

# 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

“Your  
Strategic Training  
Partner in  
People  
Development

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

[www.celhk.com](http://www.celhk.com)

## 13. Influential Presentations

'Practice makes perfect' may be true. We believe that only 'perfect practice makes perfect' in your presentations.

The participants will learn key tips to build their credibility to influence their audience:

- Apply an easy-to-use template to plan, practice and present
- Refine their style on voice and body language
- Adapt to audience style

### Target Audience

Managers and executives

### Methodology

The participants will prepare a 5-minute presentation before attending the programme.

Activities include: Lecture, Exercises and Role-play.

### Key Topics

1. Adapting Presentation to Audience Styles
2. Presenting with the Diamond Plan
3. Influence with Vocal and Visual Communication
4. Presentation Role-Play

## 14. International Business Etiquette

The programme creates the participants' awareness of the international standard of etiquette. They will gain tips on the following aspects:

- Present oneself professionally in the global setting
- Focus on the process of rapport building
- Dress for the occasion
- Be confident with business etiquette
- Be composed with dining etiquette
- Apply social conversation skills in networking

### COURSE

#### 1. Personal Branding via a Professional

The participants will define:

- Three (3) key steps in projecting a professional image
- Five (5) communication elements that enable them to do personal branding
- Behaviours to build the branding

#### 2. Networking

The participants will acquire do's and don'ts skills in networking with ease and success:

- Break the ice
- Deepen the relationship
- Follow up

#### 3. International Etiquette

The participants will learn and practise:

- Dressing for the occasion
- Grooming
- Introduction
- Handshake
- Meeting etiquette
- Seating arrangement
- Dining etiquette - hosts and guests
- Toasting

## 15. Complaint is a Gift

Many organizations view complaints as an unpleasant event to be avoided at all costs. More matured organizations, however, look at complaints with a very different view: Complaints are indeed gifts offered by the customers. The purpose of this seminar is to examine the values of complaints to an organization, and what an organization can do to make itself complaint-friendly.

**Topics to be covered in this seminar include:**

1. The value of complaints to an organization
2. Resolving a customer's complaint
3. Making your organization complaint friendly

## 16. Project and Event Management – Effective Planning and Control

### 1. Introduction to Project Management

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- Definition of Project
- Project vs. Routine Work
- Reasons for Project Failure
- Key Success Factors for Project Management
- The Project Management Cycle

### 2. Developing Project Management Skills

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- Establishing the Project Definitions
- Defining the Project Scope, Objectives and Goals
- Developing Your Project Structure
- Identifying the Project Assumptions
- Establishing the Work Break Down Structure (WBS)
- Managing Risks and Contingencies
- Conducting the Network Analysis & Identifying the Critical Path
- Establishing the Project Gantt Chart
- Controlling the Project Progress
- Closing the Project

## 17. Small Group Problem Solving and Decision Making

Organizations and individuals encounter problems everyday. Often these problems can be complicated by our unwise decisions, emotional reactions or panicky actions. To be able to do the right thing at the right time to these problems is crucial to an organization's long term survival.

The purpose of this course is to provide participants a strategy and a set of tools to solve problems and make decisions rationally. At the completion of the course, participants will be able to:

- Define a problem
- Control reactions to a problem
- Analyze the causes of and implications to a problem
- Find short term solutions to a problem
- Explore options for long term solutions to a problem
- Assess solution options
- Make decisions