

Engaging Employees

How to Motivate your Employees

DATE : 16 July, 2012

CODE : EGE

INSTRUCTOR : Raymond Ng

DURATION : 1 Day

FEE : HK\$3,280

EARLY BIRD : HK\$2,980

In today's business environment, a highly motivated workforce is vital for an organization to retain its competitiveness in the marketplace. Knowing how to motivate people has become an essential skill for a manager. The purpose of this course is to provide participants the skills and techniques to influence and motivate others. The skills learnt in this course are especially helpful for those involved in team work and projects.

What participants will learn

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

- Identify the needs of their team members
- Assist their subordinates to think positively
- Assist their subordinates to relate their personal goals to the company's mission
- Instill a sense of ownership thinking in their subordinates
- Use expectation and feedback as motivators
- Help others overcome their limiting beliefs
- Manage de-motivators
- Create a fun atmosphere at the workplace

Audience

Managers and Supervisors

Methodology

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

Benefits

To the organization:

- Better support from staff on company vision and strategy
- More motivated workforce
- Greater efficiency in executing action plans
- Greater harmony at the workplace

To the individuals:

- More positive and motivated individuals
- Happier individuals

COURSE OUTLINE

1. Introduction

- Motivation in today's business environment
- What is motivation?
- Influence and motivation
- Two (2) common ways to motivate that fail

2. Working with human nature

- Why do people do what they do?
- Motivation and needs
- Applying Maslow's Hierarchy of Needs to the workplace
- Recognizing needs
- What works for your team (*assessment*)?

3. The power of hope

This is a section on **positive thinking** and how it can motivate an individual. Through *mini-lectures, discussions, and exercises*, participants will learn the concepts and skills in the following topics:

- Hope as the ultimate motivator
- Hope and vision
- Helping subordinates to create visions and personal goals
- The power of positive thinking
- Affirmation techniques

4. Linking personal goals to corporate mission

This is a section on **goal alignments**. Through *an experiential game and discussions*, participants will learn the concepts and skills in the following topics:

- The inter-dependence between employer and employees
- Why helping the company is helping ourselves?
- Basic coaching techniques
- Aligning individual goals with corporate mission
- Helping subordinates to release their passion at work

5. Ownership and empowerment

Through *games, discussions, and role-plays*, participants will learn the advantages of **ownership thinking** and how to instill such a type of thinking on the subordinates. Topics covered include:

- The importance of ownership thinking
- Creating ownership thinking and buy-in
- Helping subordinates to feel as if they own the business
- Relating tasks to the big picture
- Motivating people with responsibility and authority
- Encouraging accountability
- Benefit of a trusting organization

6. Expectations, performance and feedback

- What is performance?
- Helping your subordinates to achieve higher performance
- Expectations and the Pygmalion Effect
- Effect of relevant feedback on motivation
- Giving positive feedback
- Giving constructive feedback

7. Managing de-motivators

De-motivators are circumstances that will negatively affect your subordinates' motivation. If not manage well, they can be devastating. Through *discussions, mini-lectures and role-plays*, participants will learn of:

- The destructive power of de-motivators
- Identifying your de-motivators
- Dealing with your de-motivators

8. Fun and motivation

Much research indicates that having **fun at work** can be extremely motivating. Through *games, discussions and exercises*, participants will learn the concepts and skills in:

- Relationship of fun and motivation
- Benefits of humour and fun in the workplace
- Making work more enjoyable

Raymond Ng

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

Executive Coach, NLP Master Practitioner

Winner of 2004 Distinguished Trainer of Hong Kong Award

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

Raymond currently focuses on helping companies in the Greater China area to develop leaders and quality frontline staff through learning. He delivers his programs with a unique pedagogical style, combining learning with excitement and fun. As an experienced facilitator, a qualified instructional designer and a certified Master Practitioner of Neuro-linguistic Programming (NLP), Raymond has uniquely and successfully incorporated the elements of accelerated learning and NLP technology into all of his programs.

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

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

COURSE ARRANGEMENTS

Course Date	Course Title	Course Code	Duration (Days)	Fees (HK\$)	Enroll before these dates to Enjoy our Early Bird Rates	Cancellation Deadline	Medium
July 5, 2012	Motivating Generation Y Staff	GY-M	1	HK\$3,280	HK\$2,980 Jun 8, 2012	Jun 13, 2012	C/E
July 6, 2012	Win Win Negotiation	WIN	1	HK\$3,280	HK\$2,980 Jun 8, 2012	Jun 13, 2012	C/E
July 11, 2012	Enhancing Personal Effectiveness	NEW EPE	1	HK\$3,280	HK\$2,980 Jun 15, 2012	Jun 20, 2012	C/E
July 12, 2012	Effective Communication & Interpersonal Skills	ECIS	1	HK\$3,280	HK\$2,980 Jun 15, 2012	Jun 20, 2012	C/E
May 16-17 Staff Engagement Series							
July 16, 2012	Engaging Employees	EGE	1	HK\$3,280	HK\$2,980 Jun 22, 2012	Jun 27, 2012	C/E
July 17, 2012	Maximum Contribution, Maximum Satisfaction	MCMS	1	HK\$3,280	HK\$2,980 Jun 22, 2012	Jun 27, 2012	C/E
May 18-20 Team Development & Communication Series							
NEW							
July 18, 2012	Listen Openly, Understand Fully, Respond Positively	LUR	1	HK\$3,280	HK\$2,980 Jun 22, 2012	Jun 27, 2012	E
July 19, 2012	Collaborating and Working with Different People	CWDP	1	HK\$3,280	HK\$2,980 Jun 22, 2012	Jun 27, 2012	E
July 20, 2012	Constructive Team Conversations - Giving and Receiving Feedback	CTC	1	HK\$3,280	HK\$2,980 Jun 22, 2012	Jun 27, 2012	E
July 23, 2012	Contractor Management	NEW CTM	1	HK\$3,480	HK\$3,180 Jun 29, 2012	Jul 3, 2012	E
July 24, 2012	Handling Complaints and Anxious Customers	HCAC	1	HK\$3,280	HK\$2,980 Jun 29, 2012	Jul 3, 2012	C/E
July 24, 2012	Crisis, Brand And Reputation Management	NEW CBRM	1	HK\$3,480	HK\$3,180 Jun 29, 2012	Jul 3, 2012	E
July 25, 2012	Enterprise Risk Management	NEW ERM	1	HK\$3,480	HK\$3,180 Jun 29, 2012	Jul 3, 2012	E
July 25-26, 2012	Managing Stakeholders	NEW MS	2	HK\$5,380	HK\$4,980 Jun 29, 2012	Jul 3, 2012	C/E
July 26, 2012	Consultative Selling Skills Workshop	CSSW	1	HK\$3,280	HK\$2,980 Jun 29, 2012	Jul 3, 2012	C/E
July 27, 2012	Managing Conflicts in the Workplace	MCW	1	HK\$3,280	HK\$2,980 Jun 29, 2012	Jul 3, 2012	C/E
July 27, 2012	Presenting with Confidence	NEW PWC	1	HK\$3,280	HK\$2,980 Jun 29, 2012	Jul 3, 2012	E

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

PAYMENT AND CONFIRMATION:

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

THE ON-SITE OPTION:

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

CORPORATE DISCOUNT SCHEME & QUANTITY DISCOUNTS:

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

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

ENROLMENT FORM

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

Company Name: _____

Address: _____

Tel: _____ Fax: _____ Email Address: _____

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

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

Signature: _____ **Date:** _____

Cheque enclosed for HK\$

Please note seminar fees are payable in advance

Made payable to **Communications Engineering Ltd.**

Please tick (✓) if you require a receipt



BY PHONE:
 Call Miss Mak at:
2838-1182



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



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



BY EMAIL:
cel@celhk.com