



## HKICPA Programme - Soft Skills Series (May 2017)



HKICPA will continue to launch the Soft Skills Series of workshops and seminars in 2017. Do not miss the chance to equip yourself with different types of soft skills to further your business development or career advancement.

Effective People Management is one of the keys to business's profitability and sustainability. How to motivate employees with different background and attributes to perform their best in the pursuit of corporate goal is one of the biggest challenges to leaders.

### People Management Skills

Topic/ Programme code	Date and time	CPD hours	Format	Participants	Trainers
Managing Younger Generation in Your Team (Re-run) (SCPD17050801)	Mon., 8 May 2017 6:30 p.m. – 9:30 p.m.	3	Seminar	Managers and leaders	<b>Dr. Harry Wong</b> FCPA, MAcc, NLP Master Trainer and Master Coach, ABNLP
Building Trusting Relationship with Colleagues to Achieve High Performance (Re-run) (WSHP17051201)	Fri., 12 May 2017 6:30 p.m. – 10:00 p.m.	3.5	Workshop	Managers and supervisors	<b>Ms. Angela Shing</b> BBus, MSc, IIAC(UK)
Managing Your Conflicts for Gaining Better Understanding (Re-run) (SCPD17051701)	Wed., 17 May 2017 6:30 p.m. – 9:30 p.m.	3	Seminar	Managers and leaders	<b>Dr. Harry Wong</b> FCPA, MAcc, NLP Master Trainer and Master Coach, ABNLP
Achieving Business Breakthrough with Effective Coaching and Motivation (Re-run) (WSHP17053101)	Wed., 31 May 2017 6:30 p.m. – 10:00 p.m.	3.5	Workshop	Managers and supervisors	<b>Dr. Michael Kwong</b> Associate Trainer, SGS Academy HK



Programme	Month
Presentation Skills	June 2017



**Venue** Hong Kong Institute of CPAs,  
27/F, Wu Chung House, 213 Queen's Road East, Wanchai, Hong Kong

**Language** Cantonese

<b>Fee (for each)</b>	<u>Seminar</u>	<u>Workshop</u>
HKICPA member or student:	HK\$430	HK\$750
HKICPA member (online enrolment):	HK\$420	N/A
IA/ HKIAAT member or student:	HK\$430	HK\$750
Non-member:	HK\$700	HK\$1,500

**Participants** Persons who want to enhance soft skills in the pursuit of individual or business success

**Competency\*** Management, leadership and soft skills

**Rating\*** Intermediate level

\* Please refer to the [Institute's online CPD Learning Resource Centre](#) for descriptions of competency and rating.

## About the programme

### Managing Younger Generation in Your Team (Re-run) (SCPD17050801)

#### Seminar outline

Generation Y and the 90's have often been associated with negative image. They are perceived as having the "Peter Pan Syndrome": Having own unique characters and styles, being overprotected by their families and lacking essential mindset and skills to manage their life.

Management and employers sometimes find it challenging and confusing in working with this new group of employees. In the meantime, young people would complain there is lack of understanding and appreciation from their bosses.

This seminar focuses on:

- Identifying the differences in thinking preferences and working styles between different generations
- Understanding the mindset of younger generation and how better to motivate them at work
- Refining one's own communication skills and mindset necessary in managing younger generation at work
- Learning how to better utilize own strengths and advantages to strive for own and team successes as business managers and professionals

#### Trainer

**Dr. Harry Wong**, FCPA, MAcc, NLP Master Trainer and Master Coach, ABNLP

Dr. Wong (aka Dr. Happy) is a passionate and seasoned business consultant and trainer with extensive global business and people management experience gained in KPMG (Canada), PricewaterhouseCoopers (Hong Kong) and his current consulting venture in the past 25 years. Dr. Wong is a certified trainer and a success coach who trained over 32,500 professionals and management in the US, Australia and Hong Kong with state of the art techniques on communication enhancement, change management and positivity.



## About the programme

### Building Trusting Relationship with Colleagues to Achieve High Performance (Re-run) (WSHP17051201)

#### Workshop outline

In our workplace, we have a 360-degree working relationship with colleagues of three levels: our superiors, our peers and our subordinates. Effective collaboration with them requires a trusting relationship.

This workshop presents a set of relationship guidelines for daily interactions with colleagues, with an aim of building mutual trust in the workplace. It covers:

- Factors for building a committed team with high performance
- The leadership qualities of an effective leader
- Practical relationship guidelines to build trust with colleagues, including sharing, understanding, participation, empowering and respect

#### Trainer

**Ms. Angela Shing**, BBus, MSc, IIAC(UK)

Ms. Shing is a seasoned training professional with a strong background in finance and commerce. Prior to running her own training consultancy, she was the regional head of a major bank overseeing the training and development function for 13,000 employees in Asia Pacific. She now specialises in designing and developing training workshops in sales and service, client relationships, leadership and management, communication, and personal and team effectiveness.

### Managing Your Conflicts for Gaining Better Understanding (Re-run) (WSHP17051701)

#### Seminar outline

In society nowadays, conflicts between parties have become part of our daily life (both professionally and personally). Conflicts may not only dampen our interpersonal relationships with stakeholders, affect productivity, but also create risk of financial loss if conflicts are not handled properly.

An effective conflict resolution process helps the involved parties gain a better understanding of each other's concerns and causes for the disputes, provides opportunities for meeting each other's practical and psychological needs, and restores personal and business relationships.

This seminar focuses on learning:

- How conflict arises and the causes of conflicts
- Key essences of resolving conflicts
- How to deal with assertive and difficult conversations
- Effective conflict resolution process and skills that help communication better

#### Trainer

**Dr. Harry Wong**, FCPA, MAcc, NLP Master Trainer and Master Coach, ABNLP

Dr. Wong (aka Dr. Happy) is a passionate and seasoned business consultant and trainer with extensive global business and people management experience gained in KPMG (Canada), PricewaterhouseCoopers (Hong Kong) and his current consulting venture in the past 25 years. Dr. Wong is a certified trainer and a success coach who trained over 32,500 professionals and management in the US, Australia and Hong Kong with state of the art techniques on communication enhancement, change management and positivity.



## About the programme

### Achieving Business Breakthrough with Effective Coaching and Motivation (Re-run) (WSHP17053101)

#### Workshop outline

The modern approach of management focuses on people's hearts rather than their bodily behaviors. Performance of staff often relies on their abilities to manage themselves effectively rather than being supervised. That is why coaching is such an effective tool to enable staff to maximize their performance through their own commitment.

This workshop focuses on using the coaching approach and enhances leadership in managing the teams' performance. It covers:

- Understanding of coaching, traits of a successful coach and how coaching can help to maximize team performance
- Introduction of the GROW model for coaching (e.g. understanding of the coaching process, self-audit for staffs and different coaching styles)
- Dialogue skills in coaching for enabling coaches to identify their weaknesses and providing them with positive feedback
- Steps of effective field coaching which helps building confidence and improves team performance
- Coaching skills for overcoming difficulties and deviated mindsets of problematic staffs, and for perpetuating success

#### Trainer

**Dr. Michael Kwong**, Associate Trainer, SGS Academy HK

Dr. Kwong has over 15 years of experience in the field of training services and has trained over 20,000 people. He is an experienced trainer and delivers training across a broad range of industries in the areas of customer service, leadership, personal effectiveness and professional selling. His clients include HSBC, Pfizer, Morgan Stanley, Giordano, AIA, Manulife, Standard Chartered Bank, Hong Kong Jockey Club, Ocean Park, etc.

Dr. Kwong is the co-author of "Relationship Marketing: The Business Strategy For E-commerce" published in February 2000 and a contributing author of "The 21st Century Business Strategy" published in January 2001. His latest book, "Talks on Family Legacy" was published in December 2015.



HKICPA Event Enrolment Form (For Support Programme)

**To confirm your CPD booking,  
 just log on to "My CPA" at  
<http://www.hkicpa.org.hk>**

Finance & Operations Department,  
 Hong Kong Institute of CPAs,  
**37/F, Wu Chung House, 213 Queen's Road East, Hong Kong**

Payment & Enrolment Status Enquiry: 2287 7381 e-mail: <a href="mailto:finance@hkicpa.org.hk">finance@hkicpa.org.hk</a> Fax : 2893 9853	Course Information Enquiry: 2287 7386 / 2287 7253 e-mail: <a href="mailto:cpd@hkicpa.org.hk">cpd@hkicpa.org.hk</a>	<b>FOR OFFICE USE</b>
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**Deadline: 7 working days before the date of the programme**

No.	Membership		Full Name of Participant(s) (Block Letters)	Company	Email address <sup>(2)</sup> (Block Letters)	Programme Code	Fee (HK\$)
	No.	Status <sup>(1)</sup>					
1							
2							
3							
4							
Total (HK\$)							

I am unemployed and not working. I am planning to rejoin the workforce.  
 The Institute reserves the right to allocate places to enable the enjoyment of more members in this event.  
 The Institute's decision is final. Applicant must submit the enrolment form 10 working days before the event.

Contact Person : \_\_\_\_\_ Tel No. : \_\_\_\_\_ Fax No. : \_\_\_\_\_ E-mail : \_\_\_\_\_  
*Contact information is used solely for communication of this particular event, without update to your member profile.*

**Payment Method** (Please tick the appropriate box)

<input type="checkbox"/> Cheque (no. _____) payable to "Hong Kong Institute of Certified Public Accountants" or "HKICPA" <sup>(7)</sup>											
<input type="checkbox"/> BOC HKICPA VISA <input type="checkbox"/> BOC HKICPA UnionPay card <input type="checkbox"/> Other VISA / MasterCard											
Card Number:										Card Expiry Date (MM/YY):	
Cardholder's Name (block letters):						Cardholder's Signature:				Date:	
<i>Payment receipt will be sent to your email address provided above once the payment is confirmed.</i>											

- Notes:**
- Membership Status: **NP** = Non-Practising, **P** = Practising, **IA** = International Affiliate, **S** = Student, **HKIAAT** = HKIAAT Student or Member, **GAA** = GAA Passport holder, **NM** = Non-Member.
  - Confirmation of enrolment will be sent to you via email. You can check your enrolment status at "MyCPA" at [www.hkicpa.org.hk](http://www.hkicpa.org.hk). Unsuccessful enrolment will be notified with full refund.
  - NO ADMISSION TICKET will be issued. Please bring your HKICPA membership card or confirmation email for admission purpose.
  - All applications are on a first-come-first-served basis.
  - Application by fax will ONLY be accepted when payment is made by credit card. Cash is strictly not accepted. Please ensure all the particulars relating to payment are completed, otherwise the application cannot be processed. There is NO need to send in the enrolment form again if it has already been faxed to the Institute.
  - For credit card payment, the card should be valid with expiry date at least 1 month from the date of event.
  - Please issue SEPARATE CHEQUE for each event.
  - In normal circumstances, the event fee is non-refundable or non-transferrable upon receipt of payment by HKICPA. Should the event be cancelled or postponed due to unforeseeable circumstances, refund will be made according to your payment method. For credit card payment, refund will be made directly to your credit card account. For cheque payment, refund will be mailed to your correspondence address.
  - All scheduled events will be cancelled and postponed to a date to be announced in the event of typhoon signal no. 8 or above or if a Black Rainstorm warning is hoisted. For details of bad weather arrangement for CPD programmes, please refer to the Institute's homepage.
  - The Institute reserves the right to change the venue, date, speaker or to cancel the event due to unforeseen circumstances.
  - No unauthorized audio or video recording is allowed at CPD events.

**Personal Data:** Your personal data collected from the enrolment process and administration of courses/events/activities will be used for the purpose of the administration of the course on which you are enrolled. Such data collected may be accessible by the Institute's officers, persons or committees processing the application and related matters. In addition, the Institute may use the collected data for statistical research and analysis. The Institute intends to use the personal data of your name, email address and correspondence address to inform you, where relevant, of members' benefits, goods, services, facilities and events organized or provided by the Institute or other organizations. Members and registered students may opt out of receiving such materials at any time by logging in via the following link <https://www.hkicpa.org.hk/en/members-area/comm-preference/>. Non-members may opt out of receiving such materials at any time by sending an email to the Institute at [privacyofficer@hkicpa.org.hk](mailto:privacyofficer@hkicpa.org.hk) or a letter to the Institute's privacy officer. For more information about the privacy policy of the Institute, please go to <http://www.hkicpa.org.hk/en/service-tools/privacy-policy/>.

For non-member and firm payment by cheque, please fill-in your postal address for refund.	
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