



Your Best Resource for  
Organisation Development



Dew-Point  
迪宝

## Dew-Point strives to be your preferred choice for organisation development.

- **Develop skills**
- **Improve effectiveness**
- **Change habits and attitudes**

Our network of trainers and consultants are practitioners with current, relevant industry knowledge and experiences drawn from the region and from around the world.

You can leverage our expertise through the following services:

- **In-house Customised Training**
- **Management Consulting**
- **Public Courses**
- **Products - Training Materials, Videos, & Assessment Tools**

## About Dew-Point

Dew-Point International Ltd. is a leading provider of Training & Organisational Development Consulting services in Hong Kong, China and the Asia-Pacific region. Founded in Hong Kong in 1973, we specialise in improving the effectiveness of organisations and their people, naming many well-known local and international companies among our clients.

Every business faces a unique set of challenges. By partnering closely with our clients, we develop relevant, tailor-made training and organisation development programmes to directly handle these challenges. We take pride in our ability to quickly assess the specific needs of our clients in order to create practical development programmes and services that use the capacity within their organisation, rather than continuously relying on outside support.

## Our Team

Dew-Point combines Western expertise and Asian experience in the way we work with our clients and the way we manage ourselves. Our operational support teams in Hong Kong and China are reliable, efficient and committed to providing the highest service quality to our customers.

We regularly work with local and overseas consultants. Our international experts include consultants from the USA, Canada, Australia and the UK who specialise in Organisational Development, Management, Communication, Quality & Process Improvement, Project Management, Customer Service, Performance Management & Development.

We have matched this range of expertise with local consultants and trainers, who regularly deliver programmes in English, Cantonese and Mandarin.



## In-House Training

Using our knowledge and background in Organisation Development, we use a consultative approach for each training engagement.

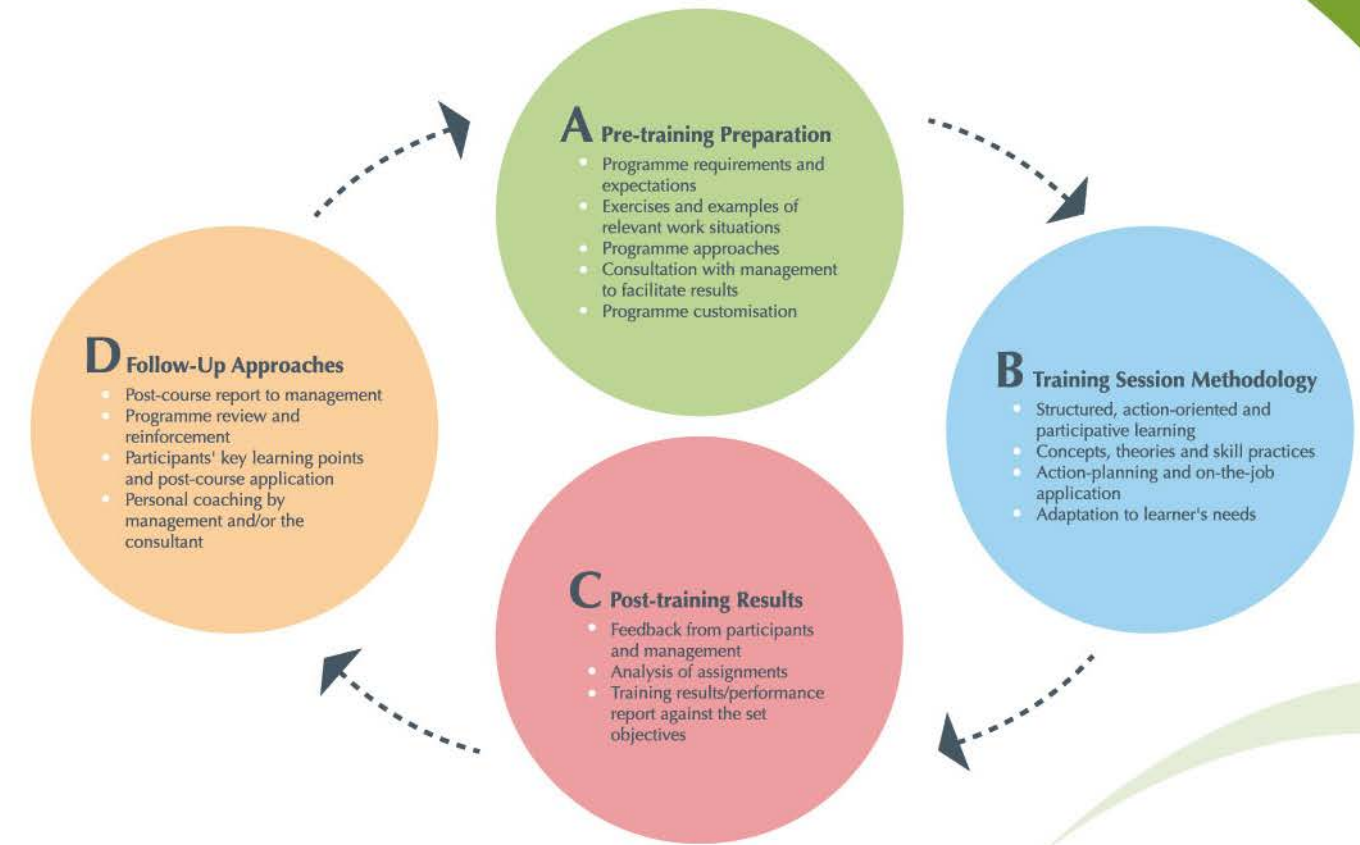
We begin with the expected training objectives and requirements from management. Using all the input given, we design the training programme, including activities, exercises, cases and materials.



During the training programme, we balance participants' learning needs by using a variety of adult learning techniques and fast-paced, flexible facilitation skills.

Our end goal with all training is to enable improved processes and higher levels of performance. We begin the process of learning application in the classroom, committing participants to continuing their progress and communicating their results with their management.

## Our Training Approach



## Training & Development Topics

### TEAMWORK & MANAGING CHANGE

- Building Team Effectiveness
- Team Leadership
- Change Management
- Driving Change
- Culture Change & Team Alignment
- Team Building

### COMMUNICATION & INFLUENCING

- Communication & Interpersonal Skills
- Assertiveness Training
- Positive Influence Skills
- Effective Negotiation Skills
- Deliver Winning Presentations
- Effective Business Writing Techniques
- Proposal & Report Writing
- Oral & Written Business English
- DISC Training
- MBTI Training
- Enneagram for Team Effectiveness
- Projecting a Professional Presence
- Managing Generation Y
- Mastering Networking Skills

### CUSTOMER SERVICE

- Quality Customer Service Skills
- Developing High EQ For Achieving Service Excellence
- Handling Difficult Customers
- Handling Complaints & Difficult Customers
- Service Leadership

### LEADERSHIP & MANAGEMENT

- The Advanced Management Programme
- Leadership Skills
- Supervisory Management Seminar
- Transformational Managerial Leadership
- Improving Managerial Effectiveness
- Strategic Planning
- Performance Management & Appraisals
- Effective Coaching Skills
- Facilitated Mentoring
- Effective Facilitation Skills
- Train-the-trainer
- Interviewing Skills for Managers

### CONTINUOUS IMPROVEMENT

- Process Improvement
- Total Quality Management
- Business Process Re-engineering
- Balanced Scorecard
- Lean Management
- Six sigma
- Statistical Process Analysis
- Team Facilitation Skills

### PRODUCTIVITY IMPROVEMENT

- Creative Problem Solving & Decision Making
- Effective Time Management
- Enhancing Personal Effectiveness
- Project Management Skills
- Stress & EQ Management Seminar
- The Accuracy Programme

### SALES & MARKETING

- Effective Selling Skills
- Strategic Thinking
- Effective Sales Negotiation Skills
- Key Account Management
- Telemarketing Skills
- Customer Relationship Management
- The Marketing Strategy Seminar
- Dealing With The Media Effectively

### PROFESSIONAL SKILLS

- Contract Law
- PMP Certification Preparation Programme
- Finance for Non-Finance Executives Series





## Consulting Specialties

At Dew-Point, we work closely with you to define how your people and processes work today, and how they can be improved to achieve your business objectives and secure significant gains.

Our consulting solutions include organisational surveys, employee engagement surveys, top management and team facilitations, just-in-time learning and application, improvement project teams, quality and process improvement, strategic planning and top team alignment, and executive coaching.

### People

- Building Empowered Teams
- Organisation Development
- Compensation & Benefits Planning
- Talent Development Planning
- Cross-Cultural Diversity Analysis
- Employee Engagement/ Involvement
- Employee Selection & Assessment
- Establishing a Coaching Culture
- Corporate Coaching/ Mentoring
- Human Resource Planning
- Job Evaluation and Review Systems
- Organisational Climate Surveys
- Performance Management Systems
- Sales Management/ Assessments
- Succession Planning

### Strategy & Operations

- Business Process Reengineering
- Corporate Policies and Objectives
- Customer Service Systems
- Internal/External Benchmarking
- Lean Management
- Marketing Planning and Strategy
- Organisation Planning and Structure
- Organisation Quality Audits
- Participative Process Consulting
- Planning/Strategy Meetings
- Productivity Improvement Analysis
- Project Management
- Quality Assurance
- Resource Management Systems
- Sales Forecasting
- Total Quality Management
- Waste/Rework Reduction

## The Consulting Process



## Our Clients

Dew-Point's services and expertise has benefited local and global corporations from North America, Europe & the UK, Asia, China and Hong Kong. Our clients come from all major industry sectors, including:

- Services
- Finance
- Trading
- Sourcing
- Manufacturing
- Utilities
- Logistics
- Education
- Hospitality
- Government and non-government
- Non-profit organisations
- Construction



## Our Locations & Training Facilities

Hong Kong Head Office:  
Dew-Point International Ltd.  
21/F, Ritz Plaza, 122 Austin Road,  
Tsimshatsui, Kowloon, HKSAR  
Tel: +852 2730 1151 Fax: +852 2730 0164  
Email: [info@dew-point.com.hk](mailto:info@dew-point.com.hk)

Shenzhen Representative Office:  
Dew-Point International (China) Ltd.  
Unit 4311, 43/F, Office Tower, Shun Hing Square,  
Di Wang Commercial Centre, 5002 Shen Nan Dong  
Road, Shenzhen, PRC 518008  
Tel: +86(755) 2583 6036 Fax: +86(755) 2583 6044  
Email: [training@dew-point.com.cn](mailto:training@dew-point.com.cn)