

CPD Seminars – Practice Management Series (November to December 2013)

Hong Kong Institute of CPAs presents this practice management series between November and December 2013. This series of seminars is designed to help CPAs understand and employ effective dialogue in engagement negotiations, business and firm development and conflict resolution.

Date/Programme code	Time	Topic
Friday, 15 November 2013 (S131115S)	6:30 p.m. – 9:30 p.m.	How to do Challenge Mapping with your clients to surface their needs and wants
Monday, 18 November 2013 (S131118S)	6:30 p.m. – 9:30 p.m.	How to negotiate fees, disclosure and management letter points (re-run)
Tuesday, 19 November 2013 (S131119S)	6:30 p.m. – 9:30 p.m.	How to better understand and resolve conflicts (re-run)
Thursday, 12 December 2013 (S131212S)	6:30 p.m. – 9:30 p.m.	Investigative interview skills (re-run)
Monday, 16 December 2013 (S131216S)	6:30 p.m. – 9:30 p.m.	How to incubate and accelerate your consulting practice

Venue	Hong Kong Institute of CPAs, 27/F., Wu Chung House, 213 Queen's Road East, Wanchai, Hong Kong.
Language	English
Fee (for each session)	HK\$430 for HKICPA member or student; and IAV HKIAAT member or student HK\$420 for online enrolment HK\$700 for non-member
Participants	People in leadership roles in their firms
Competency	Management, leadership and soft skills
Rating	Leadership Level (Please refer to the Institute's online CPD Learning Resource Centre)
CPD hours	3 (for each session)
Speaker	Mr. Peter Nixon , CA, FCPA, MSC

Peter Nixon has been a member of the HKICPA since being invited to Hong Kong in 1989 by the PwC legacy firm Coopers & Lybrand. Since that time he has trained, coached and consulted many professionals in international accounting, tax and financial service firms across Asia as well as many other sectors internationally. Peter has considerable experience helping firms develop from the point of view of leadership and management development, organisation development and product and client development. Peter has been retained by a number of partnerships to help them work through issues at the ownership level. Peter is an international speaker and author of *Dialogue Gap* (Wiley, 2012) and *Negotiation, Mastering Business in Asia* (Wiley, 2005).





About the programme

S1311155 – How to do Challenge Mapping with your clients to surface their needs and wants

Challenge Mapping has proven to be an effective way for accountants to lead their clients to thinking through the issues they are facing and helping them conceptualise the big picture as well as prioritise the issues and action plan solutions. By leading clients in this dialogue, accountants place themselves in the middle of their strategic process and as a result become trusted advisors and to take the company forward. In this hands-on session participants will first experience participating in a Challenge Mapping session and then practice doing one themselves before facilitating a small group to do their own.

Objectives

- Learn the Challenge Mapping Process
- Learn to become central to your clients' strategic thinking process
- Practice leading others in the Challenge Mapping Process

S1311185 – How to negotiate fees, disclosure and management letter points (re-run)

This session will introduce the basics from the speaker's internationally acclaimed Star Negotiator Workshop®. The three hours session will provide participants with an introduction to the attributes of Star Negotiators, give people a chance to test their own skills negotiating with others in the class and then look at preparing for and engaging in engagement negotiations with clients for fee, scope, disclosure or other important negotiations.

Objectives

- Clearly understand and begin to emulate the attributes of a Star Negotiator®
- Gain firsthand experience comparing one's negotiating style with others
- Learn to use the Star Negotiator Pocket Card® to prepare for upcoming engagement negotiations

S1311195 – How to better understand and resolve conflicts (re-run)

Participants will share and prioritise the conflicts they encounter at work and then explore the causes of these conflicts and methods to resolve or at least manage these conflicts effectively. The speaker will draw upon his international experience as a negotiator, mediator, coach and consultant to propose solutions and help participants consider alternative approaches to what they have been doing in the past. Underlying philosophies that will be shared include motivational styles, overdone strengths, conflict sequence, destructive emotions, stress management techniques etc. Participants will receive the Conflict Management Pocket Card.

Objectives

- Understand the sources of conflict and what to do to solve the conflict
- Identify how people change as conflict escalates and learn how to de-escalate conflict in ourselves and others
- Practise conflict management/resolution using selected tools and techniques shared in the workshop

S1312125 – Investigative interview skills (re-run)

This session builds on work the speaker has done with the Association of Criminal Fraud Examiners. The gathering of information through interviews isn't as simple as it sounds. It is probably the most important part of any assurance engagement. The person sitting across the table may hold the key to finding out what you need to know. There is an art to coaxing that information from them. In this session we examine how to prepare, conduct and follow-up an interview. The speaker will present insights gained from his personal experience and that honed from other professional interviewers including fraud examiners, auditors, police, prosecutors, psychologists, counsellors and journalists.

Objectives

- Identify practices to improve their investigative interview skills
- Source solutions to problems they face while interviewing clients and staff
- Practise interview skills in the class under guidance of the speaker

S1312165 – How to incubate and accelerate your consulting practice

This session will introduce to participants on how to launch or build their consulting practices.

Objectives

- Find your niche and help your clients find you
- The key pitfalls of consulting practices and how to overcome them
- Seek answers to the situations you face in your own consultancies



To confirm your CPD booking,
just log on to "My CPA" at
<http://www.hkicpa.org.hk>

HKICPA Event Enrolment Form (For Support Programme)

Finance & Operations Department,
Hong Kong Institute of CPAs,
37/F, Wu Chung House, 213 Queen's Road East, Hong Kong

Please click here for online enrolment
(for HKICPA members only)

Payment & Enrolment Status Enquiry: 2287 7381
e-mail: finance@hkicpa.org.hk
Fax : 2893 9853

Course Information Enquiry:
2287 7386 / 2287 7253
e-mail: cpd@hkicpa.org.hk

FOR OFFICE USE

Deadline: 7 working days before the date of the programme

No.	Membership		Full Name of Participant(s) (Block Letters)	Company	Email address ^{*(2)} (Block Letters)	Programme Code	Fee (HK\$)
	No.	Status (1)					
1							
2							
3							
4							
							Total (HK\$)

* Email address is for enrolment confirmation purpose. Please refer to note (2) for details.

☐ I am unemployed and not working. I am planning to rejoin the workforce.
The Institute reserves the right to allocate places to enable the enjoyment of more members in this event.
The Institute's decision is final. Applicant must submit the enrolment form 10 working days before the event.

Contact Person : _____ Tel No. : _____ Fax No. : _____ E-mail : _____

Payment Method (Please tick the appropriate box)

<input type="checkbox"/> Cheque (no. _____) payable to "Hong Kong Institute of Certified Public Accountants" or "HKICPA"	
<input type="checkbox"/> VISA / MasterCard	<input type="checkbox"/> BOC HKICPA UnionPay card
Card Number: _____	Card Expiry Date (MM/YY): _____
Cardholder's Name (block letters): _____	Cardholder's Signature: _____ Date: _____
If you require a receipt, please put a "✓" indicate your choice of delivery: <input type="checkbox"/> by email <input type="checkbox"/> by post (to the address as shown below)	
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- Notes:
- Membership Status: **NP** = Non-Practising, **P** = Practising, **IA** = International Affiliate, **S** = Student, **HKIAAT** = HKIAAT Student or Member, **GAA** = GAA Passport holder, **NM** = Non-Member.
 - Successful applicants will receive confirmation of registration by email at least 3 working days before the event. Unsuccessful applicants will also be notified around the same time. If you have not heard from the Institute regarding your registration 2 working days before the event and if you have other enquiries related to the programme, please make enquiry at 2287 7386 or 2287 7253.
 - NO ADMISSION TICKET will be issued. Please bring your HKICPA membership card or confirmation email for admission purpose.
 - All applications are on a first-come-first-served basis.
 - Application by fax will ONLY be accepted when payment is made by credit card. Please ensure all the particulars relating to payment are completed, otherwise the application cannot be processed. There is NO need to send in the enrolment form again if it has already been faxed to the Institute.
 - Cheque(s) should be made payable to "Hong Kong Institute of Certified Public Accountants". Please issue SEPARATE CHEQUE for each event.
 - NO REFUND/CANCELLATION will be entertained after the application is processed.
 - All scheduled events will be cancelled and postponed to a date to be announced in the event of typhoon signal no. 8 or above or if a Black Rainstorm warning is hoisted. For details of bad weather arrangement for CPD programmes, please refer to the Institute's homepage.
 - The Institute reserves the right to change the venue, date, speaker or to cancel the event due to unforeseen circumstances.
 - Personal data collected from the enrolment process and administration of courses will be used for the purpose of the administration of the course on which applicants are enrolled. Data collected may be accessible by the Institute's officers, persons or committees processing the application and related matters. In addition, the Institute may use the collected data for statistical research and analysis, for keeping members informed of its services and validation of CPD hours. The Institute intends to use the personal data of your name, email address and correspondence address to inform you of CPD activities, members' benefits, goods, services, facilities and events organized or provided by the Institute or other organizations. For member and registered student you may opt out from receiving such materials at any time by login the following link <https://www.hkicpa.org.hk/en/members-area/comm-preference/>. For non-member you may opt out from receiving such materials at any time by sending an email to the Institute at privacyofficer@hkicpa.org.hk or a letter to the Institute's privacy officer.
 - No unauthorized audio or video recording is allowed at CPD events.