

LEARNING & DEVELOPMENT

Course Catalogue



since 1982

“Your
Strategic Training
Partner in
People
Development

November - December 2017

Management Skills & Leadership

- 8 Nov**
Five (5) Practices of an Influential Leader **new** p.2
- 9 Nov**
Nurturing your Team p.3
- 27-28 Nov**
Managing People for Win-Win Results p.4
- 23 Nov**
Strategic Thinking :
Paradigm Shift for Exponential Businesses **new** p.3
- 7 Dec**
Adapting to Change p.5
- 8 Dec**
Crisis Management p.5
- 12 Dec**
Coaching and Motivating
Your Work Team **new** p.6

Personal Effectiveness

- 14 Nov**
Effective Communication and
Interpersonal Skills in the Workplace p.7
- 15 Nov**
Customer Service and
Complaint Handling **new** p.8
- 24 Nov**
Presentation and Communication Skills p.9
- 5 Dec**
7 Thinking Tools for Generating
Extraordinary Ideas **new** p.9
- 14 Dec**
Handling Difficult People p.10
- 15 Dec**
Time and Task Management p.10

Please share this brochure with your colleagues. Thanks.

Five (5) Practices of an Influential Leader

MEDIUM : Cantonese / English

COURSE CODE : 5PIL

DURATION : 1 Day

FEE : HK\$3,480

EARLY BIRD : HK\$3,180

8 Nov, 2017 (Wed)

It is an understatement to say that the role of a manager has changed dramatically over the past decade. Working with an ever-changing technology, a better-educated workforce, higher customer demands, and greater expectation for efficiency, managers and leaders today must play the roles of a visionary, an enabler, and a coach combined.

The purpose of this course is to provide participants the concepts, skills and techniques to lead others in a teamwork environment. Through various experiential and customised workshop activities, participants will learn how to lead a team achieve a common goal while developing its individual team members.

What participants will learn

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

- Model organizational values
- Inspire a shared vision
- Challenge and enhance an existing process
- Enable others to act
- Encourage the heart

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

Audience Managers and executives



Course Outline

1. Understanding Leadership

- Managers vs leaders
- The power source for leaders
- Key characteristics of admired leaders
- Leadership as a demonstrable and learnable skill
- The Five (5) Practices Model

2. Model the Way

The best way to lead is to model what one believes in. Through an *experiential game and discussions*, participants will learn the concepts and skills in the following topics:

- Modelling and credibility
- Modelling organizational values
- Leading and modelling from the middle
- Modelling and story-telling
- When the going gets tough, the tough keeps modelling

3. Inspire a shared vision

People are willing to follow a leader because he/she can give them hope for a better tomorrow. Through a *case study and discussions*, participants will learn the concepts and skills in the following topics:

- Vision, mission and goal
- Looking beyond the next year
- Developing a vision in tough and changing times
- Communicating a vision to the constituents
- Getting others share your vision

4. Challenge the process

Leaders by definition are front-runners instead of contenders. Through a *simulated exercise and discussions*, participants will learn the concepts and skills in:

- Looking for opportunity to make thing better
- Dare to experiment and innovate
- Learning from mistakes
- Provide a safe environment to learn
- Building on small wins

5. Enable others to act

Through a *game and discussions*, participants will learn:

- Focusing on excelling instead of winning
- Developing talents, skills and confidence
- Removing barriers
- Building trust and commitment

6. Encourage the heart

Recognition is just about the most powerful tool a leader can use.

Through a *video, discussions and role-plays*, participants will learn:

- Give credit where it is due
- Recognition and the happy index
- Recognition as a tool to motivate
- Key steps to recognize with sincerity

Nurturing your team

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

9 Nov, 2017 (Thu)

In many organizations, frontline workers are often promoted to become managers and supervisors because of experience or performance. While these managers are technically competent, they often lack the necessary people skills to carry out their responsibilities effectively to develop and manage their teams.

The purpose of this course is to provide newly promoted leaders the skills to build up and nurture their teams.

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 the course, participants will be able to:

- Recognize the roles and responsibilities of a supervisor/manager
- Build up a team
- Manage team members' performance
- Adjust communication and leadership approach according to the team members' experience

Methodology

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

Audience Newly promoted leaders

Course Outline

1. Introduction

This module will start with a *game*, followed by a *discussion*, to bring out the following:

- Typical pitfalls in the transitional journey from technical professionals to supervisors and managers
- Value of a mid-level leader to an organization
- Roles and responsibilities of a mid-level leader

2. Building a team

A primary responsibility of a mid-level leader is to build up and nurture his/her team. Through a *simulated case*, *role plays* and *discussions*, participants will learn:

- Your role as a team leader
- Motivating the team to develop a team spirit
- Motivating individuals: When and how
- Fostering collaboration
- Managing conflicts

3. Managing performance

Another key responsibility for a mid-level leader is to manage the performance of team members. This includes recognizing good performance and providing constructive feedbacks to less desirable performance. Through *discussion* and *role-plays*, participants will learn:

- The value of feedback
- Recognizing positive behaviours or results
- Providing constructive feedbacks
- Using a coaching approach to counsel

4. Communicating across experience levels

Leaders often need to coach team members with different experience levels at work. This module provides a framework on how to adjust one's coaching approach according to the individual's experience levels, including:

- Developmental stages and focuses
- Adjusting communication and leadership styles according to team members' experience level

Strategic Thinking: Paradigm Shift for Exponential Businesses

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

23 Nov, 2017 (Thu)

The world is changing exponentially – most organization is still adopting a linear way of seeing things and making judgments. A paradigm shift towards an exponential business environment is needed. Strategic thinking is no longer about just having ideas without the ability to put them into practice. **This workshop aims to provide an updated framework on strategic thinking with a special emphasis on the need for paradigm shift.**

Objectives

Upon completion of the workshop, participants will:

- Acquire a framework of strategic thinking
- Enhance the organizational competitiveness
- Be able to manage the strategic development of an organization

Methodology Lecture, exercise and case discussions

Course Outline

1. The Strategic Approach to Modern Management

- The Changing Business Driven by exponential technological development
- Paradigm shift – new ways of managing your business
- From Strategic Thinking to Execution

2. Analysis on Macro-environment

- Use of SWT Model (Strength / Weakness / Trend)
- Leverage on Trends to build our competitive edge
- Competitive Matrix and Strategy Canvas

3. Set Goals and Strategies

- Identify priorities and goals
- Employment of strategies to achieve the objectives
- Formulate a Blue Ocean Strategy

4. A Model for Execution

- Barriers on effective execution
- Adapt an execution model for strategies
- Set Key Performance Indicators to monitor progress

5. Overcome barriers on execution

- Cope with barriers on paradigm shift
- Leverage learning for growing power in execution
- Create the right atmosphere for change and actions

Managing People for Win-Win Results

MEDIUM : Cantonese / English

COURSE CODE : MPWWR

DURATION : 2 Days

FEE : HK\$6,480

EARLY BIRD : HK\$5,980

27-28 Nov, 2017 (Mon-Tue)

The programme aims to equip managers with knowledge and skills to become highly competent at leading and influencing others to achieve results. After attending this seminar participants will be able to achieve the following objectives:

- Implement best-in class practices for leadership and communication
- Harmonize and apply tools and practices to optimize productivity
- Develop a learning attitude for self and others

Methodology

In the Workshop

We use whole brain learning concepts and a multi sensory facilitation style to stimulate thinking and to build skills and knowledge in the participants. The methodologies include:

- Role-plays
- Action-learning activities
- Discussions, brainstorming, sharing of experiences
- Checklists
- Reflection and notes to the learning journal
- Detailed course notes and reference materials

Our process of facilitation to transfer learning is to:

- Communicate the concept and best practices
- An activity to practise the concept, build skills and change behaviour
- Debriefing of the learning

Course Outline

Day 1

1. Opening Activity

The participants are divided into teams. Each team will have a manager and team members. Each manager is given a *brief* which they need to communicate to the team and together they achieve the objectives. At the end of the activity there is a *debrief* by the observer, the facilitator and each team member. The learning objectives of the activity include:

- Communicating, motivating and engaging a team around a project
- The team dynamics and communication style amongst team members
- Performing under pressure as the situation changes
- Evaluating the success based on the expected objectives
- *Debrief and discussion*

2. The manager's role

- The Company's philosophy and corporate objectives
- Attitude and behaviours to support corporate objectives
- Required skills to be a successful manager

3. Understand Your Behavioral Style

- Understanding the styles
- Identifying personality types through behavioural observations
- Communicate with other styles

4. Leading, influencing and Communicating with other Styles

- Brainstorm communication preferences of other behaviour styles
- How are communication styles impacted under pressure
- Identify ways to adapt communication style to influence others in normal communication situations and under pressure
- *Practise strategies for effective communication, general and specific*

5. Developing Rapport

Through *customized case study / role-play* participants will discover how to develop rapport with others by creating an impact with both verbal and non-verbal communication:

- Trigger points of communication
- Introduction of the 3 V's in communication
- Strategies for effective communication
- *Role-play review*
- Debrief-Reflection and notes to learning journal

Day 2

1. Communicating with Others

- Critical links
- Information exchange patterns
- Filters of perception

2. Why aren't they Creative

- A *discussion* around one's attitude, feelings, beliefs, values and thinking
- Building confidence in self and others
- Empowerment vs. Abdication
- Use the behaviour styles to understand who needs variety to be creative
- An introduction to the 3 V's of Communication – verbal, visual, vocal

3. Why aren't they Listening

- Apply framing techniques to focus and position
- Clarity in communication – practice clarity, brevity, impact
- Asking vs. telling – questioning techniques to open up the other person
- Application of the 3 V's – verbal, visual and vocal techniques appropriately – for example to be encouraging and assertive rather than aggressive
- Opinions vs. fact based speaking

4. Why aren't they Talking

- Making the other person feel safe
- When is it okay to speak, observe, ask and practice in silence
- Elements and practise of active listening
- Pacing and Leading
- Matching
- Self-improvement areas

5. Feedback Practice

- *Role-play* based on customized scenarios
- Set the benchmark

6. Feedback Techniques

- AID model
- Basic do's and don'ts of feedback
- Observation of verbal and non-verbal signals
- Introduction to the coaching principles of asking vs. telling
- Pacing, leading and framing
- Gaining agreement and commitment

Adapting to Change

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

COURSE CODE : CHM
EARLY BIRD : HK\$3,180

DURATION : 1 Day

7 Dec, 2017 (Thu)

In the booming days, social environment is characterised by the pace of market change and it is vital to manage this change effectively in order to excel by turning this opportunity into positive results. **This workshop aims at providing comprehensive knowledge and the necessary skills on leading and coping with change and turning this challenge into opportunities for growth.**

Objectives

After attending the workshop, participants will be :

- Able to identify and analyse the need and direction of changes ;
- Able to manage the life cycle of the change process ;
- Equipped with the techniques to cope with changes in the work environment
- Able to become a change agent in their workplace.

Target Participants

This workshop is designed for those who want to learn how change can be handled in an organisation.

Methodology

Lecture, exercise, games, role-plays and case studies

Course Outline

1. The Changing Paradigm in organisational leadership

- Driving factors for societal and market changes
- Appreciate change using PESTLE and SWOT
- Analyse and understand the need for change

2. Kotter's Eight (8) Steps in Driving Change

- Kotter's Eight (8) Steps in Driving Change
- Identify and analyse the direction of changes
- Assessing Change Readiness

3. Manage Change Cycle

- Typical reaction against change
- The Tarzan Swing Model of Change

4. Techniques to cope with changes in the work environment

- Identify key resistance factors
- Encouraging desirable behaviour through positive feedback
- Becoming a change agent in the workplace

5. Sustaining a change culture

- Gaining momentum through continuous innovation
- Celebrate gains and drive more change
- Establish learning culture to sustain change momentum

Crisis Management

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

COURSE CODE : CM
EARLY BIRD : HK\$3,180

DURATION : 1 Day

8 Dec, 2017 (Fri)

Facing an ever-changing business environment, there is nothing more important that the ability to handle crisis. Many incidents of business failure are direct results of unanticipated events that began as accidents and ended up as a full stop for corporate existence. **This workshop provides a detailed framework of how crisis can be anticipated, handled and coped with effectively through excellent pre-event contingency planning and implementation, controlled and wise reactions to accidents and post-event evaluations.**

Objectives

- Prepare individuals psychologically or emotionally when facing crisis
- Equip first line staff with skills to manage a diversity of crisis scenarios in daily life
- Able to manage the reactions and emotions of customers during crisis
- Prevent the impact of crisis from unhealthy development

Methodology

Lecture, game, exercise, role-play

Course Outline

1. Roles and responsibility to manage crisis

- Types of crises
- How crises can be turned into opportunities
- Various approaches in handling crises

2. Organizational readiness for crisis management

- Pre-event planning
- Drafting contingency and recovery plans
- Testing and rehearsals

3. Personal readiness for crisis management

- Intellectual and emotional competency in dealing with crisis
- High EQ crisis handling
- Creative problem solving

4. Implementation principles in crisis situation

- Proper flow of information during crisis
- Immediate control of crisis scope
- Recovery and post-event evaluations

5. Communication with media and stakeholders in crisis

- Proper use of communication skills to deal with affected parties
- Basic skills in managing media / reporters
- Turning crisis into opportunities

Coaching and Motivating Your Work Team

MEDIUM : Cantonese / English

COURSE CODE : CMWT

DURATION : 1 Day

FEE : HK\$3,480

EARLY BIRD : HK\$3,180

12 Dec, 2017 (Tue)

It is common experience that having a skilled and motivated workforce is vital for an organization, regardless of the organization's mission and strategies. Knowing how to coach and motivate people has become an essential skill for a manager. **The purpose of this course is to provide participants the skills and techniques to coach and motivate others, especially their own work teams.**

Audience

Supervisory and management staff

Methodology

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

What participants will learn

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

- Recognize the roles and responsibilities of a supervisor
- Develop the skills of an employee through coaching
- Motivate an employee
- Develop trust, respect, openness and team spirit at the workplace
- Give and receive feedbacks
- Use reinforcement as a tool to develop relationship and achieve the organization's goals

Benefits

To the organization

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

To the individuals

- Improved leadership skills
- Improved relationship with other employees
- Better ability to handle conflicts



Course Outline

1. Leadership and Motivation

Any effective leader will know the connection between leadership and motivation. Through a simulated games and subsequent discussions, participants will learn:

- Characteristics of a good leader
- Different types of workers in a team
- Leadership versus management
- Four (4) key dimensions of leadership
- Leader as a coach and a motivator

2. Intrinsic versus extrinsic motivators

Riding on the concepts from the previous session, through another game, discussions and a mini-lecture, participants will learn:

- The need for both intrinsic vs extrinsic motivators
- Finding out team members' needs and wants
- Limitations of extrinsic motivators
- The four (4) factors of intrinsic motivators
- Creating a motivating work climate

3. Manager as a Coach

Using a demonstration and discussions, participants will learn:

- The role of a coach
- The coaching process
- Some coaching techniques
- Using coaching to help subordinates deal with problems
- Using coaching to develop and motivate
- Balancing tasks and relationships
- What to do and what not to do as a coach?
- *Role play*

4. Using coaching as a supervisory and motivating tool

Through demonstrations, discussions, role plays and feedback, participants will learn the skills for:

- Getting buy-ins
- Using coaching to motivate
- Helping subordinates align with department goals
- Getting buy-ins
- Giving positive feedbacks
- Why feedback is an essential coaching technique
- Using feedback as a performance tool
- Catching people when they do something right
- Key steps for giving positive feedback
- Role play
- Giving constructive feedbacks
- Situations for giving constructive feedbacks
- Do's and don'ts
- Key steps for giving constructive feedback
- *Role play*

Effective Communication and Interpersonal Skills in the Workplace

MEDIUM : Cantonese / English

COURSE CODE : ECISW

DURATION : 1 Day

FEE : HK\$3,480

EARLY BIRD : HK\$3,180

14 Nov, 2017 (Tue)

Interpersonal communications is just about the most important skill to master in any business setting. The abilities for staff to get one's ideas across effectively, to get information from others efficiently, to listen to others actively, and to handle questions appropriately are fundamental to an organization's success.

The purpose of this course is to provide participants with the skills required for effective interpersonal communication, especially in team working and in communicating with customers. Acquisition of such skills will help staff members communicate with greater clarity and purpose, leading to more productive relationships.

Audience

All levels of staff

Methodology

Games, discussions, mini-lecture, role-play, dialogues, demonstration, self-appraisal

What participants will learn

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

- Identify the strengths and blindspots in one's own communication style
- Develop rapport
- Get one's ideas across with clarity
- Get relevant information from others
- Listen actively to others

Benefits

To the organization:

- Better communication between all levels of staff
- More productive team work
- Greater harmony at the workplace
- Better ability to serve customers

To the individuals:

- Better understanding of other's needs and concerns
- Better communication with each other

Course Outline

1. Understanding the communication process and your comfort zone

- How communication works
- Common communication challenges and pitfalls
- Personality and communication styles
- Assessing your communication style
- Identifying the strengths and weaknesses in your style
- Learning to be flexible

2. Developing rapport

- Rapport and interpersonal communication
- Avoiding mood mismatch
- Some quick tips to develop rapport with others
- Empathy and rapport building

3. Getting ideas across

- Situations that require getting ideas across to others
- Key steps in getting your ideas across
- Avoiding jargons and unclear messages
- The role of body language in communication
- *Role-plays*

4. The art of listening and questioning

- Why listening and questioning are crucial elements in communication
- How to be a good active listener
- Key steps in getting information from others
- Avoiding ambiguous and judgmental questions
- Asking what you need to ask
- Listening to both the spoken and the unspoken messages
- *Role-plays*

5. Communicating with clarity, confidence and empathy

- The need for empathy
- Difference between empathy and sympathy
- Expressing with clarity and empathy
- *Role-plays*



Customer Service and Complaint Handling

MEDIUM : Cantonese / English

COURSE CODE : CSCH

DURATION : 1 Day

FEE : HK\$3,480

EARLY BIRD : HK\$3,180

15 Nov, 2017 (Wed)

Complain are the best gifts customers can give to an organization. While complaints are rarely pleasant, they often carry a positive intention. Unfortunately, many organizations and customer service personnel have adopted a negative attitude towards complaints, which in turn lead to unnecessary conflicts, angers and even sabotage. To be able to handle complaints professionally and tactfully not only helps to resolve the issue at hand, but also raises the public image of the organisation.

The purpose of this course is to build an awareness of providing extra service in complaint handling and equip the participants with communication skills to leverage on the positive intention and turn a complaint into a win-win solution.

Training Activities

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

What participants will learn

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

- Recognize the value of complaints to an organization
- Describe the roles of frontline personnel and management in complaint handling
- Identify the causes behind a complaint
- Demonstrate empathy
- Identify various channels for members to launch their complaints
- Respond positively to customers complaints
- Handle complaints and enquiries tactfully and sensibly
- Collaborate with other departments to address a complaint
- Learn from a complaint to prevent future occurrence

Benefits

To the organization:

- Better public image
- Improved morale
- Happier workforce

To the individuals:

- Reduced stress
- Improved professionalism

Course Outline

1. The benefits of great customer service

Through a *debate exercise and group discussion*, the participants will recognize the benefits of complaints to a public organization. Topics covered in this section include:

- The benefits of great customer service
- You and your organization
- Moment of Truth
- The value of complaints to a public organization
- The benefits of dealing with complain effectively with tact

2. The fundamentals of great customer service

Through a *self-evaluation questionnaire and discussions*, the participants will learn how to turn a problem into an opportunity:

- Do's and don'ts in customer service
- Developing a positive attitude
- Developing rapport
- Active listening
- Identifying positive intentions behind a complaint
- Demonstrating empathy

3. Telephone manner

Through an *audio sound track, demonstration and role-play*, the participants will acquire the skills to provide good telephone services, including:

- Receiving inbound calls
- Handling inquires
- Making outbound calls

4. Template for Effective Complaint Handling

Through an *exercise and role-play*, the participants will learn:

- A 7-step process to handle a complaint
- Acknowledging the complaint and its positive intention
- Seeking a mutually agreeable ground
- Exploring options for win-win solutions
- Seeking agreement
- Formulating action plan
- Expressing appreciation and support

5. Managing Difficult Customers

Through a *mini-lecture and discussions*, participants will learn about the mindset of a difficult customer/people and how to deal with one. Included in the discussions are:

- What is a difficult customer?
- Why will people become difficult?
- Understanding threatened intents and their resulting behaviours
- Dealing with difficult customers

6. Learning from a Complaint

Through *discussions*, participants will discuss:

- What can a complaint teach us?
- How to collaborate with other departments to address a complaint to prevent future occurrence

Presentation and Communication Skills

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

COURSE CODE : PCS
EARLY BIRD : HK\$3,180

DURATION : 1 Day

24 Nov, 2017 (Fri)

Business presentation and communication are essential skills for students to excel in the 21st century and it is important for students to be equipped with such skill set while being able to put it into practice effectively. This workshop focuses on both the theoretical and practical sides of business communication and presentation and participants would have lots of opportunities to practise.

Training Objectives

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

- Identify the essential elements of professional presentation and communication
- Organize information and materials in a clear and concise manner
- Deploy techniques for varying the vocal tones and body language
- Draw attention from the audience in the presentation,
- Develop strategies in handling queries and questions raised by the audience.
- Apply these skills on their daily work situations

Course Outline

1. Fundamental Strategy in Making Presentations

- Purposes of making presentations
- The Process of making and delivering effective presentations
- The BEACH Principle
- Dealing with anxiety before making presentations
- Preparation before making presentations
- The Presentation Matrix

Mini-lecture, Exercise, Presentation Practice, Video Clippings

Fundamentals of delivering effective presentations

- Understand the principles of making effective presentations
- Preparation process of business presentations

2. Communication Strategy in Delivering Presentations

- Structure of an effective presentation
- Opening and concluding your presentation
- Communication Process in presentations
- How to attract audience's attention
- Use of Body Languages
- Intonation and voice variations

Mini-lecture, Presentation Practice, Group Discussion

Building up your presentation

- How to attract audience's attention
- Ways to improve the impact upon the audience

3. Delivering Great Presentations

- Presentation skills in delivery
- What is imaging
- Building up a relevant story
- How to touch the heart of the audience
- The need of using visual aids
- Proper use of visual aids
- Simple tips of constructing PPT content

Mini-lecture, Presentation Practice, Group Discussions

Ways to motivate your audience

- Techniques of story telling
- Use of visual aids

4. Handling objections and difficult questions from the audience

- Anticipating difficult situations
- Different types of difficult situations
- Ways to cope with these situations
- Handling objections and questions arise
- Parking strategy
- Five steps for handling difficult questions

Mini-lecture, Presentation Practice, Group Discussions

Managing difficult situations in presentations

- Understand how to cope with difficult situations
- Acquire skills in handling difficult questions and objections

5. Final Consolidation

Consolidate learning focuses into business applications

7 Thinking Tools for generating Extraordinary Ideas

MEDIUM : Cantonese / English
DURATION : 1 Day
FEE : HK\$3,480

COURSE CODE : 7TT
EARLY BIRD : HK\$3,180

5 Dec, 2017 (Tue)

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 7 thinking tools to help participants generate extraordinary 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
- Represent ideas and relationships
- Capture spontaneous ideas from meetings without sidetracking
- Turn an idea into actions

Course Outline

1. Introduction

- The limits of traditional thinking
- How the brain works
- Using the whole brain
- The benefits of innovative thinking
- Basic principles of creativity
- Rules and self-imposed pitfalls
- Why you are more powerful than you think

2. Capturing thoughts and ideas

- **Tool 1:** Idea Mapping: rules and techniques

3. Brainstorming and more about brainstorming

- Rules and techniques for Brainstorming: It's more than you think
- **Tool 2:** Reverse Brainstorming
- **Tool 3:** Starbursting

4. Restructuring and new links

- **Tool 4:** Attribute listing
- **Tool 5:** Simple Random Word

5. Work by being outrageous

- **Tool 6:** Provocative Operation (PO)

6. Facilitating a group to think creatively

- **Tool 7:** Six Dimensional Thinking

Handling Difficult People

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

14 Dec, 2017 (Thu)

Who are some difficult people to work with? They may be your customers who have unrealistic expectations of you. They may be your co-workers who have a different work style or different interests. To uphold productivity and integrity, you need to take up the challenge to manage these people. You may need to tap your interpersonal skills while you problem-solve as you tackle technical problems.

The programme aims to build the participants' confidence in handling difficult people. They will be equipped with the techniques to practise professionalism in the following scenarios:

- Staying calm under pressure
- Communicating assertively
- Analysing problematic situations
- Applying relevant methods to resolve conflict

Who Should Attend

Those who need to maintain interpersonal relationships at work

Course Outline

1. Characteristics of Difficult People

Through *brainstorming*, the participants will categorise difficult people into a few types: **Unreasonable, Defensive, Insecure, Arrogant.**

2. PEACE Process in Bridging Differences

The participants will learn the process to bridge the differences with people: **Prepare, Empathise, Adapt, Compromise, Enable.**

3. Prepare with Calm Emotion

The participants will realize how to focus emotional energy to resolve differences through a *self-evaluation questionnaire*.

4. Empathise to Leave the Door Open

The participants will learn the GROW model to enable listening in self and others: **Goal, Reality, Options, Wrap-up.**

5. Adapt to Behavioural Styles

Through *self-evaluation, discussion and role-play*, the participants will:

- Realise their own conflict behaviours
- Identify the conflict behaviours of others
- Influence others by adapting the suitable communication behaviours

6. Adapt with Communication Strategies

The participants will *practise in an exercise* the communication styles that build trust with people:

- Verbal - a motivating language
- Vocal - a sincere tone
- Visual - an open posture

7. Compromise through a Win-Win Attitude

The participants will learn how to gain attention from others by relating to their logical and emotional readiness:

- Understand Transactional Analysis
- Apply the concept in *an exercise*

8. Compromise in Conflict Management

The participants will review six (6) methods to build their flexibility in managing conflict considering such factors as: Information, Time, Authority.

9. Enable the opportunity to Interact with Positive Energy

The participants will *discuss* how to enable self and others to manage stress and resolve differences with calm energy:

- Ongoing energy building
- Biological switches

Time and Task Management

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

15 Dec, 2017 (Fri)

Time is a scarce commodity. Participants will be equipped with the necessary skills to manage time productively.

They will learn how to:

- Schedule priorities
- Remove time wasters
- Motivate self and others

Methodology

Lectures, Case studies, Discussion

Course Outline

1. Planning vs Adhoc

We will define planning and identify why people don't plan, through a *game*.

2. Understanding the Impact of Time

Statistics prove that time is a key contributor to stress levels at work and at home. Through a *questionnaire*, participants will identify if they have any symptoms of poor time management.

3. Importance Vs Urgency: Set Priorities

The participants will classify their activities into importance and urgency categories. They will analyse the way in which their time is spent.

4. Define Time Wasters

The participants will *brainstorm* a list of time wasters and identify solutions to deal with them.

5. Overcoming Communication Barriers

The participants will review how to save time by overcoming communication barriers which might include:

- Misunderstanding
- No clarification
- Wrong channel
- Poor listening

6. The Power of Goal Setting

We will *discuss* why we all need a mission statement. From that, we are able to plan by setting our objectives and goals. The participants will realise the importance of a balanced life by participating in the spiritual, physical, mental and social aspects of life.

7. Action Plan on Dealing with Time Wasters

The participants will *work in groups* to develop an *action plan* on dealing with some time wasters, which might include:

- Meetings
- Telephone Calls
- Procedures
- Reading

8. Assertive Behaviour as A Time Saver

The participants will learn how to develop synergy in a team through:

- Proper delegation and tracking
- Negotiation of tasks

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 | |
|----------------------|-------------|---|-------------|-----------------|--------------|---|-----------------------|-----------------------|-----|
| November 2017 | | | | | | | | | |
| 2 | Nov-08 | Five (5) Practices of an Influential Leader | NEW 5PIL | 1 | HK\$3,480 | HK\$3,180 | Oct 13, 2017 | Oct 18, 2017 | C/E |
| | Nov-09 | Nurturing your Team | NYT | 1 | HK\$3,480 | HK\$3,180 | Oct 13, 2017 | Oct 18, 2017 | C/E |
| 3 | Nov-14 | Effective Communication and Interpersonal Skills in the Workplace | ECISW | 1 | HK\$3,480 | HK\$3,180 | Oct 20, 2017 | Oct 25, 2017 | C/E |
| | Nov-15 | Customer Service and Complaint Handling | NEW CSCH | 1 | HK\$3,480 | HK\$3,180 | Oct 20, 2017 | Oct 25, 2017 | C/E |
| 4 | Nov-23 | Strategic Thinking: Paradigm Shift for Exponential Businesses | NEW ST | 1 | HK\$3,480 | HK\$3,180 | Oct 27, 2017 | Nov 1, 2017 | C/E |
| | Nov-24 | Presentation and Communication Skills | PCS | 1 | HK\$3,480 | HK\$3,180 | Oct 27, 2017 | Nov 1, 2017 | C/E |
| 5 | Nov-27-28 | Managing People for Win-Win Results | MPWWR | 2 | HK\$6,480 | HK\$5,980 | Nov 3, 2017 | Nov 8, 2017 | C/E |
| December 2017 | | | | | | | | | |
| 2 | Dec-05 | 7 Thinking Tools for Generating Extraordinary Ideas | NEW 7TT | 1 | HK\$3,480 | HK\$3,180 | Nov 10, 2017 | Nov 15, 2017 | C/E |
| | Dec-07 | Adapting to Change | CHM | 1 | HK\$3,480 | HK\$3,180 | Nov 10, 2017 | Nov 15, 2017 | C/E |
| | Dec-08 | Crisis Management | CM | 1 | HK\$3,480 | HK\$3,180 | Nov 10, 2017 | Nov 15, 2017 | C/E |
| 3 | Dec-12 | Coaching and Motivating your Work Team | NEW CMWT | 1 | HK\$3,480 | HK\$3,180 | Nov 17, 2017 | Nov 22, 2017 | C/E |
| | Dec-14 | Handling Difficult People | HDP | 1 | HK\$3,480 | HK\$3,180 | Nov 17, 2017 | Nov 22, 2017 | C/E |
| | Dec-15 | Time and Task Management | TTM | 1 | HK\$3,480 | HK\$3,180 | Nov 17, 2017 | Nov 22, 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



| | | |
|---|--|-----------------------|
| E | POSTAGE PAID HONG KONG PORT PAYE | Permit No. 1182 |
|---|--|-----------------------|



| RECORD UPDATE | | |
|--|--|--|
| <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.