Objectives: To help Managerial/Senior Professional Staff (Band F & above), who lead a team, a section, or a division, to be more capable leaders and coaches through the development of specific “core competencies” for effective leadership.

Based on the latest and the best practices in management, we have developed a number of workshops for the “Effective Managers Series” in the past 2 years with an emphasis on ‘soft skills’ related to people management and self-management. This year, you will be introduced the techniques for effective tasks management and an advanced application of your negotiation skills in mediating conflicts.

Innovation at Work
- part I: exploring innovation tools
Introducing a structured approach in problem dissection and ideas generation for achieving depth and breadth in problem identification and analysis, for improving quality and quantity of ideas evolved as well as for keeping up fluency in the process.
- part II: facilitating group creative thinking
Developing abilities in leading teams / facilitating group generation of new ideas, followed with insights on how best to select workable ideas and sell them to the management for implementation.

Continuous process improvement
※ A manager’s job to identify, analyze and improve existing processes in order to meet changed demands, new goals and objectives within an organization will be highlighted.
※ Applying process improvement tools, which are useful for improving efficiency of day-to-day operations as well as cross-functional collaborative activities, will increase output, control expenses, and save time.
※ Will learn from real-life success stories and derive applications.

Mediation & Workplace Conflicts
※ Enhancement of cooperation and harmony among co-workers is one of the key duties of all managers. Yet, conflicts at workplace are still the facts of life.
※ Mediation / conciliation as a process for resolving conflicts has the merits of saving dignity, relationships, stress, risk, and money between parties. And, there is a high rate of compliance on settlement reached through this process.
※ Concepts and techniques in bringing about conflict resolution will be studied and practiced.