

Human Engagement @ Work Training Series

營造正向氛圍@工作間培訓系列



報讀全部課程
學費優惠價：
\$7,200/\$6,480

9月14日

Understanding and Managing
Healthy Mind of Organization

了解和管理企業內的
心理健康

9月28日

Understanding Creation
and Prevention of
“Bad” and “Good” Employees

「好」、「壞」員工的
產生、預防與管理

10月12日

How to Engage Your
Employees' Hearts

如何留住員工的心

10月26日

Human Factors and Motivation
of Organization Competence
and Effectiveness

影響企業競爭力和效率
的人為因素和工作動機

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應用心理學會 www.tcsap.org
The Chinese Society of Applied Psychology

簡介：

我們都希望提高企業的效率 and 競爭力。企業的整體表現建基於每一位員工的努力。雖然我們一般都認為企業是一個整體，但企業的“行為和表現”其實是由每位員工或團隊成員的努力成果所集結。要提高組織的績效，我們必須從改變企業每個人入手。要做到這一點，管理人員需要準確地評估、管理和發掘每位員工的長處，個別的發展需求和未被發現的潛能。

積極投入的員工自然會敬業與樂業。敬業與樂業不但使員工內心感到滿足，工作上亦會更有創意、更投入、更願意學習及合作、更快成長及更有效地運用資源，從而降低成本和節省時間。

「營造正向氛圍@工作間培訓系列」全面地概述心理學在工作上的應用，透過對企業人員的行為分析，把心理干預和影響技術應用到個人、團隊以至企業，協助企業提升效率。

一般傳統企業面對業務問題時，會以解決或預防失誤等手法處理，希望最後能提高營運的一致性，以防止負面情況發生、盡量減低由失誤所造成的損失。透過利用心理學的專門技術，企業能專注地、蓬勃地發展，配合肯定員工成就的人性化管理，全面提升效率並達至卓越和優異的表現。

「營造正向氛圍@工作間培訓系列」的重點是分享與企業、工作和生產力相關的人類行為的知識和方法。本系列專注探討以下主題：

1. 了解員工的個別性差異和提供多樣化的管理方法
- 2 員工的工作動機
- 3 溝通
- 4 領導力：這是感染他人和團隊以實現企業目標的過程
- 5 集團動力：團體在社羣的互動
- 6 員工健康、安全和幸福感：身心健康是指身體、心靈和精神互相結合而使員工得到最大的滿足
- 7 企業設計和發展
- 8 人才的選擇和鑑定
- 9 生涯規劃和人才發展

培訓對象：

人力資源專業人士，業務經理，公司管理人員、主管以及任何負責提升員工積極性的人任，本課程將為他們提供非常實用的知識和方法。

了解和管理企業內的心理健康

簡介：

企業為求在不斷變化的環境中得以生存並持續發展，需要有健康積極的員工。本課程為學員介紹企業相關工作場所的正面心理知識和負面消極行為，並會討論與工作息息相關的心理健康的重要性、成因、影響和管理方法。課程會為學員分享健康的企業設計、開發和文化建設模型（ODDC）。ODDC方法是用以設計、開發和實施的組織文化和員工價值體系，令企業中的人為因素最終能為企業作出關鍵性的貢獻。

內容：

1. 什麼是健康的心態：樂觀的思維與心態
2. 6種工作間的心理健康：情感，智力，精神，職業，社會和生理
3. 心理健康的員工對個人的好處：自我接納，個人成長，生活目的感，環境掌控感，自主性和積極的人際關係，積極的情感，生活滿意度和幸福感
4. 心理健康的員工對企業的好處：人際間的接納性，自我實現性，融洽性，凝聚力和整合
5. 了解工作間的惡性和良性壓力
6. 影響員工心理健康的因素
 - a) 4種外部因素
 - b) 11種企業的因素
7. 影響企業成功的9種員工重要的心理因素
8. 影響個人的工作場所心理健康
 - a) 身體影響
 - b) 心理影響
 - c) 行為影響
 - d) 工作效益影響
9. 如何管理企業的心理健康
 - a) 人體工程學
 - b) 僱員評估和評價
 - c) 工作設計
 - d) 領導能力
 - e) 培訓
 - f) 組織結構和氣氛
 - g) 工作的安全感
 - h) 職業發展
 - i) 企業角色
 - j) 僱員心理健康計劃
10. 企業設計、開發與文化建設模型（ODDC）對企業應對非自願變更（擁有堅韌性的）和自願變更（通過企業自然發展所產生的）的主要元素
 - a) 企業結構性子系統問題
 - b) 功能結構的子系統問題
 - c) 社交心理子系統問題
 - d) 組織的目標和價值觀子系統問題
 - e) 領導能力的子系統問題
11. 員工心理健康上的變化及改善的方法
 - a) 可預見的改變需要
 - b) 公司診斷
 - c) 建立企業方向和承諾
 - d) 干預計劃的實施
 - i. 個人和人際關係干預
 - ii. 團隊內部干預
 - iii. 團隊之間的干預
 - iv. 企業干預
 - e) 創造價值，獎勵，監督和穩定成功行動的方案

日期及時間： 2013年9月14日(星期六), 上午9時30分至下午5時30分

學費： HK\$2,000/HK\$1,800* (*2013年8月31日或以前報名)
**2人或以上同時報讀，每位可獲額外港幣\$100學費減免

「好」、「壞」員工的產生、預防與管理

簡介：

大部分「好」與「壞」的員工，同樣是由公司培養出來，而員工的「好」與「壞」通常會隨時間而改變。本課程分享「好」與「壞」員工的產生過程、預防及管理方法。

內容：

1. 員工如何因應個人利益而選擇對公司作出的行為
2. 什麼前提因素導致員工的壞行為出現？
 - a) 個人因素
 - i. 性格
 - ii. 價值觀的一致性
 - iii. 公司內的普遍態度
 - iv. 人際關係
 - v. 長期累積的不滿
 - b) 企業因素
 - i. 晉升機會
 - ii. 制度因素
 - iii. 文化因素
 - iv. 團結性
 - v. 目標
3. 公司的集體效益
4. 什麼是團隊過程－成功團隊必備的因素
 - a) 團隊心理資產：團隊的集體信心
5. 團隊互相感染計劃
 - a) 行動
 - b) 跟隨
 - c) 反對
 - d) 旁觀
6. 團隊強化發展
 - a) 角色流動性
 - b) 角色定型
 - c) 全面性配對
 - d) 角色分配
7. 高質素工作關係及高度動力
8. 團隊影響個人工作效率的方式
 - a) 付出與策略上直接 vs. 間接性的影響

日期及時間： 2013年9月28日(星期六), 上午9時30分至下午5時30分

學費： HK\$2,000/HK\$1,800* (*2013年9月14日或以前報名)

**2人或以上同時報讀，每位可獲額外港幣\$100學費減免

如何留住員工的心？

簡介：

本課程介紹員工敬業與樂業的心理過程。積極的員工會在工作上全力以赴，面對工作壓力時有較強的適應力，並願意為公司爭取更大的利益而奮鬥。

內容：

1. 三個令公司起死回生的因素
2. 建立“積極投入”的工作態度，員工會考慮：
 - a) 被重視的程度
 - b) 情緒投資
 - c) 付出與回報
3. SMAT的目標背後
 - a) 目標探索
 - i. 行為上的激勵與抑制原則
 - b) 目標制定
 - i. 成功在望，全力以赴，勝券在握
4. 工作間的賞罰分明
 - a) 負面情況
 - b) 正面情況
5. 為“工作”而工作－建立工作意義的策略
 - a) 個人層面
 - b) 公司層面
 - c) 領導層面
6. 認識積極的溝通對提升工作表現的重要性
7. 如何提升員工的積極性
 - a) 內在的領導：心悅誠服
 - b) 外在的領導：領導風格
8. 如何跟員工建立互信：關係透明化
9. 從心理學的角度認識成功的領導才能
 - a) 樂觀融洽 vs. 緊張對待
 - b) 領導才能的心理 vs. 遷就空間
10. 認識公司的心理資產
11. 增加員工的歸屬感：營造充滿正能量的工作環境

日期及時間： 2013年10月12日(星期六)，上午9時30分至下午5時30分

學費： HK\$2,000/HK\$1,800* (*2013年9月28日或以前報名)
**2人或以上同時報讀，每位可獲額外港幣\$100學費減免

影響企業競爭力和效率的人為因素和工作動機

簡介：

本課程介紹推動人類工作動機的心理學因素於工作上的應用。課程專門為人力資源專業人士和管理人員提供及解釋推動員工動機的方法和因素。

內容：

1. 效率的三個方面
 - a) 生產力
 - b) 創新
 - c) 心理健康
2. 5大範疇和14個檢測企業效益的方法
3. 評估企業能力
 - a) 評估個人潛力和工作表現的能力
 - b) 隱性和顯性的環境因素
4. 提高個人，團隊和企業生產力的心理學技術
 - a) 個人：心理契約，企業支持的主觀感覺，個人與企業間的配合
 - b) 團隊：人際情緒關係問題，積極的情緒與態度
 - c) 企業：17個文化尺度
5. 了解和選擇人才：招聘與人才選拔
 - a) 了解用於選擇員工的心理評估
 - i. 認知能力測試
 - ii. 性格測試
 - iii. 面談時對人選的觀察方法
 - iv. 誠信測試
 - v. 小組面試的組內評估、小組評估及情境因素
6. 培訓和員工價值觀，行為規範和文化建設
7. 工作表現的特質：工作上的業績與行為
 - a) 語言上的表現和企業是自發性
 - b) 了解工作場所的主要表現原素
 - c) 員工表現的決定性因素
8. 員工績效的決定性因素：人和系統
 - a) 3個人的因素
 - b) 6個系統因素
9. 工作動機和5個不同的動機取向
 - a) 內在動機過程
 - b) 外在/工具化的動機
 - c) 外部自我概念
 - d) 內部自我概念
 - e) 目標內在化
10. 了解人類行為的驅動因素和動機推動力
 - a) 創建工作間的價值：SHL價值模型
 - b) 了解12個價值群
11. 文化：集體行為和努力的結果
 - a) 有助於培養成功文化的人類5Cs
 - b) 企業內的4個文化認知層次
 - c) 了解企業文化的關鍵項目
 - d) 了解文化的4個主要類型：權力，角色，工作/成就和人/支持

日期及時間： 2013年10月26日(星期六), 上午9時30分至下午5時30分

學費： HK\$2,000/HK\$1,800* (*2013年10月12日或以前報名)
**2人或以上同時報讀，每位可獲額外港幣\$100學費減免

課程導師：

朱昆宇先生

朱昆宇先生是高級心理諮詢師和中國香港應用心理學會主席。朱先生一直參與企業和員工發展超過15年。作為企業顧問和心理諮詢師之前，朱先生曾是匯豐銀行(HSBC)在亞太地區的企業和人才發展副總裁；通用電氣(General Electric)亞洲質量總監。朱先生的企業諮詢經驗，包括香港政府，電訊盈科，九倉有線電視，和記黃埔碼頭，美泰玩具，平安保險，中海集運，中興通訊，中國銀行，無印良品，IT，GOD等

朱先生是「員工援助計劃」的註冊專業導師，擁有海內外專業培訓師資格，工作包括企業培訓、心理諮詢和企業文化的發展設計等。朱先生擁有4個管理和心理學領域的碩士學位。同時他也是認知治療，心理劇場，家庭輔導認證的培訓師。朱先生於處理員工行為和企業文化改造上，擁有豐富經驗，能有效地提高個人和組織績效。

彭學海博士

彭學海博士是中國香港應用心理學會的高級顧問及副主席。彭博士(心理學博士)是美國心理協會(APA)、紐約神經心理學協會、香港心理學會、香港醫學協會註冊臨床心理學家。彭博士擁有豐富的臨床心理治療經驗，包括：抑鬱症，焦慮症，精神分裂症，危機干預，人格障礙，自閉症，asperser，有特殊教育需要的兒童，關係困難，EAP，創傷後應激障礙，法庭指令心理評估，行為矯正管理，多動症，自閉症和學習困難改善計劃，心理評估(智商，性格，能力，職業，教育)，互聯網、濫藥和病態賭博改進方案，神經心理學和心理評估，神經康復和訓練，憤怒管理和養育子女的培訓，言語治療。

楊玉珍小姐

楊玉珍小姐擁有香港大學社會科學學士及香港中文大學「培訓管理」文憑。楊小姐是資深的人力資源管理人，專長於員工學習及人才發展方面。楊小姐有超過25年的人力資源管理工作經驗，曾於不同的行業工作，其中包括大家樂集團、飛利浦公司、英之傑太平洋及和記黃埔港口集團。在集團總部工作期間，她善於與不同文化背景的同事合作，包括大中華區、東南亞及日本。由於楊小姐對人力資源管理方面的經驗及熱心參與「人力資源管理學會」的工作，在2002-2005年擔任香港人力資源管理學會的理事會成員。

報讀全部四個課程學費優惠價： HK\$7,200/HK\$6,480* (*2013年8月31日或以前報名)

授課地點： 九龍塘達之路78號生產力大樓香港生產力促進局一樓

授課語言： 粵語，輔以英文講義

證書頒發： 學員可選讀任何一個或多個專題課程，而出席個別專題課程之學員，將獲本局頒發該專題課程的出席證書。

截止報名日期： 開課前六個工作天(由於名額有限，報名是否被接受，將按「先報先得」的原則辦理。)

報名辦法： 請填妥報名表格，並連同學費送交香港生產力促進局
地址：九龍塘達之路78號生產力大樓三樓生產力培訓學院李小姐收
(所有支票請書明支付「香港生產力促進局」，並請劃線)

詢問電話： 2788 5026(李小姐)或2788 5923 **電郵：** karenli@hkpc.org **傳真：** 2788 5011

課程負責人： 馮小姐(電話：2788 5024) **電郵：** peggyfung@hkpc.org

網址： <http://www.hktrainingonline.com>

Introduction:

We all want to enhance the organization effectiveness and performance. The effectiveness of organizations is the combination of the efforts and behavior of employees. Although we tend to consider organizations as a whole, it is important to remember that the “behavior and performance” of organizations is determined by the actions of individual members, or groups of members. To improve organizations effectiveness, we have to operate at the level of changing the behavior of the people who make up the organization. To do that, managers need a way to accurately assess, manage and develop each employee’s strengths, development needs, and potential contributions.

Engaged workforce in organizations not only make people in the team or organization feel good, employees in such work environment has stronger persistence, more creative, higher levels of energy, more learning and cooperation, better resource utilization, cost reductions and time-saving to organization.

“Human Engagement @Work” training series provides a comprehensive outline of how psychology can provide application of intervention and influencing techniques at the individual, group and organizational level to enhance organizational effectiveness through understanding of human behavior at workplace.

Conventional organizations with a deficit orientation are focused on achieving consistency by solving, or preventing errors and inefficiencies. They focus on preventing bad things from happening and narrowing the deficit gap. Through the support of psychology, positively deviant organizations focus on flourishing, honor people and their contributions and growing towards excellence and exceptional performance.

“Human Engagement @Work” training series share insight of knowledge which focuses on human behavior related to organizations, work and productivity. The series focus on the following topics:

1. Individual differences and diversity management
2. Motivation
3. Communication
4. Leadership: It is the process whereby one individual influences other group members towards the attainment of defined group or organizational goals.
5. Group dynamics: dynamics of interaction in social group
6. Health, safety and well-being: Wellness is a way of life oriented towards optimal well-being in which body, mind and spirit are integrated by the individual to live more fully
7. Organizational design and organizational development
8. Selection and identification of talents
9. Career and talent development

Who Should Attend:

Human resource professionals, business managers, company administrators, supervisors and any personnel who are required to handle human engagement and sharpen their skills will find this course very useful and practical.

Understanding and Managing Healthy Mind of Organization

Introduction:

In order to prosper and survive in the continuously changing environment, organizations need healthy and motivated employees. This program introduces work-related psychological health and dysfunctional behavior in organizations. The importance, causes, effects and management of work-related psychological health are discussed. The Healthy Organizational Design, Development and Culture Establishment Model (ODDC) are also discussed to explore the approach to design, develop and implement organization culture and people value system contributing mission critical human factors in the organization.

Contents:

1. What is healthy mind: Psychological positive thinking mind
2. The 6 dimensions of psychological health at work: Emotional, intellectual, spiritual, occupational, social and physical
3. Benefits to employees with healthy employee mind and emotion: Self-acceptance, personal growth, purpose in life, environmental mastery, autonomy and positive relations with others, positive affect, life satisfaction and happiness
4. Benefits to organization with healthy employee mind: Social acceptance, social actualization, social contribution, social coherence and social integration
5. Understanding distress and eustress at work
6. What are the factors affecting the psychological health of employee?
 - a) 4 outside forces
 - b) 11 organizational Forces
7. The 9 employee important psychological factors that contribute their success at workplace
8. The effects of work-related psychological health on individual
 - a) Physical effects
 - b) Psychological effects
 - c) Behavioral effects
 - d) Work performance effects
9. What to manage for psychological health in the areas of
 - a) Ergonomics
 - b) Employees assessment and evaluation
 - c) Job Design
 - d) Leadership
 - e) Training
 - f) Organizational structure and climate
 - g) Feel of job security
 - h) Career development
 - i) Organizational roles
 - j) Employee wellness programs
10. What are major elements of Organization Design, Development and Culture (ODDC) to organizations' ability to cope with involuntary change (with resilience) and voluntary change (through evolution)?
 - a) Organizational structural subsystem issues
 - b) Functional structural subsystem issues
 - c) Psychosocial subsystem issues
 - d) Organizational goals and values subsystem issues
 - e) Leadership subsystem issues
11. The approach of change and improvement on employee psychological health
 - a) Anticipating needs of change
 - b) Organizational diagnosis
 - c) Creation of direction and commitment
 - d) Interventions programs implementation
 - i. Personal and interpersonal interventions
 - ii. Group interventions
 - iii. Inter-group interventions
 - iv. Organizational interventions
 - e) Value creation, rewarding, monitoring and stabilizing action program

Date & Time: 14 September 2013 (Saturday), 9:30 a.m. – 5:30 p.m.

Fee: Normal course fee - HK\$2,000 per participant (enrol after 31 August 2013)
Early bird rate – HK\$1,800 per participant (enrol on/before 31 August 2013)
***Extra discount of HK\$100 will be offered to groups of 2 or more**

Understanding Creation and Prevention of “Bad” and “Good” Employees

Introduction:

Most of the “good” and “bad” employees are created in an organization. It is seldom that they are “good” or “bad” to all organizations in ones’ working life. This program shares the understanding process of creating, preventing and managing of “good” and “bad” employees.

Contents:

1. How employees choose actions which benefit or damage organization and benefit self ?
2. What are the core antecedents factors causing bad employee behaviors?
 - a) *Individual factors*
 - i. *Personality*
 - ii. *Value congruence*
 - iii. *Generalized value in workplace*
 - iv. *Personal circumstances*
 - v. *Dissatisfaction accumulation*
 - b) *Organizational factors*
 - i. *Build-in opportunity*
 - ii. *Systems factors*
 - iii. *Cultural elements*
 - iv. *Cohesiveness*
 - v. *Goals*
3. Collective efficacy in organization
4. What is teams processes – elements that successful team need to have?
 - a) *Team psychological capital: The collective confidence of team*
5. Team interaction plan
 - a) *Move*
 - b) *Follow*
 - c) *Oppose*
 - d) *Bystand*
6. Team strengths development
 - a) *Role fluidity*
 - b) *Role shaping*
 - c) *Complementary pairing*
 - d) *Allocating roles*
7. High quality working relationship and high energy workforce.
8. Ways groups influence individual work effectiveness
 - a) *Direct vs. indirect influences on effort and strategy*

Date & Time: 28 September 2013 (Saturday), 9:30 a.m. – 5:30 p.m.

Fee: Normal course fee - HK\$2,000 per participant (enrol after 14 September 2013)
Early bird rate – HK\$1,800 per participant (enrol on/before 14 September 2013)
***Extra discount of HK\$100 will be offered to groups of 2 or more**

How to Engage Your Employees' Hearts

Introduction:

This program introduces the process to employee engagement. Engaged employees are more committed to perform well in their workplace, show stronger resistance to work pressure and stress, more willing to go “extra mile” for the benefit of the organizations.

Contents:

1. What are the 3 elements contributing organization resilience with faster recovery from downtime?
2. Creation of “Active Engagement” at work, employees’ feeling of:
 - a) *Sense of focus*
 - b) *Emotional investment*
 - c) *Effort and concern for outcomes*
3. Beyond SMART goal:
 - a) *Goal seeking*
 - i. *Behavioral activation system and inhibition system*
 - b) *Goal setting*
 - i. *Approaching goal, self-concordant goals, mastery goals*
4. Using reinforcement and punishment CORRECTLY in workplace.
 - a) *Coercive contingencies*
 - b) *Positive contingencies*
5. Working on the meaning of “Working” – Strategies for work meaning creation
 - a) *Individual level*
 - b) *Organizational level*
 - c) *Leadership level*
6. Understanding positive communication circle in organization to enhance performance
7. How to lead to engage employee
 - a) *Root function of leadership: Authentic leadership*
 - b) *Surface function of leadership: Leadership style*
8. How leader build relationships with employee: Relational transparency
9. Understand effective leadership behavior psychologically
 - a) *Optimistic harmony vs. tension*
 - b) *Leadership psychological capabilities vs. transforming space*
10. Understanding psychological capital in an organization
11. Increase employee sense of connection and relationship with the organization: *Development of Positive Profusion in organization*

Date & Time: 12 October 2013 (Saturday), 9:30 a.m. – 5:30 p.m.

Fee: Normal course fee - HK\$2,000 per participant (enrol after 28 September 2013)
Early bird rate – HK\$1,800 per participant (enrol on/before 28 September 2013)
***Extra discount of HK\$100 will be offered to groups of 2 or more**

Human Factors and Motivation of Organization Competence and Effectiveness

Introduction:

This program introduces the proven psychological factors of human motivation at workplace. The driving forces of employees are explained with the highlight of approaches for HR professionals and managers to improve their people management skills.

Contents:

1. The three facets of effectiveness
 - a) *Productivity*
 - b) *Innovation*
 - c) *Mental health*
2. The 5 main areas and 14 items checklist of effective organizations
3. Assessing on organization competency
 - a) *Personal aspect of employees' potential, capability to behave competently*
 - b) *Implicit and explicit environmental factors*
4. Psychological tools to enhancing productivity of individual, teams and organizations
 - a) *Individual: Psychological contract, perception on organization support, person-organization fitness*
 - b) *Teams: Socio-emotional Issues, positive emotions and attitudes*
 - c) *Organizations: 17 cultural scales*
5. Understanding and selecting Talents : Recruitment, personnel Selection
 - a) *Understanding of psychometric assessment in employee selection*
 - i. *Cognitive ability test*
 - ii. *Personality inventories*
 - iii. *Reading people at interview*
 - iv. *Integrity tests*
 - v. *Assessment in groups, by groups, situational*
6. Training and people Value, norm and culture establishment
7. Nature of performance: Results and behaviors at work
 - a) *Contextual performance and organizational spontaneity*
 - b) *Understanding major performance components at workplace*
 - c) *Determinants of employee performances*
8. Determinants of employee performance: Person and system factors
 - a) *The 3 person factors*
 - b) *The 6 group of systems factors*
9. Work motivation and 5 different motivational orientations
 - a) *Intrinsic process*
 - b) *Extrinsic/instrumental motivation*
 - c) *External self-concept*
 - d) *Internal self-concept*
 - e) *Goal internalization*
10. Understanding drivers and motivators of human behavior: Values
 - a) *Creation of values @Work: SHL model of values*
 - b) *Understand 12 value cluster*
11. Culture: Outcome of collective behaviors and endeavor
 - a) *The human 5 Cs contributing the successful culture*
 - b) *4 levels of culture awareness in organizations*
 - c) *Understanding of critical items of culture profile*
 - d) *Understanding the 4 major types of cultures: Power, role, task/achievement and person/support*

Date & Time: 26 October 2013 (Saturday), 9:30 a.m. – 5:30 p.m.

Fee: Normal course fee - HK\$2,000 per participant (enrol after 12 October 2013)
Early bird rate – HK\$1,800 per participant (enrol on/before 12 October 2013)
***Extra discount of HK\$100 will be offered to groups of 2 or more**

Speakers:

Mr John Chu

Mr John Chu is Senior Counseling Psychologist and the Chairman of The Chinese Society of Applied Psychology. Mr Chu has been involved in his career as professional expert of Organization and People Development for over 15 years. Before working as business consultant and counselor, Mr Chu worked for HSBC as Vice President in the department of Organization and People Development, and General Electric as Asia Quality Director in Asia Pacific region. Mr Chu's business consultation experience includes but not limited to the Hong Kong Government, PCCW, Wharf Cable TV, Hutchison Terminal, Mattel, Ping On Insurance, CSCL, ZTE, Bank of China, Muji, IT, GOD etc.

Mr Chu is a registered professional trainer of Employee Assistance Program including emotion counseling and program design of organizational culture development. He holds four Master degrees in areas of management and psychology. He is also a certified trainer in Cognitive Therapy, Psychodrama, and Family Counseling. Mr Chu is well experienced in handling employee behavior and organization culture to improve individual and organization performance.

Dr Paul Pang

Dr Paul Pang is Senior Counselor of The Chinese Society of Applied Psychology. Dr. Pang (Psy.D.) is the registered clinical psychology and affiliate of American Psychological Association (APA), New York Neuropsychological Association and Hong Kong Psychological Society and Hong Kong Medical Society. Dr Pang is experienced in clinical psychotherapy, depression, anxiety, schizophrenia, crisis intervention, personality disorder, autism, asperser, SEN children, relationship difficulty, EAP, PTSD, psychological/court-ordered assessment, designated behavior modification/management, ADHD, autism & learning difficulty improvement program, psychological assessment (IQ, personality, education, competency, vocation), internet, substance addition and pathological gambling program, neuropsychological and psychological assessment, Neuro-rehabilitation and training, anger management and parenting training, speech therapist.

Ms. Christine Yeung

Ms Christine Yeung has obtained the Bachelor of Social Science (HKU) and Post-Graduate Diploma in Training Management (CUHK). She is a seasoned human resources, learning and talent development professional. Ms Yeung has more than 25 years of experience in the human resources management field. She has worked in corporations of different business nature ranging from local retail industry of Café de Coral to multinational conglomerates of Philips, Inchcape Pacific and Hutchison Whampoa. She has worked in corporations with regional offices in Hong Kong and gained lots of cross-cultural working experiences with people of different cultures, especially in Greater China, South East Asia and Japan. Ms Yeung is well known for her contribution in human resources management that she was elected as one of Executive Council Member of the Hong Kong Institute of Human Resources Management from 2002 to 2005.

Enrol all 4 Courses Special Discount Fee: HK\$7,200/HK\$6,480* (*enrol on/before 31 August 2013)

Venue: 1/F., Hong Kong Productivity Council, HKPC Building, 78 Tat Chee Avenue, Yau Yat Chuen, Kowloon

Medium of Instruction: Cantonese with English hand-out

Award of Certificate:

Certificate of attendance will be awarded to participants who have attended individual course.

Application Deadline: 6 working days before commencement of the course

Application:

To enrol, please complete the attached enrolment form and send it together with the appropriate fee to Ms Karen Li, Productivity Training Institute, Hong Kong Productivity Council, 3/F HKPC Building, 78 Tat Chee Avenue, Yau Yat Chuen, Kowloon.

As places are limited, admission will be on a first-come-first-served basis.

[All cheques should be crossed and made payable to the **Hong Kong Productivity Council**]

Enquiries:

Please call 2788 5026 (Ms. Karen Li) or 2788 5923

E-mail: karenli@hkpc.org

Fax: 2788 5011

Course Organizer: Ms. Peggy Fung (Tel: 2788 5024)

E-mail: peggyfung@hkpc.org

Website: <http://www.hktrainingonline.com>

Enrolment Form

報名表

請以正楷填寫此表格 Please complete this form in BLOCK LETTERS.

課程編號	課程名稱: <input type="checkbox"/> 營造正向氛圍@工作間培訓系列	學費: 全部課程: HK\$7,200/HK\$6,480*
40182004	<input type="checkbox"/> 了解和管理企業內的心理健康 <input type="checkbox"/> 「好」、「壞」員工的產生、預防與管理 <input type="checkbox"/> 如何留住員工的心 <input type="checkbox"/> 影響企業競爭力和效率的人為因素和工作動機	每一單元: HK\$2,000/HK\$1,800* (*提早報名優惠) (二人或以上同時報名可再減 100 元)

甲部 (Part A) 申請者資料 Applicant Information :

中文姓名 (先生/小姐/太太/女士*) : Chinese Name (Mr./Miss/Mrs./Ms*) :			
英文姓名 : Name in English :	姓 last name	名 first name	(必須與香港身份證/護照相同 Must be the same as shown on ID card/Passport)
公司名稱 : Company Name :			
職位 : Position :			
最高教育程度 Highest Achieved Education Level (請選擇一項。 Please select one only.) :			
<input type="checkbox"/> 小學 Primary School	<input type="checkbox"/> 中學 Secondary School	<input type="checkbox"/> 文憑至副學位 Diploma to Associate Degree	<input type="checkbox"/> 學位 Degree
<input type="checkbox"/> 研究院或以上 Postgraduate			
辦事處電話 : Office Telephone :	手提電話 : Mobile No. :	住宅電話 : Home Telephone :	
電郵地址 : E-mail Address :		傳真 : Fax :	
通訊地址 : Correspondence Address :			

乙部(Part B) 繳費方法 Method of Payment :

請選擇一項 Please select one only
<input type="checkbox"/> 現金 Cash
<input type="checkbox"/> 支票號碼 Cheque No. : _____, (公司 Company / 私人 Private*)。 (支票請劃線, 抬頭人為「香港生產力促進局」。The cheque has to be crossed and made payable to the "Hong Kong Productivity Council.") Is the programme fee sponsored by your employer? 課程費用由僱主贊助? <input type="checkbox"/> YES 是 <input type="checkbox"/> NO 否

*Please delete whichever inappropriate / 請刪去不適用者

聲明 Declaration :

本人聲明在此報名表格及隨附文件所載的資料, 依本人所知均屬完整真確。本人已細閱並接受報名表內“重要通知”的所有條款及細則。
I declare that all information provided in this enrolment form and the attached documents are, to the best of my knowledge, accurate and complete. I have read and accepted all the terms and conditions of the "Important Note" in this enrolment form.

本人反對香港生產力促進局使用本人的姓名、電話號碼、傳真號碼、通訊地址及電郵地址於推介該局最新發展、工業支援服務、顧問服務、活動和培訓課程的用途。I object to the proposed use of my name, phone number, fax number, correspondence address and email address for the purpose of sending me information relating to HKPC's latest developments, industry support services, consultancy services, events and training courses by HKPC.

申請者簽名 Applicant's Signature : _____

日期 Date : _____

報名程序 :

請填妥報名表、連同相關課程需要的文件及費用, 親身或以郵遞方式遞交。

郵寄地址: 九龍達之路 78 號生產力大樓香港生產力促進局生產力培訓學院 (請於信封面註明報讀課程名稱及編號。)

重要通知 :

- 報名表(可用影印本)必須連同學費於開課前一併繳交, 否則報名無效。
- 閣下在本表格所提供的個人資料將會作入學申請、登記、學術、行政、研究、統計及市場分析等用途上。閣下的姓名、電話號碼、傳真號碼、通訊地址及電郵地址將會用於推介本局最新發展、工業支援服務、顧問服務、活動和培訓課程的用途。只有香港生產力促進局的職員才能處理有關資料。除非得到申請人的同意, 本局不會將有關資料轉移予第三者。在任何情況下, 閣下的個人資料會被嚴格保密處理。本局已制定收集和使用個人資料的政策, 閣下如有需要可向報名處索閱有關資料, 或向本局個人資料管理主任查詢。
- 申請者可以信用咭、易辦事或支票繳交學費。學費收據以本局機印方為有效, 支票收妥作實。
- 除非本局於以下期限前收到申請者書面通知退學, 否則已繳學費概不退還:
 - 由本地講師教授的課程, 最少於開課前五個工作天通知
 - 由外地講師教授的課程, 最少於開課前十五個工作天通知申請者申請退還學費需繳交手續費二百元正。如申請者以信用卡繳交學費, 則需額外支付學費之 3% 作銀行手續費用。
- 申請者可提名他人代替其本人出席課程, 惟事先須得本局同意。
- 香港生產力促進局保留在任何情況下及以任何原因拒絕任何人入學申請的權利。申請者繳付學費後, 仍須符合入學的所有條件, 其申請方可獲得接納。
- 香港生產力促進局保留在任何情況下更改課程內容、授課地點、日期及時間的權利。
- 颱風及黑雨警告: 如課堂時間是在早上 (09:00-13:00)、下午 (14:00-17:00) 或晚間 (6:30-10:00), 將在下列情況下取消: (一) 八號或以上颱風訊號或黑色暴雨警告訊號在早上 6:00、11:00 或下午 4:00 仍然懸掛; 或 (二) 香港天文台在早上 6:00、11:00 或下午 4:00 或之後, 宣佈將懸掛八號或以上颱風訊號或黑色暴雨警告訊號。本局將盡早通知學員補課的日期及時間。
- 以上“重要通知”內容均以本院課程單張及網頁之最後更新版本為依歸。

ENROLMENT PROCEDURE:

Please complete and send the enrolment form with required documents and fee to the Institute in person / by mail.

Mailing Address: Productivity Training Institute, Hong Kong Productivity Council, HKPC Building, 78 Tat Chee Avenue, Kowloon. (Please mark the programme title and programme code on the envelope.)

IMPORTANT NOTE:

- Course fee must be accompanied with this form (or photocopy) before course commence, otherwise enrolment would be rejected.
- Personal Data that you provided in this application form will be used for processing your application for admission, registration, academic, administrative, research and statistical purposes. Your name, phone number, fax number, correspondence address and email information shall also be used for marketing purposes, specifically for the purpose of sending you information relating to HKPC's latest developments, industry support services, consultancy services, events and training courses. The data will be solely handled by HKPC staff. Unless agreed by the applicant, the data will not be transferred to any third parties. In all such circumstances data will be treated in strict confidential. HKPC has a policy governing the collection and handling of personal data. Information about the policy is available at the enrolment counter. You may also contact our Personal Data Controlling Officer for further details.
- Applicants can make payment by credit cards, EPS or cheques. Amount received will be imprinted. Cheques are subject to bank clearance.
- Enrolment fee is not refundable unless HKPC is notified in writing of your withdrawal:
 - at least 5 working days before the course commences for training program by local speaker
 - at least 15 working days before the course commences for training program by overseas speakerA handling charge of HK\$200 will also be levied. For payment made by credit card, an additional bank charge of 3% of the enrollment fee will be charged.
- An applicant may, subject to approval from HKPC, nominate a person to attend the course on his/her behalf.
- HKPC reserves the right to reject any application in any circumstances and for whatever reasons. Payment of fees should only be construed as conditional acceptance of application.
- HKPC reserves the right to change the contents, venue and / or time as necessary.
- Classes in the morning, afternoon or evening will be cancelled if typhoon signal No. 8 or above OR black rainstorm warning is still hoisted after (or is announced by the Hong Kong Observatory to be hoisted at/after) 6:00 a.m., 11:00 a.m. and 4:00 p.m. respectively. Participants will be notified when the class will be made up as soon as possible.
- The above "Important Note" is subject to revisions in the course pamphlets and the latest updates in the Institute's website.