Corporate Training Programs

360°
SOFT SKILLS
Training Series

CSG
consultancy

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12 Courses
to improve
Job Effectiveness

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consultancy

The 360-Degree Soft Skills Training Series offers 12 separate courses, grouped into 3 competency clusters

360°
SOFT SKILLS
Training Series

Communication Skills

360° **Personalities**

360° **Etiquette**

360° **Influence**

360° **Presentation**

Management Skills

360° **Time Management**

360° **Interviews**

360° **Decision Making**

360° **Project Fundamentals**

Leadership Skills

360° **Relationships**

360° **Coaching**

360° **Goal Setting**

360° **Staff Commitment**

Modular Structure
for
Flexible Scheduling

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Half-day Intensive Workshops:
less work interruption

All 12 courses are separate modules and are delivered as half-day intensive workshops. This minimizes interruption to work and facilitates your manpower scheduling.

Reference-based Design with Interactive Learning Methods

The design of the course contents is based on world renowned research and reference materials. All workshops are run with different interactive learning methods, including experiential learning activities, case reviews, role-playing, group discussions and presentations.

Customization:
mix and match your needs

You can combine any courses of the series and create a new program to meet your specific staff development needs. Here is an example of a customized program:

360° Personalities + **360° Etiquette** = **360° Interpersonal Skills**

Your needs

Course Expert

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All courses are designed and delivered by our founder and principal consultant,
Angela Shing

Angela Shing BBus, MSc, CPA (Aust.), IIAC (U.K.)

Angela is a seasoned training professional, with a strong background in finance and commerce. She is fluent in English, Cantonese and Putonghua and is an accredited facilitator of world renowned programs such as:

The 7 Habits of Highly Effective People ®
DDI leadership programs
Think On Your Feet ®
MBTI ® Personality Indicator
Achieving Service Excellence (Forum)
Coaching for Service Excellence (Forum)

Work Experience: Training Function Head

Angela set up our InsideOut Development consultancy in 2007. Prior to that, she worked for the DBS Bank Group, Standard Chartered Bank (HK), HSBC (Australia) and the Royal Garden Hotel (HK). Her last job role was the regional head of the training function of DBS.

Public and In-house Corporate Training

Angela has delivered our 360-degree courses for many organizations in HK, Macau and China, and for members and clients of the following 4 professional institutions in HK for 5 consecutive years:

CPA — Hong Kong Institute of Certified Public Accountants 香港會計師公會

CPA AUSTRALIA

ACCA

香港銀行學會 The Hong Kong Institute of Bankers

360°
Communication
Skills

Training Workbook

Course Outlines
Duration of each course: 1/2 day

360° Personalities

OBJECTIVES

Collaborate with colleagues of different personalities by understanding and adapting to their psychological preferences in 4 dimensions.

OUTLINE

- Differentiating the psychological preferences in 4 dimensions:
    - Getting Energized
    - Receiving Information
    - Making Decisions
    - Working Styles
- Adapting to different psychological preferences.

360° Etiquette

OBJECTIVES

Project a professional image and create a favorable impression when interacting with internal and external customers, through proper business grooming and social etiquette.

OUTLINE

- 3 principles about business grooming.
- Business attire and smart casual wear for men and women.
- Interacting with proper manners and body language.
- Greetings and appropriate handshakes.
- Making proper introductions of others.
- Exchanging business cards.
- 3 ways to open a conversation with small talk.

360°
Influence

360°
Presentation

OBJECTIVES

Influence internal/external customers through a think-win-win mindset, 6 ethical influencing powers, and a 4-step process.

OBJECTIVES

Analyze the interests and concerns of the listeners, and present ideas to them professionally in an impressive and memorable way.

OUTLINE

- A think-win-win mindset for negotiating with internal/external customers and maintaining relationship credibility.
- Understanding customers and identifying common benefits and concerns.
- 6 ethical influencing powers to increase credibility:
    - Reciprocation Liking
    - Consistency   Scarcity
    - Authority   Consensus
- 4 essential steps to influence others.

OUTLINE

- Assessing the key issues and concerns of listeners.
- Designing the purpose and theme of a message.
- 5 Grouping Techniques to frame the details in a memorable manner.
- Concluding ideas to sustain listeners' memory.
- Techniques to handle challenging questions.

4 Courses of
Management Skills

CSg consultancy

Course Outlines
Duration of each course: 1/2 day

360°
Time Management

OBJECTIVES
Achieve company goals and work-life balance by managing time effectively, and work efficiently by reducing time wasters.

OUTLINE
- Using a time management matrix to analyze how time is spent.
- Working smarter by expanding important tasks.
- Saving time by eliminating time robbers.
- Achieving work-life balance by setting goals for work and personal life in 5 dimensions.

360°
Interviews

OBJECTIVES
Hire the right talents by establishing the job requirements and assessing candidates through competency-based interviews.

OUTLINE
- Identifying job requirements for a position.
- Making initial assessment and developing questions for an interview.
- 5 questioning techniques.
- 4 types of questions to be avoided.
- 8 common interview barriers.
- 3-step competency-based interviewing process.

360°
Decision Making

OBJECTIVES
Make appropriate decisions by analyzing an issue and evaluating different options.

OUTLINE
- 5 phases of decision making.
- Guidelines for brainstorming ideas.
- Characteristics of good alternatives.
- 2 evaluating tools to assess options.
- 3 decision-making techniques.
- 3 steps for handling decision uncertainty.
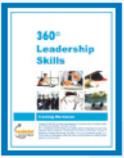- Notifying the right people about the decision.

360°
Project Fundamentals

OBJECTIVES
Achieve project results through a 4-phase fundamental process of project management.

OUTLINE
- Initiate the project by setting the project scope, acquiring the resources, and developing a communication plan.
- Plan the project with a work breakdown structure (WBS), scheduling tools and tactics to manage 4 risk areas.
- Control project execution through 3 devices to monitor progress, 6 performance reporting tools and 6 tips for making the most of team members.
- Close the project by using 3 key factors to evaluate project performance.

4 Courses of
Leadership
Skills

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consultancy

360°
Leadership
Skills

360°
Relationships

OBJECTIVES
Build a trusting work relationship with subordinates by applying a set of Relationship Guidelines in daily interactions with them.

OUTLINE
- Factors for building a committed team with high performance.
- The Leadership Qualities of an effective leader.
- Practical Relationship Guidelines to build trust with subordinates:
  Sharing
  Understanding
  Participation
  Empowering
  Respect

360°
Coaching

OBJECTIVES
Improve subordinates' performance by providing 4 levels of coaching and giving positive and improvement performance feedback.

OUTLINE
- Identifying opportunities for coaching.
- Applying the 4 levels of coaching appropriately:
  Control   Manage
  Lead   Release
- Applying an effective feedback approach to give:
  – positive feedback to reinforce effective actions; and
  – improvement feedback to guide staff to identify alternative actions.

Research-based Program Framework

The framework of this program is based on a world-wide employee engagement survey on 90,000 employees of more than 100 organizations. The survey analyzed the engagement practices that can motivate employees, which in turn maximize performance and retention. This 360-Degree Leadership Program equips team leaders with the practical skills to reinforce these engagement practices. They can readily apply these leadership skills in their daily people management roles to build a committed team with high performance.

360°
Goal Setting

OBJECTIVES
Achieve organization objectives by empowering the team with proper work conditions and setting SMART goals with the team.

OUTLINE
- 4 supportive conditions to empower staff.
- 5 success criteria of SMART goals.
- 4 types of measures for performance goals.
- Identifying key performance indicators (KPI) within the framework of a balanced scorecard to support the overall organization objectives.

360°
Staff Commitment

OBJECTIVES
Drive staff commitment to the organization by reinforcing individual development planning and connecting the staff with the organization.

OUTLINE
- Developing staff by implementing individual competency-based development plans.
- Connecting the staff with the organization to enhance staff commitment:
  - Commit to staff development
  - Manage staff perception
  - Connect with company strategies and success
  - Reinforce the corporate culture

About
Consumer Search Group

32 years of

Research Experience

- ❖ **1982** – Established in Hong Kong

- ❖ **1994** – Established in at Guangzhou, Beijing & Shanghai

- ❖ **2008** – Established in Macau

- ❖ **2011** – Merge with Consultancy Team

- ❖ **200** Professional Researchers

- ❖ **One of the top ten** market research companies in Hong Kong, according to result of the "The Agency of the Year" survey conducted by Marketing magazine

- ❖ **ISO9001:2000 global quality standard & strictly follow quality standards of ESOMAR & CMRA**

2011
2008
1994
1982

CSG Consultancy
Provides you:

Strategic Positioning
- ❑ Top Management Retreat
- ❑ Digital Intelligence
- ❑ Middle Management Forum
- ❑ Market Research, Customer Survey, Staff Opinion Survey
- ❑ Performance Alignment

New Product Launch
- ❑ Digital / Social Media Analytics, Market Research, Competitors Analysis
- ❑ Sales Kit Production, Customized Selling Skills Video, Sales Training
- ❑ Electronic Performance Support System (EPSS)
- ❑ Performance Monitoring – Mystery Shoppers, Field Coaching
- ❑ Motivation Events

Corporate Building
- ❑ Digital Intelligence, Benchmark Study
- ❑ Organizational Health Check, Staff Opinion Survey
- ❑ Public Image Index
- ❑ Customer Loyalty and Re-purchase Program
- ❑ Corporate Social Responsibility (CSR)

Succession Planning
- ❑ Core Competencies Identification
- ❑ Personality and Leadership Assessment
- ❑ Talent Development