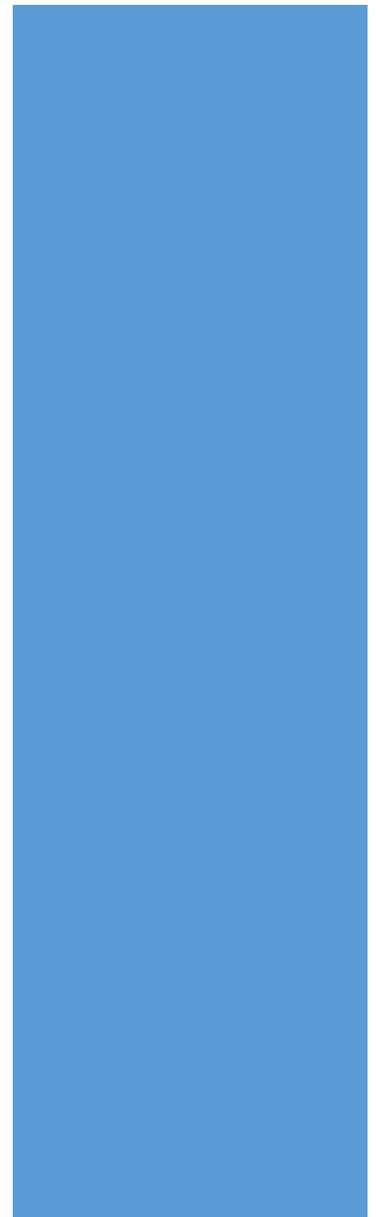
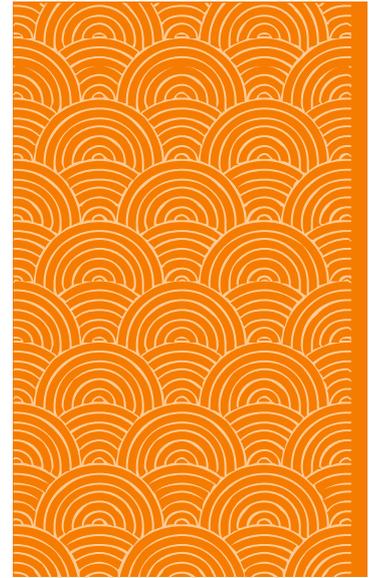


AWTC
(LO & LAM)
Consultancies Ltd

Training Programmes Overview

AWTC (Lo & Lam) Consultancies Limited



About AWTC

AWTC (Lo & Lam) Consultancies Ltd. ("AWTC") was established in August 2001 as a partnership between Mike Tsui and Dr Lo Chi-kin and other partners of the Hong Kong Communications Group.

It is a Hong Kong-based communications and management consultancy, offering a wide range of expertise in training, public affairs, media relations, publicity and promotion, event management and multi-media production.

We pride ourselves on our strong government, business and media relations, our strategic thinking abilities and seamless coordination of services in the different disciplines.

Our Mission

AWTC works with clients to provide services and develop programmes that help them become better communicators and stronger leaders.

Our Perspective

“Communication and leadership go hand in hand”

Effective communicators and strong leaders have a great deal in common:

- ✧ They believe in communication, relating to people and widening shared ground.
- ✧ They have a rich knowledge base that is geared to the specific needs of their work.
- ✧ They are sensitive to the context of a specific situation.
- ✧ They do not just respond to the situation, they shape it.

We work with clients to:

- ✧ develop strong leadership by becoming effective communicators,
- ✧ develop situated knowledge as well as practical skills,
- ✧ develop the right mind-set and see things from new perspectives, and
- ✧ develop the right policy direction and get key stakeholders to buy in.

Our Approach

We emphasize the **integration of strategy, message and delivery.**

We help clients **develop their own personal practical theories** for effective communication.

We work with clients to provide services and develop programmes **tailored to their specific needs.**

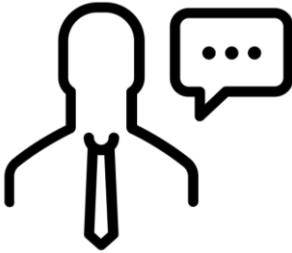
OUR PROGRAMMES

We work with clients to provide tailor-made training programmes to achieve their desired results.

Throughout the years, we have designed many quality programmes in various types of specialised communication skills training and high-end management training, and have provided hundreds of courses to thousands of participants for a wide range of organisations from different industries and many government departments.

We have a large number of top quality in-house and guest trainers who are highly experienced in the fields of communications, public affairs, media and human resources management. The qualities of our services and courses, as well as our trainers and consultants, have been consistently rated as outstanding and effective by our clients.

4 KEY TRAINING AREAS



Public Communication

Popular courses

- ✧ Meeting the Media
- ✧ Connect, Spread & Influence – Basic Guide in Using Social Media
- ✧ Listen, Plan & Respond – Practical Guide to The Essence of Crisis Communication Online
- ✧ Telling Your Story – The State-of-the-Art
- ✧ Handling Public Meetings
- ✧ Handling Community Engagement and Dynamics
- ✧ Public Relations and Perception Management
- ✧ Successful Event Management and Publicity Campaign
- ✧ Issues and Crisis Management
- ✧ Mastering the 3Ps' Skills of Being a Corporate MC



Personal Effectiveness

Popular courses

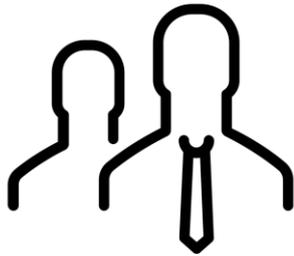
- ✧ Adventure-based Training in Managing Stress
- ✧ Boosting Your Creativity
- ✧ Effective Communication - English Writing
- ✧ Effective Communication With the Enneagram
- ✧ Managing and Enhancing Personal Effectiveness at Work
- ✧ Managing and Developing EQ & AQ at Work
- ✧ Personal Grooming and Social Etiquette
- ✧ Presenting at Your Best
- ✧ Resume Writing and Action Plan Workshop
- ✧ Self-enhancing Workshop
- ✧ Superior Customer Service
- ✧ Understanding Your Thoughts and Mind Through Emotional Drawing



Drama-based Training

Popular courses

- ✧ Staging Your Performance
- ✧ Change and Service Culture
- ✧ Interpersonal Skills
- ✧ Effective Communications



Management Skills

Popular courses

- ✧ Building Resilience in Organisations
- ✧ Customer Relationship Management
- ✧ Dancing with the Y & Y+ Generations
- ✧ Effective Coaching
- ✧ Effective Performance for Managers
- ✧ Employee Counselling
- ✧ Enneagram for Motivating Staff
- ✧ Handling Complaints
- ✧ Influencing for Better Results
- ✧ Interpersonal Effectiveness Through Psychometric Instrument MBTI [Myers Briggs Type Indicator]
- ✧ Leadership Development
- ✧ Practical and Powerful Negotiation at Work
- ✧ Resolving Conflicts and Complaints Using Mediation Skills
- ✧ Teaming Up at Workplace

AWTC Public Communication Series

Presents

Meeting the Media

An exciting and practice-oriented workshop to drill participants on hands-on media interview skills and equip them with strategies in working with the media.

Learning outcomes:

- ✧ understand the latest development in the local media
- ✧ be equipped with the essential skills of a competent spokesperson
- ✧ understand the essential factors in developing media strategies
- ✧ be enhanced with techniques in handling media interviews

Duration & suggested class size: 6-8 pax for one half day; 12 pax for one full day

Targets: Corporate spokespersons who need to meet the media often, or frontline workers who need to equip with a sense of media awareness

Training methodology: Interactive lecture, experience sharing, role play and individual debriefing

AWTC Public Communication Series

Presents

Connect, Spread & Influence – Basic Guide in Using Social Media

A comprehensive training in demystifying the application of social media in PR campaigns.

Learning outcomes:

- ✧ understand the overview of social media landscape and trends in digital marketing
- ✧ be able to plan and execute an effective content strategy that gets you and your organisation goodwill online
- ✧ learn how to monitor and measure social media campaigns
- ✧ learn how to improve and prolong the cycle of the social media marketing
- ✧ learn how the online media works and how an organisation can make use of it to generate positive coverage

Duration & suggested class size: 12-15 pax for one full day

Targets: Corporate PR executives

Training methodology: Interactive lecture, experience sharing, authentic case study and social media planning exercise

AWTC – Public Communication Series

AWTC Public Communication Series

Presents

Listen, Plan & Respond – Practical Guide to The Essence of Crisis Communication Online

An intensive and exciting workshop that allows participants to learn the latest role of social media in crisis management and how it is integrated in the corporate crisis communications strategy.

Learning outcomes:

- ✧ understand the new and social media landscape
- ✧ get in-depth analysis of the “tradigital” media explosion in HK
- ✧ identify who's who in cyberspace
- ✧ learn how to monitor the social media
- ✧ understand the scope of proactive and defensive social media company policy for crisis management
- ✧ able to discuss online crisis management with latest case studies

Duration & suggested class size: 12-15 pax for one full day

Targets: Corporate PR executives

Training methodology: Interactive lecture, experience sharing, authentic case study and simulated exercise on social media crisis

AWTC – Public Communication Series

AWTC Public Communication Series

Presents

Telling Your Story – The State-of-the-Art

A fun and interesting workshop on storytelling and media story packaging which aims to equip participants with practical skills and a framework in developing an engaging story for public communications.

Learning outcomes:

- ✧ understand storytelling and story management - the importance of storytelling on personal lives, family and at work
- ✧ master storytelling and creative thinking - the principles of skillful and effective storytelling
- ✧ understand the concepts on branding
- ✧ apply storytelling on media relations, public relations and at work
- ✧ learn how to tell your corporate brand

Duration & suggested class size: 20 pax for one full day

Targets: Staff at all levels

Training methodology: Interactive lecture, experience sharing, group discussion and individual exercise

AWTC Public Communication Series

Presents

Handling Public Meetings

An interactive and action learning workshop to enhance the skills and techniques of the participants in handling public meetings.

Learning outcomes:

- ✧ be able to make effective presentation in public meetings, such as District Council meetings
- ✧ equip with the skills in formulating communication strategies and question handling techniques
- ✧ understand the mindset of being tactful in explaining policies and projects during the meetings

Duration & suggested class size: 10-12 pax for one full day

Targets: Officers that need to work with the community closely and engage the public

Training methodology: Interactive lecture, experience sharing and simulation exercise

AWTC Public Communication Series

Presents

Handling Community Engagement and Dynamics

A comprehensive workshop to enhance participants' skills in stakeholders or community engagement.

Learning outcomes:

- ✧ learn the mentality of stakeholders and grasp the essence in government relations
- ✧ identify the obstacles in community engagement and propose new plans on community relations
- ✧ understand better the dynamics between the community and big corporations
- ✧ able to handle public and DC members' enquiries and complaints tactfully and effectively

Duration & suggested class size: 12-15 pax for one full day

Targets: Officers who need to work closely with the public for community liaison and communication work

Training methodology: Interactive lecture, brainstorming and group discussion, third party case study and guest sharing

AWTC Public Communication Series

Presents

Public Relations and Perception Management

An interesting workshop in updating participants the latest media and political landscape, and arm them with practical skills in developing effective strategy and tactics to manage views of the media and the public on their organisation.

Learning outcomes:

- ✧ understand the fundamental concepts in PR and PR strategy, image building, reputation management, stakeholder identification and management
- ✧ grasp the latest development regarding media and political landscapes
- ✧ learn practical skills in stakeholders and media handling
- ✧ be able to formulate issues management strategy

Duration & suggested class size: 12-15 pax for one full day

Targets: Corporate PR executives

Training methodology: Interactive lecture, experience sharing, case study and group discussion

AWTC Public Communication Series

Presents

Successful Event Management and Publicity Campaign

A practical workshop to provide knowledge and skills of the whole process of event management/ project planning for planning and organising community/ public education projects.

Learning outcomes:

- ✧ understand the fundamentals of project management cycle, from planning, budgeting, scheduling implementation, control to evaluation
- ✧ know ways in soliciting public and stakeholders' support when arranging publicity events
- ✧ learn creative ways of publicity by acquiring systematic brainstorming skills

Duration & suggested class size: 20-25 pax for one full day

Targets: Staff at all levels

Training methodology: Interactive lecture, experience sharing, group discussion and exercise

AWTC Public Communication Series

Presents

Issues and Crisis Management

An informative and inspiring workshop to introduce participants how to apply the Technical Quotient (TQ), Adversity Quotient (AQ) and the Emotional Quotient (EQ) in identifying, preventing and controlling crises.

Learning outcomes:

- ✧ learn how to identify possible risks and areas of vulnerability of the corporation
- ✧ be equipped with theoretical framework and techniques of both organisational and personal preparedness for crisis prevention
- ✧ acquire techniques in responding to crises and develop effective action plans in facing crises
- ✧ be able to manage different psychological and emotional responses, team mix and interpersonal relationships when facing crises
- ✧ develop essential skills in post-incident management

Duration & suggested class size: 12-15 pax for one full day

Targets: Staff at all levels

Training methodology: Interactive lecture, case study, group discussion, practical exercise and real-time crisis simulation drill

AWTC Public Communication Series

Presents

Mastering the 3Ps' Skills of Being a Corporate MC

An interesting and action learning workshop that equips executives with key skills in being a professional MC for any corporate events by Preparing, Practicing and Performing.

Learning outcomes:

- ✦ learn the roles and responsibilities of an MC, essential etiquettes, coordination and closing an event
- ✦ handle pre-event requirements and learn the know-how about sourcing for information in preparing the MC task
- ✦ structure the script for an event and acquire the skills in addressing the audience
- ✦ manage the use of language, pronunciation and enunciation of words
- ✦ master the proper use of equipment especially with the microphones and sound system
- ✦ create the mood for the audience in attending to the event
- ✦ handle embarrassing situations and hecklers

Duration & suggested class size: 8-10 pax for one full day

Targets: Staff at all levels

Training methodology: Interactive lecture, case study, group discussion and individual practical exercise with surprise scenarios for training MC's proper spontaneous response

AWTC Personal Effectiveness Series

Presents

Adventure-based Training in Managing Stress

An action-based training on stress management skills and positivity through numerous experiential activities.

Learning outcomes:

- ✧ acquire knowledge on what stress really is
- ✧ distinguish between “stress out” and “stress away”
- ✧ learn tips to maintain personal wellness and manage stress
- ✧ learn ways to achieve positive psychology in workplace

Duration & suggested class size: 25-30 pax for one full day

Targets: Staff at all levels

Training methodology: Interactive lecture, adventure-based activity, video sharing, relaxation exercise, group discussion and sharing

AWTC Personal Effectiveness Series

Presents

Boosting Your Creativity

A stimulating workshop to introduce and apply creative tools that allows participants to face up to challenges in life.

Learning outcomes:

- ✧ understand the nature of creativity and how creative process works
- ✧ debunk myths and remove barriers of creativity
- ✧ master creative thinking tools and techniques
- ✧ know how to apply creative tools in problem solving to find the best solution

Duration & suggested class size: 20-25 pax for one full day

Targets: Staff at all levels

Training methodology: Interactive lecture, experience sharing, numerous mini-games, individual and collective brainstorming, group presentation and plenary discussion

AWTC Personal Effectiveness Series

Presents

Effective Communication - English Writing

A practical workshop to introduce effective communication as a concept and strategic writing as a skill set, using an unconventional and interactive approach.

Learning outcomes:

- ✧ appreciate and understand what 'effective communications' and 'strategic writing' requires
- ✧ know the basic steps to go through when writing reports, papers and minutes and be able to judge for themselves whether his or her writing meets standards
- ✧ have the incentive to self-learn and continue to improve, through the use of 'personal development plans'

Duration & suggested class size: 20-25 pax for one full day

Targets: Staff at all levels

Training methodology: Free discussion, simple classwork, quick question, examination of example, language game, writing exercise and personal development plan

AWTC Personal Effectiveness Series

Presents

Effective Communication With the Enneagram

An inspiring course to introduce the concept of Enneagram and how it can be used to facilitate effective communication with customers of the nine Enneagram types.

Learning outcomes:

- ✧ learn the theory of the Enneagram
- ✧ understand traits and behaviors of the nine Enneagram types
- ✧ learn the communication styles, attitudes, fears and desire of the nine Enneagram types
- ✧ equip with effective communication skills with customers of the nine Enneagram types
- ✧ able to build rapport with the nine Enneagram types

Duration & suggested class size: 20-25 pax for one to two full days

Targets: Staff at all levels

Training methodology: Interactive lecture, personality test, experience sharing, case discussion and analysis, role play and debriefing

AWTC – Personal Effectiveness Series

AWTC Personal Effectiveness Series

Presents

Managing and Enhancing Personal Effectiveness at Work

An insightful workshop aims at unleashing the potentials of individual and increasing their self-resilience towards stress with a view to work more effectively.

Learning outcomes:

- ✧ acquire the knowledge of different causes of stress
- ✧ master stress management skills
- ✧ develop one's own time management strategy

Duration & suggested class size: 20-25 pax for one full day

Targets: Staff at all levels

Training methodology: Interactive lecture, experience sharing, group discussion and exercise

AWTC Personal Effectiveness Series

Presents

Managing and Developing EQ & AQ at Work

An insightful workshop aims at enhancing the competencies of the participants in managing emotions and coping with challenges/ adversity in workplace so as to achieve a happy and healthy work life.

Learning outcomes:

- ✧ learn the importance of EQ and the techniques to enhance it
- ✧ learn the meaning of AQ and the skills to raise it
- ✧ master how the concepts work to facilitate a better resilience towards stress
- ✧ apply EQ & AQ in workplace to achieve a happier and healthier work life

Duration & suggested class size: 20-25 pax for one full day

Targets: Staff at all levels

Training methodology: Interactive lecture, experience sharing, group discussion and individual exercise

AWTC Personal Effectiveness Series

Presents

Personal Grooming and Social Etiquette

A fun and interesting workshop to highlight the value of professional presence and enhance participants' skills in presenting themselves to better project a professional image both inside and outside their organisation.

Learning outcomes:

- ✧ understand social etiquettes in different circumstances
- ✧ know how to dress appropriately for different social functions
- ✧ understand the gist and practices of business communication

Duration & suggested class size: 20-25 pax for one full day

Targets: Staff at all levels

Training methodology: Interactive lecture, demonstration, practical exercise and role play

AWTC Personal Effectiveness Series

Presents

Presenting at Your Best

A personal and tailor-made workshop to enhance participants' presentation skills and public speaking skills.

Learning outcomes:

- ✧ have an overview of the key elements of public speaking (including objective setting, audience analysis and structuring a presentation)
- ✧ be more aware of the essential elements of a powerful presentation
- ✧ be able to apply the key public speaking elements into practice through presenting in class and getting instant feedback

Duration & suggested class size: 8-10 pax for one full day

Targets: Staff at all levels

Training methodology: Interactive lecture, mini-lecture, simulated practical exercise and group discussion

AWTC Personal Effectiveness Series

Presents

Resume Writing and Action Plan Workshop

A comprehensive and practical workshop aims at enhancing participants' knowledge and skills on the way to produce a good resume and a sound action plan.

Learning outcomes:

- ✧ understand the importance in writing a good resume
- ✧ explore the essence of a good resume that sells
- ✧ develop one's own position and construct the positioning statement
- ✧ identify what is and what are in an action plan
- ✧ identify the common pitfalls in an action plan
- ✧ learn the factors to account for in a realistic action plan

Duration & suggested class size: 30-35 pax for one half day

Targets: Staff at all levels

Training methodology: Interactive lecture, case study, experience sharing, class discussion and exercise

AWTC Personal Effectiveness Series

Presents

Self-enhancing Workshop

A fun and practical workshop to equip staff with the mindset to face the work challenges.

Learning outcomes:

- ✧ identify different behaviour towards challenges and changes
- ✧ understand the importance of developing positive mindset to deal with challenges and changes
- ✧ enhance personal effectiveness
- ✧ master ways of overcoming personal anxiety and stress towards changes
- ✧ create and sustain positive energy

Duration & suggested class size: 30-35 pax for one half day

Targets: Staff at all levels

Training methodology: Interactive exploration exercise, lecture, live practice, group discussion and video sharing

AWTC Personal Effectiveness Series

Presents

Superior Customer Service

A practical workshop to equip participants with the essential customer service skills so that they could handle interactions with customers more effectively and help to raise the image of the organisation.

Learning outcomes:

- ✧ sharpen customer service skills
- ✧ be equipped with problem solving skills
- ✧ handle customer complaints effectively
- ✧ understand how to project a professional image of themselves as well as for the organisation

Duration & suggested class size: 20-25 pax for one full day

Targets: Staff at all levels

Training methodology: Interactive lecture, skill practice, role play and group discussion

AWTC Personal Effectiveness Series

Presents

Understanding Your Thoughts and Mind Through Emotional Drawing

A fun and inspiring workshop to learn self-awareness of one's mental status and the importance of emotions and thoughts adjustment through developing a positive mindset.

Learning outcomes:

- ✧ learn the symptoms of people having emotional problems
- ✧ explore self-awareness of mental state
- ✧ acquire positive thinking and emotion management

Duration & suggested class size: 20-25 pax for one full day

Targets: Staff at all levels

Training methodology: Interactive sharing, individual drawing exercise, relaxation exercise, video sharing and experience sharing

AWTC Drama-based Training Series

Presents

Excel Yourself under Spotlight

A revolutionary training approach to change participants' mindset and enhance their communication skills, with applications on change and service culture, leadership, scenario planning and storytelling, effective communications, interpersonal skills, stress management and customer servicing.

Learning outcomes:

- ✧ reflect role as a change agent, including willingness and responsibility to build a culture to sustain change
- ✧ understand the power of image management in relation to organisational change
- ✧ acquire the skills of building a professional image relating to body language, verbal communication and social etiquette
- ✧ understand the common obstacles in communication and conflict resolution

Duration & suggested class size: 20-25 pax for one full day

Targets: Staff at all levels

Training methodology: Interactive talk with experience sharing, acting and performing

AWTC Management Skills Series

Presents

Building Resilience in Organisations

Resilience is the capacity to mobilise personal resources to tolerate, cope with and overcome adverse events when experiencing stress. The workshop aims to help participants develop personal resilience against adversities at work and effective strategies for leading others to build up resilient teams and organisations.

Learning outcomes:

- ✧ identify the approaches to building personal resilience
- ✧ understand how to help build resilience in others and in a team
- ✧ be able to strengthen their resilience through effective communication

Duration & suggested class size: 30-40 pax for one full day

Targets: Staff at all levels

Training methodology: Interactive lecture, experiential learning activity, self-reflection, group exercise and group discussion

AWTC Management Skills Series

Presents

Customer Relationship Management

A practical workshop to introduce participants the concept of customer relationship management with a view to facilitate them to handle difficult customers using effective interpersonal skills.

Learning outcomes:

- ✧ know basic principles of customer service management
- ✧ understand the general needs and behaviors of customers
- ✧ know different types of customers
- ✧ know causes of customers' complaints
- ✧ learn to adjust attitudes towards complaints
- ✧ grasp ways to avoid unnecessary complaints and customers' frustration
- ✧ understand the challenges of handling conflicting situations such as with habitual complainant
- ✧ be able to manage self-emotion as well as the emotion of customers and related staff

Duration & suggested class size: 15-20 pax for one full day

Targets: Staff at all levels

Training methodology: Interactive lecture, role-play simulation and group discussion

AWTC Management Skills Series

Presents

Dancing with the Y & Y+ Generations

An insightful workshop for participants to understand the various components of the early 20s' mindset, values, working styles and experiences with the goal to maximise the potential of this generation under a 'win-win' context.

Learning outcomes:

- ✧ learn the perceptions and misconceptions on the Y & Y+ generations
- ✧ understand the Y & Y+'s language, behavior, mindset, learning mode, major performance gaps, attitudes and preferences
- ✧ understand the Y & Y generations at work
- ✧ learn keys to unlocking the talent and potential of Y & Y generations
- ✧ train and develop Hong Kong's generation Y

Duration & suggested class size: 25 pax for one full day

Targets: Supervisors and managers

Training methodology: Interactive lecture, experience sharing and role play

AWTC Management Skills Series

Presents

Effective Coaching

A practical workshop aiming at equipping the participants with skills in coaching their subordinates for development and performance improvement.

Learning outcomes:

- ✧ explore different leadership styles and the impact on others
- ✧ adopt and adapt the appropriate styles for different situations
- ✧ understand the essence of coaching
- ✧ understand the essential functions of a coach
- ✧ identify the opportunities for coaching
- ✧ overcome the major barriers of coaching
- ✧ master the coaching process and coaching skills
- ✧ identify the best practices for communication and coaching

Duration & suggested class size: 12 pax for one full day

Targets: Supervisors and potential supervisors

Training methodology: Interactive lecture, group discussion, real life case sharing, role play and individual debriefing

AWTC Management Skills Series

Presents

Effective Performance for Managers

A comprehensive course to enhance professional effectiveness, interpersonal and management skills.

Learning outcomes:

- ✧ grab the principles of effective performance
- ✧ understand the importance of organisational goal
- ✧ able to tune the gap between organisational goal and individual performance
- ✧ get keys to meeting organisational goal: interpersonal communication skills, organisation of work, coping with stress and time management

Duration & suggested class size: 20-25 pax for one full day

Targets: Supervisors and potential supervisors

Training methodology: Interactive lecture, group discussion, real life case sharing, role play and individual debriefing

AWTC Management Skills Series

Presents

Employee Counselling

A practical workshop to equip the supervisors with employee counselling skills and facilitate them to help their staff in coping with changes and work-related problems.

Learning outcomes:

- ✧ learn the key elements about employee counselling
- ✧ understand the basic counselling process
- ✧ use suggested guidelines for active listening and reflection
- ✧ employ essential skills for employee counseling into the workplace
- ✧ acquire the approach and methodology in handling emotional staff

Duration & suggested class size: 15-20 pax for one full day

Targets: Supervisors and potential supervisors

Training methodology: Interactive lecture, role-play simulation and group discussion

AWTC Management Skills Series

Presents

Enneagram for Motivating Staff

An interesting course to introduce the concept of Enneagram and how it can be used to lead, influence and motivate staff.

Learning outcomes:

- ✧ learn the theories of Enneagram
- ✧ understand the traits and behaviors of the nine Enneagram types
- ✧ learn the communication styles, attitudes, fears and desire of the nine Enneagram types
- ✧ acquire skills of effective communication with staff of the nine Enneagram types
- ✧ learn ways to improve relationship and communication with staff
- ✧ learn to build rapport with the nine Enneagram types

Duration & suggested class size: 20-25 pax for one to two full days

Targets: Staff at all levels

Training methodology: Interactive lecture, personality test, experience sharing, real life case sharing and analysis, role play and individual debriefing

AWTC Management Skills Series

Presents

Handling Complaints

An interactive and practical workshop to enhance the essential skills and techniques in handling enquiries and complaints.

Learning outcomes:

- ✧ understand the principles and strategies in handling complaints
- ✧ be able to identify the common problems in handling complaints
- ✧ be able to identify resolution options to meet the needs of the clients and the organisation
- ✧ acquire effective communication skills in managing complaints
- ✧ be able to avoid unnecessary complaints
- ✧ be able to manage oneself when dealing with the complaints

Duration & suggested class size: 12-15 pax for one full day

Targets: Frontline staffs of an organisation

Training methodology: Interactive lecture, case study, role play and group discussion

AWTC Management Skills Series

Presents

Influencing for Better Results

A practical workshop to equip the participants with the essential influencing strategies and skills so as to help them get things done through people more effectively; and enhance their abilities and skills to influence people upwards, downwards and sideways.

Learning outcomes:

- ✧ identify own Influencing Strategy Style and understand different Influencing Strategy Style
- ✧ be able to make powerful persuasion by adopting the right negotiation tactics and skills
- ✧ be able to inspire behavioral change

Duration & suggested class size: 12 pax for one full day

Targets: Staff at all levels

Training methodology: Interactive lecture, case study, role play and group discussion

AWTC Management Skills Series

Presents

Interpersonal Effectiveness Through Psychometric Instrument MBTI

An inspiring workshop to help participants to identify their personal MBTI Types so as to help them improve their personal effectiveness and consequently enhance the effectiveness in interacting with others.

Learning outcomes:

- ✧ be able to recharge one's energy when one needs to
- ✧ be able to take in information – both consciously and subconsciously
- ✧ be able to consider the major factors affecting one's decisions
- ✧ be able to organise one's work life and personal life
- ✧ learn how to identify practical tips for communicating and interacting with others

Duration & suggested class size: 20-25 pax for one full day

Targets: Staff at all levels

Application: Team Development, Leadership & Coaching, Conflict Management, Career Exploration, Staff Retention and Candidate Selection

Training methodology: Interactive lecture, group exercise and group discussion

AWTC Management Skills Series

Presents

Leadership Development

An interactive and action-learning workshop to equip the participants with the essential leadership skills so as to enhance their abilities and skills in achieving goals, meeting deadlines and motivating team members.

Learning outcomes:

- ✧ be able to lead the team to work under pressure to achieve results
- ✧ be able to lead the team to collaborate with other teams to achieve common goals
- ✧ motivate team members for performance
- ✧ balance the needs of individual members and the overall team objectives

Duration & suggested class size: under 20 pax for one full day

Targets: Team leaders

Training methodology: Interactive lecture, experiential learning activity, case study, role play and group discussion

AWTC Management Skills Series

Presents

Practical and Powerful Negotiation at Work

A practical workshop to sharpen the persuasion capacity in negotiating with different ranks of colleagues and both internal and external customers at work.

Learning outcomes:

- ✧ be able to understand the nature of negotiation
- ✧ be able to get the gist of theories related to negotiation
- ✧ be equipped with essential negotiation skills for win-win solutions
- ✧ be able to apply the skill-set into the workplace

Duration & suggested class size: 15-20 pax for one full day

Targets: Staff at all levels

Training methodology: Interactive lecture, role-play simulation and group discussion

AWTC Management Skills Series

Presents

Resolving Conflicts and Complaints Using Mediation Skills

A practical workshop to learn and use mediation skills to handle conflicts and complaints to achieve a win-win situation.

Learning outcomes:

- ✧ be able to handle conflicts in a more efficient and effective manner
- ✧ have better interpersonal skill when dealing with internal and external parties
- ✧ project a reliable and customer-friendly image for the organisation
- ✧ establish an empathetic attitude when handling complaints

Duration & suggested class size: 12-15 pax for one full day

Targets: Staff at all levels

Training methodology: Interactive lecture, role play and debriefing

AWTC Management Skills Series

Presents

Teaming Up at Workplace

A fun and engaging workshop to enable participants to understand the role of a team member and the importance to keep a team motivated for enhancing productivity and happy working environment.

Learning outcomes:

- ✧ learn what does it mean to be a T.E.A.M.
- ✧ learn different working style
- ✧ practice team communication
- ✧ practice conflict resolution strategy in a team

Duration & suggested class size: 15-20 pax for one full day

Targets: Staff at all levels

Training methodology: Interactive lecture, team building game, case review and discussion, group discussion and presentation

Internal Alignment and Consulting Services

AWTC assists clients to identify needs, develop an action plan and facilitate change to enhance the success of their organisation. Our strategic consulting services are designed to improve productivity, efficiency, communication and employee morale.

Our internal alignment and consulting services include:

- ✧ Management and leadership retreat
- ✧ Internal staff survey
- ✧ Mission, vision, values workshop
- ✧ Organisational alignment workshop
- ✧ Change management
- ✧ Strategic planning workshop

Our Training Consultants

Dr Lo Chi-kin 盧子健博士

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Consultant, AWTC

Mr Cheung Kin-ting, Alfred 張堅庭先生
Film Director

Ms Cheung Yuet-lan 蔣月蘭女士
Former Member of Tuen Mun District Council

Our Clients

Government departments/ Bureaux

Architectural Services Department
Buildings Department
Census and Statistics Department
Civil Aviation Department
Civil Engineering and Development Department
Civil Service Bureau (including General Grades Office)
Commerce and Economic Development Bureau
Correctional Services Department
Customs and Excise Department
Department of Health
Drainage Services Department
Education Bureau
Electrical and Mechanical Services Department
Environment Bureau
Environmental Protection Department
Fire Services Department
Food and Environmental Hygiene Department
Food and Health Bureau
Government Flying Service
Government Logistics Department
Highways Department
Home Affairs Department
Hong Kong Observatory
Hong Kong Police Force
Housing Department
Immigration Department
Information Services Department
Intellectual Property Department
Invest Hong Kong
Labour Department
Land Registry
Lands Department
Leisure and Cultural Services Department
Office of the Communications Authority
Planning Department
Post Office
Registration and Electoral Office
Social Welfare Department
Transport and Housing Bureau
Transport Department
Treasury

Public services & related organisations

Competition Commission
Employees Retraining Board
Equal Opportunities Commission
Hong Kong Deposit Protection Board
Hong Kong Export Credit Insurance Corporation
Hong Kong Housing Society
Hong Kong Productivity Council
Hong Kong Science and Technology Parks Corporation

Hong Kong Sports Institute Limited
Hong Kong Trade Development Council
Independent Commission Against Corruption
Judiciary
Legislative Council Secretariat
Mandatory Provident Fund Schemes Authority
Vocational Training Council

Property & construction

Chun Wo
Dragages Hong Kong
Gammon Construction Ltd
Henderson Land Development Co. Ltd
Hong Kong Construction Association
Hysan Development Co Ltd
Main Wealth Development Ltd
Ove Arup & Partners Hong Kong Ltd
Parsons Blinkerhoff
Real Estates Developers Association
Richfield Group Holdings Ltd
Shiu Wing Steel
Shui On
Swire Properties Ltd
The Construction Industry Council
The Hong Kong Green Building Council
The Link Management Ltd
Urban Renewal Authority

Healthcare & pharmaceuticals

AbbVie
Ferring Pharmaceuticals
GlaxoSmithKline
Hong Kong Academy of Medicine
Hong Kong Alliance of Patients' Organizations Ltd
Hong Kong Association of the Pharmaceutical Industry
Hong Kong Baptist Hospital
Hong Kong Infant and Young Child Nutrition Association
Hong Kong West Cluster, HA
Hospital Authority Head Office
Janssen
Johnson & Johnson
Kowloon Central Cluster, HA
Merck Sharp & Dohme (Asia) Ltd.
New Territory East Cluster, HA
Novartis Pharmaceuticals (HK) Ltd
Pfizer Hong Kong
Princess Margaret Hospital
Union Hospital
Wyeth (HK) Limited

Our Clients (Cont'd)

Retail & consumer products

Amway
Chevalier (Envirotech) Ltd
Citrus Growers International Hong Kong Ltd
Effem
HMV
Hong Kong Direct Selling Association
PARKnSHOP
Pitney Bowes Hong Kong Ltd
Watson's Water

Environmental products

Green Island Cement Co Ltd
Suez environnement

IT & telecommunications

Hutchison Telecom
IBM China / Hong Kong Ltd
Hongkong Telecom
Tradelink Electronic Commerce Ltd

Transportation & aviation

Cathay Pacific Airways
Cathay Pacific Services Limited
Dragonair
Hong Kong Airport Authority
Hong Kong School of Motoring
Hong Kong Tramways Limited
Kowloon Motor Bus
Motor Traders Association
MTR Corporation
Route 3 (CPS) Co Ltd
Western Harbour Tunnel Company Ltd

Hospitality, leisure & entertainment

Hong Kong Disneyland
Hospitality Industry Training and Development Centre & Chinese Cuisine Training Institute
Ocean Park Hong Kong

Conglomerates

A. S. Watson Group
CRC (Holdings) Ltd
Hutchison-Whampoa
John Swire & Sons (HK) Ltd
Siemens

Social services & NGOs

Hong Kong Council of Social Service
Kadoorie Farm and Botanic Garden
Po Leung Kuk Educational Service
Tung Wah Group of Hospitals
Tung Wah Group of Schools
WWF Hong Kong
YMCA of Hong Kong
YWCA of Hong Kong

Business & professional associations

HK Public Relations Professionals' Association
Hong Kong Golf Club
Hong Kong Institute of Engineers
Hong Kong Institute of Environmental Impact Assessment
Hong Kong Institute of Surveyors
The Law Society of Hong Kong
Hong Kong Institute of Human Resource Management

Education

Canadian International School of Hong Kong
City University – School of Law
English Schools Foundation
Hong Kong Examinations and Assessment Authority
Hong Kong Institute of Education
St. Stephen's Girls' College
University of Kent

Banking & finance

Convoy Financial Services
DBS Hong Kong
Financial Dispute Resolution Centre
Manulife (International) Limited
Polaris Securities (HK) Ltd
Standard Chartered Bank (Hong Kong)

Energy

CLP Power HK Ltd
ExxonMobil Hong Kong Ltd
Power Assets Holdings
Shell Hong Kong Ltd
The Hong Kong and China Gas Co Ltd

Others

CO2nnsulting
Kenfair International Holding

Contact Us

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Want to know more?

AWTC (Lo & Lam) Consultancies Ltd



