



Soft Skills Series

(February to May 2019)

HKICPA continues to run Soft Skills Series of workshops from February to May 2019. Do not miss the chance to sharpen yourself with different types of soft skills to further your business development or career advancement.

Seminars				
Topic/ Programme code	Date and time	Rating*	Speakers	Venue
Managing Change in the VUCA Business Environment (SCPD19022502)	Mon., 25 Feb 2019 7:00 p.m. – 8:30 p.m.	Intermediate to leadership	Mr. Teddy Liu General Manager, Corporate & Talent Development; Head of Group Internal Audit, New World Development Company Limited	Hong Kong Institute of CPAs
Securing Your Jobs against Artificial Intelligence (SCPD19032201) (SCPD19050902)	Fri., 22 Mar 2019 7:00 p.m. – 8:30 p.m. Thur., 9 May 2019 7:00 p.m. – 8:30 p.m.	Intermediate	Dr. Mark Lee Research Director, Asia Pacific Institute for Strategy	H6 CONET
Workshops				
Topic/ Programme code	Date and time	Rating*	Speakers	Venue
Coping with EQ and Stress at Workplace from a Neurological Perspective (WSHP19030501)	Tue., 5 Mar 2019 6:30 p.m. – 10:00 p.m.	Foundation to Intermediate	Dr. Michael Kwong Associate Trainer, SGS Academy HK	Hong Kong Institute of CPAs
Growth Mindset: Empowering Yourself for All-round Improvements (WSHP19040201)	Tue., 2 Apr 2019 6:30 p.m. – 10:00 p.m.	Intermediate	Ms. Angela Shing Director & Principal Consultant, InsideOut Training Solutions	HKBU – SCE Wanchai Learning Centre
Coaching for Managers – Engaging Individual for Self Performance (WSHP19041001)	Wed., 10 Apr 2019 6:30 p.m. – 10:00 p.m.	Intermediate to leadership	Mr. William Ho Chief Consultant, Graval Limited	HKBU – SCE Wanchai Learning Centre
Engaging the Millennials at Workplace to Create Synergy (WSHP19052001)	Mon., 20 May 2019 6:30 p.m. – 10:00 p.m.	Intermediate to advanced	Dr. Michael Kwong Associate Trainer, SGS Academy HK	Hong Kong Institute of CPAs



Venue	Hong Kong Institute of CPAs, 27/F., Wu Chung House, 213 Queen's Road East, Wanchai, Hong Kong		
	H6 CONET G/F, The Center, 99 Queen's Road Central, Hong Kong		
	HKBU – SCE Wanchai Learning Centre 26/F., Wu Chung House, 213 Queen's Road East, Wanchai, Hong Kong		
Language	Cantonese		
Fee (for each)		<u>Seminar</u>	<u>Workshop</u>
	HKICPA member or student:	HK\$150	HK\$750
	HKICPA member or student (online enrolment)	HK\$150	HK\$740
	IA/ HKIAAT member or student:	HK\$150	HK\$750
	Non-member:	HK\$330	HK\$1,500
Participants	Persons who want to enhance soft skills in the pursuit of individual or business success; Leaders who need to engage the millennials at workplace; Middle level to senior level professionals and executives		
Competency*	Management, leadership and soft skills; Ethics and regulations; Information technology		
CPD hours (for each)	Seminar:	1.5	
	Workshop:	3.5	

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

About the programme

Managing Change in the VUCA Business Environment (SCPD19022502)

Outline

In the VUCA (volatility, uncertainty, complexity and ambiguity) business environment, effective change management and maintaining a clear business vision are pivotal to business survival and future success. Achieving continuous development as a professional as well as sustainable development for a business are key concerns for all business professionals, owners and executives. To prepare for a fast changing business environment, what key attributes should a person possess? How to sharpen one's competence in managing change?

After joining this seminar, participants will:

- Understand what VUCA business environment means
- Review key issues that impact on personal and business development
- Consider which change management dimensions can be adopted, in particular, to examine possible initiatives that can help embrace the VUCA environment through innovation and have an entrepreneurial spirit
- Learn from examples of success from Startup companies for making change



Securing Your Jobs against Artificial Intelligence (SCPD19050902)

Outline

Market leaders like Zara have been using big data to catch market trends and transform the traditional roles of buyers. However, some managers and staff only concern about their job security without re-thinking about their job positioning and leadership skills. In fact, A.I. will create new customer needs and generate different business opportunities and jobs.

In this seminar, the speaker will share how to prepare new leadership and management capabilities for survival in the digital economy.

After joining this seminar, participants will be able to:

- Learn the strategic positioning under new competitive forces
- Know the positioning in the middle between humans and machines
- Achieve strategic partnership with A.I.

Coping with EQ and Stress at Workplace from a Neurological Perspective (WSHP19030501)

Outline

With the advancement of information and communication technologies, it is almost impossible to separate personal and work life. For example, it is hard to get away from the mobile phone which can create a more stressful life model in modern time. At the same time, there are a lot more researches done on our brain and such knowledge can definitely empower us in coping with our emotions and stress.

This workshop aims to provide updated information and knowledge from a neurological perspective so that people can improve their Emotion Quotient (EQ) and manage their stress effectively at workplace. Topics include:

- Coping with EQ and stress in modern time
 - From work-life balance to work-life integration
 - Importance of having high EQ at workplace
 - Causes of common emotional problems from a neurological perspective
- Turning stress into passion
 - How stress affects our personal and work life
 - Managing stress with mindfulness
 - Creating a new "you" with optimum productivity

After joining this workshop, participants will be able to:

- Be aware of the problems in EQ and stress management
- Know how to improve EQ from a neurological perspective
- Learn how to cope with stress and turn it into passion



Growth Mindset: Empowering Yourself for All-round Improvements (WSHP19040201)

Outline

This workshop presents the ground-breaking idea of growth mindset, the work of a world-renowned psychologist Professor Carol Dweck of Stanford University. Developing a growth mindset empowers us to become more effective at work and in life. Topics include:

- What a growth mindset is and how it can help you to achieve more
- Use a time-management matrix to identify development goals that help you to become smarter at work
- Identify renewal goals in 5 dimensions of development for higher effectiveness in life
- Apply the 3 growth-mindset strategies to achieve the development and renewal goals for all-round improvements

After joining this workshop, participants will be able to:

- Develop a growth mindset that motivates a person to achieve more
- Identify the development goals to improve time management at work
- Identify the renewal goals to make all-round effectiveness in life
- Apply the 3 growth-mindset strategies to achieve development and renewal goals

Coaching for Managers – Engaging Individual for Self Performance (WSHP19041001)

Outline

More organizations are using coaching as a key strategy to help develop leadership capabilities and increase the engagement level to enhance performance and productivity of their employees. Individuals who are coached see the value in working with coaches to help them achieve challenging goals and to gain greater satisfaction in work and life.

This workshop is designed to apply all types of coaching applications, including coaching for performance, coaching for development as well as coaching for change and reinforcement. Supervisors must learn to operate in more-effective ways, so leaders within these organizations must become partners and be willing to coach others to achieve the outcomes that are critical to the business' success. By expanding their knowledge base and building upon their existing capabilities, this coaching workshop helps leaders and supervisors empower their people and unleash the discretionary performance of their team members with high engagement level for self-motivating performance.

After joining this workshop, participants will be able to:

- Understand the terms: Coach, Role Model, Counsellor, Supporter, Guide
- Know how and when to coach as an essential skill that can benefit both you and your organization
- Understand how coaching can be used to develop your team
- Develop the coaching skills that help improve individual performance
- Learn how to demonstrate the behaviours and practices of an effective coach
- Recognize employees' strengths and give them the feedbacks they need to succeed
- Identify employee problems and ways you can help to correct them



Engaging the Millennials at Workplace to Create Synergy (WSHP19052001)

Outline

Baby Boomers and Gen-X born between 1943 – 1979 now become the older generation at workplace, while Gen-Y and Gen-Z (often referred to as the “Millennials”) born between 1980 – 2000 are, no doubt, key contributors of the current work force. Therefore, it is vital for an organization to be able to engage staff of different generations, especially the Millennial who is a key source of passion, great ideas and innovation.

This workshop aims to provide a framework of knowledge of how one can engage staff of different generations especially from the perspectives of the Millennials to be able to communicate and collaborate with the older generation so that synergy can be achieved. Topics include:

- Engaging staff of all generations
 - The needs and challenges of engaging staff of all generations in coping with today's and future's challenges
 - Expectations and values held by most Millennials
 - Principles in engaging the Millennials
- Enhancing mutual understanding and trust between all generations
 - Learn to work with the Millennials by focusing on their strengths
 - Reverse mentoring techniques in building trust and understanding
 - Leverage the talents of the Millennials to create synergy for the organization

After joining this workshop, participants will be able to:

- Understand the expectations and values held by most Millennials
- Appreciate the importance of engaging staff of all generations
- Acquire and apply the skills in motivating and communicating with staff of different generations



About the speakers

Mr. Teddy Liu, General Manager, Corporate & Talent Development; Head of Group Internal Audit, New World Development Company Limited

Mr. Liu currently oversees three core teams at his role, namely corporate development for planning, promoting and managing corporate change initiatives, talent training and development as well as internal audit. He has served New World Group for over 20 years with diversified experiences in business management and corporate controllership functions. Prior to joining New World, Mr. Liu worked for PricewaterhouseCoopers for five years with major focus on statutory audit, due diligence, merger and acquisition, and tax planning.

Mr. Liu holds the Certified Public Accountants designation and is a member of various professional bodies in the field of accounting, company secretary and taxation. He also holds a Juris Doctor degree from The Chinese University of Hong Kong and an MBA degree from The University of Hong Kong.

Dr. Mark Lee, Research Director, Asia Pacific Institute for Strategy

Dr. Lee has over ten years of research and teaching experiences at university. One of his areas of research is innovation and strategy. He has been invited as speaker by leading associations including American Chamber of Commerce, Brand Development Council, the Chinese Manufacturers' Association of Hong Kong, Construction Industry Council, Federation of Hong Kong Industries, the Global Language of Business, Hong Kong Exporter Association, Hong Kong Hospital Authority, Hong Kong Science Park, and Trade and Industry Department HKSAR.

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.

Ms. Angela Shing, Director & Principal Consultant, InsideOut Training Solutions

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.

Mr. William Ho, Chief Consultant, Graval Limited

Mr. Ho has over 20 years of work experience in managerial positions involving leadership coaching and implementing various kinds of leadership training programs in multinational enterprises in the Asia Pacific region. He is keen to 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, creating high performance team through training and coaching. He had delivered numerous workshops and speeches for multinational corporations, small-medium enterprises, universities and in public since 2008.



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- Notes:**
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