

Professional Development



presents

Course Catalogue

March 2012



“Your Strategic Training Partner in People Development”

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Achieving Service Excellence Workshop

DATE : 2 March, 2012

CODE : ASE

INSTRUCTOR : Cindy Yu

DURATION : 1 Day

FEE : HK\$3,280

EARLY BIRD : HK\$2,980

Companies that offer differentiated, reliable and customer-friendly service have a distinct competitive advantage. Because customers have become more demanding, no longer do they choose speed, quality or price - they now expect all three.

This course focuses on the key actions required to achieve real excellence in customer service. The key to customer handling is practice, so you will be encouraged to use real life examples from your place of work to see how you can improve the quality of customer service you provide.

You will also take away guidance notes and templates to use, to help you assess your behaviour when working with your customers.

Objectives

Upon completion of the workshops, participants will be able to:

1. Understand the importance of customer service as part of the overall organization development
2. Apply the critical skills in handling customers effectively and achieve higher proficiency & productive results at work with following an effective customer service process
3. Acquire telephone communication skills in meeting with different types and conditions of Clients
4. Enhance their competence to provide service and handle difficult customers & complaints in professional and effective manner
5. Apply emotional intelligence (EI) in energizing self at work

Methodology

Lecture, self -assessment, role play & feedback sessions, individual and group exercise, plenary discussions, experience sharing and real case discussion.

Designed for

Frontline Customer Service Staff or related service providers

COURSE OUTLINE

1. The importance of customer experience

- Role & responsibility to show professionalism of each employee to create yours and company's service image and branding
- Create a positive and proactive mindset to provide excellent service
- Able to empathize with a customer

2. Managing the Service Interaction Process through Better Communication

- The 4-step approach to customer service interaction process
- Identify different Customers' Styles & Conditions
- Handle specific behaviors for each customer condition
- The importance of creating the good first impression in telephone handling
- Providing professional responses:
 - Tone & manner
 - Customer needs Identification
 - Art of questioning
 - Attentive listening
- Customer relationship enhancing tactics:
 - 3Ps in helpful & Trust building - Patience, Passion and Persistence
 - A proactive win-win attitude
 - The power of alignment

3. Understanding different Customers' styles and Handling Complaints

- Identify different Customers' styles
- Handle specific behaviours for each customer
- Determine how to adapt the approach to the customer's ways
- Complaint is a gift to your organization
- How to say "No" without losing a customer
- Verbally cushion the customer's concerns
- Skills in handling of complaints

4. Enhancing emotional intelligence (EI) in handling challenging situations

- Learning recap & wrap up
- Understanding common customer's emotional reactions
- The tactics in handling other's emotion
- How to communicate under stressful situations
- Handling emotional self
- How to control negative feelings
- Stress management
- Empowering yourself

5. Role-play Practice - Application

- Coaching
- Debriefing

Persuasive Business Writing 2012

DATE : 21 March, 2012 CODE : BW2012 INSTRUCTOR : Kate Chan
DURATION : 1 Day FEE : HK\$3,280 EARLY BIRD : HK\$2,980

To be successful in writing means building rapport with your readers and getting results. To be persuasive, you will develop a reader-focused style in structure, content and language. The takeaways in this programme include:

- Overcome challenges in writing
- Know the process for continued improvement
- Sharpen a reader-focused structure
- Adapt style to suit different levels of readers
- Use an efficient email/letter template to engage reader's commitment to action
- Learn templates for progress and analytical reports
- Build rapport with a balance of facts and tact
- Develop a clear, concise and correct language

Who Should Attend

This course is designed for managers, executives and service personnel who would like to achieve high performance via their email, letters and reports.

Methodology

The programme enables the participants to maximize hands-on learning. Participants will submit a writing sample to the trainer before the programme. In the programme, they will receive coaching on how to enhance their writing with the training concepts.

Training Activities

Practice with templates, Evaluation questionnaires, Discussions. Case studies, Lecture and Coaching.

COURSE OUTLINE

1. Features of Written Communication

- Learn how to overcome the lack of visual and vocal communication in writing
- Review how to address the readers' needs based on a reader survey
- Identify personal enhancement

2. Adapt Style to Suit Different Readers

- Understand the reader's needs
- Be aware of the most effective structure
- Adapt language style to connect with audience

3. Project a Positive Corporate Image and Personal Image with Written Communication

- Be reader-focused
- Balance facts and tact
- Be solution-focused

4. Power Up Your Email/Letters

- Practise result-oriented and easy-to read email and letter templates
- Get to the point and get attention
- Write in an interactive and refreshing language

5. Professional Language with 6Cs

- Clear words and sentences
- Concise expressions
- Complete content
- Correct grammar
- Courteous tone
- Concrete meaning

6. Email/ Letters Practice and Coaching

- Enquiries
- Updates
- Negotiation
- Replies to complaints

Effective Project Planning and Control

DATE : 29 March, 2012 CODE : PPC
INSTRUCTOR : Alan Lee DURATION : 1 Day
FEE : HK\$3,280 EARLY BIRD : HK\$2,980

The workshop is designed to be practical, highly interactive and, each participant will work in teams on cases (or actual project) and develop project plan related to the actual own events projects in their respective workplace.

The case study and the methodology has been designed to ensure that the participants not only learn about project planning and control but are also given an opportunity to apply those practical project management skills/tools to their actual project at work.

Audience

Candidates who have some project work experience and are preparing to improve their project management skills.

Methodology

Variety of instructional methods will be used, including: classroom lectures, case studies, role play and feedback, group discussions, and personal experiences sharing, etc.

COURSE OUTLINE

1. Introduction to Project Management

- Definition of Project
- Project vs. Routine Work
- Reasons for Project Failure
- Key Success Factors for Project Management
- The Project Management Cycle

2. Developing Project Management Skills

- Establishing the Project Definitions
- Defining the Project Scope, Objectives and Goals
- Developing Your Project Structure
- Identifying the Project Assumptions
- Establishing the Work Break Down Structure (WBS)
- Managing Risks and Contingencies
- Conducting the Network Analysis
- Identifying the Critical Path
- Establishing the Project Gantt Chart
- Controlling the Project Progress
- Closing the Project

Coaching Fundamentals

DATE : 12 March, 2012 CODE : CF INSTRUCTOR : Raymond Ng
DURATION : 1 Day FEE : HK\$3,280 EARLY BIRD : HK\$2,980

Organizations today must be able to do more with less in order to survive and prosper. The ability to discover and utilize employees' full potential to achieve the organization's goals has become a critical survival tool. To this end, many organizations have used coaching as a means to develop their staff, as well as a tool to enhance staff performance. The purpose of this course is to provide managers, sales executives and human resources personnel the basic skills required to coach their employees.

Audience

Managers, supervisors, human resources personnel

Methodology

Discussions, mini-lecture, dialogues, demonstration, role play

What participants will learn

At the completion of the course, participants will be able to:

- Identify good coaching opportunities
- Master basic coaching techniques
- Help others develop
- Coach to enhance other's performance

COURSE OUTLINE

1. Understanding coaching

- What is coaching?
- The purpose and power of coaching
- Difference between coaching and instructing
- Why should we coach?
- Some great coaching opportunities

2. Basic techniques

- The GROW model
- Building rapport and trust
- Questioning techniques
- Listening techniques
- Preparing for a coaching session

3. Helping others to develop

- Helping others to clarify his/her goal
- Helping others assess the situation
- Helping others to explore options
- When to give and when to refrain from giving advice
- Helping others to plan for actions

4. Coaching to enhance performance

- Helping others identify own strengths and weaknesses
- Feedback skills
- Helping others to bridge one's own performance gap

Survival Skills for

DATE : 14-15 March, 2012 CODE : SSMS

In many organizations, frontline workers are often promoted to become managers/supervisors because of experience or performance. While these supervisors are technically competent, they often lack the necessary people skills to carry out their responsibilities effectively. Many even have the false belief that supervisors are essentially fault-finders, making themselves and others miserable. The result is decreased morale and productivity.

The purpose of this course is to provide managers/supervisors and supervisors-to-be the necessary skills to carry out their work effectively. **Skills acquired in this course will result in more productive relationships, better teamwork, greater harmony and higher morale at the workplace.**

Objectives

At the completion of this workshop, participants will be able to:

- Recognize the roles and responsibilities of a supervisor or manager
- Manage self and priorities
- Delegate with confidence
- Give and receive feedbacks
- Communicate with others
- Report upwards
- Make decisions
- Handle complaints directed at your subordinate
- Handle conflicts

Methodology

Discussions, demonstrations, role-plays, mini-lectures, simulation exercises, games

Benefits

1. To the organization:

- a. Harmony at the workplace
- b. Happier workforce
- c. Improved communications among workers
- d. Better alignment of efforts to achieve the organization's goals

2. To the individuals:

- a. Improved leadership skills
- b. Improved relationship with other employees
- c. Better ability to handle conflicts

Managers and Supervisors

INSTRUCTOR : Raymond Ng

DURATION : 2 Days

FEE : HK\$5,380

EARLY BIRD : HK\$4,980

COURSE OUTLINE

1. Roles and expectations

The day will begin with a *simulation game* followed by a *discussion* intended to lead participants discover:

- The value of a manager/supervisor to an organization
- Responsibilities of a manager/supervisor

2. Managing self

A major problem for managers and supervisors is in prioritizing tasks. This module is a *simulation exercise and a discussion* from which participants will learn how to:

- set priorities at work
- retain control amidst interruptions and chaos

3. Delegation

While all will agree that delegation is the ultimate time-saver, it also carries a high risk especially when not done properly. As a result, many managers ended up taking on far too much work themselves, much of which could have been delegated to others. This module presents a *real case example* followed by a *role play*. Participants will learn:

- why delegation can benefit you, your subordinate and the organization
- when to delegate
- key steps in delegation

4. Giving and receiving feedbacks

Open and honest feedback is not only conducive to effective teamwork, it will, if done properly, help to develop relationship between you and your subordinates. Through *discussions and role plays*, participants will learn:

- when and how to give positive feedback
- when and how to give constructive feedback
- how to receive feedbacks

5. Communication and reporting

Ineffective communication is often the root of many organizational problems. Through *exercises, games and discussions*, this module will help participants learn:

- how to ask for the information you need without being intrusive
- how to get your idea across with impact and respect
- what should be included in your message when you need to report up

6. Decision making

Making decisions that can balance the interests of all concerned is perhaps the toughest task for a manager. Using *simulation exercises*, this module will present:

- some quick and effective decision making tools
- getting consensus

7. Complaint handling

Managers and supervisors often need to handle complaints filed against their subordinates. Many are at a loss not knowing how to handle the issue without frustrating the complainant or the subordinate. Through a *case study and exercise*, participants will learn:

- how to get to the core of the matter without making anyone upset
- how to turn a complaint to a learning experience

8. Managing conflict

Conflict is a necessary evil in all work places. How to work with others across differences in opinions and interests remains a major concern to many managers and supervisors. In this module, participants will learn:

- how to use collaborative language
- how to resolve a conflict by focusing on interests and objectives
- how to generate win-win solutions

Raymond Ng

B.Sc., M.A., M.Ed., M.B.A.

Executive Coach, NLP Master Practitioner

Winner of 2004 Distinguished Trainer of Hong Kong Award

Raymond is an executive with a proven record as an effective leader, a change agent, a public speaker, and a published author. He has more than 20 years of experience in business management and human resources development, specializing in leadership training, project management, and staff coaching. Raymond has a long list of successes and satisfied clients in different industries, including information technology, telecommunications, utility, retail, banking, construction, manufacturing and professional associations.

Raymond currently focuses on helping companies in the Greater China area to develop leaders and quality frontline staff through learning. He delivers his programs with a unique pedagogical style,

combining learning with excitement and fun. As an experienced facilitator, a qualified instructional designer and a certified Master Practitioner of Neuro-linguistic Programming (NLP), Raymond has uniquely and successfully incorporated the elements of accelerated learning and NLP technology into all of his programs.

Raymond is a published author and columnist. He wrote a column for Ming Pao (North American edition) and Richmond News, and he was published frequently in a number of business magazines. His book *Customers From Afar*, has attracted intense media attention and public interest.

Raymond received his Bachelor of Science and Master of Education degrees from McGill University, Master of Arts in Educational Technology from Concordia University, and Master of Business Administration from Simon Fraser University in Canada.

About the **Team Development and Communication Series**

When team members communicate openly and honestly, confront their differences and resolve conflict to achieve common goals, they are not only more productive but are primed to deliver superior results. Organisations where people work well together have higher engagement, more commitment, greater retention and improved performance.

The Team Development and Communication Series explore key concepts, techniques and skills to improve how we communicate and interact with people at work. **Participants will learn how to interpret other people's behaviour and communicate accurately. This will enable them to better understand and relate to a broader range of people, and be more effective in everyday workplace situations such as giving and receiving feedback, presenting ideas, making decisions, solving problems and resolving conflicts.**

Rigorously researched and designed around adult learning principles, the **Team Development and Communication Series** was designed for team leaders and individuals who work in teams or virtual groups.

James Alderton

With over 20 years in managing commercial operations for multinational companies in the Asia Pacific region, James has a wealth of first-hand experience in sales development, team building, relationship management and collaborative business partnerships.

In today's complex business world, companies where people work together best have a competitive advantage. James' background in helping people work together toward shared goals is a solid base for delivering The Real Learning Experience training programs. As an experienced team leader, he knows that to be effective in changing behaviour, training programs must be relevant to the individual's goals and priorities, and to engage them fully in the learning process.

He was regional marketing director at Tektronix, a world leader in electronic test instrumentation, and had held senior management roles in other global companies including Electronic Data Systems, Oracle, NCR and DHL. During his career overseas, James was based in Hong Kong, Shanghai, San Francisco and Bahrain.

James has a Bachelor degree in Social Studies from University of East Anglia, UK, and is a member of Business Strategy Program, Columbia University Graduate School of Business, USA. He is also fluent in Putonghua and conversational Cantonese.

new

Listen openly, Understand Fully, Respond Positively

DATE : 5 March, 2012 CODE : LUR INSTRUCTOR : James Alderton
DURATION : 1 Day FEE : HK\$3,280 EARLY BIRD : HK\$2,980

When team members communicate openly and honestly, confront their differences and resolve conflict to achieve common goals, they are not only more productive but are primed to deliver superior results. Organisations where people work well together have higher engagement, more commitment, greater retention and improved performance. Listen Openly, Understand Fully, Respond Positively covers key concepts, techniques and skills to improve how we communicate and interact with people at work.

In this one-day workshop, participants will learn how to influence other people and how to communicate confidently with people at work.

Being aware of your own feelings is the key to self-knowledge and self-improvement. We can always choose how we respond to an emotion – when we do, we are responsible and in full control of our behaviour. Being aware of your feelings makes it possible to recognise how other people are feeling and to influence their behaviour in a positive way.

We spend a large proportion of our time talking and interacting with people. In healthy interactions both sides respect the other person's point of view and give them the right to express their thoughts, ideas or feelings. When this right is denied and the communication becomes one-sided, you need skills in assertiveness to get things back in balance.

Rigorously researched and designed around adult learning principles, this workshop is led by an accredited facilitator with broad experience as a team leader and executive coach.

Who Should Attend

Team leaders and individuals who work in teams or virtual groups

Key Topics

- Emotional Intelligence (EI) and its impact on effective job performance
- Listening, understanding and influencing other people
- Assertiveness with honesty and integrity

COURSE OUTLINE

1. What is Emotional Intelligence (EI) and why it's important
2. EI and its relationship to emotional and social competencies:
3. Self-awareness (self-confidence)
4. Self-management (self-control, conscientiousness, motivation, adaptability)
5. Social awareness (empathy)
6. Relationship management (influence, communication, teamwork, collaboration)
7. What is assertiveness and why it's important
8. Understand different styles of behaviour and what motivates each style :
9. Passive behaviour
10. Aggressive (and passive-aggressive) behaviour
11. Assertive behaviour
12. Assess your level of assertiveness in a range of situations
13. Learn and practice skills to improve your EI and assertiveness

Collaborating and Working with Different People

new

DATE : 6 March, 2012 CODE : CWDP INSTRUCTOR : James Alderton
DURATION : 1 Day FEE : HK\$3,280 EARLY BIRD : HK\$2,980

When team members communicate openly and honestly, confront their differences and resolve conflict to achieve common goals, they are not only more productive but are primed to deliver superior results. Organisations where people work well together have higher engagement, more commitment, greater retention and improved performance.

Collaborating and Working with Different People covers key concepts, techniques and skills to improve how we communicate and interact with people at work.

In this one-day workshop, participants will learn how to understand and relate to a broader range of people, and to be more effective in building rapport, communicating and collaborating with other people.

We are all different from other people. We have different backgrounds and experiences, different beliefs and attitudes, and different points of view and opinions. While diversity can be a very positive thing, too often these differences create conflict, poor communication and compromised outcomes. Many of these differences can be understood by knowing about your own social style and the style of the person you're communicating with. Once the differences are understood, we can be flexible about our communication and actions so that all styles are accommodated.

Rigorously researched and designed around adult learning principles, this workshop is led by an accredited facilitator with broad experience as a team leader and executive coach.

Who Should Attend

Team leaders and individuals who work in teams or virtual groups

Key Topics

- Link between personality, behaviour and social style
- Different social styles and how they affect workplace behaviour
- Understanding social styles to work more effectively with people at work

COURSE OUTLINE

1. Identify barriers to effective communication
2. Understand different social styles and how they affect behaviour :
 - Thinker
 - Socialiser
 - Driver
 - Relater
3. Identify your social style
4. Learn a simple method to understand other people's social style
5. Develop skills in flexing your social style
6. Apply your understanding of social styles to communicate more effectively, build relationships and to collaborate with other people

Constructive Team Conversations – Giving and Receiving Feedback

new

DATE : 7 March, 2012 CODE : CTC INSTRUCTOR : James Alderton
DURATION : 1 Day FEE : HK\$3,280 EARLY BIRD : HK\$2,980

When team members communicate openly and honestly, confront their differences and resolve conflict to achieve common goals, they are not only more productive but are primed to deliver superior results. Organisations where people work well together have higher engagement, more commitment, greater retention and improved performance.

Constructive Team Conversations – Giving and Receiving Feedback covers key concepts, techniques and skills to improve how we communicate and interact with people at work.

In this one-day workshop, participants will learn why feedback is such a critical component of good team conversations and how to be more effective in giving and receiving feedback.

We have many conversations in the workplace every day. Many of these involve a discussion about how things are going and how individuals are getting on. All these conversations involve the giving and receiving of feedback. When handled well, individuals and teams are motivated and performance is enhanced. However, when it comes to giving difficult feedback, it's often avoided or not handled very well—and this results in conflict, interpersonal issues, damaged teamwork and low morale.

Rigorously researched and designed around adult learning principles, this workshop is led by an accredited facilitator with broad experience as a team leader and executive coach.

Who Should Attend

Team leaders and individuals who work in teams or virtual groups

Key Topics

- Giving feedback performance and behaviour
- Reinforcement and redirection feedback
- Receiving feedback and active listening

COURSE OUTLINE

1. What feedback is and why it's a critical component of good team conversations
2. Who gives feedback? Who receives it?
3. Evaluate different types of feedback and approaches to giving feedback
4. Understand Guidance/Challenge model for giving feedback
5. Understand the difference between reinforcement and redirection feedback
6. Assess your feedback habits
7. Learn how to use DESC formula to give feedback
8. Understand the role of listening in feedback and how it can be improved

About the Instructors

Cindy Yu

Cindy Yu has more than 25 years of working experience with over 10 years in training and consultant, delivering corporate training programs in the Greater China region. She has a highly successful track record in working with groups and facilitating learning, activities and interpersonal communication for all levels of participants.

Prior to freelancing, Cindy was the training consultant in a local consultant company. She was responsible for business development and client fulfillment in tailoring and delivering different training programs. Cindy focused on the customers' business challenges and provided strategically developed learning solutions that impact employees' performance in organizations, enabling increased competitiveness for the organisation. Her consulting services ranged from helping customers in diversified aspects of strategic direction to organizational capabilities and effectiveness.

Prior to shifting here career to the training industry, Cindy had worked in the insurance and financial industry for over 10 years, serving various local and foreign financial group and investment banks where she achieved the yearly sales target and managed major accounts. She was also responsible for training and coaching all front line sales staff.

Cindy had also worked in the tourism industry where her final job was a branch manager where she oversaw the entire operation and front lines servicing, set direction and strategies to penetrate the market segments in in- and out-bound travel agents.

Cindy delivers her training through creative classroom facilitation and outdoor experiential teambuilding activities. She is able to create an open and friendly atmosphere throughout the training which can inspire, encourage and facilitate learning. She is also good at quoting examples and sharing personal experience in supporting the training theories. Her practical approach has made her training very impressive and outstanding. Her warm and nurturing personality predisposes her uniquely as a facilitator skills trainer.

Cindy graduated from the University of Perugia in Italy and her MBA was awarded by the University of Dubuque. She also holds a Fellowship of Life Underwriter Training Council of America (LUCTF) and is a member of Chartered Financial Planner of China (FChFP). Cindy speaks fluent English, Mandarin, Cantonese, Spanish and Italian. She has been accredited as International Services Quality Practitioner (ISQP) & Certified Internal Quality Auditor and Mystery Shopper of Qualicert®. Besides, she has also been certified as Professional Corporate Trainer (Level 1) by Ministry of Human Resources and Social Security of the People's Republic of China.

Kate Chan

Kate Chan believes in practice makes perfect. Her inspiring and motivational delivery style has appealed to audiences in Hong Kong, China, Taiwan, Singapore and the region. As a firm believer in experiential learning, she has enhanced the professional and personal development of many through engaging their active involvement. Her topics on English proficiency, business writing, presentation, customer service, interpersonal communication, corporate image, Think on Your Feet®, time management, stress management and leadership have benefited professionals at such organisations as HSBC, Barclays Capital, UBS, Morgan Stanley, EMBA Institute of Peking University and Philips. Kate also served as lecturer at the Centre for the Advancement of English Proficiency at the Hong Kong Baptist University.

Kate is now based in Hong Kong, her birthplace, after twenty years away in the US, Canada, Europe and Singapore. Her background as international marketing manager, research consultant, language programme designer and official translator has enabled Kate to relate well to various individual needs in different corporate environments. She majored in English at McGill University and did her post-graduate studies in Translation at the Université de Montréal and Université Sorbonne. She is also a Master Practitioner of NLP (Neuro-Linguistic Programming).

Alan Lee

Alan has been engaged in business process, quality system, engineering and customer services improvement of different industries, such as logistic, financial bank, insurance, toys, consumer electronics, medical and food service, garment and foot wear, construction, department store, and property management etc., for more than 10 years.

As a management consultant, Alan has assisted many big multinational corporations, listed companies, small and medium enterprises in the performance management system (Key Performance Indicators) development and implementation; corporate quality improvement program (ISO9000, Quality Control Circle and Kaizen) design and implementation; new product development cycle time reduction; business process re-engineering of the whole company; and in the design and delivery of various management development and quality management training courses.

In the last 7 years, Alan has also designed and delivered a wide range of tailored management training programmes and workshops for many HKSAR departments, Non Government Organizations, and public service industries.

Alan holds a Bachelor of Science Degree in Electrical Engineering from the National Cheng Kung University of Taiwan and a Master of Science Degree in Engineering Business Management from the University of Warwick, UK.

Effective Communication via an understanding of Enneagram

DATE : 1 March, 2012 CODE : ECE INSTRUCTOR : Cindy Yu
DURATION : 1 Day FEE : HK\$3,280 EARLY BIRD : HK\$2,980

The Enneagram is a model of nine (9) core personality styles. As we learn and explore the nine personality types, their psychological, physical, emotional, and energetic tendencies, we can become acutely aware of how our filter or lens is informing each moment of our lives, in relationships and in our careers.

Each Enneagram style communicates in a unique way. The Enneagram helps us identify how we may perceive things through a distorted filter and how we may react through that distortion. With this self awareness participants of the training can practice listening through a more neutral presence, and respond with full knowledge of what they want to say and the most effective way to say it. **Participants will examine how their Enneagram style informs their body language and voice. Participants will learn how to communicate effectively with co-workers with diverse Enneagram types and who are coming from their own point of view and possible distortions.**

Objectives and Outcome

1. Have a greater understanding of their own and others' behavioral styles through Enneagram System
2. Able to identify behavior styles and adapt this understanding for enhanced internal relationships
3. Recognize the importance of encouragement and communication to internal support staff building up an effective team
4. To give and receive feedback in a safe and productive way

Methodology

Lecture, Games & Exercises, Discussion & experience sharing, Case study – Video Self Assessment

COURSE OUTLINE

1. Introduction of Enneagram : The history and theory of Enneagram

2. Learning the system

- Identifying traits and behaviours of nine (9) types, and putting it into the body experientially
- Self Assessment

3. Using the Enneagram

- Using the Enneagram and the Body database, energy levels, attitudes, fear and desire of the nine (9) types to enhance communication and self-expression
- Using the Enneagram for effective communication and feedback sessions

4. Effective Communication via Understanding of Enneagram

- Relationship Building Phase
- Improve the trust levels of colleagues by developing a positive internal communication
- Leading & Motivating Your Internal Team for Results
- Team Problem Solving

Time and Task Management

DATE : 22 March, 2012 CODE : TTM INSTRUCTOR : Kate Chan
DURATION : 1 Day FEE : HK\$3,280 EARLY BIRD : HK\$2,980

Time is a precious asset. Wasted time is money out the window – so it needs to be looked after properly and used wisely. In view of the tempo of today's business world, managers must know how to manage their time more effectively and cash in on every second of the day while be able to fulfill their task requirements. This workshop aims to provide a framework for participants to manage their time and task activities effectively.

Upon completion of the workshop, participants will be able:

- To explain the importance of effective time and task management
- To provide a comprehensive framework in managing time and task
- To provide real-world techniques to get the most from every precious hour
- To apply these techniques in their daily work

Benefits

After completing the workshop, participants will:

- Learn proven techniques for achieving maximum managerial output
- Know how to setting priorities and reducing stress through time management
- Understand how to handledistractions and stop procrastinating
- Be able to delegate tasks and deal with meetings

Target Participants

Targeting at executives, managers, supervisors or salespersons, this workshop will help you make the most out of the working time and also the time off.

Methodology

Lecture, exercise and games

COURSE OUTLINE

1. Time and Task Management: The Key To Personal Success

- Time as an Asset
- Pareto and Leverage Principles of Time and Task Management
- How to plan your time effectively

2. How To Get Organized And Stay That Way

- Identify the Time Wasters
- Set SMART goals
- How to improve work efficiency

3. Time and Task Management Solutions That Work

- Time and Task Management as a matter of attitude
- Some "Golden Rules" of Time Management
- The Churchill Principle

4. The Fourth Generation of Time Management

- Efficiency vs Effectiveness
- Urgency vs Importance
- Tools in Effective Time Management

5. Delegation – The Way To Multiply Your Effectiveness in Fulfillment of Tasks

- How to enlist your co-worker's help on a project by finding a common goal
- Delegate the right jobs to the right people
- Time and Task Management as personal competitive advantage in the 21st century

Creative and Innovative Thinking

DATE : 13 March, 2012

CODE : CIT

INSTRUCTOR : Raymond Ng

DURATION : 1 Day

FEE : HK\$3,280

EARLY BIRD : HK\$2,980

Organizations and individuals are finding the traditional ways of thinking increasingly inadequate to address many of the issues they are facing today. Creativity, innovation, and the ability to implement new ideas has become a survival skill in this era of information and change. Yet unlike traditional thinking, where one can follow a structured process to reach a solution, innovative thinking by definition is often unstructured and is therefore difficult to model. Nevertheless, the fundamental principles of creativity have been well researched, and a number of useful tools and techniques conducive to innovative thinking have also been developed.

The purpose of this course is to provide participants with the principles and techniques in innovative thinking. Equipped with these techniques, participants will be able to generate more creative ideas, and turn these ideas into actions.

Audience

Anyone who has a need to think out of the box at least some of time

Methodology

Discussions, demonstrations, mini-lectures, exercises

What participants will learn

At the completion of the course, participants will be able to:

- Compare the benefits and processes of traditional and innovative thinking
- Describe the basic principles of creativity and innovation
- Apply visualization techniques to create a model of the future
- Apply various lateral thinking techniques to generate ideas and alternatives
- View an idea or issue from different perspectives
- Represent ideas and relationships
- Capture spontaneous ideas from meetings without sidetracking
- Turn an idea into actions

Benefits

To the organization:

- Better ability to generate innovative ideas
- Better ability to view an issue from different perspectives
- Better retention of innovative or spontaneous ideas
- Better ability to turn an innovative idea into actions

To the individuals:

- Better ability to think laterally
- Better ability to collaborate with others in generating innovative ideas and solutions

COURSE OUTLINE

1. Introduction

- The limits of traditional thinking
- How the brain works
- Using the whole brain
- The benefits of innovative thinking

2. Principles of creativity and innovation

- Challenging of assumptions
- Generation of alternatives
- Suspension of judgment

3. Creating the future

- Create our own future
- The power of visualization
- Visualization exercise

4. Generating alternatives: Some lateral thinking techniques

- Brainstorming
- Restructuring
- Reversals
- Random stimulation
- New links

5. Gaining understanding from different perspectives

- Reframing
- Alternate entry points
- Six thinking hats

6. Capturing ideas and relationships

- Mind-mapping
- Capturing spontaneous ideas from meetings without side-tracking:
- Setting up of a "parking lot"
- Pluses, minuses, and interesting

7. Turning ideas into actions

- Modeling after the best
- The Disney Strategy

Effective Communication and Interpersonal Skills

DATE : 23 March, 2012

CODE : ECIS

INSTRUCTOR : Kate Chan

DURATION : 1 Day

FEE : HK\$3,280

EARLY BIRD : HK\$2,980

Communicating effectively and having good interpersonal relationship are prerequisites for achieving success in modern business world because as the environment becomes more competitive, it is vital to enhance our virtues without exaggerations. We need to maintain our principles while having the smoothness and flexibility in managing human relationships. This workshop aims to give participants key skills and strategies to effectively communicate, both in face-to-face communication as well as tele-conferencing and e-mail writing, within their organization and between other organizations while improving interpersonal skills. It will provide a comprehensive framework in making effective communications with others and to enable participants to use their competitive advantages to create a prosperous future in their career.

At the end of the programme, the participants will be able to:

- Identify and overcome barriers to effective communication
- Describe the different styles of communication to gain a better understanding of their own communication style
- Apply specific skills required for effective interpersonal communication in the workplace

Target Audience

All who would like to improve the impact of communication

COURSE OUTLINE

1. Communication and Organisational Effectiveness

Through a *game*, the participants will review:

- Obstacles in team communication
- Steps to enhance team effectiveness

2. Overcoming Communication Barriers

Through a *video and discussion*, the participants will understand how to plan well to overcome communication barriers that could occur in:

- The organisation of message
- The channel
- The lack of feedback

3. Role-Plays on Communication Barriers

The participants will *role-play* on work-related communication situations. The role-plays will be used as case studies to illustrate:

- Causes for barriers
- Solutions to those barriers

4. Verbal Communication

The participants will learn how to build the focus of their message using the FAST plan to suit the following functions:

- Inform
- Persuade
- Coordinate
- Control

5. Building Rapport

The participants will review how to encourage two-way communication in an *exercise* that illustrates:

- Assertive expressions
- Tactful tone

6. Vocal Communication

The participants will discover how to avoid some common pitfalls in speech:

- Inaudible volume
- Monotony
- Fast speed
- Poor enunciation

7. Visual Communication

The participants will appreciate the value of body language and how to use it persuasively by being positive in:

- Facial expressions
- Posture
- Gestures
- Dressing

8. Communication Strategies

The participants will *brainstorm* on strategies to:

- Select the right communication channel; that is, face-to-face, phone or writing
- Relate to superiors, peers or subordinates

9. Active Listening Skills

Through a *questionnaire* and a *video*, the participants will be able to identify:

- The elements of active listening
- Self-improvement areas

COURSE ARRANGEMENTS

Course Date	Course Title	Course Code	Duration (Days)	Fees (HK\$)	Enroll before these dates to Enjoy our Early Bird Rates	Cancellation Deadline
March 1, 2012	Effective Communication via an Understanding of Enneagram	NEW ECE	1	HK\$3,280	HK\$2,980 February 3, 2012	February 8, 2012
March 2	Achieving Service Excellence	NEW ASE	1	HK\$3,280	HK\$2,980 February 3, 2012	February 8, 2012
March 5 - 7	Team Development & Communication Series (for Team Members)					
March 5	Listen Openly, Understand Fully, Repond Positively	NEW LUR	1	HK\$3,280	HK\$2,980 February 10, 2012	February 15, 2012
March 6	Collaborating and Working with Different People	NEW CWDP	1	HK\$3,280	HK\$2,980 February 10, 2012	February 15, 2012
March 7	Constructive Team Conversation - Giving and Receiving Feedback	NEW CTC	1	HK\$3,280	HK\$2,980 February 10, 2012	February 15, 2012
March 12	Coaching Fundamentals	CF	1	HK\$3,280	HK\$2,980 February 17, 2012	February 22, 2012
March 13	Creative and Innovative Thinking	CIT	1	HK\$3,280	HK\$2,980 February 17, 2012	February 22, 2012
March 14-15	Survival Skills for Managers and Supervisors	SSMS	2	HK\$5,380	HK\$4,980 February 17, 2012	February 22, 2012
March 21	Persuasive Business Writing 2012	BW 2012	1	HK\$3,280	HK\$2,980 February 24, 2012	February 29, 2012
March 22	Time and Task Management	TTM	1	HK\$3,280	HK\$2,980 February 24, 2012	February 29, 2012
March 23	Effective Communication & Interpersonal Skills	ECIS	1	HK\$3,280	HK\$2,980 February 24, 2012	February 29, 2012
March 29	Effective Project Planning and Control	NEW PPC	1	HK\$3,280	HK\$2,980 March 2, 2012	March 7, 2012

TIME: 9:00 am - 5:00 pm daily
VENUE: Regal Hong Kong Hotel, Causeway Bay, HK.

PAYMENT AND CONFIRMATION:

- Seminar fees cover full set of course materials, lunches and refreshments. Seminar fees are payable in advance.
- For enrolment by email, please provide all information per the standard Enrolment Form on this page.
- For enrolment by fax, mail or email, CEL will issue an acknowledgement fax or email to the Authorized Person the next day from receipt of the enrolment.
- Enrollments received by fax, mail or email on or before early bird deadline will be entitled to the early bird rate.
- Joining instructions for confirmed registrations will be sent to the Authorized Person about 2 weeks before the seminar.

CANCELLATION AND SUBSTITUTION POLICY:

- There is no cancellation charge for cancellations made on or before the cancellation Deadline.
- Registrant(s) who fail to attend, or who cancel(s) after the cancellation deadline(s) are liable for the entire fee.
- All cancellations should be notified in writing.
- Enrollments received AFTER the cancellation deadline are subject to the same cancellation deadline.
- Registrants may send substitutions in their place anytime. However, substitutions are not allowed once a seminar has commenced.

ATTENDANCE CERTIFICATE:

A Certificate of Completion will be given to each delegate who have attended more than 70% of the enrolled course(s).

THE ON-SITE OPTION:

If there are 10 or more people in your organization interested in taking any of these CEL courses, why not consider the On-Site option? We can readily tailor courses to your specific needs, send an expert instructor to your workplace, and help cut costs. For more information about this service, please contact Miss Mak at CEL of Hong Kong telephone number 2838 1182.

CORPORATE DISCOUNT SCHEME & QUANTITY DISCOUNTS:

Please visit our Website at www.celhk.com or telephone Ms Mak at 2838 1182 to inquire the above.

Communications Engineering Ltd. reserves the right to vary the course programmes or arrangement if this proves necessary.

ENROLMENT FORM

Name	Job Title	Tel No	Mobile No	Course Code
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____

Company Name: _____

Address: _____

Tel: _____ Fax: _____ Email Address: _____

Contact Person: (Mr/Ms) _____ **Job Title:** _____ **Tel No:** _____ **Fax No:** _____

Authorized Person: (Mr/Ms) _____ **Job Title:** _____

Signature: _____ **Date:** _____

Cheque enclosed for HK\$

Please note seminar fees are payable in advance

Made payable to **Communications Engineering Ltd.**

Please tick (✓) if you require a receipt



BY PHONE:
 Call Miss Mak at:
2838-1182



BY POST TO:
 Communications Engineering Ltd.
 Rooms 802-804,
 Hua Qin International Building,
 340 Queen's Road Central,
 Sheung Wan, Hong Kong



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 Send enrolment form above to
 our FAX at number:
2838-7122



BY EMAIL:
cel@celhk.com