

Digital Learning Course 2022



Digital Learning

In the wake of COVID-19, the new trend of Corporate Learning & Development has swept across the region.

With this 90-minute virtual training session, HR / L&D professionals can flexibly devise a training development plan for their teammates that will fit their training needs. From a learner's point of view, they can also enjoy virtual interactive sessions to upskill themselves during these unprecedented changes in work and in life.



Digital Learning

In 2020-2021



60

Workshops
were conducted

99%

Participants
that found the workshop
very useful

4

Major areas
of training topics

3

Flexible pricing
options

Digital Learning Course 2022

Overview *#CSV initiatives #virtuallearning*

The DLC is a significant Corporate Shared Values initiative by PERSOLKELLY Consulting APAC. In the wake of COVID-19, our working environment has transformed to **virtual and hybrid modes** of work. Facing this challenge, we aspired to create a learner-friendly culture which aims to inspire the workforce to never stop learning.

We have all adapted to the new normal after the pandemic. The hybrid learning and working modes are increasingly adopted across companies, industries and the wider APAC region. PERSOLKELLY Consulting, as the **leading HR & Learning Consultancy** in the region, is disrupting conventional face-to-face learning as it aims to make learning accessible anywhere.



Following past success, we are launching Digital Learning Course 2022 for individual learners and corporate users.

DLC learners can enjoy a **wide variety** of flexibility. The learning environment is outside of the traditional classroom boundaries and training can be **accessed anywhere** – even **across geographical locations!** With the **new topics** on the list, you can flexibly choose the topics that fit your learning and developmental needs and you also have the choice of flexible pricing options to fit into your budget as well! Through our **90-minute bite-sized learning platform**, DLC is here for learners to reimagine the learning and development experience and reignite their passion for self-improvement.

Virtual Training

The Advantages of Virtual Training over Traditional Face-To-Face Training

	<i>VIRTUAL TRAINING</i>	<i>FACE-TO-FACE TRAINING</i>
COST SAVING	★ ★ ★	★
TIME EFFICENCY	★ ★ ★	★
FLEXIBILITY	★ ★ ★	★ ★
INTERACTION	★ ★ ★	★ ★ ★

Highlights for 2022



The target audience is extended outside Hong Kong to other APAC regions.



More new hot topics



Cantonese | English | Mandarin

Pricing Chart – Single Course



Standard
Price

Early-bird
Price

Corporate Purchase
Discount

USD\$89

USD\$64

USD\$51

HKD\$699

HKD\$499

HKD\$399

*enrolled 1 month
before the course

*Minimum enrollment of 10 under the
same course from the company
to enjoy the discount

SAVE 30%!

SAVE 40%!

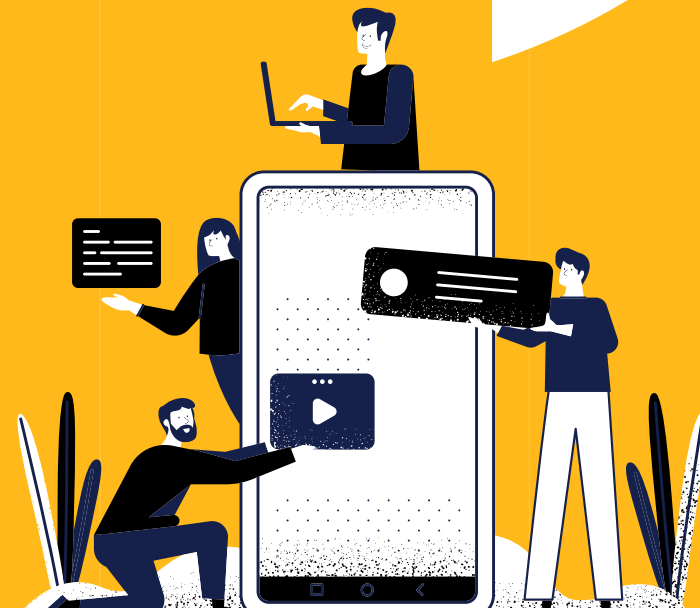
Recommended!



Remark: 1. The USD equivalent price is for reference only.
2. We will **ONLY** accept online enrollment & payment via Glue Up.

Leadership

Digital Learning Course 2022



Course Module

Leadership

- *Adaptive Leadership* using 4 tactics
- *Coaching 101 as a leader: The Foundation of Coaching*
- *Transformational Leadership for the **Next Generation Workforce***
- *Agility Leadership* in the VUCA era
- *Upward Leadership: How to Nurture a Speak-up Norm in your Team Culture*



Adaptive Leadership using 4 tactics

Who Should Attend? *Managerial Grade*

Trainer: *PERSOLKELLY CONSULTING Team*


Language Available:



Date & Time:

 10th Jan 2022 (Mon) 14:30 -16:00

 12th Jan 2022 (Wed) 14:30 -16:00

 13th Jan 2022 (Thu) 14:30 -16:00

Key Takeaway:

- ✓ Understand **adaptive leadership**
- ✓ Realise your **communication tendencies** and make an **effective transformation**
- ✓ **Grasp the core elements** of adaptive leadership: **directing, coaching, supporting and delegating**

Course Outline

1. What is **adaptive leadership** and how does it relate to us
2. Essential skills for directing / instructing a “**Coaching cycle**” in the workplace
3. **Support** – how to motivate people to accept failure
4. Ultimate delegation is all about empowerment – and the three levels of empowerment
5. Create your subordinate development plan



Coaching 101 as a Leader: The Foundation of Coaching

Who Should Attend? *Junior Managers*

Trainer: *Fonnie Wong*

Language Available:



Date & Time:

 21st Mar 2022 (Mon) 14:30 - 16:00

 9th Jun 2022 (Thu) 14:30 - 16:00

Key Takeaway:

- ✓ Learn all about **coaching**
- ✓ Explore how it differs from **mentoring, training and counselling**
- ✓ Learn the **purpose of coaching** and understand the **responsibilities of roles**
- ✓ Explore **GROW models** and basic skills for coaching

Course Outline

1. Introduction on what is and what is NOT coaching
2. Recognise the similarities and differences between coaching and mentoring, etc.
3. Learn about when and why to use coaching to empower employees
4. Learn the GROW coaching model to set a framework using basic coaching skills

Transformational Leadership for the Next Generation Workforce

Who Should Attend? *Managerial Grade*

Trainer: *PERSOLKELLY CONSULTING Team*

Language Available:



Date & Time:

 *18th Apr 2022 (Mon) 14:30 - 16:00*

 *17th Oct 2022 (Mon) 14:30 - 16:00*

 *24th Oct 2022 (Mon) 14:30 - 16:00*

Key Takeaway:

- ✓ Gain the ability to view the **next generation workforce** in a **new perspective**
- ✓ Understand how to **transform yourself** into a leader that **inspires young workers** and **invigorates their passion** in work
- ✓ Devise **creative ideas** and next steps to **implement in your workplace**

Course Outline

1. Learn how the next generation workforce thinks about today's workplace
2. What are leadership styles that engage the next generation?
3. Create your own action steps to implement what you've learned
4. Introduction of transformational leadership:
 - ✓ *Element 1: Idealised influence*
 - ✓ *Element 2: Intellectual simulation*
 - ✓ *Element 3: Individual consideration*
 - ✓ *Element 4: Inspirational motivation*



Agility Leadership in the VUCA era

Who Should Attend? *Managerial Grade*

Trainer: *PERSOLKELLY CONSULTING Team*

Language Available:



Date & Time:

粵 *5th May 2022 (Thu) 14:30 - 16:00*

En *19th May 2022 (Thu) 14:30 - 16:00*

普 *23rd May 2022 (Mon) 14:30 - 16:00*

Key Takeaway:

- ✓ Understand **VUCA in the context** of today's world
- ✓ Combine **old and new methods** to **build up skills**
- ✓ Embrace failure to **build a strong culture** of **innovation**

Course Outline

1. The concept of Agility Leadership
 - ✓ What is conventional leadership and necessary skill re-definition in an organisation
 - ✓ How to embrace change under VUCA
2. Fail Fast
 - ✓ The importance of giving your team empowerment
3. Fail Small
 - ✓ Project the calculated risk through logical thinking
4. Fail Forward
 - ✓ Self-awareness - an ultimate breakthrough of leadership for further development



Upward Leadership: How to Nurture a Speak-up Norm in the Team Culture

Who Should Attend? *Managerial Grade*

Trainer: *PERSOLKELLY CONSULTING Team*

Language Available:



Date & Time:

普 20th Jun 2022 (Mon) 14:30 - 16:00

粵 18th Aug 2022 (Thur) 14:30 - 16:00

En 5th Dec 2022 (Mon) 14:30 - 16:00

Key Takeaway:

- ✓ Understand the **significance of the speak-up norm**
- ✓ Identify **disrupter elements** to speak up
- ✓ Learn the **speak-up initiators** to **nurture a speak-up norm**

Course Outline

1. Importance in having a speak-up norm:
"Why do I need others to challenge me?"
2. Am I a speak-up disrupter?:
Self-reflection moment
3. Speak-up initiator 1:
"CIA" to build psychological safety
4. Speak-up initiator 2:
Don't just read the word; read the mind
5. Speak-up initiator 3:
Accountability manifesto

Management

Digital Learning Course 2022



Course Module

Management

- *Conflict Management in the Workplace*
- *Management Foundation*
- *The Art of Effective Delegation*
- *Performance Management & Appraisal*
- *Effective Performance Coaching*



Conflict Management in the Workplace

Who Should Attend? *Managerial Grade*

Trainer: *Fonnie Wong*

Language Available:



Date & Time:

 17th Feb 2022 (Thu) 14:30 - 16:00

 6th Jun 2022 (Mon) 14:30 - 16:00

Key Takeaway:

- ✓ Understand the **definition of conflict** and its relationship with performance and stress
- ✓ Learn what **conflict management styles** are available
- ✓ Learn about **basic conflict resolving techniques** and tips

Course Outline

1. What is the definition of conflict?
2. The relationship between conflict, performance and stress in the workplace
3. The five conflict management styles
4. Basic conflict management handling techniques and tips



Management Foundation

Who Should Attend? *Managerial Grade*

Trainer: *PERSOLKELLY CONSULTING Team*


Language Available:



Date & Time:

 *11th Jul 2022 (Mon) 14:30 - 16:00*

 *14th Jul 2022 (Thu) 14:30 - 16:00*

 *3rd Nov 2022 (Thu) 14:30 - 16:00*

Key Takeaway:

- ✓ A full understanding of the **role of a manager**
- ✓ Motivate attendees to **strive for managerial effectiveness**
- ✓ Build up a **habit to review and grow**

Course Outline

1. Definition of management
2. What are common managerial mistakes we find in the workplace
3. Importance of communication efficacy
4. Introduction to the management cycle
5. Effective management



The Art of Effective Delegation

Who Should Attend? *Supervisory & Managerial Grade*

Trainer: *PERSOLKELLY CONSULTING Team*

Language Available:



Date & Time:

普 15th Sep 2022 (Thu) 14:30 - 16:00

粵 22nd Sep 2022 (Thu) 14:30 - 16:00

En 10th Oct 2022 (Mon) 14:30 - 16:00

Key Takeaway:

- ✓ Identify different ways to **delegate tasks**
- ✓ Recognise **common delegation pitfalls** and how to avoid them
- ✓ Modify your own past delegation pattern to get a **better outcome at your workplace**

Course Outline

1. Define how delegation fits into your role and how it can make you more successful
2. What is the difference between instruction and delegation
3. Why is it important in the workplace
4. Use an eight-step process for effective delegation
5. Develop effective delegation strategies for your subordinates



Performance Management and Appraisal

Who Should Attend? *Managerial Grade who conducts Performance Appraisals*

Trainer: *PERSOLKELLY CONSULTING Team*

Language Available:



Date & Time:

普 13th Oct 2022 (Thu) 14:30 - 16:00

粵 7th Nov 2022 (Mon) 14:30 - 16:00

En 10th Nov 2022 (Thu) 14:30 - 16:00

Key Takeaway:

- ✓ Reinforce the concept of **standard logical thinking**
- ✓ Share common **assessment tendencies** via case studies
- ✓ Aim to give fair **performance judgement** and **people management**

Course Outline

1. Understand the art of goal setting and performance appraisal
2. Tips for successful goal alignment
3. Dig out common assessment biases
4. How to balance motivation and development expectations
5. Effective feedback skills



Effective Performance Coaching

Who Should Attend? *Managerial Grade*

Trainer: *PERSOLKELLY CONSULTING Team*

Language Available:



Date & Time:

普 14th Nov 2022 (Mon) 14:30 - 16:00

粵 21st Nov 2022 (Mon) 14:30 - 16:00

En 24th Nov 2022 (Thu) 14:30 - 16:00

Key Takeaway:

- ✓ **Break the old management mindset** of “working equals performance” and “seeing is believing”
- ✓ Understand the right mentality in developing staff. **“Clear is Kind”**
- ✓ Explore techniques that will **motivate your employees** when communicating the expected performance with them

Course Outline

1. Explore the challenges of current management approaches
2. Recap the essential role of a manager
3. Effective feedback skills
4. How to deal with emotional staff
5. Performance consultation – a logical way of leading staff to understand the standard of excellence

Personal Effectiveness

Digital Learning Course 2022



Course Module

Personal Effectiveness

- **Get it sorted:** Problem Solving using a Logical Thinking Approach
- **Goal Management & PDCA Cycle**
- **Creative Problem solving with Design Thinking**
- **Elevate the Customer Experience:**
The Art of Customer Service & Service Recovery
- **Effective Communication with Horenso**
- **Google Search Marketing and Website Optimisation**
- **Productivity Booster:** Time and Priority Management
- Enhance your **Customer-focused** skillset & charisma
- **Successful Supervisory Customer Service**
- **Empathetic Communication:**
Build rapport with your Customers
- **Mind reading:** Workplace Communication



Get it sorted: Problem Solving using a Logical Thinking Approach

Who Should Attend? *All Levels with 5 years+ of working experience*

Trainer: *PERSOLKELLY CONSULTING Team/Cindy Yuan*

Language Available:



Date & Time:

普 16th Feb 2022 (Wed) 14:30 - 16:00

粵 23rd Jun 2022 (Thu) 14:30 - 16:00

En 18th Jul 2022 (Mon) 14:30 - 16:00

Key Takeaway:

- ✓ What is the Logical Thinking Framework and how can it help you face market turbulence more effectively
- ✓ The key skills behind Logical Thinking
 - Approach problems and make decisions in a totally logical way of thinking
 - Anticipate problems logically and plan solutions to address the root cause

Course Outline

1. How most people read problems
2. Introduction to the Logical Thinking Framework and its benefits
3. Learn to analyse problems on a phenomenal level and drill down to their root cause
4. Construct critical steps to address the root cause of problems
5. Know how to anticipate problems and plan effective solutions ahead of time



Goal Management & PDCA Cycle

Who Should Attend? *Welcome to All*

Trainer: *Cindy Yuan*

Language Available:

普

Date & Time:

普 14th Mar 2022 (Mon) 14:30 - 16:00

Key Takeaway:

- ✓ Learn the practical skills of setting a SMART goal
- ✓ Review the goal with P(Plan) D(Do) C(Check) A(Act) Model
- ✓ Understand the time killers as a factor of goal procrastination

Course Outline

1. Master the SMART principle of goal management, formulate and modify goals
2. Develop a target-base action plan and simulate implementation
3. Time & priority management



Creative Problem Solving with Design Thinking

Who Should Attend? *Welcome to All, no previous knowledge or experience in design thinking is required*

Trainer: *Freddy Law*

Language Available:



Date & Time:

 *7th Mar 2022 (Mon) 14:30 - 16:00*

 *10th Mar 2022 (Thu) 14:30 - 16:00*

 *16th May 2022 (Mon) 14:30 - 16:00*

Key Takeaway:

- ✓ Develop a design thinking mindset to create new value
- ✓ Unleash creativity in teams to develop innovation and become more receptive to changes and feedback
- ✓ Engage stakeholders and understand their needs through a lens of empathy
- ✓ Learn and master practical design thinking concepts and advanced tools as a leader
- ✓ Be inspired by actual successful cases and appreciate best practices at work

Course Outline

1. Definition of design thinking and its process
2. Introduce design thinking toolkits
3. Apply design thinking tools with experiential learning activity
4. Showcase what works in design thinking



Elevate the Customer Experience: The Art of Customer Service & Recovery

Who Should Attend? *All customer-facing professionals*

Trainer: *Neo Wei Woon*

Language Available:

En

Date & Time:

En *17th Mar 2022 (Thu) 14:30 - 16:00*

Key Takeaway:

- ✓ Understand what a service-oriented culture is and enhance the service mindset
- ✓ Identify difficult and challenging customers
- ✓ Grasp effective customer service skills in service recovery

Course Outline

1. What is customer service

- *Definition of service / The value of service / Who are the customers*

2. Is the customer always right

- *How to identify difficult or unreasonable customers*
- *When to stop servicing without offending customers*

3. What is good customer service

- *Art to customer service*
- *Techniques to customer recovery*

4. How to achieve service first in your daily work

- *Aligning service value to work*
- *Service is a way of life*



Effective Communication with Horenso

Who Should Attend? *Welcome to All*

Trainer: *Cindy Yuan*

Language Available:

普

Date & Time:

普 21st Apr 2022 (Thu) 14:30 - 16:00

Key Takeaway:

- ✓ Understand the importance of reporting, liaising, and discussing
- ✓ Confirm the current status of the Horenso and the analysis
- ✓ Learn reporting, liaising, and discussing skills

Course Outline

1. Learn reporting skills: On the way to promotion
 - 1a. Reporting is a duty of staff
 - 1b. Verify the object, TPO, method of the report
 - 1c. A correct understanding of the task is a foundation for work: To verify the task by questioning
2. Learn communication skills: Gain the favor of others
 - 2a. How to verify the contact target
 - 2b. Incomplete contact as inefficient as no contact
3. Learn the techniques of discussion:
Use the strength of the team
 - 3a. Understand the meaning of discussion
 - 3b. Different targets, different methods
 - 3c. Make an effort to think it through before discussing
with others
 - 3d. Come up with a plan before discussion



Google Search Marketing and Website Optimisation


Who Should Attend? *All levels that are interested in improving their website search results on Google*

Trainer: *Fimmick*

Language Available:



Date & Time:

 *12th May 2022 (Thu) 14:30 - 16:00*

 *15th Aug 2022 (Mon) 14:30 - 16:00*

Key Takeaway:

- ✓ Gain quick tips on Digital Marketing from professionals
- ✓ Understand search marketing trends and how to optimise performance
- ✓ Review current search marketing and web analytics strategies
- ✓ Explore search marketing tips and utilise the lessons learnt in business

REMARK: Fimmick is a market leader and full-service digital marketing agency based in Hong Kong and Taiwan.

Join if you have no idea on how to pump up your website click rate

Course Outline

1. Introduction to Search Marketing
2. Basic Understanding of Search Engines and User Behaviour
3. Optimise your Website and Search Engine Results Pages
4. Effective Web Analytics and Evaluation



Enhance your Customer-focused skillset & Charisma

Who Should Attend? *Welcome to All*

Trainer: *Celina Chou*

Language Available:



Date & Time:

 *16th Jun 2022 (Thu) 14:30 - 16:00*

Key Takeaway:

- ✓ Enhance your Customer Service Mindset and detail-mindedness
- ✓ Sharpen participants' sense when it comes to serving clients
- ✓ Master the skills to communicate and influence customers

Course Outline

1. Service Attitude & Service Quality
 - 1a. *The moment of truth*
 - 1b. *How to create service ambience*
2. Enhance Upselling Skills
 - 2a. *How to understand customers' concerns and needs*
 - 2b. *Provide an alternative that fits customers' need*
 - 2c. *Four rules to improve customer loyalty*
 - 2d. *Customer satisfaction management and dissatisfaction analysis*



Successful Supervisory Customer Service

Who Should Attend? *Customer Service Supervisors and Store Managers*

Trainer: *Celina Chou*

Language Available:



Date & Time:

 *7th Jul 2022 (Thu) 14:30 - 16:00*

Key Takeaway:

- ✓ Elevate the supervisory skills of store operation
- ✓ Understand how to motivate store operation team to achieve target
- ✓ Grasp the store supervisory skills of new generational force

Course Outline

1. The organising and executing ability of service supervisors
2. Enhance the motivation and productivity of the operation team
3. The new leadership concept of store management facing the new generational force



Productivity Booster: Time and Priority Management

Who Should Attend? *Welcome to All*

Trainer: *PERSOLKELLY CONSULTING Team*

Language Available:



Date & Time:

 *13th Jun 2022 (Mon) 14:30 - 16:00*

 *25th Jul 2022 (Mon) 14:30 - 16:00*

Key Takeaway:

- ✓ Understand the concept of effective time management
- ✓ Identify common time killers
- ✓ Review and Re-devise time and priority scheduling
- ✓ Grasp hands-on and practical techniques to boost your productivity

Course Outline

1. **What is Time:** The nature of time and the concept of effective time management
2. **Time Killer:** The habits and personality that wastes your time
3. **The Dimensions of Time & Priority Management:**
Eisenhower's urgency-importance matrix
4. **Productivity Booster:** Strategies towards effective time management

Empathetic Communication: Build Rapport with your Customers

Who Should Attend? *All customer-facing professionals*


Trainer: *Catti Lee*

Language Available:



Date & Time:

 *1st Aug 2022 (Mon) 14:30 - 16:00*

 *19th Sep 2022 (Mon) 14:30 - 16:00*

Key Takeaway:

- ✓ Unlearn and relearn what is empathy
- ✓ Techniques to read the emotional minds of customers
- ✓ Techniques for on on-the-spot rapport building and connecting with customers

Course Outline

1. Revisit empathy and debunk the myths and misunderstandings about it
2. Understand the significance of empathetic communication in customer service
3. How to read the emotional minds of customers
4. 3 steps to empathetic communication and rapport building



Mind reading: Workplace Communication

Who Should Attend? *Welcome to All*

Trainer: *Mia Shih*

Language Available:

普

Date & Time:

普 *11th Aug 2022 (Thu) 14:30 - 16:00*

Key Takeaway:

- ✓ Learn the communication modes in workplace
- ✓ Achieve effective communication
- ✓ Techniques for a better interpersonal relationship and competitive edge in workplace

Course Outline

1. Know yourself & others: Understand other's communication preferences and offer what others want
2. The secrets of Non-verbal language: Read body language
3. Effective Communication Skills: How to avoid gaps in message delivery
4. Communication in conflict resolution and empathy: The way to communicate amid conflicts
5. How to regulate emotions: Self-management of emotions

Course Module

Personal Effectiveness

with concepts from Psychometric Assessment Tools

- *Introduction to **DISC**: Understanding People Styles in the Workplace (Level 1)*
- *Effective Workplace **Communication Skills** with **DISC** (Level 2)*
- *How to Motivate your Team and **Unleash the Power of CliftonStrengths***
- ***WorkPlace Big Five Profile™** to Know your Customers and Colleagues*
- *Foster Team Communication Dynamics using **Forté® Communication Style***

Which Psychometric Tools should I choose in DLC?



DISC *Level 1*

Understand oneself



DISC *Level 2*

Team Communication for Managers



Clifton Strengths

Team Motivation for Managers



BigFive

Understand your customers & colleagues



Forté®

Team Communication for All



Introduction to DISC to Understand People Styles in Workplace (Level 1)

Who Should Attend? *Welcome to All*

Trainer: *Fonnie Wong*

Language Available:



Date & Time:

En 20th Jan 2022 (Thu) 14:30 - 16:00

粵 4th Apr 2022 (Mon) 14:30 - 16:00

Key Takeaway:

- ✓ Learn about DISC
- ✓ Understand the observable 4 different people styles and behaviors; the characteristics and attributes
- ✓ Explore your DISC style preference

Course Outline

1. What is the DISC and personality system?
2. Why does it matter in the Workplace?
3. What is your DISC style preference?
4. Introduction on DISC characteristics and attributes



Effective Workplace Communication Skills with DISC (Level 2)

Who Should Attend? *Managerial Level; and previous participants in the foundational course of DISC*


Trainer: *Fonnie Wong*

Language Available:



Date & Time:

 **14th Feb 2022 (Mon) 14:30 - 16:00**

 **7th Apr 2022 (Thu) 14:30 - 16:00**

Key Takeaway:

- ✓ Review about DISC and application
- ✓ Learn the distinctions of the various DISC communication styles
- ✓ Identify your personal style and recognize clues for identifying the styles of others
- ✓ Pace your behavioral pattern to enhance interaction and communication in the workplace

Course Outline

1. Review of DISC and the personality system
2. Why is it important in the workplace?
3. Know Self: What is your DISC style
4. Know Others: Understand others' observable behaviours through their communications
5. Develop effective communication strategies for the different styles



How to Motivate your Team and Unleash the Power of CliftonStrengths

Who Should Attend? *Supervisors or above*

Trainer: *PERSOLKELLY Consulting Team*

Language Available:



Date & Time:

 25th Apr 2022 (Mon) 14:30 - 16:00

 12th Dec 2022 (Mon) 14:30 - 16:00

Key Takeaway:

- ✓ Brief understanding of CliftonStrengths and how it can be used both in a personal and professional capacity
- ✓ Different words that can engage or disengage people with different personalities
- ✓ How to use CliftonStrengths as a coaching tool

Course Outline

1. History of CliftonStrengths
2. The philosophy of CliftonStrengths
3. Explanation of the 34 themes of CliftonStrengths
4. How to use CliftonStrengths as a developmental tool to unleash your team's motivation

Workplace Big Five Profile to Know your Customers and Colleagues

Who Should Attend? *Welcome to all who are unfamiliar with the Workplace Big Five Profile*

Trainer: *Catti Lee*

Language Available:



Date & Time:

 *22nd Aug 2022 (Mon) 14:30 - 16:00*

 *25th Aug 2022 (Thu) 14:30 -16:00*

Key Takeaway:

- ✓ Learn about the Big Five Model and its difference with other psychometric tools
- ✓ Understand the Big Five Personality Traits
- ✓ Relate the Big Five Model to the workplace context

Course Outline

1. What is Big Five Model?
2. Understand the five dimensions of personality traits
3. Know yourself and others
4. Apply the Big Five Model to your customers and colleagues in the workplace



Foster Team Communication Dynamics using Forté® Communication Style

Who Should Attend? *Welcome to All*


Trainer: *PERSOLKELLY CONSULTING Team*

Language Available:



Date & Time:

 *5th Sep 2022 (Mon) 14:30 - 16:00*

 *8th Sep 2022 (Thu) 14:30 - 16:00*

Key Takeaway:

- ✓ Learn about Forté® and its application
- ✓ How to communicate with different styles and profiles
- ✓ How to collaborate & develop the team with Forté® profiling

Course Outline

1. Human Behaviour : Changing vs Adapting
2. The Forté Communication Profiling Overview
3. How do you communicate: Leveraging Strengths
4. The Team Pulse & Interaction Reports
5. Using data to develop the team

Wellness

Digital Learning Course 2022



Course Module

Wellness

- *From Self-care to Caring for Others in the Workplace: Applying the Mind-Body-Emotion-Spirit Framework*
- *Positive Psychology of Happiness: The Attainment of Happiness at Work to Boost Motivation*
- *Emotion in Motion: Emotion Regulation Strategies in the Everyday Workplace*
- *Manage your Emotions Well*
- *Transform your stress – Enhance Workplace Productivity*
- *Resilience Accelerator: Boost Your Adversity Quotient in the Face of a Transformative World*
- *Foundations of Mental Health First Aid in the Workplace*



From Self-care to Caring for Others in the Workplace

Applying the Mind-Body-Emotion-Spirit Framework

Who Should Attend? *Welcome to All*


Trainer: *Fonnie Wong*

Language Available:



Date & Time:

 *17th Jan 2022 (Mon) 14:30 - 16:00*

 *24th Mar 2022 (Thu) 14:30 - 16:00*

Key Takeaway:

"Self-care" means any activity that we do deliberately in order to take care of our mental, emotional, physical and spiritual health.

- ✓ Understand the term of self-care and why it is important to our personal growth
- ✓ Review how self-caring you are and learn to mirror back from the relationship with others
- ✓ Explore self-care tips for your daily life

Course Outline

1. What is self-care?
2. Why is this important to our personal growth?
3. When we talk about being self-aware, how much does it involve self-care?
4. It has been said that "self-care is not an indulgence, it's a discipline"; how to build up a self-care plan?
5. Discuss and explore more self-care daily tips and practices



Positive Psychology of Happiness: The Attainment of Happiness in Work to Boost Motivation

Who Should Attend? *Welcome to All*

Trainer: *Catti Lee*

Language Available:



Date & Time:

 **21st Feb 2022 (Mon) 14:30 - 16:00**

 **24th Feb 2022 (Thu) 14:30 - 16:00**

Key Takeaway:

- ✓ Understand happiness from a psychological perspective
- ✓ Learn about the formula of happiness from psychological research
- ✓ Apply & Generalise the VIA & AIM model in your work to boost motivation

Course Outline

1. Understand Happiness from Positive Psychology: Gratification & Satisfaction
2. What makes happiness: The internal & external factors contributing to happiness
3. VIA: Develop your Values in Action Inventory of Strengths to discover ultimate happiness & motivation
4. AIM: Attention, Interpretation & Memory Model to achieve happiness



Emotion in Motion: Emotion Regulation Strategies in the Everyday Workplace

Who Should Attend? *Welcome to All*

Trainer: *Catti Lee*

Language Available:



Date & Time:

 *2nd Jun 2022 (Thu) 14:30 - 16:00*

 *8th Aug 2022 (Mon) 14:30 - 16:00*

Key Takeaway:

- ✓ Learn about emotion regulation and its significance in the everyday workplace
- ✓ Build the acute awareness of emotions
- ✓ Develop emotion regulation strength over the short-term and long-term

Course Outline

1. Don't Write Off Emotions: Introduce Basic emotion regulation principle & its significance
2. Emotion Encyclopaedia: Develop awareness on emotions in everyday life and its functions
3. Emotions on-the spot: How to address and regulate your emotions over the short-term
4. Unwire the Hard-wired: Understand the power of Attentional Deployment & Cognitive Reappraisal in regulating your emotions using the Process Model



Manage your Emotions well

Who Should Attend? *Welcome to All*

Trainer: *Mia Shih*

Language Available:

普

Date & Time:

普 *4th Jul 2022 (Mon) 14:30 - 16:00*

Key Takeaway:

- ✓ Identify and develop awareness of self and others to respond to emotions
- ✓ Management techniques on emotions
- ✓ Create a positive cycle between individuals and organisations on thinking, emotions & behaviour to unleash positivity

Course Outline

1. Explore the origins of emotions
 - 1a. *The importance of emotion awareness*
 - 1b. *The different types of emotions*
 - 1c. *The different layers of emotions*
2. Emotion Management & Self-care
4 steps to emotion awareness
3. Emotion Relief and Positive Mind
The combination of emotions and positivity

Transform your Stress – Enhance Workplace Productivity

Who Should Attend? *Welcome to All*

Trainer: *Jimmy Hsu*

Language Available:

普

Date & Time:

普 21st Jul 2022 (Thu) 14:30 - 16:00

Key Takeaway:

- ✓ Identify the sources of stress and the corresponding responses
- ✓ Learn different techniques as a stress killer
- ✓ Embrace stress prevention to foster positive interpersonal relationship and work performance

Course Outline

1. Identify your stress: Sources of stressors
2. Relieve your stress: Kill you stress from psychological and physical perspective
3. Handle and co-live with your stress:
3 strategies on stress management



Resilience Accelerator: Boost Up Your Adversity Quotient in Face of the Transformative World

Who Should Attend? *Welcome to All*

Trainer: *Catti Lee*

Language Available:



Date & Time:

En *3rd Oct 2022 (Mon) 14:30 - 16:00*

粵 *1st Dec 2022 (Thu) 14:30 - 16:00*

Course Outline

1. Understand the significance of Adversity Quotient as a resilience booster facing the changes in the external and internal environment
2. AQ Check-point: Understand and assess your adversity quotient with questionnaires and games
3. CORE Model: Strengthen your psychological CORE muscles facing changes and adversities

Key Takeaway:

- ✓ Learn about what is adversity quotient and its relevance to today's ever-changing business world
- ✓ Grasp the CORE model concept and its purpose in strengthening a resilient mindset
- ✓ Apply the CORE model in the adversity quotient into real-case scenarios



Foundations of **Mental Health First Aid** in the Workplace

Who Should Attend? *Welcome to All*

Trainer: *Catti Lee Certified Mental Health First Aid Instructor*

Language Available:



Date & Time:

 **20th Oct 2022 (Thu) 14:30 - 16:00**

 **8th Dec 2022 (Thu) 14:30 - 16:00**

Key Takeaway:

- ✓ Understand the trends & situation of mental health condition in Hong Kong
- ✓ Learn about the basic symptoms of mental health illnesses (not for diagnosis but for understanding)
- ✓ Make use of the ALGEE model as a mental health first aid tool

Course Outline

1. Overview: The recent mental health condition in Hong Kong and its significance within the workplace and business world
2. Mental Health Clinic: Understand the symptoms of common mental health illnesses in Hong Kong
3. ALGEE: Learn the ALGEE model to provide mental health first aid in the workplace

2022 Course Calendar - English / Cantonese En 粵

JAN

10 Adaptive Leadership



Leadership

13 Adaptive Leadership



Leadership

17 Self-care: Mind-Body-Emotion-Spirit



Wellness

20 Introduction to DISC (Level 1)



Personal Effectiveness

FEB

14 DISC (Level 2)



Personal Effectiveness

17 Conflict Management



Management

21 Happiness



Wellness

24 Happiness



Wellness

MAR

7 Design Thinking



Personal Effectiveness

10 Design Thinking



Personal Effectiveness

17 Customer Experience



Personal Effectiveness

21 Coaching 101



Leadership

24 Self-care: Mind-Body-Emotion-Spirit



Wellness

APR

4 Introduction to DISC (Level 1)



Personal Effectiveness

7 DISC (Level 2)



Personal Effectiveness

25 Clifton Strengths



Personal Effectiveness

MAY

5 Agility Leadership



Leadership

12 Digital Marketing



Personal Effectiveness

19 Agility Leadership



Leadership

JUN

2 Emotion Regulation



Wellness

6 Conflict Management



Management

9 Coaching 101



Leadership

13 Time Management



Personal Effectiveness

23 Problem-solving



Personal Effectiveness

2022 Course Calendar - English / Cantonese En 粵

JUL

11 Management Foundation

粵 Management

14 Management Foundation

En Management

18 Problem-solving

En Personal Effectiveness

25 Time Management

粵 Personal Effectiveness

AUG

1 Empathetic Communication

粵 Personal Effectiveness

8 Emotion Regulation

En Wellness

15 Digital Marketing

En Personal Effectiveness

18 Speak-up

粵 Leadership

22 Big 5

粵 Personal Effectiveness

25 Big 5

En Personal Effectiveness

SEP

5 Forte

粵 Personal Effectiveness

8 Forte

En Personal Effectiveness

19 Empathetic Communication

En Personal Effectiveness

22 Art of Delegation

粵 Management

OCT

3 Adversity Quotient

En Wellness

10 Art of Delegation

En Management

17 Transformational Leadership

En Leadership

20 Mental Health First Aid

粵 Wellness

24 Transformational Leadership

粵 Leadership

NOV

7 Performance Appraisal

粵 Management

10 Performance Appraisal

En Management

21 Performance Coaching

粵 Management

24 Performance Coaching

En Management

DEC

1 Adversity Quotient

粵 Wellness

5 Speak-up

En Leadership

8 Mental Health First Aid

En Wellness

12 Clifton Strengths

粵 Personal Effectiveness

2022 Course Calendar - Mandarin 普

JAN

12 适应性领导力

普 领导力

FEB

16 逻辑思维 & 问题解决

普 个人效能

MAR

14 目标管理 & PDCA

普 个人效能

APR

11 变革型领导

普 领导力

21 报·联·商

普 个人效能

MAY

16 设计思维

普 个人效能

23 敏捷领导力

普 领导力

JUN

16 顾客导向的
服务魅力提升

普 个人效能

20 勇于表达的
团队文化

普 领导力

JUL

4 高情商情绪管理

普 心理弹性

7 服务业成功主管
领导学

普 个人效能

21 压力转化

普 心理弹性

AUG

11 读心术

普 个人效能

SEP

15 授权的艺术

普 管理

OCT

13 绩效管理

普 管理

NOV

3 管理基础

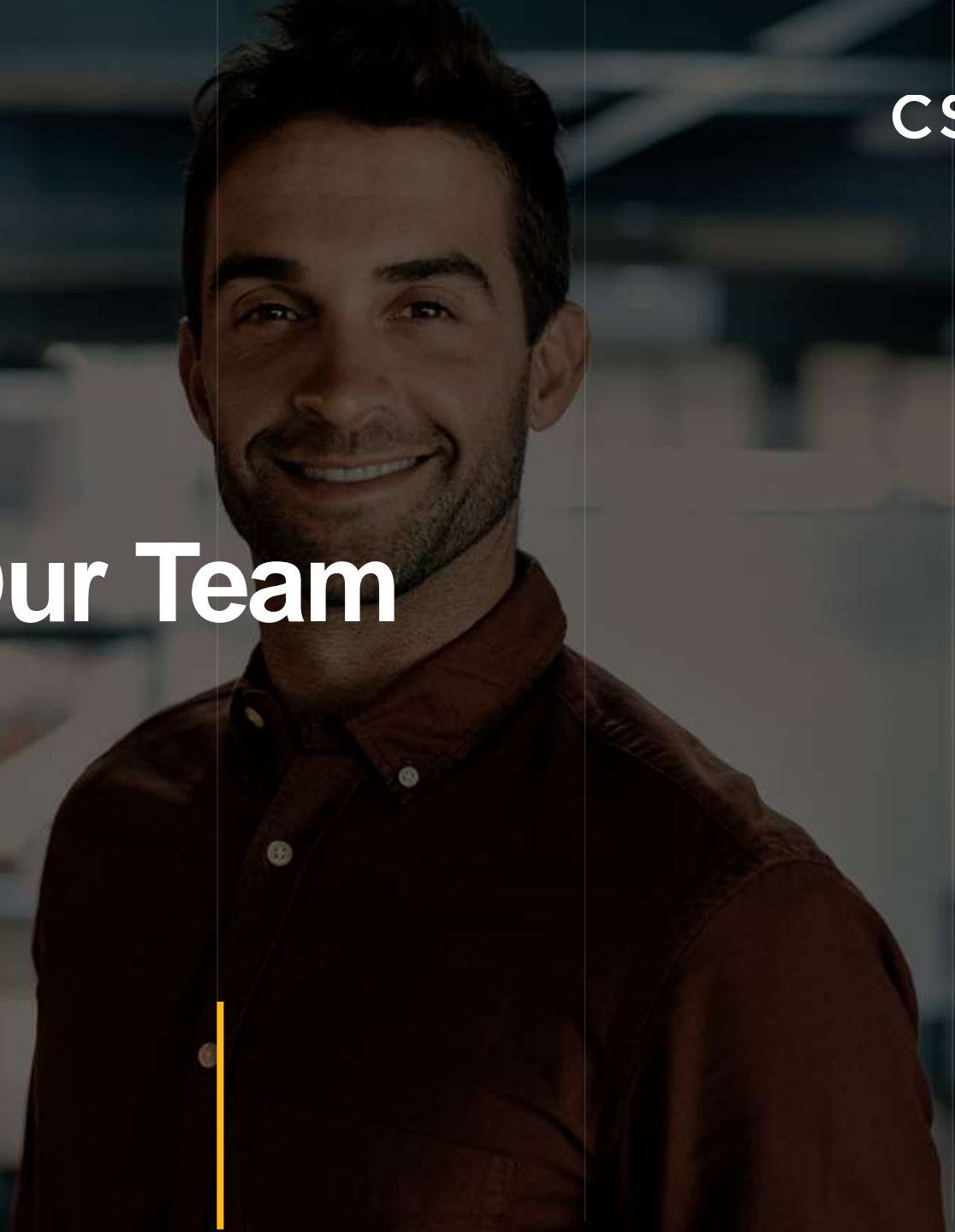
普 管理

14 绩效教练学

普 管理

DEC

Meet Our Team





Alvin Leung

Senior Director, Learning Academy,
PERSOLKELLY CONSULTING

Alvin Leung is the Senior Director of Learning Academy at PERSOLKELLY Consulting Greater China. He has been with the PERSOLKELLY Group for more than 15 years, worked in different business divisions and was well-promoted. His work portfolio includes Human Resource Management Advisory, Leadership Development/Management, Change Management, Talent Management Development, Employee Engagement, HR Consultancy Services, Training and Speaking Engagement.

Alvin is a seasoned leadership consultant. His passion to influence and unleash human potential through learning and the change of mindset and behaviour has been well-reflected

in the projects he worked on. Alvin has provided human resources management consultation to organisations in Greater China and Vietnam, from start-ups to large multinational corporations. The industries he consulted spanned from Logistics, Banking & Finance, Manufacturing, Trading, Services, to Retail & Consumer industries.

Alvin has conducted hundreds of training workshops in various subjects, from Management Workshop, Goal Setting/ Assessor, Logical/ Problem-Solving, First Time Manager, Passion & Purpose, Communication, 360-degree Self Leadership Breakthrough, Team Building, Soft Skills related subjects to tailor-made projects such as Change Management and Talent Development Program. Alvin is currently a Doctoral student in Business Administration. He obtained his Master in Strategic Human Resources Management from the Hong Kong Baptist University and earned his Bachelor of International Business (Japan Studies) from the City University of Hong Kong.



Catti Lee

Associate Director, Learning Academy,
PERSOLKELLY CONSULTING

Catti Lee is the Associate Director of Learning Academy at PERSOLKELLY Consulting Greater China. She has been in the learning and development & training consultant for various industries ranging from hospitality, luxury retail, public utility, banking & finance, research & technology, FMCG, universities, and governmental departments in Hong Kong, Macau, China, Malaysia, Singapore, the Philippines, the United Arab Emirates and the United States.

Catti specialises in and has conducted hundreds of training workshops in a wide range of subjects from emotion regulation, positive psychology, effective communication,

customer service and personal effectiveness skills such as time-management, problem-solving & decision-making. Catti loves building rapport with participants in the classroom and enjoys very much the dynamics among the group when she facilitates a workshop.

Catti herself is an avid learner and adventurer. She obtained her Bachelor of Arts Degree in Language & Communication with African Studies & Arabic from the University of Hong Kong. After years of experience in the L&D field, her interest in the human mind, motivation and behaviours was developed and she subsequently earned her Master degree in the field of Psychology at her alma mater. She is also a certified mental health first aid instructor.



Muthokumaran Arasappan

Associate Director, Learning Academy,
PERSOLKELLY CONSULTING

Muthokumaran Arasappan completed his Master in Business Administration (MBA), from the University of Sunshine Coast, Queensland, Australia. Kumar has more than 20 years' experience in the recruitment industry specialising in Key Account Management, End-to-End recruitment both in Staffing & Search Hiring, Client Relations & Delivery, Research and HR Consulting.

Currently he holds the portfolio of Associate Director, Learning Academy, PERSOLKELLY Consulting, responsible for the Learning Academy business in Malaysia & other

Southeast Asian countries. Taking the initiative in leading projects on a regional basis for the business development and value creation related to Learning & Development areas.

Kumar has conducted training in various soft-skill subjects for Regional Virtual Recruiter Training (VRT); Managing Skills: Account Management, Effective Collaboration (6 Thinking Hats Decision Making) & Time Management. He co-formed a public discussion SHAKE-UP session where he shares knowledge and experience in various topics related to Job Hunting skills: Personal & Professional Branding & Creating A Video Resume, to Business Etiquette: Ethics in the Workplace, to Customer Service skills: Effective Customer Service, and to Wellness: First-Aid at Work/Home.



Daryl Goh

Strategic Client Solutions

Strategic Trainer Partner,

PERSOLKELLY CONSULTING

Daryl started his career as an entrepreneur for various start-ups, pitching and securing deals with investors, all while fulfilling his duty as a self-employed individual in the real estate and finance sector. During his MBA days, he already pitched to investors like Alibaba and the likes. He later pursued his passion in Management consulting with Human Dynamic Group and Gallup Organisation where he was heavily involved in Employee Assistance Program (EAP), psychometric assessments, competency modelling, Employee Engagement and coaching work.

When he was in Human Dynamic Group, he was quickly promoted from BD executive to managing the Singapore office in less than 2 years before being headhunted by Gallup. During his time with Gallup, he conducted numerous talks and webinars, overseeing more than 400 coaches across Singapore and Indonesia. He also won Gallup's prestigious "All Star" award 2 years in a row and the prestigious "Rising star" award in the first year of his career. He was also nominated to attend the Accelerated Strengths Coaching Course and Leading High Performance Teams, conducted by Gallup.

Daryl has a Bachelor of Science in Business and a Master Degree in Business Administration(MBA) from the Singapore University of Social Sciences. He is also a member of the Sakura Science Club from Japan.



Freddy Law

Start-up Founder, Design Thinker,
Strategic Trainer Partner,
PERSOLKELLY CONSULTING

Freddy Law is the founder of Cross Innovation, a boutique consulting firm focusing on innovation across different sectors. He has served various departments in the Hong Kong government, Bank of China, a top global luxury group, and Lutheran Social Services, etc.

He is also the co-founder of Storius, a free location-based audio guide app. He secured funding from HK Cyberport and is managing his global team in Hong Kong and Bangkok. He is an honorary lecturer at The University of Hong Kong,

teaching design thinking for social innovation at the Faculty of Social Sciences since 2019. For the last seven years, Freddy was the executive director and senior innovation consultant at Education for Good, a social innovation training and consultancy firm. He served Cathay Pacific, Sun Life Financials, SCMP, Tung Wah Group, Jockey Club, Deloitte, etc. Since 2018, Freddy has been appointed as a non-official member of the Human Resource Planning Commission under Chief Secretary for Administration of the HKSAR Government.

Freddy was also at Google, where he worked in People Operations, hiring top talents around the world. Freddy graduated from The Hong Kong Polytechnic University and Zhejiang University. He got scholarships to study social innovation at Harvard Kennedy School and Stanford.



Fonniew Wong

Executive Coach

Strategic Trainer Partner,

PERSOLKELLY CONSULTING

Fonniew is a natural-born Explorer, Learner and Giver from Hong Kong. She is a seasoned, passionate, multi-award-winning Executive & Life Coach with dynamic industry experiences spanning Asia-Pacific. She founded her consulting company in 2009 and set up UP Coaching Space® in 2013, with the mandate of promoting heightened self-awareness via coaching applications to corporations, schools and the community. She coaches clients with high self-expectations to de-stress and co-creates to enjoy life from integrating Mind-Body-Emotion to uncover natural potential to open new opportunities that create collaborative relationships and performance results.

For Executive Coaching, she supports leaders professionally to heighten self-awareness, drive performance and business growth. She partners with well-known global coaching organisations to design initiatives and serve many MNC clients at different levels worldwide.

For Workshop Facilitation, she focuses on people development areas such as Coaching, EQ, Resilience, Leadership, Self-Management, Communication, Relationship Management, Mind-Body-Emotion and Employee Wellness.

She is an ACC™ from International Coaching Federation, Certified Meta-Coach™ and Licensed Neuro-Semantics & NLP Trainer from The International Society of Neuro-Semantics®; Certified Trainer on Enriching Program from Virginia Satir Global Network; Certified EQ Practitioner from Six Seconds the Emotional Intelligence Network; Certified Facilitator on Workplace Big-5 from CentACS and Certified Behavioral Consultant-DISC from IML.



Wei Woon

Strategic Trainer Partner,

PERSOLKELLY CONSULTING

Wei Woon has 17 years of experience in dealing with a diverse and fast-paced training environment as a management consultant, trainer, facilitator, quality management specialist and curriculum developer. His area of expertise includes Scrum, change management, project management, human resource, business management, leadership, critical thinking skills, performance coaching, work improvement tools and essential workplace skills. Working in close collaboration with a myriad of industrial institutions, Wei Woon has amassed extensive leadership and human capability development experiences locally and overseas. Wei Woon has also received many rave reviews for his unique teaching experience and sharing of insights to his learners from clients such as MINDEF, PWC,

Capita, Kelly Services, BOC, Sumitomo Chemical Asia, Adecco, People Profilers and RHB.

Wei Woon is recognised for his dedication and passion to ensure a positive and impactful learning experience for his learners. Using his extensive industry experience, he brings life into the classroom learning and exposes the learners to relevant case studies and intricate discussions.

As a consultant, he has also assisted many companies in their transformational and innovation processes. He helmed projects ranging from IT, robotics, F&B automation, hospitality service excellence, branding and marketing, security technology, fintech and manufacturing process management.



Hisyam Omar

Associate Director,
PERSOLKELLY CONSULTING

Hisyam Omar is Associate Director for PERSOLKELLY Consulting with 17 years of experience. He has been with the organisation for the past 13 years in HR Consulting and Outsourcing. Within the organisation, Hisyam started out with Contingent Workforce, working on a project with an MNC for various locations within APAC such as Malaysia and Thailand.

He then moved further along the Talent Supply Chain and was involved in SOW based solutions, also within APAC. Hisyam is the Country Lead for Malaysia. His focus is to

bring delivery excellence to HR Consulting and Career Transition programs. Presently, Hisyam runs various Career Transition, Human Resource Consulting, Performance Management and Talent Development programs.

Hisyam graduated with a BSc. (Hons) from the University of Malaya, Kuala Lumpur (Malaysia), majoring in Computational Physics & Electronics. He is certified as a Society of Human Resource Management Senior Certified Professional (SHRM-SCP). He is a certified Career Transition Consultant. He is a certified HRDF Trainer. Hisyam is also accredited for Employee Development for Harrison Assessments as well as Master Certification for Forte Assessment.



Mia Shih

Strategic Trainer Partner,
PERSOLKELLY CONSULTING

Mia is sensitive to changes in people, things and the environment. She is good at listening and understanding others, and is always caring and passionate about people.

At the same time, Mia also studies psychology and counselling in depth with different professional aspects, including how to understand different types of people, and help employees find talents and fully leverage their strengths, how to manage long-term relationships, resolve conflicts, and explore the true inner emotions and underlying needs.

Mia has 12 years of training experience. Her expertise includes: emotional management, stress adjustment methods, mindfulness guidance, workplace communication, deep communication, non-violent communication, talent exploration and analysis, career planning/career exploration, etc. , She is proficient in diversified counselling skills and tools, and extends the application level of psychology to all aspects of life. Whether it is one-to-one individual consultation, or workshops and training courses, through guidance and coaching skills, she helps customers and employees locate key problems and effectively solve them.



Celina Chou

Strategic Trainer Partner,
PERSOLKELLY CONSULTING

Celina has accumulated 27 years of extensive work experience in basic and supervisor positions and specialises in customer service topics. She develops practical courses and trains 5,000 first-line service and business personnel every year.

Celina is willing to share real life cases and action-oriented solutions. With rich practical experience, she is good at facilitating the workshops so that students can easily apply

what they have learned in the classroom to work and improve work efficiency and effectiveness.

Celina has attained a National Psychological Counsellor License, International Etiquette Certified Teacher, Store Human Resource Management, Store Management, Store Customer Relationship Management and other national certificates. Her areas of expertise are: Secretary and administrative staff training practice, international etiquette, visitor reception service etiquette, conference management/schedule management, customer service and complaint handling, communication skills and interpersonal relationships, event execution and planning.



Jimmy Hsu

Strategic Trainer Partner,
PERSOLKELLY CONSULTING

Xu Zemin is a physiotherapist in Taipei and has 15 years of clinical experience. He also won the first prize in Taiwan in the 2018 Chinese Good Lecturer in Three Cities Competition. Mr. Xu graduated from the Institute of Medical Management of Yangming University in Taiwan and is Cambridge® Certificated Facilitative Trainer.

He has worked with the model of "questioning" → "guidance" → "win-win" for many years. He is very good at stress regulation, positive thinking and friendly communication. He combines physical sensitivity training into the workshop through experience, games, multimedia and other diversified teaching methods.

He transforms difficult theories into practical methods so that participants can immediately perceive before and after learning in a relaxed and interactive learning course. He is also a very friendly lecturer, and you can experience the delicate and warm feeling during the conversation with him. In the training interaction, you can fully feel his love to share and willingness to listen empathetically to each participant's problems.



Cindy Yuan

Strategic Trainer Partner,
PERSOLKELLY CONSULTING

Cindy Yuan graduated from Shanghai Jiaotong University. After graduation, she worked in Accenture undertaking consulting work. Since 2006, her focus of career has shifted to corporate training. After conducting training programmes for all levels of staff for the establishment of the Shanghai World Financial Center in 2008, she has been providing internal training for a large number of foreign and domestic enterprises every year. Currently she is a national second-level trainer and holds an international trainer qualification.

Her courses include business etiquette, efficient communication, problem-solving and PDCA and other necessary skills in the work, providing soft power support for young people who are new to the workplace and middle-level leaders. The industries she trains include retail, trading companies, catering, banks, and government agencies. The targets of her services include top 500 foreign companies and major technology companies in Mainland China.

Her course combines theory with hands-on practice, and she is good at facilitating students to reflect and make progress in a relaxed atmosphere and immersive experience.

FAQ

Q1: Is DLC a live session or video session?

*All DLC sessions are **live using Zoom!***

*You can **interact, learn and share** instantly with the trainers and learners! A **course summary will be shared during the live session.***

Q2: Are the topics the same as in the DLC 2020/2021?

*What's even more exciting is that we have **20+ new topics!** For some **hot topics**, we decided to re-run workshops to cater to all learners' needs.*



FAQ

Q3: Do I need to turn on my camera and microphone during the course?

Yes! To maximise your learning outcome, we highly encourage learners to **turn on their camera & mic** to create **learning dynamics** and push engagement to max. Please also get your **Zoom** ready!

Q4: Are there any maximum quotas for the course?

To ensure learning effectiveness, we will **not take more than 80 participants** in each course.

