



Continuing Professional Development (CPD) Programme

Leadership for Performance & Retention (re-run) (Leadership Series)

28 Feb, 14 Mar & 28 Mar 2009 (Sat)

(Programme Code: W090228)

Speaker	: Ms. Angela Shing , BBus, MSc, MPT, CPA(Aust.), IIAC(UK)
	Ms. Shing specializes in designing and delivering training workshops in sales & service, client relationships, leadership & management, communication and personal & team effectiveness. Prior to setting up her own consultancy business in early 2007, she was the regional head of the training and development team of DBS Bank, overseeing the training function for 13,000 employees in Asia Pacific. Ms. Shing has a Bachelor of Business and an MSc in Training & Human Resource Management. She is a Master Professional Trainer accredited by the Institute of Professional Trainers and is a Certified Practising Accountant of CPA Australia. She also holds the qualification of International Investment Advice awarded by the Securities Institute of the UK.
Date & Time	: Part 1 – 28 Feb 2009 (Sat) 9:30 a.m. - 5:30 p.m (7 hours) Part 2 – 14 Mar 2009 (Sat) 9:30 a.m. - 5:30 p.m (7 hours) Part 3 – 28 Mar 2009 (Sat) 9:30 a.m. - 5:30 p.m (7 hours)
Language	: Cantonese
Target Audience	: Supervisors and managers who have a leadership role
Level	: Intermediate
CPD Hour	: 21 hours (Part 1 to Part 3)
Format	: Workshop
Venue	: Hong Kong Institute of CPAs Training Centre, 27/F., Wu Chung House, 213 Queen's Road East, Wanchai, Hong Kong
Fee	: HK\$5,100 for HKICPA member or student; and for IA / HKIAAT's member or student HK\$6,000 for non-member

Workshop Outline:

Module 1 Building a Committed Team

- Identify the factors for building a committed team with high performance and retention
- Develop personal direction connecting to the team and the organisation
- Recognise the leadership qualities of an effective leader
- Realise the SUPER relationship guidelines for building trust

Module 2 Empowering for High Performance

- Set clear performance goals for the team
- Provide day-to-day coaching and feedback for individual staff
- Encourage team performance and teamwork by sharing best practices

Module 3 Driving Employee Engagement

- Cultivate a work environment with appropriate conditions
- Implement orientation activities for new hires
- Reinforce organisational engagement drivers
 - Commit to staff development
 - Manage staff perception
 - Connect with company strategies and success
 - Reinforce the corporate culture

Leadership Series

The framework of this leadership workshop series is based on a world-wide staff engagement survey. The survey analysed the engagement drivers that impact staff commitment, which in turn increases performance and retention. Through the workshops, managers with a supervisory role learn the practical leadership skills to facilitate the engagement drivers and build a committed team with high performance and retention. The series covers leadership and people management skills.

For other workshops under Leadership Series, please refer to the Institute's CPD Learning Centre (<http://www.hkicpa.org.hk/membership/cpd/activities/activities.php#ssl>).

* A certificate will be awarded for successful completion of the three modules.