



Continuing Professional Development (CPD) Programme

Managing Up: Throwing the Elephants (re-run)

10 Jan 2009 (Sat)

(Programme Code: W090110B)

Speaker	: Dr. Philip Lok , B.Sc, MBA, Ph.D., CMA Dr. Lok developed this new course based on extensive research on strategies used by managers to work and develop long term relationships with their supervisors and seniors. Dr. Lok has also developed other courses in crisis communication, handling tough questions, presentation IQ, media communication etc.
Language	: Cantonese
Target Audience	: Middle to intermediate level managers and professionals
Level	: General
Time	: 9:30 a.m. – 5:30 p.m.
CPD Hour	: 7 hours
Format	: Workshop
Venue	: Hong Kong Institute of CPAs Training Centre, 27/F., Wu Chung House, 213 Queen's Road East, Wanchai, Hong Kong
Fee	: HK\$1,700 for HKICPA member or student; and IA / HKIAAT's member or student HK\$2,000 for non-member

In this interactive workshop, we will offer you a possible solution to team up with your boss and senior executives. We also provide you with hints to build a civilized workplace & surviving one that isn't.

- Nightmares, demons and slaves – Participants will explore their emotional pain in workplace interpersonal conflict. This helps to translate the devastation and encourage change
- The lion's roar – We will construct impressions of troublesome people at work. This leads participants to develop their own means to deal with the lion's roar
- Stand UP – what is the most effective response to interpersonal aggression at work? Imagine that you have just been unfairly criticized, how would you respond? For what reasons? In this session, we will provide you with guidelines on effective assertive behaviours in response to unfair criticisms while still maintaining long-term relationships
- Survival tips – We will provide you with a number of helpful & practical hints
- Case studies – We will share with you a number of cases concerning teaming you with your management
- Role plays – In this session, we will show you how to manage criticisms with communication skills
- Quiz – Are you managing your working relationships in the appropriate way? You will test your own competency in this quiz