



Soft Skills Series

(November - December 2017)



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

Conflict Management

Topic/ Programme code	Date and time	CPD hours	Language	Rating*	Participants	Trainers
How to Replace Conflict with Cooperation (WSHP17112301)	Thurs., 23 Nov 2017 6:30 p.m. – 9:30 p.m.	3	English	Advanced	Managers and leaders	Ms. Lalita Raman Corporate Trainer, Dale Carnegie Training Hong Kong & Macau
Relationship – Building Trusting Relationship with Colleagues to Achieve High Performance (WSHP17112502)	Sat., 25 Nov 2017 2:00 p.m. – 5:30 p.m.	3.5	Cantonese	Intermediate	Managers and leaders	Ms. Angela Shing BBus, MSc, IIAC(UK)
Fostering Innovation Through Effective Conflict Management (WSHP17120401)	Mon., 4 Dec 2017 6:30 p.m. – 10:00 p.m.	3.5	Cantonese	Intermediate	Managers and Supervisors	Dr. Michael Kwong Associate Trainer, SGS Academy HK

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

Format Workshop

Fee (for each)

HKICPA member or student:	HK\$750
HKICPA member or student (online enrolment)	HK\$740
IA/ HKIAAT member or student:	HK\$750
Non-member:	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

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



About the programme

How to Replace Conflict with Cooperation (WSHP17112301)

Workshop outline

Do you recognize any of these warning signs of workplace conflict?

Projects that were on track suddenly begin to slide, vital information that was readily available now takes days to get, helpful colleagues have now turned into roadblocks, meetings that accomplished things now end in stalemate. If you do, you need to act now before conflict tears your group, division or organization apart.

Nothing can destroy productivity, derail projects and make you look bad faster than workplace conflict. Whether it is the kind that smolders just beneath the surface or it has become open warfare, conflict can paralyze your group, department or entire company. And, unfortunately, the unpleasant task of resolving conflicts falls on your shoulders. But now there is help.

This workshop will help you resolve conflicts positively, and keep your cool at the same time. Based on the time-tested Dale Carnegie principles of winning friends and influencing people, this dynamic workshop shows you how to break the impasses caused by seemingly irresolvable conflicts.

The workshop begins by showing you how to diagnose conflict within your organization. Next, you learn a variety of strategies and approaches for managing conflict and how to match them to the particular situation. Finally, you are given concrete ways to apply these strategies to achieve maximum effectiveness.

You will also take a look at your own conflict response style and learn to avoid the stress and anger that can draw you into confrontation. The result is that you will be in control and able to keep your poise when everyone around you is losing it.

Take that all-important first step to removing the stress of conflict from your workplace so you and everyone else can get on with the job.

After joining this workshop, participants will be able to:

- Uncover the hidden agendas fueling conflict in your operation
- Keep minor disagreements from escalation and stop simmering conflict from boiling over
- Identify and control your anger triggers and keep your cool in tough situations
- Use "Empathetic Listening" to calm a situation
- Open a discussion on all sides of an issue and encourage collaborative problem solving
- Use open communication to build teamwork and create dialogues that lead to mutually beneficial solutions
- Remain poised when everyone else is losing it
- Employ leadership skills that prevent power plays and control the divisive elements in the workplace

Trainer

Ms. Lalita Raman, Corporate Trainer, Dale Carnegie Training Hong Kong & Macau

Ms. Raman is an executive coach who assists executives and professionals to succeed in the business world of continuous change and uncertainty, with a focus on behavioral change. After two decades in Hong Kong, she has worked for Citigroup, Jardine Fleming, Morgan Stanley, ABN Amro, JP Morgan and RBS. Ms. Raman brings with her ample experience in the investment banking industry. She was responsible for the bottom line and leading diverse teams. In her most recent positions as Director of Sales at JP Morgan Chase and at RBS, Ms. Raman demonstrated her strong leadership skills and ability to create impactful and sustainable changes to the organizations.

The leadership positions Ms. Raman held in her corporate life have given her opportunities to engage and connect with people at different levels, understand how they think and behave, how each of their values and experiences shape their performance and job satisfaction levels. Her flexibility and adaptability to different cultures, and roles with different organizations as well as her leadership skills have helped her to facilitate the growth and development of the teams she has worked with.



About the programme

Relationship – Building Trusting Relationship with Colleagues to Achieve High Performance (WSHP17112502)

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:

After joining this workshop, participants will gain knowledge about:

- Factors for building a committed team with high performance
- The leadership qualities of an effective leader
- Practical relationship guidelines to build trust with colleagues:
 - Sharing
 - Understanding
 - Participation
 - Empowering
 - 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 & development function for 13,000 employees in Asia Pacific. She now specializes in designing and developing training workshops in sales and service, client relationships, leadership and management, communication, and personal and team effectiveness.



About the programme

Fostering Innovation Through Effective Conflict Management (WSHP17120401)

Workshop outline

In the era of today, with the open culture of the internet spreading to every corner of the society, conflict amongst people seems inevitable. Resolving conflict is not an easy task especially when there are hidden agendas and multiple motives. Be able to handle conflict effectively will require the working team to acquire a useful attitude and skills. This program is designed to expand the ability to resolve conflicts constructively and confidently. One can develop alternative ways in order to moderate disturbances in the professional environment and in a cooperative manner. One can also recognize personal conflict behavior and practice, which may lead to difficult and emotional discussions.

This workshop covers:

- How conflict arises in societal scenario
 - The nature and types of conflict
 - How effective conflict management can lead to constructive improvement
- Conflict Stage Model
 - Getting prepared for conflicts
 - How conflict emerges, escalates, and peaks with deadlock
- Techniques in coping with conflict
 - Ways to prevent conflict from escalating and to resolve deadlocks
 - Techniques in managing the emotions in conflicting situations and leading to collaborative actions

Upon completion of the workshop, participants will:

- Have a comprehensive understanding of how conflict arises and how it can be resolved effectively
- Know about their own conflict styles and how to deal with different styles
- Learn about the principles of coping with conflicts effectively
- Know how to deal with conflict with A.G.R.E.E. model
- Acquire skills in handling emotional counterparts
- Learn how these skills can be applied in day-to-day work and manage conflict effectively

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: finance@hkicpa.org.hk
Fax : 2893 9853

Course Information Enquiry:
2287 7386 / 2287 7253
e-mail: cpd@hkicpa.org.hk

FOR OFFICE USE

Deadline: 7 working days before the date of the programme

No.	Membership		Full Name of Participant(s) (Block Letters)	Company	Email address ⁽²⁾ (Block Letters)	Programme Code	Fee (HK\$)
	No.	Status ⁽¹⁾					
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" ⁽⁷⁾											
<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: _____		
Payment receipt will be sent to your email address provided above once the payment is confirmed.											

- 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. 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 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.

Name:	Name:
Address:	Address: