

**Communication Styles (English)**

25 August 2009, Tuesday 9:00-12:00

Event code: T90825KF1

HK\$400 for mem./ HK\$500 for non-mem.

The personality of an individual will have a direct bearing on how that person communicates. A lack of understanding and poor flexibility can lead to a serious breakdown in communication. The aim of this workshop is to examine how and why this happens and to suggest what can be done to address this.

**Objectives:**

- Identify the personal styles of each participant & to highlight potential communication barriers
- Examine the impact of these differences in a working situation & to suggest how they can be overcome
- Practice techniques to deal with situations where misunderstanding has occurred

**Content:**

**Interpersonal Styles:**

- ✘ The impact of different personal styles on communication

**Team Communication: The impact of working in a group**

- ✘ Managing information, establishing & retaining what is needed
- ✘ Group communication, listening skills, chairing skills
- ✘ Speaking the same language, establishing common meaning

**Recovery:**

- ✘ How to get back on track when communication has broken down, or is in danger of doing so

**Instructor:** Eric Sampson

**Organizational Success I: Getting Ready for the Job! (Cantonese)**

25 August 2009, Tuesday 14:30-16:30

Event code: T90825KF2

HK\$400 for mem./ HK\$500 for non-mem.

**Content:**

- Understanding the industry vs. the organization
- Knowing the current economy & the market trend
- What are your values? What gives you energy?
- Secrets in creating an inspirational workplace for yourself
- How to increase your Natural Power!
- How positive are you? Tips in being positive!
- Getting to know your limitations that are holding you back from doing an even better job
- Install good daily habits – could you be able to find them out?
- Differentiate yourself – skills/competencies assessment
- Perfect the present and upgrade your computer
- Thanks God – I love my job!

**Instructor:** Marissa Tsang

**Presentation Skills (Cantonese)**

26 August 2009, Wednesday 9:00-12:00



Event code: T90826KF

HK\$400 for mem./ HK\$500 for non-mem.

This workshop is designed for those who are required to present on a regular basis, either internally or to clients. The aim of the programme is to develop a highly confident and engaging natural style of presenting informative or persuasive presentations.

**Objectives:**

- Winning trust & confidence of the audience by adopting a conversational style
- Creating impact, clarity & hooking the audiences' interest at the outset
- Understanding audience needs & expectations & structuring the presentation to meet them
- Using creative visuals for impact & reinforcement
- Handling difficult questions & objections with confidence & credibility

**Content:**

- ✘ Underlying principles of spoken communication
- ✘ Scripts, notes, bullet-points
- ✘ Content & structure
- ✘ PowerPoint uses & abuses
- ✘ Speaking unprepared
- ✘ Handling Q&A

**Instructor:** Tony Ngo

*Rescheduled from 18 August to 26 August*

**Organizational Success II: Empower Yourself to Perform Efficiently! (Cantonese)**

27 August 2009, Thursday 09:30-11:30

Event code: T90827KF

HK\$400 for mem./ HK\$500 for non-mem.

**Content:**

- Be a Smart and Better employee to your organization
- Self awareness – Discover your unique talent
- Getting to the heart of the organization – Be a passionate employee!
- Take a Power Nap – Sit and think!
- Build Powerful relationships with your colleagues & bosses
- Learn to hear
- Communicate with Power, Grace and Style
- Are you creating your image as per the organizational branding?
- Toss your To-Do List
- Be responsible & know how to become indispensable!

**Instructor:** Marissa Tsang

## About the Instructors



**TONY NGO** has over 25 years of business experience in general management, sales, business development and marketing working in the large Fast Moving Consumer Goods (FMCG) segment in Greater China and throughout South East Asia. He has expertise in new product introduction and development, brand management - including extension strategies and execution, marketing, sales and distribution, organization, key account development, and merchandising programme strategies and implementation. His specialties include presentation and communication skills, sales skills, team building, strategic planning and execution.



**ERIC SAMPSON** was born, raised and educated in Hong Kong before migrating to New Zealand in 1979. He returned in 1994 after a banking career spanning nearly 14 years with the Commercial Bank of Australia and Westpac Banking Corporation, working in the retail, commercial and corporate banking sectors. Eric's unique background, a Eurasian with a Hong Kong upbringing, strong Cantonese language skills and a western background, combined with his overseas work experience and international outlook allow him to seamlessly cross cultural, language and nationality boundaries and communicate and work effectively with a range of nationalities and professions.



**MARISSA TSANG** is an Inspirational Executive/Life Coach, the Principal Consultant and Director of Mosaic Consultants Ltd, has worked up to Director's level with over twenty some years of in-depth corporate experience in senior executives level and well versed in the full spectrum of strategic human resources management in many big corporations. With her diversified background and intensive training experiences, she has developed and delivered numerous successful workshops particularly on leadership training and people management techniques to CEOs, SME owners, Senior Executives, HR practitioners, management executives and assistants etc. For the past twelve years, she focuses on executive coaching and consultative training which include Executive Coaching to Chairmen, CEOs, government officials, senior executives, strategic HR management and training, leadership training and development; outplacement/career transition management and psychosomatic healing etc.

## Booking Form

**Training Venue: 22/F United Centre, 95 Queensway, Hong Kong**

Enquiry: Wanda Chiu (☎ 2823 1280, 📠 2527 9843, ✉ wanda@chamber.org.hk)

<input type="checkbox"/> Course Title	<u>Event code</u>	<u>Member / Non-member</u>
<input type="checkbox"/> Communication Styles ( <i>English</i> )	T90825KF1	HK\$400 / HK\$500
<input type="checkbox"/> Organization Success I: Getting Ready for the Job! ( <i>Cantonese</i> )	T90825KF2	HK\$400 / HK\$500
<input type="checkbox"/> Presentation Skills ( <i>Cantonese</i> )	T90826KF	HK\$400 / HK\$500
<input type="checkbox"/> Organization Success II: Empower Yourself to Perform Efficiently! ( <i>Cantonese</i> )	T90827KF	HK\$400 / HK\$500

<input type="checkbox"/> Membership no.	<input type="checkbox"/> Non-member	Contact Person:
Company:		
Tel:	Fax:	Email:
Address:		
Name of attendee:		Position:
Payment by cheque:	HK\$	(payable to <i>The Hong Kong General Chamber of Commerce</i> )
Please write down <u>event code</u> at the back of the cheque and send by mail to Wanda Chiu, HKGCC, 22/F United Centre, 95 Queensway, HK.		
Payment by Credit Card: <input type="checkbox"/> Visa Card <input type="checkbox"/> MasterCard <input type="checkbox"/> AmEx	Expiry Date: _____ (mm/yy)	
Card No.: _____	Total HK\$: _____	
Name of Cardholder: _____	Signature: _____	

### Terms and Conditions:

- All booking forms received are **CONFIRMED** bookings
- Payments are non-transferable and non-refundable unless event is cancelled by HKGCC. Substitution will be accepted.
- Payment can be refunded if cancellation is submitted in writing at least **SEVEN (7)** working days prior to the event date, and the refund amount is subject to a 5% or HK\$30 handling charge, whichever is higher.
- **Cancellation with less than SEVEN (7) working days' notice is not entitled to any refund.**