



Dew-Point
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Course Catalogue



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About Dew-Point

Dew-Point International Ltd. is a leading provider of training and management consulting solutions. Our genuine enthusiasm and up-to-date experiential training techniques create highly customised, just-in-time, practical training sessions. Incorporating organisational assessment, training, team facilitation and executive coaching, Dew-Point has ensured the long-term success of countless clients since our founding in 1973.



Dew-Point combines Western expertise and Asian experience in the way we work with our clients and the way we manage ourselves. We regularly work with local and overseas consultants, some having a relationship with us for over 25 years. We have matched this range of expertise with local consultants and trainers, who regularly deliver programmes in English, Cantonese and Mandarin.














Our Approach to Training











Training & Development Services

To ensure future business success and remain competitive, organisations must develop their staff. Dew-Point has extensive experience working with and developing people from all career-levels. Our renowned training programmes are suitable for professionals at various stages of their career. The following guide indicates our course titles and the suggested career-levels of participants. It can also be used as a guide for building a competency development plan.

 Signature programmes

 Teamwork & Managing Change	Senior Management	Middle Management	Professional Staff
Driving Change	★		
DISC for Improving Team Relationships	★	★	★
Cross-Cultural Training for Leaders	★	★	
Building Team Effectiveness 		★	★
 Leadership & Management	Senior Management	Middle Management	Professional Staff
Team Leadership	★		
The Advanced Management Programme 	★		
Leadership Excellence 	★	★	
Managing That Gets Results 	★	★	
Performance Management and Appraisals 	★	★	
Effective Coaching Skills 	★	★	
Strategic Thinking	★	★	
Selection Interviewing Skills		★	
 Communication & Influencing	Senior Management	Middle Management	Professional Staff
Assertiveness Training 	★	★	
Deliver Winning Presentations 	★	★	
Effective Negotiation Skills	★	★	
Train-the-Trainer	★	★	
Resolving Conflicts	★	★	
Business Writing & Email Etiquette	★	★	★
Positive Influence Skills 	★	★	★
Communication and Interpersonal Skills 			★

 Signature programmes

 Productivity Improvement	Senior Management	Middle Management	Professional Staff
Creative Problem-Solving and Decision-Making 	★	★	
Effective Time Management 	★	★	★
Stress Management and EQ 	★	★	★
Planning & Organising		★	★
Project Management Skills		★	★
The Accuracy Programme 		★	★
 Customer Service	Senior Management	Middle Management	Professional Staff
Managing Customer Relationships	★	★	★
Handling Difficult Customers	★	★	★
 Sales & Marketing	Senior Management	Middle Management	Professional Staff
Effective Sales Negotiation Skills	★	★	★
Key Account Management		★	★
Event Management		★	★
 Professional Skills	Senior Management	Middle Management	Professional Staff
Finance for Non-Finance Executives	★	★	





DISC for Improving Team Relationships

1 day

This course helps participants to understand individual styles and how to work smarter with others. Each participant will receive a personal profile report prior to the course utilising the DISC behavioural model. Through interactive exercises, participants will gain deeper insight into their own behaviour and the behaviour of others in a variety of situations, and learn to adjust individual behaviours to improve personal and team effectiveness.

Objectives

- Discover and capitalise on personal strengths and identify areas for growth
- Understand individual behaviour and its impact on personal and group productivity and morale
- Adapt behaviours based on the individuals they are working with
- Anticipate and minimise potential conflicts with others
- Create a common, non-judgmental language for identifying and dealing with communication and relationship issues

Key Topics

- Understanding people and the four basic behavioural styles
- Discovering and describing your own behavioural style using the DISC Profile System.
- Increasing personal effectiveness in a specific work situation
- Using the DISC system to identify the behavioural styles of others
- How to exercise influence on different styles
- Developing strategies for relationship-building
- Developing specific strategies for working more effectively with those people who may have different behavioural styles
- Communicating with and influencing team members and customers

Building Team Effectiveness

1 day 

Cohesive teams consistently outperform a collection of individuals because the members of a cohesive team work together towards a shared goal, instead of competing with one another. In this programme, participants will improve their performance when working in teams, enhance team productivity and communication, and learn how to overcome the common challenges that prevent effective team work.

Objectives

- Align individuals and the team with the same goals and values
- Increase morale and job satisfaction by helping everyone recognise his or her importance on the team
- Discover more effective ways to work together based on shared trust, effective communication and mutual support
- Resolve team conflicts to ensure win-win relationships
- Renew your team members', and your own, enthusiasm and commitment to excellence

Key Topics

- Differences between a team and groups of people
- Determining factors affecting team performance
- Obstacles to effective teams and how to overcome them
- Ensuring effective team communication
- Building trust and acceptance
- Developing team cooperation and gaining agreement to team decisions
- Facilitating team problem-solving
- Breaking the old paradigm and increasing team potential through creativity
- Improving both interpersonal relations and solutions to work-related problems



Cross-Cultural Training for Leaders

1 day

Effective leaders need an understanding of the cultural issues relating to individuals and teams, and how they can shape a more inclusive culture for their team and organisation. Join this workshop to build your awareness about the impact of diversity on teams, how cultural conflict typically arise, and how to transform the workplace to be truly inclusive. If you are looking to work successfully in diverse teams, put the knowledge delivered in this programme into practice.

Objectives

- Build an understanding of personal identity
- Become aware of the standards and values in different cultures
- Understand the origins of conflict in diverse teams
- Broaden the number of alternatives for action in cross-cultural situations
- Develop an inclusive company culture

Key Topics

- The impact of diversity in international workplaces today
- Understanding standards of behaviour and their cultural dimensions
- The role of hierarchy
- Strengths and weaknesses of diverse teams
- When stress and emotions become involved
- How diversity can challenge team cooperation
- The impact of biases
- Forming common ground in teams
- Factors that support and hinder embracing diversity
- Creating a culture of openness

Driving Change

1 day

Most leaders today recognise the ever-present element of change. Change in the workplace is a way of life. Yet few leaders are able to successfully create effective change in their teams, divisions, and organisations. If you're a supervisor or manager, the way you respond during times of change is critical to your organisation's success. If you respond to change positively, then your team will respond positively and productively too.

At this interactive workshop featuring practical simulation exercises, you'll learn how to master change leadership yourself. Learn critical concepts and practices, a solid change process and tools, and a set of tips and techniques that allow you to move beyond change.

Objectives

- Be committed and ready to embrace change yourself
- Create an environment that encourages flexibility, trust and a willingness to adapt to change
- Coach your team towards heightened productivity and profit for you and your organisation
- Develop the skills you need to become an effective leader in implementing and managing change in your organisation
- Guide your team to face the changes at work effectively and successfully

Key Topics

- The role of the manager/leader during change
- Communicating change consistently and effectively
- Dealing with resistance to change
- Building and maintaining positive attitudes towards change
- Incorporating the goals of individual units and teams into daily operations
- Generating cooperation across the organisation
- Maintaining momentum by evaluating and improving performance continuously
- Conducting self-assessment of performance strengths and weaknesses
- Identifying performance gaps and developing total performance improvement strategies



Team Leadership

1 day

As a manager or a leader in business, you'll only be promoted if you manage efficiently and lead your teams effectively. So team leadership skills have never been more important! But team leadership at the management level demands special skills.

Too often, managers get bogged down solving problems, taking control and directing, and "putting out fires" for their teams. Leaders, on the other hand, inspire and empower their teams, and help them focus on solving the right problems instead. At this workshop, you'll build on your awareness and existing competency to gain the skills and techniques you need to be an outstanding team leader.

Objectives

- Gain a better insight into your personal leadership practices and your impact on those around you
- Build a culture that promotes trust, integrity and high performance
- Harmonise team relationships
- Produce results-oriented performance with a team focus
- Remove obstacles to team success

Key Topics

- The role of a manager in a team environment
- The behavioural traits of great team leaders
- Concepts and best practices of team leadership
- The secret of successful teams
- Coaching for better teamwork
- Leading and motivating your team members for peak performance
- Leadership and empowerment
- Steps for transforming an organisation
- Creating an energised workplace
- Aligning values, practices, strategies and actions

Strategic Thinking

1 day

Those in positions of leadership require the ability to plan and implement tactically, as well as work and think strategically. As a leader, you must be able to look outside your own area of responsibility for fresh ideas, and develop solutions with the potential to deliver real strategic value to the organisation.

In this Strategic Thinking workshop, you will discover the attributes of strategic thinkers and build upon your own abilities. You will gain an understanding of the key components of strategic thinking and acquire the perspective, framework, and tools necessary to engage others in strategic decision-making.

Objectives

- Increase your ability to identify the strategic opportunities, issues, and targets
- Shift your mindset from short-term gain to long-term value
- Sharpen your skills in articulating strategic thoughts
- Gain support and win the commitment and enthusiasm of others
- Sort through ambiguity and information clutter
- Develop ideas for a strategic business plan

Key Topics

- Identifying situations and aligning strategic opportunities, issues and targets
- Tuning in to the organisational vision, mission, and goals
- Establishing strategic and operational objectives
- Porter's approach to competitive advantage and the McKinsey 7S model
- Using practical tools to sort through the data and draw initial conclusions
- Considering long-term and short-term effects of strategic ideas
- Gaining competitive advantage through effective strategies
- Taking a holistic approach to the organisation's strategic direction
- Aligning strategy with performance management
- Developing ideas into a draft strategic business plan

Leadership Excellence

2 days 

Supervisors and managers are expected to be the leaders of their organisations. Their role is to achieve peak performance through activities such as performance coaching, boosting morale and motivation, and improving the communication and teamwork of their people.

To succeed and be effective, supervisors and managers must understand their roles, adopt a leadership focus, and acquire the skills for effective performance planning, coaching, motivation, communication and teamwork. Above all, they require the skills to confront these daily challenges head-on.

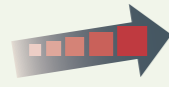
Objectives

- Increase productivity in your company: supervising that gets results
- Achieve departmental goals through a coordinated team effort
- Develop leadership techniques that improve performance
- Understand human motivation
- Communicate and collaborate better with others
- Effectively deal with conflicts

Key Topics

- Managing and leading in a changing environment
- Clarification of responsibilities and performance standards
- Planning performance improvement
- Developing employees
- Delegating effectively
- Coaching techniques
- Contemporary leadership practices
- Situational leadership
- Solving employee motivation problems
- Dealing with teamwork problems
- Two-way communication
- Questioning and listening techniques
- Resolving conflicts





Managing That Gets Results

2 days

This programme, designed especially for middle managers, focuses on the latest and best practices in management. You'll gain a broad understanding of managerial skills; learn innovative ideas and techniques that will enable you to be more effective in developing your team's performance, manage your company's operations and achieve outstanding results.

In this programme, you'll complete a thorough self-assessment of your managerial skills, strengths and weaknesses, and learn to apply this knowledge to ensure a smoother-running, more efficient and more productive operation. And, as an added bonus, you'll reduce job stress and increase job satisfaction for yourself and your colleagues.

Objectives

- Understand the impact of your managerial practices
- Encourage your employees' self-motivation
- Manage time more effectively
- Delegate to develop and empower your subordinates
- Conduct effective and productive meetings
- Prevent and solve problems effectively
- Apply best-practice management principles to ensure high performance

Key Topics

- Traditional vs. contemporary management practices
- Factors influencing your management style
- Developing a collaborative style of management
- Bringing out the best in people
- Developing behaviours that inspire initiative in others
- Prioritising and reducing time-wasters
- Planning and scheduling your most important tasks
- Understanding your subordinates' competencies
- The six degrees of delegation
- Deciding what and how to delegate
- How to plan and conduct meetings for maximum results
- Finding facts and analysing problems effectively
- Analysing cost-effectiveness and making decisions



The Advanced Management Programme

3 days

The Advanced Management Programme has strengthened the capacities of countless executives and managers. This programme works like a "Mini MBA" for the executive-level professional, with case studies and guidance on practical applications.

This 3-day intensive programme is designed for executives and managers who are determined to excel in their profession and bring future success through effective and innovative leadership.

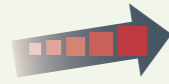
Objectives

- Review your understanding of current management concepts and practices
- Integrate the development of leadership skills and management skills
- Analyse your personal style to planning and communication
- Clarify current practices at work and define more effective alternative approaches
- Apply unique management tools such as Means-Ends Analysis, the Decision Criteria Chart and Risk Analysis to improve your problem-solving
- Apply contemporary management concepts to a series of increasingly complex and reality-based management and organisational dilemmas to work through solutions
- Maximise your contribution to the organisation's bottom line
- Enhance the value of your organisation's management team

Key Topics

- Understanding the current practices in organisation management
- Understanding the four major, and eight supportive communication approaches
- Examining your personal and organisational planning practices
- Assessing team effectiveness, and planning for improvement
- Analysing an organisation's working system and presenting recommendations
- Exploring the planning orientations using risk and system concepts
- Assessing an organisation using Organisation Development techniques
- Implementing a rational total system analysis
- Using measurement criteria to evaluate decisions and results
- Anticipating and preventing problems before they occur
- Identifying the most significant improvement priorities
- Developing preliminary Organisation Development plans
- Preparing yourself and the organisation for change





Performance Management and Appraisals

1 day

Most companies would agree that Performance Management and Appraisals are essential management tools, but they are often mis-handled or not employed at all. This course will help you to acquire the correct understanding of why we need Performance Management and how to carry it out effectively. You will learn how to set and track goals jointly with your employees to meet corporate and personal objectives, how to exercise performance appraisals, how to give honest feedback, and how to effectively coach and support team members to accelerate their performance.

You will be more motivated and at ease in using the process and techniques learned in this course, which is an ongoing process for helping your people develop themselves in their day-to-day performance.

Objectives

- Use the most effective approach for planning, developing and reviewing staff performance
- Ensure appraisals are fair and impartial
- Set measurable objectives jointly with employees
- Learn the techniques for giving performance feedback
- Conduct effective performance appraisals that are motivating and inspiring

Key Topics

- The purpose and benefits of Performance Management
- The Performance Management framework
- Setting objectives and measurements
- Assessing performance
- Identifying development plans
- Employee self-appraisal and preparation by both appraiser and appraisee
- The discussion plan
- Communication skills required: questioning, listening and use of language
- Guidelines for conducting on-going coaching, observation and feedback
- Handling performance review issues

Effective Coaching Skills

1 day

The most effective and inspiring leaders know that coaching is a fundamental part of their role, because it develops people's capacity to solve business problems and guarantees high performance. This interactive course gives you the practical techniques and tools for performance coaching and will help you understand what coaching really is, how to create ownership of personal development and continuous improvement, and how to provide quality feedback to team members and use effective coaching communication skills.

Objectives

- Help employees to enhance their skills
- Learn to delegate better so you have more time to truly manage
- Increase your employees' productivity - they'll know what the goals are and how to achieve them
- Increase employee motivation and initiative with positive recognition and feedback
- Increase the likelihood of tasks being completed efficiently, effectively and to a high standard

Key Topics

- How to coach proactively instead of just reacting to crises
- How to analyse performance problems and decide what to do about them
- Setting objectives and identifying performance success factors
- Planning and selecting people-development activities
- Communicating for results: delegating persuasively, stating desired results, establishing control and feedback systems
- Practising the process and skills of coaching
- Practising job-instruction techniques and learning from common mistakes
- Effective communication approaches and coaching language
- How to correct employees in the right manner, place and time, and for the right reason
- How to handle problem employees

Selection Interviewing Skills

1 day

Effective staff-hiring is one of the most important management functions as it impacts directly on the productivity and competitiveness of an organisation. But recruiting the right people for the job is a complex task. This workshop is designed to provide you with the knowledge and skills to conduct the recruitment process effectively and make the right hiring decisions. You'll walk through the process from planning an effective interview, to clearly assessing each candidate's past job performance and predicting his or her future success with your organisation. In this workshop, you'll learn how to make every interview as productive, focused and successful as possible, and you'll leave with proven techniques that will help you choose and get the best candidate for the job.

Objectives

- Hire people that best fit your organisation's needs
- Analyse job requirements and set criteria for selecting the ideal candidates
- Understand the concepts of competency-based selection
- Understand how to use behavioural questions to explore the candidate's true character, skills, attitude and workplace behaviour
- Recognise red flags that predict sub-par performance
- Identify the best candidates using an effective selection process

Key Topics

- The objectives and benefits of competency-based selection
- Defining the type of person who can match the job and the organisation
- Conducting a well-structured and effective selection interview
- Approach and questions to ask to get meaningful information for validation and evaluation
- The "dos" and "don'ts" of interviewing techniques
- Building rapport to get candid responses
- Evaluating and making the selection decisions
- Behavioural and situational questions
- Probing for behavioural responses and collecting contrary evidence
- Making objective observations of the candidate



Effective Negotiation Skills

1 day

Whether it's allocating resources for a project, funding a new initiative or establishing a supply chain for a new product or service, negotiation is inevitably at the heart of the process. In this hands-on programme, you'll learn the keys to effective negotiation: establishing a formal planning process, prioritising issues, mastering persuasion techniques, identifying the communication styles of effective negotiators, breaking deadlocks, negotiating as part of a team, recognising and using leverage, and adjusting your media strategy.

Objectives

- Prepare more effectively for negotiation
- Implement flexible negotiation styles
- Formulate positive negotiating strategies
- Use negotiation tactics purposefully
- Break deadlocks creatively
- Obtain meaningful concessions
- Secure commitment to lasting agreements

Key Topics

- Using techniques to get to the real issues
- Techniques for engineering agreement
- Successful negotiation behaviours and developing skills that suit the circumstances
- Effective preparation for negotiation: objectives, process, strategies and outcome
- Clarifying your position - essentials, limits and concessions
- Determining the main issues and options in the negotiation
- Opening tactics and other general negotiation tactics
- Making and getting meaningful concessions
- Breaking negotiation deadlocks
- Communication: body language, signals, testing assumptions and overcoming barriers to agreement





Communication and Interpersonal Skills

1 day

Your interpersonal skills can spell the difference between success and failure in getting your job done, and advancing your career. To achieve both personal and professional success, you need to sharpen your communication and interpersonal skills. At this intensive learn-by-doing workshop, you'll improve every aspect of your working relationships! You'll learn how to build positive relationships, get the results you seek, and enhance your ability to communicate and interact effectively with others.

Objectives

- Understand how others perceive you
- Improve communication and get the response you want
- Develop "active listening" skills to really tune in to co-workers and cultivate productive relationships
- Be assertive without being intimidating
- Gain others' co-operation to implement ideas
- Uncover the root causes of conflict and achieve resolution

Key Topics

- Critical elements of communication and interpersonal skills
- The barriers to effective use of interpersonal skills
- How to build rapport and communicate with people who have different styles to your own
- Techniques for active listening
- Knowing the difference between communication patterns
- Asking questions to gain more information, and using active listening and empathy
- Applying proven methods for developing better interpersonal relationships and gaining cooperation
- Practising assertive communication skills with real-life cases
- Handling difficult people and circumstances effectively and with confidence
- Steps for resolving conflicts to achieve win-win relationships



Positive Influence Skills

1 day

Would you like to exercise greater influence over others? Resolve conflicts decisively? Strengthen your professional image? Enhance your self-esteem and gain more visibility? Your success depends greatly on your "people skills" – your ability to listen and respond effectively, and to work and interact with people throughout your organisation.

Here's your opportunity to learn how your behaviour impacts your overall performance. Step-by-step, you'll identify your current style and develop a more effective approach in this practical workshop, which features behaviour modelling and feedback sessions.

Objectives


- Produce the outcome you want through positive influence
- Build positive relationships and gain commitment
- Strengthen your influencing skills
- Learn strategies for different situations
- Use influencing techniques when dealing with colleagues, supervisors, clients and vendors
- Learn to deal with conflicts constructively
- Learn to break away appropriately from certain scenarios

Key Topics

- Developing positive influencing habits
- Building positive, supportive relationships
- The essential influencing skills
- Assessing your influencing skills
- Exploring different influencing patterns
- Practising influence skills and tactics
- Situational influencing strategies
- Managing the emotional behaviours of others in a conflict situation
- Dealing with difficult situations
- Strategies for positive conflict resolution



Assertiveness Training

2 days 

Nobody's perfect. Now and then, you're probably going to overreact or underreact – you'll say something you wish you hadn't; hurt someone whose opinion you value. In this workshop, you'll learn how to be assertive: you'll send the right signals, get the right responses, get things done, get what you want and command respect without coming across as shy or pushy. As you learn, practise and refine this essential skill, you'll also share your concerns with other professionals in a comfortable, supportive and informal learning environment.

Objectives


- Build and project a positive self-image
- Develop techniques to confidently express opinions and needs
- Learn to say no without being rude or seemingly disinterested
- Practise assertive behaviours in challenging situations
- Develop your own assertive action strategies
- Develop an assertive emotion-handling strategy
- Confront conflicts in business

Key Topics

- Defining and distinguishing between the styles of non-assertive, assertive and aggressive
- A successful formula for being assertive
- Saying “no” appropriately
- Understanding the power and effect of verbal and non-verbal messages
- Creating harmonious relationship-building interactions
- Identifying assumptions about situations and how these impact abilities
- Developing the ability to influence others more effectively
- Demonstrating assertive interactive skills
- Pinpointing your internal obstacles to assertiveness
- Recognising your anger buttons and learning how to deal with them productively
- Identifying your approach to conflicts
- Practising conflict resolution techniques
- Identifying and implementing specific actions toward continuing assertiveness



Deliver Winning Presentations

2 days 

In this two-day programme, you'll learn how to present your ideas with conviction, control, and poise - without fear. You'll learn how to handle challenging situations; how to become comfortable with your own presentation style, and how to use powerful tools and techniques to turn every speech or presentation from an agonising experience into a rewarding one. Most importantly, you'll learn how to present by presenting.

You'll be video-recorded in action as you address your colleagues and you'll receive a constructive critique of each presentation, so you'll have the chance to improve and refine your technique with each performance.

Due to the high level of practice and feedback, this programme is restricted to maximum 12 participants.

Objectives

- Finesse your oral communication and make it work to your advantage
- Evaluate your strengths and weaknesses as a presenter
- Organise your presentation for persuasiveness
- Assess and adjust your presentation to meet your audience's needs
- Maintain a level of excitement that keeps your audience hanging on to your every word
- Use gestures, facial expressions and posture to emphasise your point
- Design visual aids that add impact to your overall presentation effectiveness
- Control the Question & Answer period and turn even hostile questions to your advantage

Key Topics

- Improving the way you present yourself
- Controlling nervousness
- Handling impromptu speaking situations
- Answering questions from the audience
- Developing a persuasive presentation
- Using your initial statements to establish rapport
- Building proof for your ideas
- Designing effective visuals that add impact
- Practising your full presentation
- Handling difficult situations tactfully
- Group critique and feedback
- Using facts, statistics and evidence
- Involving the audience



Train-the-Trainer

2 days

The training field can change fast. New methodologies, new discoveries about the way adults learn, changing expectations from trainees and from your company. This powerful programme puts the latest trends and techniques at your fingertips. Whether you've been training for a while or never stepped onto a platform before, this workshop will show you how to build confidence, engage your audience and leave your trainees singing your praises as a trainer.

Due to the high level of practice and feedback, this programme is restricted to maximum 12 participants.

Objectives

- Apply adult learning techniques to your training to maximise participation and involvement
- Know group needs and adjust your material to meet them
- Create excitement with activities, visual aids, movement – even room setup
- Build your credibility and trust with trainees and management
- Boost retention using the latest techniques from adult and accelerated learning fields
- Learn quick, effective ways to deal with difficult participants and worst case scenarios
- Open a workshop with confidence; close it with a wrap-up that guarantees learning results

Key Topics

- Learning to train – determining needs, setting objectives and choosing methods
- Preparing a training outline
- Productively responding to common problems encountered during training
- Conducting training sessions that will avoid a number of potential issues
- Understanding how to adjust your training style to different training situations and content
- Evaluating your planned training programme for the proper blend of learning styles
- Dealing with anxiety when presenting training
- Understanding how to respond to and use questioning in a training programme
- Understanding how to use visual aids in training
- Receiving feedback on the effectiveness of your training
- Developing skills for coaching others
- Self-critique and evaluating skills using video feedback



Business Writing & Email Etiquette

1 day

Busy executives don't have the time to read all of their e-mails thoroughly, so it's important that everything you write is polished, succinct and delivered with impact. Remember, your e-mail writing makes a statement about you and your organisation. In this hands-on programme, you'll learn proven business writing skills and techniques that grab attention, inspire action, and create the right impression.

Objectives

- Solidify your use of professional business language
- Express your ideas succinctly and accurately
- Eliminate redundancy for clear and concise writing
- Organise your facts and ideas – decide what you're going to say to get the results
- Say more with less to get your message across
- Impress your reader with the right style, tone and choice of words
- Write effective e-mails that get read

Key Topics

- Barriers to effective email communication
- Common email writing errors
- Key points that will help you write successfully
- Planning your writing
- Designing strong paragraphs and attractive subject lines
- E-mail practices that will gain respect and attention
- Eliminating common sentence-cloggers
- Style and formats for presenting information
- Greetings and courtesy
- Handling difficult situations in writing



Resolving Conflicts

1 day

Conflict resolution is a key responsibility of supervisors, managers and leaders. In this course, you will learn the strategies, tactics, and insights you need to be firmly in control of tough conflict situations. You will learn how to spot potential conflict situations and defuse them before they flare up. The Resolving Conflicts programme is designed to give you the practical skills you need to respond to on-the-job conflicts quickly and effectively.

Objectives

- Enhance teamwork and turn conflicts into opportunities that enhance performance
- Recognise conflicts and their causes
- Respond to difficult behaviours
- Recognise different styles and how to handle criticism
- Learn how to respond to aggressive or passive-aggressive people
- Use a systematic approach to resolve conflicts and improve productivity
- Discover when it's smart to stand firm on your decisions and when it's best to compromise

Key Topics

- How conflicts evolve and escalate
- Preventing conflicts and the consequences of unresolved conflicts
- Effective influencing for resolving conflicts
- Developing appropriate assertive and responsive behaviours
- Reducing defensiveness and developing process-oriented skills
- Dealing with aggressiveness, intimidating and superiority behaviour in others
- How emotions affect discussions and how to avoid emotional decision-making
- Using anger management when resolving conflicts
- Approaches for resolving problems with difficult colleagues
- Developing strategies based on the other person's style and situational factors

Productivity Improvement



Stress Management and EQ

1 day 

In today's hectic economy, stress has become chronic, with long-term stress harming our physical and mental health. Psychological research has found there is a very close relationship between a person's EQ and their ability to manage stress. People with low EQ panic easily, feel helpless, and even make self-defeating decisions under stress. Those with high EQ function in an objective and effective way even when under high levels of stress. They know how to prevent the stress that leads to job burnout and to use stress to help them achieve satisfying goals.

In this workshop, you'll learn how to improve your EQ using positive and constructive approaches to deal with the inevitable stress that you face at work, at home and in all areas of your life, and then turn it to your advantage. Whether you're a manager or an employee, you'll gain skills in minimising stress and maximising productivity – for yourself and for your colleagues.

Objectives

- Understand the concept of EQ and ways to improve your own EQ
- Apply EQ to personal growth and stress management
- Gain an understanding of what causes your stress
- Identify your personal stress coping style
- Learn to detect your signs of stress in their early stages
- Achieve personal growth and improved mental wellness
- Apply and integrate stress management techniques to your daily life and work situations

Key Topics

- Understanding and enhancing EQ
- Managing emotions
- A personal plan for developing high EQ
- Why stress management and life balance are so important
- Tips/techniques for managing "in the moment" stress
- How to achieve work/life balance
- Planning and managing your daily life: learning to set priorities, create a healthy lifestyle and organise your personal life
- Relaxation and meditation techniques: caring for body, mind and spirit
- Examining personal values, goal-setting and creating change in yourself
- Implementing a personal plan for productive stress management

Planning & Organising

1 day

You don't always get to do all the things that you mean to complete and you may feel guilty with the lack of accomplishment. The solution is to emphasise the importance of setting goals and priorities, so you can overcome your internal roadblocks and external issues that have hindered you in the past. At this workshop, you'll learn to create your own personal action plan to change your planning behaviours and schedule your activities more productively.

Objectives


- Appreciate the importance of planning and organising for personal and organisational growth
- Learn how to set and align your goals with organisational goals
- Manage your time and schedules more effectively
- Delegate well and free yourself for bigger tasks
- Adopt a systematic approach to planning and implementing a project
- Clarify objectives, set priorities and plan for results
- Accomplish more by using planning tools

Key Topics

- Why we need to plan and organise better for greater accomplishment for both yourself and your company
- Goal-setting - setting SMART goals
- How to work smarter by focusing on the "important" rather than the "urgent"
- Setting and managing priorities
- Developing productive and proactive management approaches
- The What, Who and How of delegation
- Tips for effective planning and scheduling
- Practicing how to implement an assignment using the Plan-Do-Check-Act Cycle
- Developing action plans and activity schedules, and using planning tools and techniques
- Control your current work situation and schedule by resolving problems with others and preventing crisis



Effective Time Management

1 day 

Despite all the talk about time management, smart technology and all the other time-savers we've adopted, most people still complain that they don't have enough time in the day. But the lack of time has nothing to do with time itself, and everything to do with our own tendencies to procrastinate, to let our attention shift from topic to topic, to think that only we can do things right, and to let ourselves be dominated by powerful but unhelpful old habits.

In this workshop, you'll learn to conquer old habits and create your own personal action plan to change time-wasting behaviours and use your time more productively. With the knowledge and techniques to more effectively manage your time, your life will be easier, less complicated, and more productive and fun.

Objectives

- Set time-saving priorities and goals, and develop methods that will work for you
- Control interruptions, ad-hoc tasks, and time-wasters
- Free up hours of your time every day for more important tasks and challenging responsibilities
- Manage internal and external information
- Deal with information quickly and efficiently
- Accomplish more by holding fewer, shorter and more productive meetings

Key Topics

- Key time management principles
- Focusing on really 'important' activities rather than 'urgent' activities
- Controlling interruptions and distractions
- Setting priorities – making yourself available for other important tasks
- How effective meetings work
- Dealing with difficult people and situations
- Controlling incoming and outgoing information effectively
- Reducing your information overload
- Planning for accomplishment
- Effective scheduling

Project Management Skills

1 day

Through simulation and workshop activities, you will learn project management skills by managing a project based on real-world scenarios. You will practice using project management tools to work with your team members in planning, implementing and controlling the project and successfully bringing it to a close. Activities in the workshop include: agreeing on the project scope, objectives and deliverables; developing a work breakdown structure; sequencing tasks; estimating work duration and costs, and much more.

Objectives

- Know the major phases of project management and the activities in each phase
- Learn project planning skills to meet stakeholders' requirements and increase their satisfaction level
- Apply best project management practices to initiate, implement and control a project, including managing change
- Practice using project planning tools and techniques on real cases
- Develop project plans, schedules and cost estimates effectively
- Analyse risks and prepare risk reduction/prevention plans
- Learn project communication and control tools

Key Topics

- Project definition and how to practice project management
- The project management framework
- Key issues in project management
- Project scope, objectives and key deliverables
- Brainstorming the work breakdown structure
- Setting clear milestones to control progress
- Managing risks and developing contingency plans
- Project execution and control
- Controlling and managing project changes
- Activities at the closing phase



Productivity Improvement



Creative Problem-Solving and Decision-Making

1 day

They say that creativity declines with age. But it doesn't have to be that way! You can rekindle, maintain and even increase your creativity. This exciting programme features numerous tools and activities and a carefully structured progression of exercises, experiences and cognitive learning that will turn you into a creative problem-solver and decision-maker.

The workshop manual contains creative problem-solving and decision-making tools, activities and exercises that will show you how your creativity is growing.

Objectives

- Generate innovative ideas with clockwork regularity
- Win support for your ideas and put them into action
- Identify and address root causes that offer the greatest payoff
- Improve your decision-making to impact the bottom line
- Translate your solution into practical actions and strategies
- Demonstrate your recommendation and win support

Key Topics

- Expanding your creativity
- Removing internal blocks to creativity
- Making the first problem assessment
- How to formulate an effective problem statement
- Identifying the root causes and effects
- The Why and How of setting objectives and finding solutions
- Assessing advantages using evaluation criteria
- Creating and evaluating critical success factors
- Preparing for specific actions and follow-up
- Selecting your most effective contingencies



The Accuracy Programme

1 day

Customers, suppliers and business partners expect and deserve accuracy. Customer Service programmes and Quality initiatives are designed to ensure that internal and external partners experience only one level of errors – none. Frontline staff have to respond to these expectations. Whether they are transferring, checking or matching data, they must be trained in these skills and empowered to give the best service they possibly can.

A licensed programme exclusively offered by Dew-Point, the Accuracy Programme is a new approach to increasing accuracy. The programme increases understanding of how errors are made, improves concentration and visual perception, and ensures greater productivity and efficiency at the workstation.

Objectives

- Increase accuracy when transferring numbers
- Use specific techniques for checking data
- Work efficiently with addresses, alpha-numerics and handwritten data
- Hear and say numbers with greater clarity
- Improve concentration
- Increase number span and short-term memory
- Increase comfort and confidence with data

Key Topics

- Understanding the mental process involved
- Concentration
- Using 3-digit clusters
- Error analysis
- Increasing eye reach
- Checking addresses
- Dealing with alpha-numerics
- Accuracy with punctuated numbers
- The meaning of in-house numbers
- Maximising your short-term memory

Customer Service



Managing Customer Relationships

1 day

In today's customer-oriented business environment, "people skills" are critical for personal and organisational success. The way you handle your customers will directly affect your achievement of your individual goals, as well as your team's and your company's performance. In this workshop, you'll learn how to communicate professionally, gain respect, enhance customer relationships and secure a competitive advantage.

Objectives

- Deliver better, faster service and increase customer satisfaction
- Learn how to gain repeat business
- Know what customers expect
- Increase your credibility with customers – and your value to your organisation
- Handle conflict in service situations
- Maintain positive communication with customers in difficult situations

Key Topics

- How customer service creates revenue and healthy organisations
- Managing customer expectations
- Active listening skills
- Establishing two-way communication between you and the customer
- Creating better rapport with the customer
- How emotions affect the customer's experience
- Avoiding unproductive communication that hinders your service effectiveness
- Using positive communication to calm angry customers
- Adopting a win-win approach in solving the customer's problem
- Turning an angry customer into a happy repeat customer



Handling Difficult Customers

1 day

Sophisticated and demanding customers result in highly competitive service industries. Customers quickly become disappointed if their expectations are not met, which leads to a rise in complaints. Frontline staff must be able to handle upset customers and resolve complaints in a timely and effective manner. Failure to do so can cause even greater damage, such as the loss of business and deteriorated goodwill.

The Handling Difficult Customers programme provides essential skills that frontline staff should understand and have the ability to utilise. Improving their competency in this respect will boost their confidence and enthusiasm for their work, increase their overall job satisfaction, and reflect a more positive image of the organisation.

Objectives

- Appreciate the importance of handling complaints and frustrated customers with care
- Understand the causes of complaints
- Understand and meet the expectations of an angry customer
- Turn a crisis into a service opportunity
- Apply customer service skills for handling difficult customers to achieve a positive outcome
- Establish a more positive attitude and feel more confident towards handling complaints and difficult customers

Key Topics

- The benefits of handling complaints and difficult customers effectively
- The impact to the organisation when complaints are not handled well
- Common causes of customer complaints and frustrations
- Review quality customer service skills
- How positive behaviour impacts the situation and achieves a more desirable outcome
- Establishing a positive attitude towards complaints and angry customers
- Steps and skills for handling complaints and difficult customers
- The "dos" and "don'ts" in handling difficult situations
- Following through to restore confidence
- Ways to reduce stress when dealing with difficult customers

Effective Sales Negotiation Skills

2 days

Learning sales negotiation skills is not as easy as it looks. It requires a lot of practice under expert guidance. This programme provides participants with the structure and process to develop their sales negotiation ability using real-world cases. You will learn from professional trainers who have mastered the concepts and techniques themselves. Through this engaging and enjoyable learning process, you will find the course challenging you to identify your own strengths and weaknesses and make improvements in your sales negotiation approach, at every stage of selling. You will increase your results as soon as you apply the skills learned from this course.

Objectives

- Increase your self-confidence and develop a positive attitude towards selling by considering the needs of your clients and addressing those needs
- Assess and improve your selling and communication techniques, so you'll be competitive in the market
- Learn to convert objections into sales opportunities
- Improve your sales planning and pre-sales preparation
- Achieve win-win sales and customer relationships
- Increase call and presentation effectiveness, and improve company image and market position

Key Topics

- Key principles in sales and negotiation
- Buying motivation
- Customer-satisfaction selling and value-added selling
- Improving customer relationships and sales interaction skills
- Listening and matching customers' needs and styles
- Improving persuasiveness and reducing buying resistance
- Probing and confirming customers' needs and decision criteria
- Selling benefits to satisfy identified requirements
- Overcoming objections and resistance
- Proposal selling
- The negotiation climate, strategies and tactics
- How to open and trade for concessions and maximise gains
- Resolving customer problems



Key Account Management

2 days

For many businesses, most of the sales revenue comes from a few key accounts. And your company's key customers are your competitors' key prospects. So developing and protecting these relationships is absolutely essential.

Key account selling requires a long cycle, a big investment of resources. That's why today's successful sales professionals must be strong in their tactics and strategies. Learn how to develop a strategic selling plan that will save you time, money and effort by identifying the right accounts and the right projects. Learn why your offer matters to those clients, what it takes to ensure their long-term loyalty and how to speed up the sales process.

Objectives

- Enhance sales performance with a sharpened focus
- Gain customers' loyalty by understanding their needs
- Contact the real decision-makers and engage those who influence the sale
- Increase sales penetration in your current accounts
- Spot the customer attitudes for making a successful sale
- Shorten the sales cycle by identifying and removing internal and external bottlenecks
- Identify and deal with different buying influences present in every sale

Key Topics

- Selling in a changing environment
- Value-added selling concepts
- Strategic selling
- Targeting your large accounts
- How to increase your contribution and overcome major obstacles
- Creating long-lasting relationships
- Identifying opportunities and red flags
- Recognising the buyer's level of receptivity
- Co-operative versus competitive selling styles
- Account management strategy
- Setting priorities and managing your time
- Strategic sales analysis



Event Management

1 day

The Event Management workshop shows you how to design, prepare and implement a smooth and professional event with practical wisdom, tools and checklists presented by a seasoned professional. Learn universal concepts and skills that will help you achieve positive publicity for your event.

Objectives

- Review the key concepts and skills relating to event management
- Gain ideas on how to select the theme, format, style, scale, venue and identity for the event
- Adopt engaging design and appropriate content
- Build a plan that covers all aspects of logistics and other practicalities
- Manage the execution and delivery of the event
- Learn to deal with the challenges often faced by event planners

Key Topics

- Creating a strategic vision of the event
- PR tools for media and non-media events
- Designing the event
- Selecting the venue and planning the layout
- Event planning and preparation
- Mapping out the work flow and timeline
- Planning for publicity and media
- Planning event logistics
- Executing the event – making it shine on the day
- Preparing and working with a running schedule



Finance for Non-Finance Executives

1 day

In business, managers and other professionals often need to make use of financial information for making sound business decisions and effective business control. However, non-finance executives are often overwhelmed by complicated accounting jargon.

This introductory course enables non-finance executives to read, understand, interpret and use key financial information to enhance business results. They will leave the course with a better appreciation of their important role in managing finance in daily business.

Objectives

- Be able to read and understand basic financial statements, including Income Statements and Balance Sheets
- Be able to extract key financial information from financial reports strategically
- Be able to review and interpret key financial performance data on growth, profitability and expenses efficiently
- Understand basic techniques for effective cost control
- Be able to communicate financial matters more effectively and confidently

Key Topics

- Reading financial statements strategically
- Reading and understanding Balance Sheets and Profit & Loss Accounts
- Key financial performance indicators, major assets and expenses, different profit measurements, underlying business features and risks
- Practical tips of effective cost control, linking business strategy to finance strategy, continuous cost improvement
- Key financial ratios: calculation, interpretation of health and warning signs
- SWOT analysis for assessing overall financial strengths and weaknesses
- Quick financial ratios analysis for interpreting business performance and financial health

Want to Achieve Stellar Performance?

- What are your organisation's challenges?
- Which area of your business has the most potential for improvement?
- Have you prepared your leaders to pursue improvement and innovation?

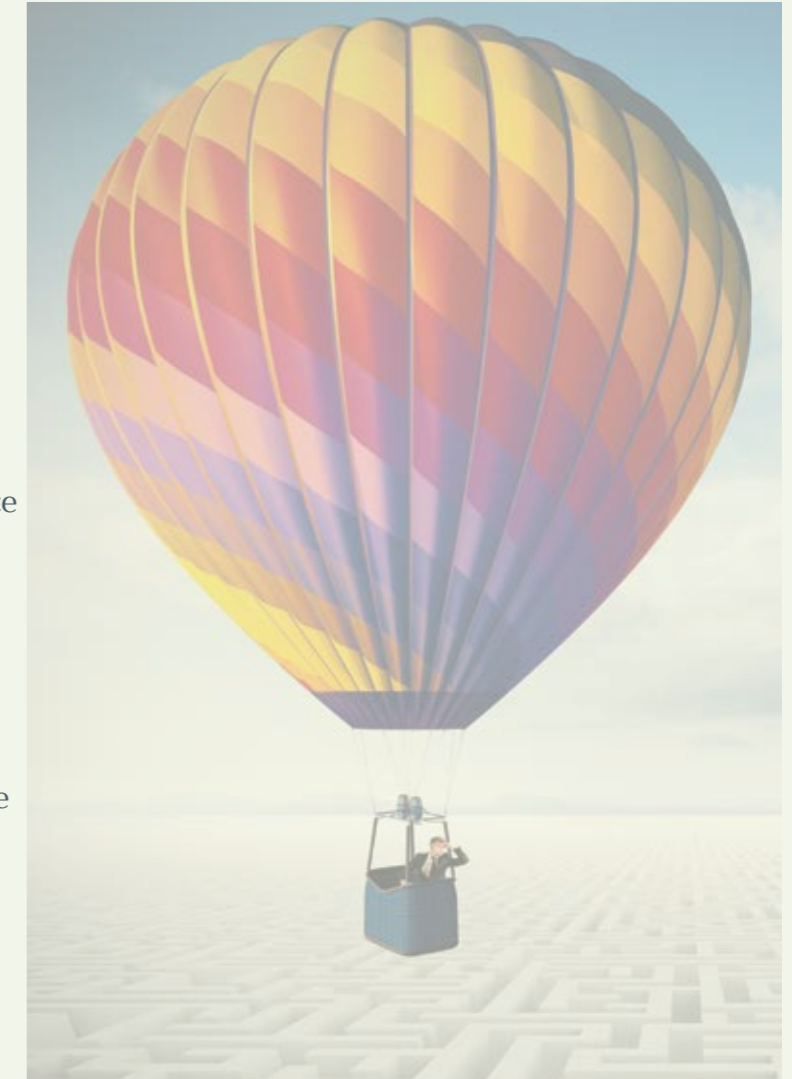
Speak with us to explore the answers to these questions and achieve greater performance from your people and your organisation.

Our Consulting Services

- Succession planning programmes
- Talent strategy and strategic planning
- Talent selection
- Competencies identification
- Talent/Hi-Po assessment & review
- Development planning
- Appraisal & employee development systems
- Mentoring programme development
- Mentoring and Coaching skills training
- Leadership Development including Performance Management and Selection Interviewing skills

Executive Coaching

Your ability to gather facts and interact with people effectively may be the difference between success or failure. Dew-Point's coaching and consultation services are designed to help executives attain greater perspective and knowledge of themselves and others.





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