



## Soft Skills Series – Soft Skills in the Workplace

(November to December 2019)



Do you know, your soft skills may be of equal importance as your technical abilities in the eyes of your employers or supervisors? As soft skills are critical to almost any job and paramount to getting ahead in the workplace, are you looking for ways to strengthen your soft skills in the workplace to help you stand out in the job market as well as your career advancement?

Don't miss this soft skill series of seminars focusing on soft skills in the workplace to equip yourself with different skills to influence people's thinking and behaviour effectively so as to increase the capacity, commitment and performance of your team, further your career advancement and help you succeed in the workplace.

Topic/ Programme code	Date and time	CPD hours	Speakers
The Art of Storytelling for Effective Business Communication (SCPD19110801)	Friday, 8 November 2019 6:30 p.m. – 9:30 p.m.	3	<b>Dr. Harry Wong,</b> FCPA, Founder, WYH International Consultancy
Get More by Doing Less at Work (SCPD19112201)	Friday, 22 November 2019 6:30 p.m. – 9:30 p.m.		
Getting Your Staff to Solve Problems without You (SCPD19112501)	Monday, 25 November 2019 7:00 p.m. – 8:30 p.m.	1.5	<b>Dr. Mark Lee</b> Research Director, Asia Pacific Institute for Strategy
Unlimited Resources: How to Get Them without Paying for it in Cash? (SCPD19112801)	Thursday, 28 November 2019 7:00 p.m. – 9:00 p.m.	2	<b>Mr. Teddy Liu</b> General Manager, Corporate & Talent Development; Head of Group Internal Audit, New World Development Company Limited
How to Use 7 Simple Questions to Successfully Lead the Millennial Generation (SCPD19120301)	Tuesday, 3 December 2019 7:00 p.m. – 8:30 p.m.	1.5	<b>Dr. Mark Lee</b> Research Director, Asia Pacific Institute for Strategy
Turning Conflict into Collaboration, is it Possible? (SCPD19122001)	Friday, 20 December 2019 7:00 p.m. – 9:00 p.m.	2	<b>Mr. Teddy Liu</b> General Manager, Corporate & Talent Development; Head of Group Internal Audit, New World Development Company Limited



<b>Venue</b>	Hong Kong Institute of CPAs, 27/F., Wu Chung House, 213 Queen's Road East, Wanchai, Hong Kong		
<b>Language</b>	Cantonese		
<b>Format</b>	Seminar		
<b>Fee (for each)</b>		<u>Seminar - 3 hours</u>	<u>Seminar - 1.5 / 2 hours</u>
	HKICPA member or student:	HK\$430	HK\$150
	online enrolment:	HK\$420	HK\$150
	IA/ HKIAAT member or student:	HK\$430	HK\$150
	Non-member:	HK\$700	HK\$330
<b>Participants</b>	Accounting professionals; Business managers; Persons who want to enhance soft skills in the pursuit of individual or business success		
<b>Competency*</b>	Performance management; Team building; Interpersonal skills; Business relations		
<b>Sub-competency*</b>	Taking ownership of assigned tasks; Monitoring and evaluating team performance (developing KPIs); Talent management; Resolving conflicts and building consensus; Communication skills, presentation skills, influencing and negotiation skills, networking skills; Enhancing credibility and building trust; Influencing and coaching others; Inspiring & motivating others		
<b>Rating*</b>	Intermediate level		

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

## About the programme

### The Art of Storytelling for Effective Business Communication (SCPD19110801)

This seminar aims to provide participants the needed confidence, a highly effective process and practice opportunities to craft, tell, listen and respond to business stories as a way of communication to connect, capture attention and inspire stakeholders for rapport building and decision making.

After joining this seminar, participants will:

- Understand the essence of storytelling
- Know how to start creating a "meaning making" process between them and the stakeholders via storytelling at work
- Lead and sell with stories by bringing workplace dialogue to life and influence others by weaving appropriate business stories
- Gain confidence to tell stories with quality and sufficiency

### Get More by Doing Less at Work (SCPD19112201)

We spend our lifetime at work, especially in Hong Kong where overtime, overwork, over-demand from our stakeholders and working environment takes us apart from making time for the things that REALLY matter to us. This seminar aims to help participants to identify areas that they have been putting the "less than effective" focuses and start to re-focus on areas that are worthwhile, and identify resources to handle more with less effort.

After joining this seminar, participants will:

- Empower a resilient mindset to deal with challenges and strengthen commitment in working SMART at work
- Be mindful when working with each other which leads to be perceived as a STAR performer
- Find ways to make time for things that truly matter
- Learn the power of simplicity to achieve more by doing less



### **Getting Your Staff to Solve Problems without You (SCPD19112501)**

Many executives find that their subordinates rely too much on them to decide and act. When staff cannot make timely decisions independently, opportunities may be lost and problems may escalate. Even worse, today's business operations are getting more complicated. Employees may struggle to make hard decision by themselves. This seminar shows participants how smart leadership enables colleagues to solve problems independently "without bosses".

After joining this seminar, participants will be able to:

- Encourage subordinates to understand coworkers' work context
- Reinforce subordinates who are integrators
- Add new power source to energize your subordinates
- Use rich objectives to foster reciprocity
- Make your subordinates feel the shadow of the future
- Put the blame on those uncooperative subordinates

### **Unlimited Resources: How to Get Them without Paying for it in Cash? (SCPD19112801)**

This seminar aims to enlighten participants on the concept of shared economy and how to gain access to more resources by opening up one's paradigm, reaching out to external resources, and riding on the open economy to enjoy the rewards from the personal contribution made.

After joining this seminar, participants will:

- Twist the concept of 'resources are limited' to 'resources are available for whom seeking for them'
- Learn the essence of shared economy
- Learn to apply the techniques of collect, connect, collide for betterment of oneself and others

### **How to Use 7 Simple Questions to Successfully Lead the Millennial Generation (SCPD19120301)**

The millennial generation cannot be scolded or blamed too much which makes it difficult to lead them effectively. However, managers need to be responsible, not only for their own work, but also for their subordinates' tasks. This seminar aims to share how top managers can use the style of coaching to lead with simple seven key questions successfully. Only 10 minutes a day can inspire the full potential of subordinates by winning their hearts.

After joining this seminar, participants will be able to:

- Set right atmosphere for millennial team
- Talk about the thing that matters most
- Draw the full map and pick the best route to lead
- Stimulate "thinking"
- Acquire an open mind to understand what the millennial generation really want
- Buy yourself some time

### **Turning Conflict into Collaboration, is it Possible? (SCPD19122001)**

This seminar aims at providing participants a new perspective in looking at conflict on hand, and provide possible suggestions to deal with conflict by turning it into collaboration, achieving win-win in most commercial situations.

After joining this seminar, participants will:

- Understand the concepts of conflict vis-à-vis collaboration, and how they relate to each other
- Learn possible methods in resolving conflicts and fostering collaboration to achieve win-win situation
- Achieve helicopter view on issues for better achievement of one's goal



## About the speakers

### **Dr. Harry Wong**, *FCPA*, Founder, WYH International Consultancy

Dr. Wong is the certified Neuro Linguistic Programming (NLP) master trainer (Asia 1st) and master coach (China 1st) of The American Board of Neuro Linguistic Programming (ABNLP) with over 28 years of extensive global and Greater China business and people management experience. He has trained over 38,000 business students and professionals in universities and corporations on appreciative leadership, communication for connection, happy coaching, mindfulness, positivity, empowerment, change management, creativity and innovation, team building and alignment facilitations with his passionate, interactive and lively training style.

Dr. Wong is recognised and awarded as the first Smart Corporate Training Leader of Mediazone's Most Valuable Services Awards in Hong Kong in 2019.

### **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.

### **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.



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## HKICPA Event Enrolment Form (For Support Programme)

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e-mail: [finance@hkicpa.org.hk](mailto:finance@hkicpa.org.hk)  
Fax : 2893 9853

Course Information Enquiry:  
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e-mail: [cpd@hkicpa.org.hk](mailto:cpd@hkicpa.org.hk)

**FOR OFFICE USE**

### 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.

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							
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<b>Total (HK\$)</b>							

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- 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. For HKICPA member, 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://mas.hkicpa.org.hk/mycpa/communication/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/>.

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