

LEARNING & DEVELOPMENT

Course Catalogue



since 1982

“Your
Strategic Training
Partner in
People
Development

September - October 2017

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「孫子領導智慧」工作坊

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Coaching and Feedback Skills

MEDIUM : Cantonese / English COURSE CODE : CFB DURATION : 1 Day
 FEE : HK\$3,480 EARLY BIRD : HK\$3,180

25 September, 2017 (Mon)

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, to help them resolve problems, as well as a tool to motivate. **The purpose of this course is to provide managers, supervisors, sales executives and human resources personnel the basic skills required to coach and provide feedback to their employees.**

Objectives

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

- Identify good coaching opportunities
- Master basic coaching techniques
- Help others develop and resolve problems
- Provide feedback to others

Audience Managers, supervisors, human resources personnel

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

Course Outline

1. Understanding coaching

This section will begin with *watching a video*, followed by a *discussion* on the following:

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

2. Basic coaching techniques

Through a *demonstration and discussions*, participants will learn the key concepts and skills involved in coaching, including:

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

3. Helping others to develop and solve problems

Through another *demonstration, discussions, role play and feedback*, participants will learn:

- 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. Providing feedback

Through a *game, demonstration and role-plays*, participants will learn:

- Why feedback is a powerful tool
- How to give and receive positive feedbacks
- How to give and receive constructive feedbacks
- How to use coaching and feedback to develop and motivate others

Towards a High Performance Team

MEDIUM : Cantonese / English COURSE CODE : THPT DURATION : 1 Day
 FEE : HK\$3,480 EARLY BIRD : HK\$3,180

11 October, 2017 (Wed)

The growing competition and rapid changes in today's business environment requires the support of high-performance teams with well-educated and highly skilled members. Such teams require a new breed of leaders who are motivational, action-based and results-driven. These leaders do not need to coerce their team members to perform, but can create an environment in which people want to perform. They possess the skills not akin to ocean liner piloting but white-water canoeing: Leading their teams to meet challenges and changes as they come, they can bring their teams to destination with pride and joy.

The purpose of this course is to provide participants the skills and techniques to lead and motivate others in a teamwork environment.

Through *discussions, games and exercises*, participants will learn how to lead a high performance team to achieve a common goal while developing its individual team members.

Objectives

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

- Identify the characteristics of a high performance team
- Differentiate between transactional and transformational leadership
- Use coaching as a tool to lead and develop a team
- Motivate team members to bring out their best

Methodology *Discussions, mini-lecture, role-play, dialogues, demonstrations, exercises, simulated exercises and games*

Audience Managers and Team Leaders

Course Outline

1. Understanding team work and motivation

- The advantages and trend towards teamworking
- What constitutes a team?
- Stages of team development
- Motivation and team work

2. Towards a high performance team

- Characteristics of a high performance team
- The role of leader in a high performance team
- Developing team spirit
- Aligning team efforts to company mission
- Achieving team synergy

3. Transformational leadership

- Transactional versus transformational leadership
- Characteristics of a transformational leader
- Lead by asking questions
- Causing result-driven actions
- Nurturing a feedback culture

4. Motivating Team Members

- Four (4) intrinsic motivators
- Motivating team members with purpose
- Developing ownership thinking
- Building competence
- Recognizing performance

21st Century Sun Tzu Leadership 「孫子領導智慧」工作坊

MEDIUM : Cantonese / English
FEE : HK\$3,480

COURSE CODE : ST-L
EARLY BIRD : HK\$3,180

DURATION : 1 Day

26 October, 2017 (Thu)

Synergetic staff engagement is a key advantage for modern organizations to excel in the 21st century. However, the challenges are significant: many companies are seeing their younger generation confronting with the older generation within the company. Some can do better by having effective communication amongst different generations. However, ultra-successful organizations in the 21st century are those that can leverage the talents of staff from all generations. Without this synergy, it will be a tough time for companies to go through just to survive, not to mention having breakthrough successes.

This workshop focuses on Sun Tzu leadership concept and skills for the 21st century that organizations can adopt and create an edge with synergetic staff engagement and commitment so that companies can take full advantages on the business environment under accelerating changes.

Objectives

Upon completion of this workshop, participants will:

- Appreciate why Sun Tzu's teachings on leadership are still relevant in modern time
- Know the key principles of establishing a high performance team in an organization
- Learn the techniques and skills in creating a motivating platform for staff of different generations
- Acquire skills in grooming future business leaders
- Be able to apply knowledge and skills learned in their workplace

Target Participants

Executives who need to lead teams and want to enhance team morale and excel in the modern challenging environment

Methodology *Discussions, case studies, exercises, mini-lectures, videos*

Course Outline

1. The Challenges of Staff Engagement in the 21st century

- Who is Sun Tzu and why his teaching is still relevant in modern time
- Challenges of Staff Engagement for organization with staff of different generations
- Sun Tzu's leadership framework for the 21st century

2. Paradigm shift of the younger generations

- The Gen Z effect
- The Yin-Yang Dialectic
- Optimum Staff Engagement with Tao

3. Leadership Principles of Sun Tzu in modern time

- From Human Wisdom to Machine Wisdom
- Managing knowledge and continuing to evolve
- Emergence of "Homo Deus"

4. Creating bonding and trust

- Coping with challenges with establishing trust within the team
- Leveraging modern communication technologies to engage staff of all generations
- RICE Principle for Benevolence

5. Courageous and Strictness

- Vision and mission alignment
- Ways to create a positive organizational culture
- Enforcing the culture with standard and relevant languages

Course Calender Jun-Dec 2017

| Course Date | Course Title | Fees | Enroll before these dates to Enjoy our Early Bird Rates | |
|-----------------------|---|-----------|---|-------------|
| June 2017 | | | | |
| Jun-06 | Blue Ocean Problem Solving and Decision Making | HK\$3,480 | HK\$3,180 | Fri, May 12 |
| Jun-07 | Change Management Workshop | HK\$3,480 | HK\$3,180 | Fri, May 12 |
| Jun-14 | Negotiation Skills Workshop for Merchandisers | HK\$3,480 | HK\$3,180 | Fri, May 19 |
| Jun-15 | Effective Business and Email Writing | HK\$3,480 | HK\$3,180 | Fri, May 19 |
| Jun-20 | Etiquette Training for Technical Professionals | HK\$3,480 | HK\$3,180 | Fri, May 26 |
| Jun-21 | Effective Presentation Skills Workshop | HK\$3,480 | HK\$3,180 | Fri, May 26 |
| Jun-28 | Innovative Thinking and Problem Solving | HK\$3,480 | HK\$3,180 | Fri, Jun 2 |
| September 2017 | | | | |
| Sep-21 | Influencing and Negotiation Skills Workshop | HK\$3,480 | HK\$3,180 | Fri, Aug 25 |
| Sep-25 | Coaching and Feedback Skills | HK\$3,480 | HK\$3,180 | Fri, Sep 1 |
| Sep-26 | Managing your Time and Priorities | HK\$3,480 | HK\$3,180 | Fri, Sep 1 |
| Sep-27 | Problem Solving and Decision Making | HK\$3,480 | HK\$3,180 | Fri, Sep 1 |
| Sep-29 | Persuasive Presentation Skills Workshop | HK\$3,480 | HK\$3,180 | Fri, Sep 1 |
| October 2017 | | | | |
| Oct-11 | Towards a High Performance Team | HK\$3,480 | HK\$3,180 | Fri, Sep 15 |
| Oct-12 | Influencing Others without Formal Authority | HK\$3,480 | HK\$3,180 | Fri, Sep 15 |
| Oct 17-18 | Project Management Workshop | HK\$6,480 | HK\$5,980 | Fri, Sep 22 |
| Oct-19 | Business Etiquette Workshop | HK\$3,480 | HK\$3,180 | Fri, Sep 22 |
| Oct-24 | Effective Business and Email Writing | HK\$3,480 | HK\$3,180 | Fri, Sep 29 |
| Oct-25 | Managing Conflict and Disagreement | HK\$3,480 | HK\$3,180 | Fri, Sep 29 |
| Oct-26 | 21st Century Sun Tzu Leadership | HK\$3,480 | HK\$3,180 | Fri, Sep 29 |
| November 2017 | | | | |
| Nov-08 | Five (5) Practices of an Influential Leader | HK\$3,480 | HK\$3,180 | Fri, Oct 13 |
| Nov-09 | Nurturing your Team | HK\$3,480 | HK\$3,180 | Fri, Oct 13 |
| Nov-14 | Effective Communication and Interpersonal Skills in the Workplace | HK\$3,480 | HK\$3,180 | Fri, Oct 20 |
| Nov-15 | Customer Service and Complaint Handling | HK\$3,480 | HK\$3,180 | Fri, Oct 20 |
| Nov-23 | Strategic Thinking : Paradigm Shift for Exponential Businesses | HK\$3,480 | HK\$3,180 | Fri, Oct 27 |
| Nov-24 | Presentation and Communication Skills | HK\$3,480 | HK\$3,180 | Fri, Oct 27 |
| Nov-27-28 | Managing People for Win-Win Results | HK\$6,480 | HK\$5,980 | Fri, Nov 3 |
| December 2017 | | | | |
| Dec-05 | 7 Thinking Tools for Generating Extraordinary Ideas | HK\$3,480 | HK\$3,180 | Fri, Nov 10 |
| Dec-07 | Adapting to Change | HK\$3,480 | HK\$3,180 | Fri, Nov 10 |
| Dec-08 | Crisis Management | HK\$3,480 | HK\$3,180 | Fri, Nov 10 |
| Dec-12 | Coaching and Motivating your Work Team | HK\$3,480 | HK\$3,180 | Fri, Nov 17 |
| Dec-14 | Handling Difficult People | HK\$3,480 | HK\$3,180 | Fri, Nov 17 |
| Dec-15 | Time and Task Management | HK\$3,480 | HK\$3,180 | Fri, Nov 17 |

Influencing & Negotiation Skills Workshop

MEDIUM : Cantonese / English

COURSE CODE : INSW

DURATION : 1 Day

FEE : HK\$3,480

EARLY BIRD : HK\$3,180

21 September, 2017 (Thu)

All businesses, no matter large or small are engaged in negotiation activities every day. There are needs for these enterprises to create competitive advantages and negotiation and influencing are amongst the most critical skills in fulfilling such requirements. In fact, all executives in sales, marketing as well as other functional departments should be able to cope with different kinds of negotiation strategically so that they can provide better service and creative ideas to serve their customers.

This workshop aims at providing a comprehensive framework of how one can negotiate and influencing others effectively.

Objectives

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

1. Understand the nature of win-win negotiation
2. Learn how we should prepare for a negotiation strategically
3. Appreciate the importance of influencing
4. Influence others effectively
5. Appreciate different strategies in negotiations
6. Discover ways to improve your advantage during negotiation
7. Know how to handle deadlocks in negotiations
8. Use the appropriate the tactics required to achieve our negotiation objectives
9. Apply these skills at work place

Course Outline

Sessions

Learning Focus

Mode

1. The Nature of Successful Negotiation

- Preparation before negotiating
 - Win-win nature of negotiation
 - Traits of good negotiators
 - The power of influencing
 - Differences between the East and West in negotiation
 - The ice-breaking tactics
 - Handling a negotiation scenario

- Understand the win-win nature of negotiation
- What makes a good negotiator

Mini-lecture, Exercise, Group Practices

2. Identification of Negotiation Strategy

- Preparing before a negotiation
 - Importance of preparation before negotiation
 - Acquiring market intelligence
 - Understanding concepts of ideal objective and bottom-line
 - Concept of BATNA
 - Use of SWOT analysis
 - Use of questioning techniques to understand the counterpart

- Preparation before a negotiation
- How to apply questioning techniques to interact with counterpart

Mini-lecture, Exercise, Group Discussions

3. The art of influencing others and tactics on negotiation

- The art of influencing others
 - Why influencing skill is critical when negotiating with others
 - The Circle of Influence
 - Influencing through relationship and respect
 - WIIFM principle
- How to formulate negotiating strategies and tactics
 - Test: Personal negotiation styles
 - The Negotiation Strategy Matrix
 - Identify shared interest for both parties
 - Opening Tactics
 - Creating negotiation stakes

- How to influencing others
- Identifying different negotiation styles
- Managing opening tactics

Mini-lecture, Game, Practice, Group Discussions

4. Coping with Deadlocks and Making Deals

- How to negotiate in deadlocks
 - Managing deadlocks during negotiations
 - Influencing through creating options
 - Tactics of making concessions
 - The art of making a deal
 - Negotiation in teams

- Understand how to cope with deadlocks
- Acquire skills in making concessions

Mini-lecture, Practice, Group Discussions

5. Final Consolidation

- Consolidate learning focuses into business applications

Managing your Time and Priorities

MEDIUM : Cantonese / English **COURSE CODE** : MYTP **DURATION** : 1 Day
FEE : HK\$3,480 **EARLY BIRD** : HK\$3,180

26 September, 2017 (Tue)

We all have 24 hours in a day. The difference between a highly effective and a less effective person often lies in how he or she manages these 24 hours. While we cannot create more time, we can certainly create more value from time. **The purpose of this workshop is to help participants identify what matters in their lives, and focus onto doing what matters more effectively.**

Methodology

Discussions, demonstrations, assessments, exercises, mini-lectures.

What participants will learn

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

- Increase the amount of productive time in a day
- Focus efforts to do the things that matters in life
- Reduce time wasters
- Make meetings more effective
- Delegate with confidence

Benefits

To the organization:

- More efficient and productive workforce
- Less time wasters

To the individuals:

- Create more values that matter
- More time to work
- Positive attitude towards meetings
- Delegate with confidence

Course Outline

1. Introduction

- The most valuable free resource
- The need to manage time
- Making more productive time and making time more productive

2. Assessing your current pattern

- Assessing your current pattern of time usage
- Identifying gaps and wastes

3. Making more productive time

- You and your biorhythm
- 5 ways to increase your productive time

4. Making time more productive

- Clarifying your vision and values
- Differentiating the important from the urgent
- The 3Ps in effective time management
- Planning your day

5. Removing the time wasters

- Identifying time wasters
- Removing time wasters

6. Making the biggest time waster your ally

- The biggest time waster in business
- How to make meetings more effective

7. The ultimate time saver

- The ultimate time saver
- Pitfalls in delegation
- How to delegate without losing sleep

Problem Solving and Decision Making

MEDIUM : Cantonese / English **COURSE CODE** : PSDM **DURATION** : 1 Day
FEE : HK\$3,480 **EARLY BIRD** : HK\$3,180

27 October, 2017 (Wed)

Organizations and individuals encounter problems everyday. Often these problems can be complicated by our unwise decisions, emotional reactions or panicky actions. To be able to do the right thing at the right time to these problems is crucial to an organization's long term survival.

The purpose of this course is to provide participants a strategy and a set of tools to solve problems and make decisions rationally.

Objectives

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

- Define a problem
- Analyze the causes of and implications to a problem
- Explore options to resolve a problem
- Assess solution options and their associated risks
- Make decisions

Audience Managers, sole contributors

Methodology *Discussions, demonstrations, role-plays, mini-lectures*

Course Outline

1. Understanding problem solving and its opportunities

The program will start with a *game and a discussion* on the following questions and topics:

- What is a problem and what is not?
- Overcoming pitfalls and challenges
- General attitude
- Problem solving as a team

2. Recognizing and assessing a problem

Using *examples, discussions and exercises*, participants will learn:

- How to identify and define a problem?
- The need to assess the short term and long term implications
- When is a problem worth solving?
- Overview of a problem solving strategy
- Uncovering opportunities within a problem

3. Analyzing causes

Through a *simulated case study and discussions*, participants will learn:

- How to differentiate symptoms from causes
- How to use some troubleshooting tools to:
 - Trace a problem to its sources
 - Identify patterns
 - Represent information using a Fishbone Diagram

4. Exploring options

Through a *game, case study and discussions*, participants will learn how to generate and explore options to resolve a problem, including:

- Brainstorming
- How to think out of the box

5. Reaching a decision

Through a *case study and discussions*, participants will learn how to make a decision using a decision matrix. Included in the sub-topics are:

- Assessing risks
- Quadrant Diagram
- Decision Matrix

Persuasive Presentation Skills Workshop

MEDIUM : Cantonese / English

COURSE CODE : PPSW

DURATION : 1 Day

FEE : HK\$3,480

EARLY BIRD : HK\$3,180

29 September, 2017 (Fri)

This programme will introduce and build the participants' techniques of making a successful presentation. They will discover the four (4) P's of Persuasive Presentations to be clear, concise and credible via a systematic process

1. **Plan** – use our exclusive Diamond Planning strategy to customize content.
2. **Prepare** – apply the efficient preparation worksheet to build the introduction, body and conclusion for the presentation
3. **Practise** – understand “perfect” practise makes perfect.
4. **Present** – deliver with presentation techniques which are lively, entertaining and multi-sensory.

After attending this programme, participants will be able to:

1. Organize information in a logical format which is audience focused.
2. Prepare a clear introduction and a winning conclusion that capture and connect with the audience.
3. Present information in an interesting and engaging way.
4. Keep to time.
5. Control body language to look confident, approachable and passionate.
6. Know how to use the voice to entertain and project energy.
7. Practise audience adaptation by adjusting speaking style.
8. Prepare relevant visuals that are easy to see and understand.
9. Deal with questions that are difficult to handle.
10. Call for action and get results
11. Apply principles promoted in this programme to your work environment “consciously”

Methodology

Role-plays and reviews, discussion and reflection, checklists, lecture and questionnaire

Who should attend

Anyone who does presentations and produces presentation slides and handouts for any purpose, such as internal communication within an organization, business presentations and training.

Course Outline

1. Creating the Context

Participants will be introduced to:

- Conscious Awareness and presentations
- Presentation Benchmark – *role-play* from participants

Presentation, discussion, individual presentation from each participant

2. Presentation Styles Inventory for Audience Adaptation

Using a *communication profile*, participants will discover:

- Their natural speaking and listening styles
- Identify the different kinds of audiences
- How to adjust their speaking style to get the message across successfully

Questionnaire, presentation, discussion and reflection

3. Controlling Nervousness

Participants will discover how to:

- Control nerves and stage fright through breathing and pacing
- Use the 4P's

Discussion, practical exercises, reflection

4. Developing Content

Learn a simple format, to plan, prepare and customize content to meet the objectives of both the audience and the presenter:

- Focus on positioning the key message to relevant parties
- Plan and prepare information to be relevant to the needs of the audience
- Sell the message with FAB statements (Features, Advantages and Benefits)

Presentation, discussion, individual practise of the methodology and review

5. Persuasive Delivery

The focus will be on building and projecting self-confidence by acquiring the techniques of how to look and sound persuasive while presenting. Topics will focus on:

- Visual components of body language, posture, gestures and facial expressions
- Appropriate dressing for presentations
- Vocal Components of voice that include tone, volume, pitch, speed, emphasis and enunciation
- DVD Role-play Review of morning's presentation for content and delivery

Presentation, discussion, exercises, Persuasive Presentation checklist

6. Video Role-Play Review

The participants will receive *feedback on the role-play* from session 1. They will understand the application of concepts.

7. Persuasive Delivery

The participants will realize how to engage the audience with language design:

- Picture-painting examples
- Repetitions
- Rhetorical questions

Presentation, discussion, exercises, Persuasive Presentation checklist

8. Reinforcement Role-Play

The participants will apply the newly-learnt skills for enhancing their presentation:

- Plan with the Diamond Plan Repetitions
- Prepare the presentation style
- Practise the skills in a new round of role-play
- Receive feedback for continued development

Influencing Others without Formal Authority

MEDIUM : Cantonese / English COURSE CODE : IFSW DURATION : 1 Day
 FEE : HK\$3,480 EARLY BIRD : HK\$3,180

12 October, 2017 (Thu)

Managers often need to work with people over whom they do not have formal authority. These people may be their peers, superiors, cross-functional colleagues, contractors, suppliers, even customers. Even with subordinates, it is always more efficient and productive to get their buy-in than their obligated compliance.

The purpose of this course is to provide participants the skills and techniques to influence and lead others without formal authority. The skills learnt in this course are especially helpful for those involved in team work, projects, volunteer groups, or those building a small business for themselves.

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

- Enhance one's own "influence assets"
- Influence peers
- Influence their subordinates
- Influence their superiors

Course Outline

1. Introduction

Through *discussions*, *case studies* and *exercises*, the following concepts will be introduced:

- Reasons and situations that call for influencing others
- The power of influence over authority
- Sources of informal power
- The importance of networking in today's business
- Basic principles and strategy in influencing

2. Developing "Influence Assets"

Through *discussions*, *mini-lectures* and *role-plays*, participants will learn the following concepts and skills:

- Defining "influence assets"
- The need for networking
- The principle of reciprocity
- The currency of exchange
- Building rapport and trust
- Building up your "influence assets"

3. Influencing your subordinates

Through *simulated exercises*, *feedbacks* and *discussions*, participants will learn the following concepts and skills:

- Why do your subordinates want to work?
- Motivation and de-motivation
- Communicating vision and requirements
- The WIIIFM factor
- The "Pygmalion Effect"
- Involvement, buy-in and ownership
- Overcoming limiting beliefs

4. Influencing peers

Through *simulated exercises*, *feedbacks* and *discussions*, participants will learn the following concepts and skills:

- Networking within the organization
- Finding out what your peers want
- Stakeholders' analysis
- Turning friends into allies
- Getting the best from your opponents
- Getting others share your vision
- Making your project irresistible

5. Influencing superiors

Through *simulated exercises*, *feedbacks* and *discussions*, participants will learn the following concepts and skills:

- Superiors as allies
- Understanding the world of your superiors
- Assessing your resources in the exchange
- Relating to your superior
- Developing a business case
- How to disagree without being insubordinate

The morning is devoted to the *discussion and practice* of some basic skills required to influence others within the workplace. The afternoon is a number of *simulated exercises* on influencing subordinates, along with *feedback, discussions and more skill practices*.

Effective Business and Email Writing

MEDIUM : Cantonese / English COURSE CODE : EBEW DURATION : 1 Day
 FEE : HK\$3,480 EARLY BIRD : HK\$3,180

24 October, 2017 (Tue)

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 those 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
- Be solution-focused
- Balance facts and tact

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

Managing Conflict and Disagreement

MEDIUM : Cantonese / English

COURSE CODE : MCD

DURATION : 1 Day

FEE : HK\$3,480

EARLY BIRD : HK\$3,180

25 October, 2017 (Wed)

Motivate self and others with calm emotions, use the right method and an influential language to engage others for a mutually-satisfying outcome

Managing Conflict and Disagreement in the NLP way

Being able to focus positive energy on work results enhances business efficiency and job satisfaction. The workshop will develop the participants' mindset and skill-set as with NLP (neuro-linguistic programming) concepts as follows:

1. Be aware of how NLP principles work
2. Realise how to engage others through trust building
3. Nurture an open attitude in viewing differences
4. Define five components of emotional intelligence
5. Discover how to manage the emotions of self and of others'
6. Learn verbal and VAK – Visual, Auditory and Kinesthetic – language to develop rapport and liking

7. Adapt own communication style to suit others' styles
8. Motivate self and others to reach common ground
9. Practise the art of listening
10. Select the right conflict management method to resolve differences

Target Audience

Managers, executives and general staff

Methodology

- Lecture
- Case studies
- Exercise
- Games
- Role-play
- Self-evaluation
- Video

Course Outline

1. Motivate Self and Others to Reach Common Goal

To experience how one could gain confidence in dealing with the impossible, the participants will engage in an *activity* to realise the power of self-belief in NLP:

- Getting connected with others under emotional stress
- Creating safety in interaction
- Relating the communication behaviours to conflict management

2. View Differences through NLP Principles

The participants will understand how to get ready for challenges with an alignment of drive, emotions and reasoning. The alignment will enable them to create the right perception in others through:

- Mutual respect
- Rapport building skills
- Positive spirit

3. Build Trust with a Well-Formed Outcome

NLP believes that you get what you focus on. The participants will learn and *practise* an NLP goal-oriented model to reconcile differences. They will learn how to build openness and trust through finding commonality despite the following obstacles:

- Conflict of values
- Conflict of communication styles
- Conflict of expectations

4. Bridge Differences by Understanding Personality Styles

A key NLP principle believes that the person with the most behavioural flexibility will often control any given situation. The participants will *practise* flexibility in adapting to personality styles. They will learn through a *personality profiling questionnaire and case studies* on conflict behaviours:

- Self behavioural style
- Adapting to others' behavioural styles
- Others' behavioural styles

5. Be Solution-Focused with Positive Energy

The participants will view a *video* and apply a template on channeling positive emotions:

- Be aware of the five (5) essential emotional intelligence traits
- Avoid silence or violence under stress
- Practise steps in driving oneself and others to a practical outcome

6. Select Conflict Management Methods

The participants will learn how to select conflict management methods that may result in the following outcomes:

- Win-win
- You win, I lose
- I win, you lose

7. Influence Cooperation with a VAK Language

When we communicate with someone, we are seeing, hearing and feeling. The words we use are called speech predicates. If we pay attention to the speech predicates used by others, we get insight into their inner world. If we match others' speech predicates, we tend to build deep rapport. The participants will do an *exercise* to learn the VAK – Visual, Auditory and Kinesthetic – language that builds rapport in a dialogue. The language creates the following outcome:

- Engagement
- Commitment

8. Create Influence with Verbal and Non-Verbal Communication

Matching others' physiology speeds up the connection on an unconscious level. The participants will *practise* influential non-verbal communication to add persuasion:

- Verbal language engagement
- Visual impact and mirroring
- Vocal impact and echoing

9. Listen with Depersonalisation

The participants will learn an NLP tool in listening with depersonalisation and objectivity:

- Listen with calm emotions
- Identify common agreement
- Ask open-ended questions

10. Integrate Skills in Conflict Scenarios

The participants will integrate the day's learning. They will *role play* in groups on work-related scenarios that may include:

- Meetings
- Negotiations
- Service situations

Project Management Workshop

MEDIUM : Cantonese / English

COURSE CODE : PMW

DURATION : 2 Days

FEE : HK\$6,480

EARLY BIRD : HK\$5,980

17-18 October, 2017 (Tue-Wed)

For many companies today, projects have become a vital part of their operation and existence. Important as they may, statistics show that only 28% of all projects are completed on time and on budget. The problem can often be traced back to project leadership: Most projects are led by someone who may know a lot about the subject of the project, such as an engineer or software developer, but who may have little knowledge or experience of project management itself.

Project management requires a methodology and set of skills very different from those of technical work. **This workshop provides participants a comprehensive overview of the processes, skills, tools and techniques required to lead a project.** Through a series of *simulated exercises, games and discussions*, participants will experience the joy and benefits of applying a proven methodology to project management.

Information and approach used in the workshop is consistent with many well-known methodologies, and can be used as a stepping stone to further preparations of certification examinations in project management such as PMP.

Audience

Project Managers, Team Leaders, people with current or future project management responsibilities

Methodology

Instructional methods: *Discussions, mini-lecture, case studies, simulated exercises, games, role plays*

The first day will focus on the concepts in project management and some tools and techniques for planning a project.

The second day will focus on the tools and techniques in risk planning, monitoring and controlling a project, managing problems changes, and communication to stakeholders.

Focus

Other than learning project management tools, the Workshop will also emphasize on the following aspects:

- 1. Project Communication:** Participants will learn to report all key components of the project status onto a simple format, making it easy to report and understand by both the reporter and reportee.
- 2. Risk Management:** As all projects incur uncertainties, this aspect will be adequately dealt with to enable project leaders or team members to plan for and manage risks in a project.

What participants will learn

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

- Relate a project and project objectives to business needs
- Identify project objectives, constraints and stakeholders
- Plan milestones, tasks, resources and budget for a project
- Manage project quality and risks
- Control project progress
- Apply project management tools and concepts to your workplace

Course Outline

1. The Project Management Framework

Through *group discussions*, participants will learn:

- The “what” and “why” of Project Management
- Types and Characteristics of a Project
- Roles and responsibilities of a Project Manager
- The Project Life Cycle
- The Triple Constraints
- Common pitfalls
- Key Success Factors

2. Project initiation and initial studies

Through a *case study and group discussions*, participants will learn:

- Project triggers
- Project initiation
- Feasibility study
- Identifying project scope and objectives
- Identifying deliverables, requirements, and constraints
- Identifying stakeholders
- Project Requirement Document (PRD)

3. Project Planning

Planning a project is crucial for project success. Through a *simulation exercise, discussions and practice exercises*, participants will learn the following concepts, tools and skills:

Managing scope and tasks

- Work Breakdown Structure (WBS)
- Identifying project stages, key decision points and milestones
- Scheduling tasks and resources
- Gantt Chart
- Network Diagram
- Precedence Diagramming

Managing time

- Critical Path Analysis
- Estimating Activity Duration
- Accelerating the schedule

Managing costs

- The project budgeting process
- Direct costs
- Indirect costs

Managing quality

- Defining quality
- Creating a quality plan

4. Risk Planning

Every project involves some elements of uncertainties and therefore risks. Through a *simulation exercise, discussions and practice exercises*, participants will learn how to plan for risks, specifically:

- Identifying project risks
- Assessing risks
- Risk management options
- Creating a risk management plan

5. Project Control

Through a *simulation exercise, discussions and practice exercises*, participants will learn how to monitor and control the progress of a project, specifically:

- Levels of control
- Quality control
- Time control
- Cost control
- Risk control
- Holding team meetings

6. When things do not work out as planned

It is most people's experience that things rarely work out exactly according to a plan. This session deals with what one should do when things do not turn out as expected. Topics covered here include:

- Unexpected problems and changes
- Measuring deviation and impact
- Evaluating corrective options
- Accelerating a project: Options and considerations

7. Project Reporting

Communicating with stakeholders is an important although often neglected aspect of project management. This section focuses on when and what to communicate. Topics covered include:

- The need to report to stakeholders
- When should reporting be done
- Level of details for reporting
- The need for simplicity

8. Project Conclusion

- Defining completion
- Project acceptance
- Wrap-up
- Learning from a project: documentation, feedback, evaluations

Business Etiquette Workshop

MEDIUM : Cantonese
FEE : HK\$3,480

COURSE CODE : BEW DURATION : 1 Day
EARLY BIRD : HK\$3,180

19 October, 2017 (Thu)

In the business world, people with good etiquette are rewarded for possessing professional and good etiquette skills. Good business etiquette is the recipe for advancing one's career. Etiquette is a set of unwritten rules that apply to social situations, professional workplaces and relationships. Mastering good business etiquette is a valuable skillset that will make one stand out from others, enhance one's chances of success and smoothen customer relationship that ultimately help boost business bottom-line. **This program can help participants act professionally and exercise proper manners to create a memorable impression for business success.**

After attending this program, participants will be able to :

1. Dress in an appropriate and respectful manner for different business occasions
2. Apply business etiquette to convey subtle message and professionalism during interactions with clients
3. Demonstrate effective self-introduction, introduction of others and small talk
4. Successfully navigate a business lunch to build rapport with clients
5. Apply the action items to enhance personal professionalism

Methodology Lecture, demonstration, discussion ad reflection, role plays, checklists and case sharing

Target Audience Frontline staff and client-facing executives who need to meet with external parties including customers and business partners

Course Outline

1. The definition of professional behavior and standards for appearance

- Appropriate behavior in workplace
- Dress code for different business occasions
- Business body language and voice

2. Communication Etiquette – Saying and Doing the “Right” Things

- A dynamic self-introduction
- Introducing others
- Listening skills
- Telephone etiquette
- Email etiquette

3. Social skills required for business social occasions

- Networking events
- Business meetings
- Business meal meals

4. Dining etiquette

- From casual buffets to formal dinners
- The norms of Western and Chinese dining etiquette

5. Conflict resolution

- Apply etiquette in difficult situations
- Tips for trickiest business entertaining situations

Course Calender

Jun-Dec 2017

Personal Effectiveness

| | | | |
|---|---------|-------|---------|
| Effective Business and Email Writing | | [C/E] | Jun/Oct |
| Blue Ocean Problem Solving and Decision Making | UPDATED | [C/E] | Jun |
| Negotiation Skills Workshop for Merchandisers | NEW | [C/E] | Jun |
| Innovative Thinking and Problem Solving | NEW | [C/E] | Jun |
| Effective Presentation Skills Workshop | NEW | [C] | Jun |
| Influencing and Negotiation Skills Workshop | | [C/E] | Sep |
| Managing your Time and Priorities | | [C/E] | Sep |
| Problem Solving and Decision Making | | [C/E] | Sep |
| Persuasive Presentation Skills Workshop | | [C/E] | Sep |
| Influencing Others without Formal Authority | | [C/E] | Oct |
| Managing Conflict and Disagreement | | [C/E] | Oct |
| Effective Communication and Interpersonal Skills in the Workplace | | [C/E] | Nov |
| Customer Service and Complaint Handling | NEW | [C/E] | Nov |
| Presentation and Communication Skills | | [C/E] | Nov |
| 7 Thinking Tools for Generating Extraordinary Ideas | NEW | [C/E] | Dec |
| Handling Difficult People | | [C/E] | Dec |
| Time and Task Management | | [C/E] | Dec |

Management Skills & Leadership

| | | | |
|---|---------|-------|---------|
| Change Management Workshop | NEW | [C/E] | Jun/Dec |
| Coaching and Feedback Skills | NEW | [C/E] | Sep |
| Towards a High Performance Team | NEW | [C/E] | Oct |
| 21st Century Sun Tzu Leadership | UPDATED | [C/E] | Oct |
| Five (5) Practices of an Influential Leader | NEW | [C/E] | Nov |
| Nurturing your Team | | [C/E] | Nov |
| Strategic Thinking : The Mind of a Strategist | | [C/E] | Nov |
| Managing People for Win-Win Results | | [C/E] | Nov |
| Crisis Management | | [C/E] | Dec |
| Coaching and Motivating your Work Team | NEW | [C/E] | Dec |

Specialty Courses

| | | | |
|--|-----|-------|-----|
| Etiquette Training for Technical Professionals | NEW | [C] | Jun |
| Project Management Workshop | | [C/E] | Oct |
| Business Etiquette Workshop | NEW | [C] | Oct |

Courses Recommended for In House Presentations

Management Skills & Leadership

| | | | |
|---|-----|---------|--|
| The Key to Engaging your Workforce | NEW | [C] | |
| Developing Team Effectiveness and Collaboration | NEW | [C/P/E] | |
| Strategic Thinking and Implementation | NEW | [C/P/E] | |

Leadership Development Series Masterclasses

| | | | |
|--|-----|-----|--|
| Going for Excellence: Practical Insights in Leveraging Human Capital | NEW | [E] | |
| Upscaling the HR Function: The Strategy & Impact of HR Capability | NEW | [E] | |
| Obstacles in Driving Change in Organisations | NEW | [E] | |
| Institutionalising Excellence in Organisations: A Process Approach | NEW | [E] | |
| Making Leadership Impactful | | [E] | |
| Strategy Design & Implementation | NEW | [E] | |

Project Management Series

| | | | |
|---|--|---------|--|
| People Interaction in Project Management | | [C/P/E] | |
| Leveraging the Human Side in Project Management | | [C/P/E] | |

Specialty Courses

| | | | |
|---|-----|---------|--|
| Team Bulding Workshop | | [C/P/E] | |
| Key Account Management | NEW | [C/P/E] | |
| Consultative Selling Skills Workshop | | [C/P/E] | |
| Interview Skills for Recruiting the Right Candidate | | [C/P/E] | |
| Negotiation Skills for Merchandiser | | [C/P/E] | |

Personal Effectiveness

| | | | |
|---|-----|-----|--|
| Storytelling for Effective Presentation | NEW | [C] | |
| Communication Strategies | NEW | [C] | |

MEDIUM OF INSTRUCTION

C Cantonese P Putonghua E English

COURSE ARRANGEMENTS

| Week | Course Date | Course Title | Course Code | Duration (Days) | Fees* (HK\$) | Enroll before these dates to Enjoy our Early Bird Rates | Cancellation Deadline | Medium of Instruction |
|-----------------------|-------------|---|--------------|-----------------|--------------|---|-----------------------|-----------------------|
| September 2017 | | | | | | | | |
| 3 | Sep-21 | Influencing and Negotiation Skills Workshop | INSW | 1 | HK\$3,480 | HK\$3,180 Aug 25, 2017 | Aug 30, 2017 | C/E |
| 4 | Sep-25 | Coaching and Feedback Skills | NEW CFSW | 1 | HK\$3,480 | HK\$3,180 Sep 1, 2017 | Sep 6, 2017 | C/E |
| | Sep-26 | Managing your Time and Priorities | MYTP | 1 | HK\$3,480 | HK\$3,180 Sep 1, 2017 | Sep 6, 2017 | C/E |
| | Sep-27 | Problem Solving and Decision Making | PSDM | 1 | HK\$3,480 | HK\$3,180 Sep 1, 2017 | Sep 6, 2017 | C/E |
| | Sep-29 | Persuasive Presentation Skills Workshop | PPSW | 1 | HK\$3,480 | HK\$3,180 Sep 1, 2017 | Sep 6, 2017 | C/E |
| October 2017 | | | | | | | | |
| 2 | Oct-11 | Towards a High Performance Team | NEW THPT | 1 | HK\$3,480 | HK\$3,180 Sep 15, 2017 | Sep 20, 2017 | C/E |
| | Oct-12 | Influencing Others without Formal Authority | IFSW | 1 | HK\$3,480 | HK\$3,180 Sep 15, 2017 | Sep 20, 2017 | C/E |
| 3 | Oct 17-18 | Project Management Workshop | PMW | 2 | HK\$6,480 | HK\$5,980 Sep 22, 2017 | Sep 27, 2017 | C/E |
| | Oct-19 | Business Etiquette Workshop | NEW BEW | 1 | HK\$3,480 | HK\$3,180 Sep 22, 2017 | Sep 27, 2017 | C |
| 4 | Oct-24 | Effective Business and Email Writing | NEW EBEW | 1 | HK\$3,480 | HK\$3,180 Sep 29, 2017 | Oct 4, 2017 | C/E |
| | Oct-25 | Managing Conflict and Disagreement | MCD | 1 | HK\$3,480 | HK\$3,180 Sep 29, 2017 | Oct 4, 2017 | C/E |
| | Oct-26 | 21st Century Sun Tzu Leadership | Updated ST-L | 1 | HK\$3,480 | HK\$3,180 Sep 29, 2017 | Oct 4, 2017 | C/E |

C = Cantonese, E = English

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

* Fees include refreshments and buffet lunch

PAYMENT AND CONFIRMATION:

- Seminar fees cover full set of course materials, lunch 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.
- Enrolments 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.
- Enrolments 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).

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 :

Contact Person : (Mr / Ms) **Job Title :**

Direct Line : **Email Address :**

Mobile : **Fax :**

Authorized Person : (Mr/Ms)

Job Title : **Direct Line :**

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:
Communication Engineering Ltd.
Room 903, Connaught Commercial Building,
185 Wan Chai Road,
Wan Chai, Hong Kong



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



BY EMAIL:
cel@celhk.com



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| RECORD UPDATE | | |
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| <input type="checkbox"/> Please ADD to your mailing list | <input type="checkbox"/> Please UPDATE my record | <input type="checkbox"/> Please DELETE my record |
| Company: _____ | | |
| Business Address: _____ | | |
| Name: (Mr/Mrs) : _____ | | Job Title: _____ |
| Tel: _____ | Fax: _____ | Email: _____ |
| Requested by: (Name) | Job Title: | Tel: |

Please 1. Tick (✓) the appropriate box 2. Complete the form 3. Fax or e-mail this page to CEL together with the above label. Thank you very much for your help.

About CEL

Communications Engineering Limited specialises in providing world-class quality Management Skills, Personal Effectiveness, Information Technology and Specialty Training. CEL targets new entrants and seasoned professionals in all business sectors. For more than 25 years, CEL has developed an excellent reputation for delivering real-world value-added training. The clientele includes many Fortune 500 multinational enterprises, HKSAR government, public and private sectors of Greater China and throughout the region. Our carefully-designed course schedule targets to provide continuing, comprehensive and structured suites of courses that meet career development needs of professional staff at all levels. Our current pool of experts are drawn globally from Hong Kong and abroad, allowing us to offer the best combination available in terms of technology, expertise and versatility.

The On-Site Option

If there are a group of staff 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. If you are interested in organising any of the topics as in-house on-site or off-site training, and for more information about this service, please contact Miss Mak at CEL at Hong Kong telephone number **+852 2824 9978** or at email cel@celhk.com for a quotation and proposal.

Trainer Information

All public and in-house programs are delivered by Senior Trainers/Consultants of CEL. Please contact CEL for trainer profile(s) if needed. Please contact CEL for quotation if you are interested in organising any of the topics as in-house on-site or off-site training.

Announcing... VOLUME FIVE (Spring 2017) of our In-house Course Catalogue is now available

In this volume, we have included a sampler comprising detailed course descriptions for many new programs which are available and popular as in-house presentations.

Versatility + Quality + Bespoke Services

Please note that ALL public courses from our monthly catalogues are available for in-house presentation as well.

On top of that, should you have some topics in mind but cannot find them in our in-house and/or public catalogues, you are welcome to inquire if we are able to source/ customise such training programs for you. All in-house programs will bear the same high level of quality which underpin all of our public offerings.