Soft Skills Series
(June to September 2019)

If you want to increase your power to influence people's thinking and behaviour effectively so as to increase the capacity, commitment and performance of your team or get what you want, do not miss the chance to equip yourself with different types of soft skills to further your business development or career advancement and build better relationship with people.

Topic/ Programme code	Date and time	Language	Rating	Speakers
Project Fundamental – Engage Team Members to Achieve Project Result (WSHP19062401)	~~Monday, 24 June 2019 6:30 p.m. – 10:00 p.m.~~ Thursday, 5 September 2019 6:30 p.m. – 10:00 p.m.	Cantonese	Intermediate	**Ms. Angela Shing** Chief Consultant, InsideOut Training
~~Goal Setting – Demonstrate Competence with Measurable Goals (WSHP19071501)~~	~~Monday, 15 July 2019 6:30 p.m. – 10:00 p.m.~~ *Cancelled			
Staff Commitment – Develop a Committed Team with High Performance (WSHP19081201)	Monday, 12 August 2019 6:30 p.m. – 10:00 p.m.			
Gaining Influence – Build Credibility and Influence People to Accept your Ideas (WSHP19082001)	Tuesday, 20 August 2019 6:30 p.m. – 10:00 p.m.			
Leading People Through Change: Transform Business Operation Efficiency (WSHP19082901)	Thursday, 29 August 2019 6:30 p.m. – 10:00 p.m.	English	Advanced to Mastery	**Mr. Eric Hwang** Director, Strategic Change and Leadership Development, Graval Limited
Leading High Performing Teams: Maximise Revenue Generating Machine (WSHP19091001)	~~Tuesday, 10 September 2019 6:30 p.m. – 10:00 p.m.~~ Monday, 30 September 2019 6:30 p.m. – 10:00 p.m.			

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	Business leaders; Managing directors; Senior managers; Project managers; Persons who want to enhance soft skills in the pursuit of individual or business success
Competency*	Management, leadership and soft skills
CPD hours (for each)	3.5

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

About the programme

Project Fundamental – Engage Team Members to Achieve Project Result (WSHP19062401)

Course outline

Leading or participating in various projects is the routine in the workplace. To achieve a better result for each project, we can follow the effective four-phase fundamental process of project management. This workshop will present the skills which help you to achieve better project results. Topics include:

- Initiating a project by setting the project scope, acquiring resources, and developing a communication plan
- Planning the project with a work breakdown structure (WBS), scheduling tools and tactics to manage four risk areas
- Controlling project execution through three devices to monitor progress, six performance reporting tools and six tips for making the most of team members
- Closing the project by using three key factors to evaluate project performance

After joining this workshop, participants will be able to:

- Set project objectives in line with key stakeholders' needs and expectations
- Improve collaboration with team members through better communication and tasks planning
- Monitor project progress effectively to ensure achievement of results

Goal Setting – Demonstrate Competence with Measurable Goals (WSHP19071501)

Course outline

In a competitive workplace, you need to demonstrate your outstanding performance in order to gain yourself opportunities for career advancement. If you are leading a team, you also need to quantify the performance of your subordinates to help unveil their individual potentials. This workshop will help participants set measurable goals for themselves and their team members. Topics include:

- Four supportive conditions to empower yourself and your team members
- Five success criteria of SMART goals
- Four types of measures for performance goals
- Identifying key performance indicators (KPI) within the framework of a balanced scorecard to support overall organization objectives

After joining this seminar, participants will be able to:

- Achieve organization objectives by empowering themselves and their team with proper work conditions
- Set measurable goals to demonstrate one's outstanding performance and appraise subordinates' performance

Cancelled

Staff Commitment – Develop a Committed Team with High Performance (WSHP19081201)

Course outline

This workshop aims at helping team managers to develop their staff by implementing individual competency-based development plans and connecting staff with the organization to enhance staff commitment. Topics include:

- Committing to staff development
- Managing staff perception
- Connecting with company strategies and success
- Reinforcing corporate culture

After joining this workshop, participants will be able to drive staff commitment to the organization by:

- Reinforcing individual development planning
- Connecting the staff with the organization

Gaining Influence – Build Credibility and Influence People to Accept your Ideas (WSHP19082001)

Course outline

In our daily work, we need to influence others and sell our ideas and recommendation. This workshop presents the practical skills to influence internal and external stakeholders through:

- A think-win-win mindset
- Six ethical influencing powers
- A four-step influencing process

After joining this workshop, participants will gain knowledge about:

- Developing a think-win-win mindset for interacting with internal and external stakeholders and maintaining relationship credibility
- Understanding stakeholders and identifying common benefits and concerns
- The six ethical influencing powers to increase credibility:
  - Reciprocation
  - Liking
  - Consistency
  - Scarcity
  - Authority
  - Consensus
- The four essential steps to influence others

Leading People Through Change: Transform Business Operation Efficiency (WSHP19082901)

Course outline

There are many things that cause organizations to change. For example, mergers and acquisitions, challenge of economic downturns, technological changes, entry of new competition, new practice, changes of consumer tastes and so on. Change is a key source of competitive advantage and organizations must continue to adapt to the change in order to survive and transform business operation efficiency. Yet many efforts spent on making changes in organizations failed, leading to substantial drain on the organization's resources, energy and morale. This workshop aims at improving participants' ability to understand, strategize, lead and support organizational change.

After joining this workshop, participants will:

- Understand the different elements of a successful change that can transform business operation efficiency
- Understand and practice on how to strategize, implement and manage change
- Learn about different change management models and techniques to improve change results and overall chance of success
- Understand how middle-level managers can support and add value to a change project

Leading High Performing Teams: Maximise Revenue Generating Machine (WSHP19091001)

Course outline

There are plentiful of leadership theories, books, studies and articles, but only a handful of company, team, and leader are successful. Research findings have suggested that in most cases, without effective leadership, people will only perform at about 2/3 of their potential. That means effective leadership can potentially boost each team member's performance by about 50%.

In this workshop, the speaker will share the skills that leaders need in order to maximize the performance potential of each team member and deliver performance, and the specific improvement areas for leaders to boost their team members.

After joining this workshop, participants will gain knowledge of:

- The essential elements of Situational Leadership and applying it effectively at work
- The 4 essential and effective team leadership skills and techniques, and applying them successfully in the workplace

About the speakers

Ms. Angela Shing, Chief Consultant, InsideOut Training

Ms. Shing is a seasoned training professional with a strong background in finance and commerce. Prior to running her own training consultancy business, 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 relationship, leadership and management, communication, and personal and team effectiveness.

Mr. Eric Hwang, Director, Strategic Change and Leadership Development, Graval Limited

Mr. Hwang is a corporate management trainer, an MBA lecturer and a management consultant, specializing in leadership, strategy and change management. He is also a certified trainer in Situational Leadership®. Prior to changing his career to the training and education industry, Mr. Hwang was a senior business executive, general P&L manager and business turn-around leader with over 20 years of practical business experience in change management, strategy formulation and implementation, business development, consulting, marketing and sales.

Mr. Hwang's unique combination of solid executive leadership capabilities, extensive and practical business experience in different industries including engineering and machinery, commercial, retail, life-style, and education, enable him to excel in the consulting field and delivery of executive and senior management training and education programs.

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HKICPA Event Enrolment Form (For Support Programme)

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Deadline: 7 working days before the date of the programme

*The Institute reserves the right to allocate places to enable the enjoyment of more members in this event and the Institute's decision is final.

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Notes:
1. Membership Status: **NP** = Non-Practising, **P** = Practising, **IA** = International Affiliate, **S** = Student, **HKIAAT** = HKIAAT Student or Member, **GAA** = GAA Passport holder, **NM** = Non-Member.
2. Confirmation of enrolment will be sent to you via email. For HKICPA member, you can check your enrolment status at "MyCPA" at www.hkicpa.org.hk. Unsuccessful enrolment will be notified with full refund.
3. NO ADMISSION TICKET will be issued. Please bring your HKICPA membership card or confirmation email for admission purpose.
4. All applications are on a first-come-first-served basis.
5. 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.
6. For credit card payment, the card should be valid with expiry date at least 1 month from the date of event.
7. Please issue SEPARATE CHEQUE for each event.
8. 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.
9. 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.
10. The Institute reserves the right to change the venue, date, speaker or to cancel the event due to unforeseen circumstances.
11. No unauthorized audio or video recording is allowed at CPD events.

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