

# About the **Team Development and Communication Series**

When team members communicate openly and honestly, confront their differences and resolve conflict to achieve common goals, they are not only more productive but are primed to deliver superior results. Organisations where people work well together have higher engagement, more commitment, greater retention and improved performance.

**The Team Development and Communication Series** explore key concepts, techniques and skills to improve how we communicate and interact with people at work. **Participants will learn how to interpret other people's behaviour and communicate accurately. This will enable them to better understand and relate to a broader range of people, and be more effective in everyday workplace situations such as giving and receiving feedback, presenting ideas, making decisions, solving problems and resolving conflicts.**

Rigorously researched and designed around adult learning principles, the **Team Development and Communication Series** was designed for team leaders and individuals who work in teams or virtual groups.

## *James Alderton*

With over 20 years in managing commercial operations for multinational companies in the Asia Pacific region, James has a wealth of first-hand experience in sales development, team building, relationship management and collaborative business partnerships.

In today's complex business world, companies where people work together best have a competitive advantage. James' background in helping people work together toward shared goals is a solid base for delivering The Real Learning Experience training programs. As an experienced team leader, he knows that to be effective in changing behaviour, training programs must be relevant to the individual's goals and priorities, and to engage them fully in the learning process.

He was regional marketing director at Tektronix, a world leader in electronic test instrumentation, and had held senior management roles in other global companies including Electronic Data Systems, Oracle, NCR and DHL. During his career overseas, James was based in Hong Kong, Shanghai, San Francisco and Bahrain.

James has a Bachelor degree in Social Studies from University of East Anglia, UK, and is a member of Business Strategy Program, Columbia University Graduate School of Business, USA. He is also fluent in Putonghua and conversational Cantonese.

*new*

## **Listen openly, Understand Fully, Respond Positively**

DATE : 5 March, 2012    CODE : LUR    INSTRUCTOR : James Alderton  
DURATION : 1 Day    FEE : HK\$3,280    EARLY BIRD : HK\$2,980

**W**hen team members communicate openly and honestly, confront their differences and resolve conflict to achieve common goals, they are not only more productive but are primed to deliver superior results. Organisations where people work well together have higher engagement, more commitment, greater retention and improved performance. Listen Openly, Understand Fully, Respond Positively covers key concepts, techniques and skills to improve how we communicate and interact with people at work.

In this one-day workshop, participants will learn how to influence other people and how to communicate confidently with people at work.

Being aware of your own feelings is the key to self-knowledge and self-improvement. We can always choose how we respond to an emotion – when we do, we are responsible and in full control of our behaviour. Being aware of your feelings makes it possible to recognise how other people are feeling and to influence their behaviour in a positive way.

We spend a large proportion of our time talking and interacting with people. In healthy interactions both sides respect the other person's point of view and give them the right to express their thoughts, ideas or feelings. When this right is denied and the communication becomes one-sided, you need skills in assertiveness to get things back in balance.

Rigorously researched and designed around adult learning principles, this workshop is led by an accredited facilitator with broad experience as a team leader and executive coach.

### **Who Should Attend**

Team leaders and individuals who work in teams or virtual groups

### **Key Topics**

- Emotional Intelligence (EI) and its impact on effective job performance
- Listening, understanding and influencing other people
- Assertiveness with honesty and integrity

### **COURSE OUTLINE**

1. What is Emotional Intelligence (EI) and why it's important
2. EI and its relationship to emotional and social competencies:
3. Self-awareness (self-confidence)
4. Self-management (self-control, conscientiousness, motivation, adaptability)
5. Social awareness (empathy)
6. Relationship management (influence, communication, teamwork, collaboration)
7. What is assertiveness and why it's important
8. Understand different styles of behaviour and what motivates each style :
9. Passive behaviour
10. Aggressive (and passive-aggressive) behaviour
11. Assertive behaviour
12. Assess your level of assertiveness in a range of situations
13. Learn and practice skills to improve your EI and assertiveness

# Collaborating and Working with Different People

new

DATE : 6 March, 2012 CODE : CWDP INSTRUCTOR : James Alderton  
DURATION : 1 Day FEE : HK\$3,280 EARLY BIRD : HK\$2,980

When team members communicate openly and honestly, confront their differences and resolve conflict to achieve common goals, they are not only more productive but are primed to deliver superior results. Organisations where people work well together have higher engagement, more commitment, greater retention and improved performance.

Collaborating and Working with Different People covers key concepts, techniques and skills to improve how we communicate and interact with people at work.

In this one-day workshop, participants will learn how to understand and relate to a broader range of people, and to be more effective in building rapport, communicating and collaborating with other people.

We are all different from other people. We have different backgrounds and experiences, different beliefs and attitudes, and different points of view and opinions. While diversity can be a very positive thing, too often these differences create conflict, poor communication and compromised outcomes. Many of these differences can be understood by knowing about your own social style and the style of the person you're communicating with. Once the differences are understood, we can be flexible about our communication and actions so that all styles are accommodated.

Rigorously researched and designed around adult learning principles, this workshop is led by an accredited facilitator with broad experience as a team leader and executive coach.

## Who Should Attend

Team leaders and individuals who work in teams or virtual groups

## Key Topics

- Link between personality, behaviour and social style
- Different social styles and how they affect workplace behaviour
- Understanding social styles to work more effectively with people at work

## COURSE OUTLINE

1. Identify barriers to effective communication
2. Understand different social styles and how they affect behaviour :
  - Thinker
  - Socialiser
  - Driver
  - Relater
3. Identify your social style
4. Learn a simple method to understand other people's social style
5. Develop skills in flexing your social style
6. Apply your understanding of social styles to communicate more effectively, build relationships and to collaborate with other people

# Constructive Team Conversations – Giving and Receiving Feedback

new

DATE : 7 March, 2012 CODE : CTC INSTRUCTOR : James Alderton  
DURATION : 1 Day FEE : HK\$3,280 EARLY BIRD : HK\$2,980

When team members communicate openly and honestly, confront their differences and resolve conflict to achieve common goals, they are not only more productive but are primed to deliver superior results. Organisations where people work well together have higher engagement, more commitment, greater retention and improved performance.

Constructive Team Conversations – Giving and Receiving Feedback covers key concepts, techniques and skills to improve how we communicate and interact with people at work.

In this one-day workshop, participants will learn why feedback is such a critical component of good team conversations and how to be more effective in giving and receiving feedback.

We have many conversations in the workplace every day. Many of these involve a discussion about how things are going and how individuals are getting on. All these conversations involve the giving and receiving of feedback. When handled well, individuals and teams are motivated and performance is enhanced. However, when it comes to giving difficult feedback, it's often avoided or not handled very well—and this results in conflict, interpersonal issues, damaged teamwork and low morale.

Rigorously researched and designed around adult learning principles, this workshop is led by an accredited facilitator with broad experience as a team leader and executive coach.

## Who Should Attend

Team leaders and individuals who work in teams or virtual groups

## Key Topics

- Giving feedback performance and behaviour
- Reinforcement and redirection feedback
- Receiving feedback and active listening

## COURSE OUTLINE

1. What feedback is and why it's a critical component of good team conversations
2. Who gives feedback? Who receives it?
3. Evaluate different types of feedback and approaches to giving feedback
4. Understand Guidance/Challenge model for giving feedback
5. Understand the difference between reinforcement and redirection feedback
6. Assess your feedback habits
7. Learn how to use DESC formula to give feedback
8. Understand the role of listening in feedback and how it can be improved

# COURSE ARRANGEMENTS

Course Date	Course Title	Course Code	Duration (Days)	Fees (HK\$)	Enroll before these dates to Enjoy our Early Bird Rates	Cancellation Deadline
March 1, 2012	Effective Communication via an Understanding of Enneagram	NEW ECE	1	HK\$3,280	HK\$2,980 February 3, 2012	February 8, 2012
March 2	Achieving Service Excellence	NEW ASE	1	HK\$3,280	HK\$2,980 February 3, 2012	February 8, 2012
<b>March 5 - 7</b>	<b>Team Development &amp; Communication Series (for Team Members)</b>					
March 5	Listen Openly, Understand Fully, Repond Positively	NEW LUR	1	HK\$3,280	HK\$2,980 February 10, 2012	February 15, 2012
March 6	Collaborating and Working with Different People	NEW CWDP	1	HK\$3,280	HK\$2,980 February 10, 2012	February 15, 2012
March 7	Constructive Team Conversation - Giving and Receiving Feedback	NEW CTC	1	HK\$3,280	HK\$2,980 February 10, 2012	February 15, 2012
March 12	Coaching Fundamentals	CF	1	HK\$3,280	HK\$2,980 February 17, 2012	February 22, 2012
March 13	Creative and Innovative Thinking	CIT	1	HK\$3,280	HK\$2,980 February 17, 2012	February 22, 2012
March 14-15	Survival Skills for Managers and Supervisors	SSMS	2	HK\$5,380	HK\$4,980 February 17, 2012	February 22, 2012
March 21	Persuasive Business Writing 2012	BW 2012	1	HK\$3,280	HK\$2,980 February 24, 2012	February 29, 2012
March 22	Time and Task Management	TTM	1	HK\$3,280	HK\$2,980 February 24, 2012	February 29, 2012
March 23	Effective Communication & Interpersonal Skills	ECIS	1	HK\$3,280	HK\$2,980 February 24, 2012	February 29, 2012
March 29	Effective Project Planning and Control	NEW PPC	1	HK\$3,280	HK\$2,980 March 2, 2012	March 7, 2012

**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, lunches 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](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:** \_\_\_\_\_  
 \_\_\_\_\_

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**



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 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](mailto:cel@celhk.com)