

IN-HOUSE PROGRAM CATALOGUE

An exciting array of training programs are now available for in house presentations ranging from half-day to two-days in duration. Please call us for details and for a quotation.



presents

A. Management Programs

1. Working with Generation Y
2. Dealing with Crisis
3. Driving High Performance Culture Workshop
4. Max ROI Series
5. Management Development Workshop
6. Executive Coaching Plan (consulting service)

B. Personal Effectiveness

7. Helping your people to Think Out of the Box
8. Developing a Feedback Culture in the Workplace

C. Team Building / Managing Teams

9. Building High Performance Teams
10. How to be an Effective Team Leader
11. Building a Harmonious Work Team
12. Team Building in Action

D. Specialty Programs

13. Influential Presentations
14. International Business Etiquette
15. Complaint is a Gift
16. Project and Event Management – Effective Planning and Control
17. Small Group Problem Solving and Decision Making

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**Reminder : ALL of our public programs
are available for inhouse presentations too !!**

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1. Working with Gen-Y

Generation Y is often described as those who were born between 1980 and 2000 and are now a key contributor of the current work force. The population of Generation Y accounts to approximately 23% of the total population of Hong Kong according to statistics issued by the government. Generation Y has fewer brothers and sisters because of practice of birth control and they are more likely to receive more attention if not being “spoiled” from their parents. As a result, they are more “egoistic” and at the same time less proactive. Nevertheless, they were born in an age of “hi-tech” and the existence of the virtue world created by the Internet comes more natural to them. This workshop aims to provide a discussion platform on some of the characteristics and behavioral pattern of Generation Y and how they are best managed.

Objectives

Upon completion of the workshop, participants will:

- have a better understanding of some of the characteristics of Generation Y
- appreciate the strengths and weaknesses of Generation Y
- Be able to apply these skills in their day-to-day business operations

Methodology

Mini-lecture and discussions

Key Topics

1. Characteristics of Generation Y and how they differ from Generation X
2. Common problems and challenges of working with Generation Y
3. Learning about what Generation Y want
4. Managing the expectations of Generation X and Y
5. Bridging the expectation gap

2. Dealing with 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
- Prevent the impact of crisis from unhealthy development

Methodology

Lecture and exercise

Key Topics

1. **Roles and responsibility to manage crisis**
 - The Importance of Business Continuity
 - Understanding risk and crisis
 - How crises can be turned into opportunities
2. **Organizational readiness for crisis management**
 - Different types of crisis
 - What contingency and recovery plans are
 - Testing and rehearsals

3. Driving High Performance Culture Workshop

This 1 day facilitated workshop will be conducted in a highly interactive manner with the program facilitator playing a moderating role for the workshop participants to debate, share and acquire key ideas to promote a high performance culture (HPC).

Participants will have breakout discussions followed by a group summary of these discussions.

Each company participating in the course will need to bring one (1) case example of HPC in their organization. The facilitator will evaluate and choose two (2) of the cases for group presentation & discussion.

The program facilitator will also provide interesting and challenging perspectives for the participants to consider as they enable their staff to achieve high performance.

4. Max ROI Series

There are four (4) themes:

1. Managing change
2. Coaching
3. Facilitation/Presentation
4. Leadership

Training and Development (T&D) programs may not always deliver the direct impact and results that organisations seek. To ensure that the ROI (Return On Investment) on such programs are delivered, the Max ROI Series has been developed for implementation within organisations.

For each specific theme chosen from the Max ROI series, the Program is implemented in the following stages:

Time frame	Description	Key Objectives	Duration
Week 1	Theme Overview Seminar + Selection of Projects conducted for the organisation’s senior management team.	a. Overview of Theme: Key Concepts, Methodologies and Knowledge of Theme shared to senior management to ensure the impact of learning for the participants b. Selection of Projects to be executed by the participants at the Theme Workshop	0.5 day
Week 1	Theme Workshop conducted for managers and staff who are participating in this series.	a. Acquire Knowledge and Insights related to the Theme b. Discover potential applications of this Theme in their organisation c. Undertake projects assigned to participants related to the Theme	1.5 days
Week 6	Project Presentation conducted for the participants to present the completed projects to the senior management team.	a. Showcase ability to apply Theme Knowledge and Insights gained from Theme Workshop b. Demonstrate key learnings and direct application to organisation-specific issues via the execution of the projects	0.5 day

Prior to the launch of the Max ROI Series, a detailed discussion will be conducted with the HR team of the organisation to prepare them for the effective execution of the Series, particularly the careful selection of projects. This program Facilitator will conduct each Stage of the Max ROI Series. He has substantial consulting and corporate experience and is the creator of this Series. Please contact CEL for a full professional profile of his experience and to obtain full details regarding each theme and its program.

5. Management Development Workshop

Objectives

- Enhance ability in managing change and improvement processes
- Increase motivation, morale, recognition and work satisfaction
- Build a culture that promotes trust, integrity and high performance
- Develop a win-win relationship with the organisation and its members
- Implement key management tools and steps to successfully lead and empower employees
- Seek ways to improve business and operational practices
- Work with groups to solve problems and develop innovative ways to enhance team performance

COURSE OUTLINE

1. Deal with change and change management

- Basic change management concepts and why employees resist to change
- Your change experience and psychological journey during change
- Roles in organisational change
- Help staff understand the rationale behind the change
- Increase team support and collaboration

2. Coaching, delegation and facilitation Skills

- Managers as a coach and positive model
- Assessing development and improvement opportunities
- Using effective coaching, delegation and facilitation processes and strategies
- Applying appropriate techniques to real-life situations
- Reasons for poor delegation
- How to overcome problems in delegation
- Effective delegation practices: Do's and Don'ts
- Steps for motivational delegation

3. Motivational Approaches

- Typical motivational approaches
- Motivational strategies (including motivating Generation Y)
- Common motivation problems and their causes
- Developing the keys to a motivated team using appropriate motivators
- Helping employees to achieve peak performance

4. Assertive Communication and Influence Skills

- Increase positive self-awareness
- Understanding strengths and weaknesses of individual influence styles and relationship strategies
- Gaining acceptance and cooperation through effective influencing styles and assertive communication approaches

5. Creative Problem Solving Skills

- Removing internal blocks to creativity
- Understand and practice some creative tools
- Common mistakes in problem solving and decision making
- Problem-solving and decision making based on Kepner & Tregoe mode

6. Executive Coaching Plan

Objectives

- Developing high potential talent
- Building competencies
- Supporting successors during transitions
- Dealing with behavior and performance issues
- Supplementing leadership development programmes
- Adjusting to an expanded or new role
- Provide opportunities to practice and master new skills

Duration and Frequency

The coaching programme normally has a fixed duration, which is usually between 6 to 24 months, depending on the coaching objectives of different organization. It is strongly believe that the objectives and duration is needed to be clearly defined up front. Review and meetings with top management normally take place on average once per month, they are often closer together at the beginning and further apart towards the end of the programme.

COURSE OUTLINE

1. Concept Development

- Identify the company's goal, motivations and key objectives of the Executive Coaching programme
- Agree any additional information that would assist in meeting the objectives, for example stakeholder interviews, 360 feedback, leadership profiles etc.
- Clarify the roles and responsibilities
- The coach may then go and interview key stakeholders to gather feedback.

2. Comprehensive Assessments and Action Planning

- Review feedback from others and profiles as identified in Phase 1
- Refine the coaching objectives
- Identify the core competence for the target staff
- Identify the measurable outcomes
- Build the executive coaching action plan for meeting the objectives
- Identify short-term wins, progress and performance review system
- There is often a 3-way meeting held between the target staff, their manager and the coach to agree the final objectives and any additional support required

3. Action Learning and Reinforcement

Once the coaching objectives have been refined and a coaching action plan has been put together the focus is on putting the learning into practice, tracking success, reviewing the coaching action plan, deciding what's worked and what hasn't, and drawing conclusions for the future.

In response to individual needs and learning styles, interventions include some or all of the following:

- Provide day-to-day job advice
- Identifying improvement projects
- Reviewing the performance gap
- Identifying training needs for group and/or individuals
- Job posting

4. Follow-up and Sustaining Success

This phase is focused on reviewing the executive's progress and planning for future sustainability, and aim to:

- Review against initial objectives
- Give transactional feedback to top management and organization as agreed up front
- Plan actions for sustainability - Identifying ongoing support if appropriate