

# Managing People for Win-Win Results

MEDIUM : Cantonese / English

COURSE CODE : MPWWR

DURATION : 2 Days

FEE : HK\$6,480

EARLY BIRD : HK\$5,980

**24-25 Oct, 2018 (Wed-Thu)**

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

## Our process of facilitation to transfer learning entails:

- Communicating 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 the learning journal

## Methodology

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

### 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

# 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
<b>September 2018</b>								
3	Sep-18	Storytelling for Engaging Presentation	NEW SEP	1	HK\$3,480	HK\$3,180 Aug 24, 2018	Aug 29, 2018	C
	Sep-19	Customer Service and Complaint Handling	CSCHE	1	HK\$3,480	HK\$3,180 Aug 24, 2018	Aug 29, 2018	C/E
	Sep 20-21	Project Management Workshop	PMW	2	HK\$6,480	HK\$5,980 Aug 24, 2018	Aug 29, 2018	C/E
	Sep-21	Influencing Skills to Power Up Persuasion	NEW IFSW	1	HK\$3,480	HK\$3,180 Aug 24, 2018	Aug 29, 2018	C/E
4	Sep-27	Effective Communication and Interpersonal Skills	ECIS	1	HK\$3,480	HK\$3,180 Aug 31, 2018	Sep 5, 2018	C/E
	Sep-28	Five (5) Practices of an Influential Leader	NEW SPIL	1	HK\$3,480	HK\$3,180 Aug 31, 2018	Sep 5, 2018	C/E
<b>October 2018</b>								
3	Oct-15	Influencing and Negotiating for Win-Win	NEW INWW	1	HK\$3,480	HK\$3,180 Sep 21, 2018	Sep 26, 2018	C/E
	Oct-16	Leading a High Performance Team	LHPT	1	HK\$3,480	HK\$3,180 Sep 21, 2018	Sep 26, 2018	C/E
	Oct-18	Presentation and Communication Skills	NEW PCS	1	HK\$3,480	HK\$3,180 Sep 21, 2018	Sep 26, 2018	C/E
	Oct-19	7 Thinking Tools to Generate Extraordinary Ideas	NEW 7TT	1	HK\$3,480	HK\$3,180 Sep 21, 2018	Sep 26, 2018	C/E
4	Oct 24-25	Managing People for Win-Win Results	MPWWR	1	HK\$6,480	HK\$5,980 Sep 28, 2018	Oct 3, 2018	C/E
	Oct-26	Handling Difficult People	HDP	1	HK\$3,480	HK\$3,180 Sep 28, 2018	Oct 3, 2018	C/E
5	Oct-29	Business Etiquette Workshop	NEW BEW	1	HK\$3,480	HK\$3,180 Oct 5, 2018	Oct 10, 2018	C

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 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](http://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**

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