 to 19 calendar days before commencement date: 50% of registration fee.
 - iii. 7 calendar days or less before commencement date: 100% of registration fee.
- 2.3 Participants who cancel their registration without prior payment made shall also be liable to the cancellation fee set out in 2.2. In the event that the payment for cancellation fee is not received despite multiple chasers, a tax invoice will be issued and mailed to your law practice/organisation.
- 2.4 Participant who is unable to attend the programme due to medical exigencies will be subject to a cancellation fee of 50% of registration fee.