



## Soft Skills Series

(April - May 2018)



HKICPA will continue to launch the Soft Skills Series of workshops in April to May 2018. Do not miss the chance to equip yourself with different types of soft skills to further your business development or career advancement.

Topic/ Programme code	Date and time	CPD hours	Language	Rating*	Participants	Trainers
Performance Coaching Workshop (WSHP18041201)	Thur., 12 Apr 2018 6:30 p.m. – 9:30 p.m.	3	Cantonese	Advanced	Managers and leaders	<b>Mr. Tommy Fung</b> Performance Consultant, CSG Consultancy
Boosting Team Performance: How to Enhance Engagement Level (WSHP18042701)	Fri., 27 Apr 2018 6:30 p.m. – 10:00 p.m.	3.5	English	Intermediate	Managers and Supervisors	<b>Mr. William Ho</b> Chief Consultant, Graval Limited
Essential Skills of Making an Effective Presentation (Re-run) (WSHP18052602)	Tue., 26 May 2018 2:00 p.m. – 5:30 p.m.	3.5	Cantonese	Intermediate	Managers and executives	<b>Ms. Angela Shing</b> BBus, MSc, IIAC(UK)

<b>Venue</b>	Hong Kong Institute of CPAs, 27/F., Wu Chung House, 213 Queen's Road East, Wanchai, Hong Kong	
<b>Format</b>	Workshop	
<b>Fee (for each)</b>	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
<b>Participants</b>	Persons who want to enhance soft skills in the pursuit of individual or business success	
<b>Competency*</b>	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

### Performance Coaching Workshop (WSHP18041201)

#### Workshop outline

Human resource is considered critical assets of a company regardless of size and capital. High staff turnover is labeled as an unhealthy symptom as the negative consequences shall in no way be overlooked.

As such, the name of the game now is to treasure and develop our own staff so that their overall performance standard will be enhanced. Once the staff see their own development and progress, there is higher chance for them to stay.

This 3-hour workshop is designed to bring out the importance of "Performance Coaching" (to the staff, to the management as well as to the organization), introduce a 3 steps approach of "Performance Coaching" which is extremely practical and easy to pick up. It includes:

- What is "Performance Coaching"?
- Why "Performance Coaching"?
- The fundamental principle of "Performance Coaching"
- The proper mindset and approach when conducting "Performance Coaching"
- The 3 steps approach of "Performance Coaching" (i.e. problem, reasons and solutions)
- Skill practice to enhance confidence in conducting "Performance Coaching"

#### Trainer

**Mr. Tommy Fung**, Performance Consultant, CSG Consultancy

Mr. Fung is an expert in public speaking and a guru in presentation skills. He was the first person in Hong Kong to win the District Championship title of the English Humorous Speech Contest. Mr. Fung is also highly specialized in delivering leadership, coaching, customer services, sales and negotiation training. He inspires his participants by combining practical approach with academic theory and concept in a fun and enjoyable style.

Mr. Fung has over 13 years of experience as a leadership and management trainer in the security, banking, auditing, retail and insurance field. He has solid hands-on experience in people management and strategic thinking. Academic wise, he attained a Master Degree in HR Management of the Macquarie University, and was appointed Visiting Associate Professor of the South China University of Technology in 2009.

Mr. Fung is also a certified MBTI Trainer, DISC Trainer, Team Management System Trainer, Enneagram Trainer and a Professional Member of the International Enneagram Association. Recently, Mr. Fung is working on combining psychological techniques and personality tools with management theories, sales and customer services. He is an NLP Global Trainer and Consultant.



## About the programme

### Boosting Team Performance: How to Enhance Engagement Level (WSHP18042701)

#### Workshop outline

In today's complex and collaborative workplace, the real challenge is to manage not just your personal productivity but the collective performance of the entire team and organization. We do know that creating an engaged team leads directly to higher profitability, increased customer ratings and reduced turnover. Thus, the implementation of enhancing employee engagement becomes a workplace strategy and approach by providing the right conditions for all members of the organization to give their best each day, committed to their organization's goals and values, motivated to contribute towards organizational success, with an enhanced sense of their own well-being.

The idea of employee engagement therefore is to promote a healthy and dynamic work environment, boost team performance to provide ownership of results and a sustainable organizational growth. This workshop focuses on:

- Understanding the importance of creating employee's engagement level in relations to higher team performance
- Defining employee engagement and the contributing factors
- Discovering the biggest drivers towards job satisfaction and identify the traits of the engaged staff
- Capturing the top skills and actions to build, sustain and enhance engagement level
- Learning how to balance the needs of your organization and its employees to create both a desirable and a successful workplace

#### Trainer

**Mr. William Ho**, Chief Consultant, Graval Limited

Mr. Ho has more than 20 years of working history as managerial positions in multinational enterprises with rich experience in leadership coaching and implementing various kinds of leadership training programs in Asia Pacific region. He is keen to help and coach companies to explore their own potential, understand their core competence, and ride through the adversity of the economy. He is especially interested in situations where companies have to deal with constant changes, new market developments, multicultural environments, fierce competitions, and leadership development, particularly in sales. Mr. Ho's expertise lies in building and managing sales and marketing teams, key account management, tactical negotiation and closing deals, forming alliances and partnerships through training and coaching. He had delivered numerous workshops and speeches for multinational corporations, small-medium enterprises, universities and in public since 2008.

### Essential Skills of Making an Effective Presentation (Re-run) (WSHP18052602)

#### Workshop outline

An effective presentation starts from analyzing the interests and concerns of the listeners, and then presenting ideas to them professionally in an impressive and memorable way. This workshop equips you with the essential skills of making an effective presentation. It covers:

- Assessing the key issues and concerns of listeners
- Designing the purpose and theme of a message
- 5 grouping techniques to frame the details in a memorable manner
- Concluding ideas to sustain listeners' memories
- Techniques to handle challenging questions

#### 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 specializes in designing and developing training workshops in sales and service, client relationships, leadership and management, communication, and personal and team effectiveness.



## 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](mailto:finance@hkicpa.org.hk)  
Fax : 2893 9853

Course Information Enquiry:  
2287 7386 / 2287 7253  
e-mail: [cpd@hkicpa.org.hk](mailto: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 <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: _____		
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](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  
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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.

Name:	Name:
Address:	Address: