

Nurturing your team

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

COURSE CODE : NYT

DURATION : 1 Day

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

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	C/E
	Nov-09	Nurturing your Team	NYT	1	HK\$3,480	HK\$3,180	Oct 13, 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	C/E
	Nov-15	Customer Service and Complaint Handling	NEW CSCH	1	HK\$3,480	HK\$3,180	Oct 20, 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	C/E
	Nov-24	Presentation and Communication Skills	PCS	1	HK\$3,480	HK\$3,180	Oct 27, 2017	C/E
5	Nov-27-28	Managing People for Win-Win Results	MPWWR	2	HK\$6,480	HK\$5,980	Nov 3, 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	C/E
	Dec-07	Adapting to Change	CHM	1	HK\$3,480	HK\$3,180	Nov 10, 2017	C/E
	Dec-08	Crisis Management	CM	1	HK\$3,480	HK\$3,180	Nov 10, 2017	C/E
3	Dec-12	Coaching and Motivating your Work Team	NEW CMWT	1	HK\$3,480	HK\$3,180	Nov 17, 2017	C/E
	Dec-14	Handling Difficult People	HDP	1	HK\$3,480	HK\$3,180	Nov 17, 2017	C/E
	Dec-15	Time and Task Management	TTM	1	HK\$3,480	HK\$3,180	Nov 17, 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



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Call Miss Mak at:
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