

HONG KONG INSTITUTE OF CERTIFIED PUBLIC ACCOUNTANTS

List of Past e-Manager courses

No.	Course Code	Course Title	CPD Hours
ADMINISTRATIVE SUPPORT CURRICULUM			
1	ADM0102	Overview to Effective Business Communication	3
2	ADM0113	Partnering with Your Boss	3
3	ADM0114	Communicating with Power and Confidence	3
COMMUNICATION			
4	COMM0004	Communicate for Results	5
5	COMM0006	Communication Skills for Resolving Conflict	5
6	COMM0014	Crisp Composition	4.5
7	COMM0015	Writing to Reach the Audience	3
8	COMM0016	Getting the Most from Business Documents	4
9	COMM0023	Improving your Cross-cultural Communications	3
10	COMM0141	What Is Emotional Intelligence?	2.5
11	COMM0143	Teamwork and Emotional Intelligence	2.5
12	COMM0144	Increasing Your Emotional Intelligence	2.5
13	COMM0152	Listening for Comprehension	5
14	COMM0154	Enhancing Your Listening Skills	3
15	COMM0161	Difficult People in the Workplace	3.5
16	COMM0162	Working With Aggressive People	3
17	COMM0164	Working With Arrogant and Duplicitous People	2
18	COMM0171	Professional Assertiveness	3
19	COMM0182	Communication Etiquette	2.5
20	COMM0183	Etiquette and the Business Meeting	2.5
21	COMM0191	Building Effective Interfunctional Relationships	2.5
22	COMM0192	Building Effective Intercultural Relationships	2.5
23	COMM0194	Working Effectively with Customers	2.5
24	COMM0195	Working Effectively with Business Partners	3
25	COMM0332	Leading Effective Business Meetings	2.5
26	COMM0333	Participating Effectively in Business Meetings	5
27	COMM0501	Crafting a Deal	3
28	COMM0502	Connect and Communicate	2.5
29	COMM0503	The Negotiation Process	2.5
30	COMM0506	When the Going Gets Tough	2.5
31	COMM0507	The Master Negotiator	2.5
32	COMM0511	Building Relationships to Get Results	2.5
33	COMM0515	Getting Results through Communication	3

No.	Course Code	Course Title	CPD Hours
CUSTOMER SERVICE			
34	CUST0126	Sustaining Excellent Customer Service	3.5
E-BUSINESS			
35	EBUS0105	Building a Successful Web Site	2.5
HUMAN RESOURCES			
36	HR0102	Getting the Workforce Your Company Needs	2.5
37	HR0213	Preparing for the Behavioral Interview	3
38	HR0215	Preparing as the Interviewee	2.5
39	HR0216	Experiencing the Behavioural-based Interview	2.5
KNOWLEDGE MANAGEMENT			
40	KNOW0101	The Art of Knowledge Management	3.5
41	KNOW0116	Benchmarking for Best Practices	3
LEADERSHIP			
42	LEAD0122	Organizational Culture and Leadership	2.5
43	LEAD0123	Energizing and Empowering Employees	2.5
44	LEAD0143	The Enabling Leader	5
45	LEAD0144	Removing Performance Barriers	4
46	LEAD0147	Leading through Change	3
47	LEAD0302	Succession Planning Strategies	4.5
MANAGEMENT			
48	MGMT0001	Becoming a Manager	6
49	MGMT0002	A New Manager's Responsibilities and Fears	6
50	MGMT0003	Lead and Communicate Effectively as a New Manager	6
51	MGMT0004	A New Manager's Role in the Company's Future	5.5
52	MGMT0114	The Manager as Project Champion	4.5
53	MGMT0116	Continuous Learning for Tomorrow's Managers	4.5
54	MGMT0122	Communication Skills for Successful Management	3
55	MGMT0123	Process Management Skills	4.5
56	MGMT0153	Delivering 360-Degree Performance Feedback	5
57	MGMT0161	Preventing Problem Performance	4.5
58	MGMT0162	Identifying Problem Performance	4
59	MGMT0164	Dealing with Problem Performance	4
60	MGMT0171	Preparing for Business Crises	2
61	MGMT0183	Incorporating Change in Your Organization	3
62	MGMT0263	Managing the Delegated Environment	5
63	MGMT0276	The Facilitative Leader	5
64	MGMT0313	Overcoming Organizational Negativity	2
65	MGMT0311	The Path from Pessimism to Optimism	4
MARKETING – STRATEGIC MARKETING IN ACTION			
66	MKT0206	Creating a Marketing Campaign	4
67	MKT0214	Promoting Your Brand to Consumers	3

No.	Course Code	Course Title	CPD Hours
PERSONAL DEVELOPMENT			
68	PD0102	Set Goals and Prioritize Your Use Of Time	2
69	PD0136	Improving Your Image	3
70	PD0182	Success Over Stress	4.5
71	PD0233	Generating Alternatives in Problem Solving	2.5
72	PD0251	The Role of Critical Thinking in Organizations	4
73	PD0253	Strategies for Facilitating Critical Thinking	4.5
74	PD0254	Critical Thinking Skills for Managing	3.5
STRATEGIC PLANNING			
75	STGY0211	Fundamental Components of a Business Case	3.5
76	STGY0353	The Process of Globalizing a Product or Service	3.5
TEAM BUILDING			
77	TEAM0171	Effective Team-building Strategies	4
78	TEAM0172	Effectively Communicating in Teams	3
79	TEAM0214	Conquering Conflict through Communication	3