



HONG KONG RETAIL MANAGEMENT ASSOCIATION

10/F., First Commercial Building, 33-35 Leighton Road, Causeway Bay, Hong Kong.
Tel: 2866 8311 Fax: 2866 8380 Website: www.hkrma.org

“Dialogue in Silence – Engaging Staff for New Managers” (無聲對話—新經理與員工聯繫技巧)

Date 日期: **9 October 2012** (Tue 星期二)
Time 時間: **9:30 am – 5:30 pm**

Deadline 截止報名
21 September 2012

Objectives 目標

The one-day workshop is aimed to raise the communication skills of the New Managers with non-verbal communication skills, to enhance the effective team communication and hence building even better team spirit.

透過「無聲對話」的體驗及工作坊，提升新任職經理或管理人員的非語言溝通技巧，加強他們與其隊員的有效溝通，從而增加其團隊精神。

Workshop Outline 課程大綱

1. Prepare the minds of New Managers for the new roles in the team
讓新任職的經理或管理人員認識其於團隊中的新角色
2. Learn the importance of non-verbal communication styles with different members as the Managers
學習新經理或管理人員的非語言溝通風格
3. Understand the implications on appearance towards your subordinates
自我探討其平常表現對隊員的影響和含意
4. Influence others positively with right attitude, impression, movements, beauty dividend, clothes & accessories, grooming & make-up
以正確的態度、印象、動作行為、外表、衣飾、打扮、化妝正面地影響他人

Instructor 導師:	Deaf Coaches (DiD HK Ltd) 聾人導師團隊 (黑暗中對話(香港)有限公司) Mr. Pius Leung (CSG Consultancy) 梁國光先生 (精確環球諮詢)
Target participants 課程對象:	Retail Shop Managers, Area Managers, Training Managers & Officers 零售店舖經理、區域經理、培訓主任及經理
Venue 地點:	Rm. 202, 2/F., First Commercial Building, 33-35 Leighton Road, Causeway Bay, Hong Kong 銅鑼灣禮頓道 33-35 號第一商業大廈 3 樓 301 室
Fee 費用:	HKRMA Members 會員: HK\$1,350 Non-HKRMA Members 非會員: HK\$2,025

PROFILE OF INSTRUCTOR 導師簡介

Background of DiD HK Ltd and Dialogue in Silence Hong Kong



DiD HK Ltd seeks to overcome barriers between “us” and “them” and to redefine “disability” as “ability,” and “otherness” as “likeness”. This happens mainly through the exhibition Dialogue in the Dark (DiD), and Dialogue in Silence (DiS) through workshops for teams and leaders.

Originated from Germany, DiS Hong Kong, being the Asian first country that introduced this program, has already attracted thousands of people join in these unique, fun and inspiring workshops since April 2011. Many participants learnt to explore and discover their creativity, expression and potential through interacting with our professional Deaf trainers and experienced ways of effective communication in this silent world.



People in Hong Kong usually move fast and aim to work effectively. However, we may miss some important elements in improving our work and build a better team. Dialogue in Silence (DiS) experiences enable the team to reflect on communication skills, team work, attitude towards challenges and how to think out of the box through temporary removing some of their human senses.

Pius Leung is specialized in professional training including Communication Skills, Nonverbal Intelligence, Leadership Skills, and Team Building Workshop. He is also with accreditation in Recruitment & Selection Workshop, and Life Insurance & Retirement training.



Before working as a Performance Consultant, Pius has spent over 20 years in the financial industry. Started the career as frontline sales, Pius moved to develop his career in training and development since mid 90s. His training experiences are extensive, from agents, telemarketers, consultants to leaders in multinational and listed corporations such as ACE Life, Prudential, Convoy, etc. Pius has hand-on experiences on consultancy administration and tailor-made recruitment workshops to management levels. He is actively participated in industrial-wise recognition programmes that promote the professionalism of local financial planners.

Pius has attained a Master in Training and Human Resources Management in 2007 from University of Leicester. He is also the Fellow of Life Underwriter Training Council (LUTCF) since 2003 and a qualified trainer for LUTCF courses.

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“RETAIL WORKSHOPS” ENROLLMENT FORM

Part I: Company Information

Company Name : _____ Contact Person: _____
Tel: _____ Title: _____
E-mail: _____ Fax: _____

- How to Manage Social Media for Staff Engagement in Retail 如何善用社交媒體維繫員工 (20-9-2012)
 Connecting with Mainland Customers 與內地顧客聯繫技巧 (27-9-2012)
 Dialogue in Silence – Engaging Staff for New Managers 無聲對話—新經理與員工聯繫技巧(9-10-2012)
 Train the Service Trainers 服務培訓師訓練 (11-10-2012)

Part II: Participation List

Name of Participant (Mr./Ms.)	Position of Participant	Contact Tel.	Email
1.			
2.			
3			
4			
5			

Part III: Payment Methods (please tick where appropriate):

- Cheque Payment:**
Enclosed is a cheque for HK\$ _____ (made payable to “Hong Kong Retail Management Association Ltd”) as the fees for the workshop.
- American Express (AE) Card Payment (all information MUST be completed):**
Card Member Name: _____
Card Number: _____ Card Member Signature: _____
Card Expiry Date: _____
Amount Due: HK\$ _____

Signature: _____

Name: _____

Title: _____

Company Chop: _____

Date: _____

Part IV: Receipt (Please complete the following if a receipt is required.)

Name (Mr./Ms.): _____ Address: _____

Enrollment will be made on **first-come-first-served basis**. No cancellations will be accepted after enrollment, but the enrollment can be transferable to other workshops of the same price.