

HKGCC "Graduate Trainee Campaign 2009" 香港總商會「2009年畢業生實習計劃」

Training Workshop Series 培訓工作坊系列

The series of workshops in this booklet are offered at very special discounted rates as a value-added service under the Campaign. The objectives of these workshops are to assist companies in equipping their newly recruited trainees with the appropriate skills, knowledge and attitudes required in the workplace, and to assist managers/supervisor in becoming good mentors. Companies that have recently recruited trainees, or are planning to do so, should definitely join the workshops offered exclusively under the Graduate Trainee Campaign.

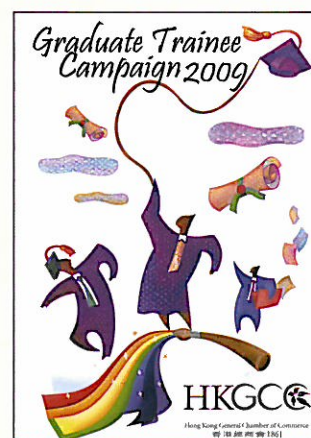


作為「2009年畢業生實習計劃」下提供的增值服務，本小冊子所載的工作坊系列價錢實惠，並旨在協助企業培訓新聘的實習生，讓他們學習職場所需的工作技能、知識及正確態度，並幫助管理層／部門主管成為這些實習生的良師。有關工作坊專為「畢業生實習計劃」而設，我們非常鼓勵已經聘請或計劃聘請實習生的企業積極參加。

We would like to thank our partners for supporting the Graduate Trainee Campaign and contributing to the workshop series. 本會謹此鳴謝支持「畢業生實習計劃」並參與工作坊系列的合作夥伴。

HKGCC

Hong Kong General Chamber of Commerce
香港總商會1861



Pronunciation in Action

To facilitate day-to-day communication in English with clients and colleagues, appropriate pronunciation is fundamentally important. This **10-session** course is designed for you to grasp the basic elements of English phonetics in pronouncing English words properly. After this course, you will find yourself more confident in speaking English and achieve great improvement in pronouncing words, even for native English speakers to catch your words better!

Content:

1. Speech Organs
2. Production of Speech Sounds
3. IPA: Vowels and Consonants
4. Clusters
5. Speech Practices

Instructor: Connie Ng (BA, PDip TESOL)

Date:	Time:	Language:	Fee:	Event code:
25 May - 27 July 2009 Every Monday	1900-2100	English supplemented by Cantonese	HK\$1,000 for mem. / HK\$1,500 for non-mem.	T90525KF

* up to 20 participants

* * * * *

Presentation Skills

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 and structuring the presentation to meet them
- Using creative visuals for impact & reinforcement
- Handling difficult questions & objections with confidence and credibility

Content:

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

Instructor: Eric Sampson (*English session*)
Tony Ngo (*Cantonese session*)

Date:	Time:	Language:	Fee:	Event code:
18 June 2009	0900-1200	English	HK\$400 for mem. / HK\$500 for non-mem.	T90618KF1
21 July 2009	0900-1200	Cantonese	HK\$400 for mem. / HK\$500 for non-mem.	T90721KF1
18 August 2009	0900-1200	Cantonese	HK\$400 for mem. / HK\$500 for non-mem.	T90818KF1

* up to 20 participants per session

* * * * *

Clarity, Brevity & Impact

This practical programme is to help you communicate with greater clarity, brevity and personal impact whenever you speak.

Objectives:

- Speaking with greater confidence & composure in meetings & presentations
- How to use notes & prompts so that they are not high obvious to your listeners
- How to prepare & structure much more focused & persuasive ideas - quickly
- Controlling your pace of delivery & eye contact to create greater impact & authority
- How to adapt your message appropriately when speaking to different personality styles

Content:

- Effective delivery of ideas during a meeting or presentation
- The elevator pitch – how to construct a pithy, impact message at short notice
- Generating dialogue when you speak – balancing listening & talking
- Assessing different personality styles & adapting your message to them

Instructor: David Keattch

Date:	Time:	Language:	Fee:	Event code:
23 June 2009	0900-1200	English	HK\$300 for mem. / HK\$400 for non-mem.	T90623KF1
15 July 2009	1430-1730	English	HK\$300 for mem. / HK\$400 for non-mem.	T90715KF

* up to 40 participants

Corporate Survival

Networking skills, executive image & hosting client dinners

Ever wondered how to hold a glass, enjoy the cocktail snacks and make engaging small talk all at the same time? This workshop gives participants the confidence and skills to thrive at formal social events, whether as host or guest. Dress and executive image are examined and assessed with a brief overview and reminder given of appropriate dress for business and business/social occasions.

At the end of this workshop, the participants will:

- Have greater confidence when presenting themselves at cocktail & dining events
- Gain confidence in building relationships with clients through social & business settings
- Cultivate a sense of etiquette to further enhance one's overall image & self-esteem

Content:

- Networking: Preparation; entering a room; remembering names; making small talk with strangers; getting the best business result from cocktail / networking occasions; following up
- Dress & executive image: Advice on appropriate dress for business formal & business casual. The Color Quiz
- Practical knowledge necessary for hosting client lunches or dinners

Instructor: Suzanne Watkinson

<u>Date:</u> 24 June 2009	<u>Time:</u> 0915-1115	<u>Language:</u> English	<u>Fee:</u> HK\$450 for mem. / HK\$550 for non-mem.	<u>Event code:</u> T90624KF
* up to 40 participants		# include coffee/tea refreshment		

* * * * *

Introduction to NLP

Neuro Linguistic Programming could help you to work well with others and develop yourselves. Do you want to improve your communication and interpersonal skills? Your power of communication contribute directly to your ability to do a better job!

Content:

- What is NLP?
- Knowing how to communicate through understanding the Human Communication Model
- Getting to Know Yourself & Others much more than before
- Improving Your way of Communication
 - To build a climate of trust & rapport
 - Align your actions with your outcome
 - See things in different perspectives

Instructor: Marissa Tsang

<u>Date:</u> 23 July 2009	<u>Time:</u> 0930-1130	<u>Language:</u> Cantonese	<u>Fee:</u> HK\$300 for mem. / HK\$400 for non-mem.	<u>Event code:</u> T90723KF1
* up to 40 participants				

* * * * *

Influencing & Negotiation

Successful people know how to influence others. Be they politicians, business directors, advertising executives, or football managers. They know what it takes to persuade others to support them and to adopt their ideas. ***This workshop examines how they do it. Participants will test internationally recognised strategies and techniques within the context of their own environment.***

Objectives:

- Accelerate the process of achieving a 'Trusted Advisor' status
- Develop relationship strategies for specific targets
- Increase personal powers of persuasion "across-the-table"

Content:

- Quantifying 'Trust' so as to initiate individual actions to develop better relationships
- Identifying & analysing strategies to influence the thinking & behaviour of others
- Applying persuasive strategies & techniques face-to-face

Instructor: Mark Loasby

<u>Date:</u> 23 July 2009	<u>Time:</u> 1430-1730	<u>Language:</u> English	<u>Fee:</u> HK\$300 for mem. / HK\$400 for non-mem.	<u>Event code:</u> T90723KF2
* up to 40 participants				

Communication Styles

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

Date: 25 August 2009	Time: 0900-1200	Language: English	Fee: HK\$400 for mem. / HK\$500 for non-mem.	Event code: T90825KF1
--------------------------------	---------------------------	-----------------------------	--	---------------------------------

* up to 20 participants

* * * * *

Organizational Success I: Getting Ready for the Job!

Content:

- Understanding the industry vs the organization
- Knowing the current economy & the market trend
- What are your values? What gives your 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 & upgrade your computer
- Thanks God - I love my job!

Instructor: Marissa Tsang

Date: 25 August 2009	Time: 1430-1630	Language: Cantonese	Fee: HK\$400 for mem. / HK\$500 for non-mem.	Event code: T90825KF2
--------------------------------	---------------------------	-------------------------------	--	---------------------------------

* up to 20 participants

* * * * *

Organizational Success II: Empower Yourself to Perform Efficiently!

Content:

- Be a Smart & Better employee to your organisation
- 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 and bosses
- Learn to hear
- Communicate with Power, Grace & 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

Date: 27 August 2009	Time: 0930-1130	Language: Cantonese	Fee: HK\$400 for mem. / HK\$500 for non-mem.	Event code: T90827KF
--------------------------------	---------------------------	-------------------------------	--	--------------------------------

* up to 20 participants

About the Instructors



David Keattch OBE

David brings to our clients a wide range of communications experience in a multi-cultural environment. Over the past ten years, David has provided advice and coaching at the highest levels to many of the leading financial and business institutions in the Asia Pacific region.

David's skills as a coach are based upon a military career with the British Army that encompassed a broad range of command and staff appointments. In 1992 he was the principal author of the Mozambique Peace Plan and was the senior British negotiator at the successful Mozambique Peace talks in Rome. In recognition of this he was awarded the OBE in 1993. Having achieved his military ambition of commanding his Regiment he decided to explore new challenges utilizing his skills as an instructor and communicator.

David's recent clients include: ABN AMRO, Barclays Capital, BAX Global, British American Tobacco, Citigroup, Clifford Chance, CLP Power, Credit Suisse, Cazenove, Deacons, Deloittes, Deutsche Bank, Evolution Watterson, Financial Times, Firth Investment, Freshfields Bruckhaus Deringer, HSBC, ICAC, Hong Kong Jockey Club, Hong Kong Monetary Authority, ING, JPMorgan, Merrill Lynch, Microsoft, Morgan Stanley, MTR, Newtonian Capital Management, Paul Hastings Janofsky and Walker, Royal Bank of Scotland, Sailfunds, Securities and Futures Commission, Simmons & Simmons, Societe Generale, Standard Chartered Bank, Law Society of Hong Kong, Hong Kong Police, Hong Kong Securities Institute, UBS.... and many others.

* * * * *



Mark Loasby

Since 1996, Mark has been helping individuals and corporations throughout Asia and Australia to achieve success through greater communication. He specialises in designing and facilitating workshops that directly meet the objectives of those attending his sessions.

Some of the skills learnt on Mark's programmes have included practising presentations, rehearsing for specific sales pitches or roadshows, addressing large conferences, leaving compelling voicemails, running interactive workshops, speaking to the media, building trusted relationships with clients, and increasing the effectiveness of teams.

Mark has worked with a wide range of clients, including some of the largest financial, legal and business institutions in the region, as well as high technology companies and Government departments. He has also facilitated seminars for the various Chambers of Commerce in Hong Kong.

Based in Hong Kong since 1984, Mark was formally an international school principal and has a Masters degree in Educational Management. In 2004, for the third time, he headed the team that was voted the best training provider in Hong Kong.

* * * * *



**Connie Ng
BA, PDip TESOL**

Connie, educated in America, is a professional English trainer specialized in tailor-making English training programs for many prestigious corporations in Hong Kong. Also, she is a certified teacher and oral examination interlocutor of the *City and Guilds (Hong Kong Region)* English examination board and has actively promoted the HK Workplace English Benchmark Scheme as well as the HK Governmental Continuing Education Funding Scheme.

Besides, she has successfully instructed her students doing well in some major public English examinations in Hong Kong. Most important, her proven abilities and innovative teaching ideas always help ESL students found learning English much easier.



Tony Ngo

Tony has over 28 years of business experience in general management, sales, business development and marketing working in the large fast moving consumer goods segment in Greater China and throughout South East Asia.

Tony 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.

Fluent in English, Cantonese and Mandarin, Tony's lively, energetic and enthusiastic personality makes him a natural-born trainer who communicates effectively and has a passion to share his learning experiences with others. His specialties include presentation and communication skills, sales skills, team building, strategic planning and execution.

* * * * *



Eric Sampson

Eric 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.

His unique background, a Eurasian with a Hong Kong upbringing, strong Cantonese language skills but with a Western background, combined with his overseas work experience and international outlook allow Eric to seamlessly cross cultural, language and ethnic boundaries and communicate and work effectively across the full spectrum of countries, nationalities and professions.

A full-time Consultant with Connect, Eric specializes in communication, presentation and negotiation skills training. An effective team leader and team builder, he has trained and motivated sales and marketing teams in areas such as; building relationships for success, superior selling skills, overcoming objections and closing the sale, communicating with your clients and delivering excellent customer service.

Recent clients include: ABN Amro, Barclays Capital Asia, BT Radianz, BritCham Hong Kong, Canossa Hospital, Career Times, Citigroup, CLP Power, Credit Suisse, CSL, Hong Kong Jockey Club, Hong Kong Management Association, JP Morgan, KPMG, Merrill Lynch, Morgan Stanley, MTR, Orrick Coudert, PricewaterhouseCoopers, Royal Bank of Scotland, Star TV Group, Simmons & Simmons, Standard Chartered Bank, Walt Disney (Asia Pacific) and Wing Hong (Holdings). Charity Organization work (pro bono) includes: Animals Asia Foundation, Orbis Hong Kong, and the SPCA.

Eric coached the winning team of the Hong Kong Marketing Awards for Best Presentation and Best Marketing Initiative 2008 organized by the Hong Kong Management Association.



Marissa Tsang

An Inspirational Executive/Life Coach, the Principal Consultant and Director of Mosaic Consultants Ltd, Marissa 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 such as Hutchison Group, HSBC, Agriculture Bank of China, National Australian Bank, Arthur Andersen and KPMG etc.. With her diversified background and intensive training experiences, she has personally developed and delivered numerous successful courses/seminars 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 more 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.

- Module I and Module II Certificates in Healing Trauma and Pain Management with Somatic Experiencing by Raja Selvam, PhD. and Dr. Maggie Phillips, Ph.D. from USA
- Certificate “Coaching at Identity Level - Developing the Impact of Presence” by Robert B. Dilts & Deborah Bacon Dilts
- Certified “Train-the Trainers” Program of Neuro-Linguistic Programming by Dr. A. Cheung and Suzi Smith of USA
- Certified Master Practitioner of The International NLP Academy by Dr. A. Cheung and Suzi Smith
- A member of IAC (International Association of Coaches)
- A member of ICC (International Coaching Committee)
- An International Recognised Certified Practitioner of Neuro-Linguistic Programming by Ted James, M.S., Ph.D. and Adriana James, M.A., Ph.D. in Sydney of Australia
- An International certified Coach of NLP by Ted James, M.S., Ph.D. in Sydney of Australia
- A Practitioner in Time Line Therapy Training by Ted James in Sydney of Australia
- A Hypno-therapist certification by Ted James of Sydney, Australia from University of NSW
- An International Certified Coach by Joseph O'Connor of International Coaching Certification Program of Brazil
- Certificate in “Money & You” program
- Series of Coaching training from LIM (Leadership in International Management) by Ernie Turner of USA
- A full member of Institution of Human Resources Management
- MBA degree in American University of London with outstanding award.

* * * * *



Suzanne Watkinson

Suzanne was born and raised in Asia. Her early career for over twenty years was spent in the hotel, hospitality and leisure industry in Australia, Bermuda, the Middle East and Asia. In the mid-’80’s she managed her first private membership club, the Dubai Country Club in the United Arab Emirates. From 1989 – 1995 she was the General Manager of the Ladies’ Recreation Club in Hong Kong. She then went on to manage the Tanglin Club in Singapore.

In 1998 Suzanne took up full time university studies in the UK. She obtained her Masters in International Hotel Management, followed by an MBA from Cranfield University’s School of Management. She also earned her postgraduate diploma in marketing from the UK Chartered Institute of Marketing.

Suzanne returned home to Hong Kong in early 2000. Her focus since has been on helping Connect’s clients to develop their businesses through enhanced communication skills, consultative selling and relationship marketing. With her strong background in people management and food and beverage she regularly provides coaching in networking skills and dining etiquette.

Recent clients include: ABN Amro, Barclays Capital, Baring Asset Management, HSBC, HSBC Private Banking, Hong Kong Trade Development Council, JP Morgan, Merrill Lynch, Morgan Stanley, MTR Corporation, Standard Chartered Bank and UBS.

Within the business community Suzanne is actively involved in several chambers of commerce and sits on a number of charity committees. Known as an enthusiastic ‘matchmaker’ both in a business and social capacity, her role of bringing together and ‘connecting’ training solutions to clients’ needs within Connect is all the more appropriate.

Booking Form

Training Venue: 22/F United Centre, 95 Queensway, Hong Kong
 Enquiry: Wanda Chiu (☎ 2823 1280, 📠 2527 9843, ✉ wanda@chamber.org.hk)

May

Pronunciation in Action (English & Cantonese) T90525KF HK\$1,000@Mem./HK\$1,500@Non-mem.

June

Presentation Skills (English) T90618KF1 HK\$400@Mem./HK\$500@Non-Mem.
 Clarity, Brevity & Impact (English) T90623KF1 HK\$300@Mem./HK\$400@Non-Mem.
 Corporate Survival (English) T90624KF HK\$450@Mem./HK\$550@Non-Mem.

July

Clarity, Brevity & Impact (English) T90715KF HK\$300@Mem./HK\$400@Non-Mem.
 Presentation Skills (Cantonese) T90721KF1 HK\$400@Mem./HK\$500@Non-Mem.
 Introduction to NLP (Cantonese) T90723KF1 HK\$300@Mem./HK\$400@Non-Mem.
 Influencing & Negotiation (English) T90723KF2 HK\$300@Mem./HK\$400@Non-Mem.

August

Presentation Skills (Cantonese) T90818KF1 HK\$400@Mem./HK\$500@Non-Mem.
 Communication Styles (English) T90825KF1 HK\$400@Mem./HK\$500@Non-Mem.
 Organizational Success I: Getting Ready for the Job! (Cantonese) T90825KF2 HK\$400@Mem./HK\$500@Non-Mem.
 Organizational Success II: Empower Yourself to Perform Efficiently! (Cantonese) T90827KF HK\$400@Mem./HK\$500@Non-Mem.

<input type="checkbox"/> Membership no.	<input type="checkbox"/> Non-member	Contact Person:
Company:		
Tel:	Fax:	Email:
Address:		
Name of attendee:		Position:
Payment by Cheque: <input type="checkbox"/> HK\$ (payable to The Hong Kong General Chamber of Commerce) Please write down event code 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 Card No.: _____ Name of Cardholder: _____		Expiry Date: _____ (mm/yy) Total HK\$ _____ 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.**

Strategic Partners 策略伙伴:

CONNECT
 Communication skills training specialists

HONG KONG
GraduateCareers

MOSAIC
 CONSULTANTS LTD.

