

Leadership Skills Workshop Series

Speaker: Ms Angela Shing CPA (Aust.), Principal Consultant, InsideOut Development

Session 1 – Talk Smart: Persuasive Business Communication

The Talk Smart series is targeted at professionals and managers who need to present information in meetings, communicate effectively with staff and colleagues, or promote products and services to clients.

Course outline

Workshop 1: Adaptive Communication – Matching Listener's Preferences

- Common interaction approaches of men and women
- Identifying your own behavioural patterns using a questionnaire
- Listeners' preferred ways of receiving information: Micro versus Macro receivers
- 2 different decision-making processes: Closure versus Process types

Workshop 2: Presenting Ideas – Structuring Content in a Persuasive Approach

- Responding to 2 types of decision-makers: Logical versus People-focused thinkers
- Identifying listeners' concerns and designing the theme of your message
- Structuring your message using the 3-sequencing and 3-specifics techniques

Session 2 – Work Smart: Greater Effectiveness at Work

Achieve more on the job and in your personal life with the Work Smart Series. Participants can learn to develop a work-life balance and project a professional image while working with internal and external customers.

Course outline

Workshop 1: Greater Job Effectiveness - Maintaining Work-Life Balance

- Assessing your personal and professional roles
- Achieving work-life balance
- Developing yourself in 5 dimensions
- Eliminating low-value tasks

Workshop 2: Business Etiquette - Projecting a Professional Image

- Interacting with proper manners and body language
- 3 ways to open a conversation with small talk
- 3 principles of business grooming
- Facial and body care

Session 3 – Manage Smart: Superior Team Performance and Commitment

The Manage Smart series aims to equip managers with practical people management skills, so they can build a committed, high-performance team to achieve various team and organisational objectives.

Course outline

Workshop 1: Team Relationship – Building Better Work Relationship with the Team

- Factors for building a committed, high performance team
- Recognising the leadership qualities of an effective leader
- Applying the SUPER relationship guidelines to build trust with the team

Workshop 2: 4 Coaching Styles – Effective Coaching & Feedback Approach

- Identifying opportunities for coaching
- Applying the 4 levels of coaching based on the task and your staff
- Applying the SARA Feedback Approach to reinforce effective actions and improve feedback

Event details

Dates

Session 1: Thursdays, 15 & 22 April 2010
Session 2: Tuesdays, 27 April & 4 May 2010
Session 3: Tuesdays, 1 & 8 June 2010

Time

6:00pm - 6:30pm (Registration)
6:30pm - 9:30pm (Workshop)

Venue

CPA Australia
Greater China Division Office
20/F Tai Yau Building
181 Johnston Road
Wanchai, Hong Kong

Cost

HK\$820 Member (per session)
HK\$1,320 Non-member (per session)

Language

Cantonese, supplemented with English

CPD Certification

Certificate of Attainment will be provided to those who have attended the workshop

18 CLAIM UP TO
CPD hours

About the speaker

Ms Angela Shing CPA (Aust.)
Principal Consultant
InsideOut Development

Prior to the setting up of her own consultancy business in 2007, Angela was the regional head of the training & development team of DBS Bank, overseeing the training function for 13,000 employees in Asia Pacific. She has also worked for the Royal Garden Hotel (Hong Kong), HSBC (Australia) and Standard Chartered Bank (Hong Kong), with extensive experience in HR, client relationship and training & development.

Angela has a Bachelor of Business and an MSc in Training & Human Resource Management. She is a Certified Practising Accountant of CPA Australia, and holds the qualification of International Investment Advice awarded by the Securities Institute of the UK.

