# **Leadership for Performance & Commitment** (re-run)

**Programme Code: W091114AS** 

W091121AS W091128BS

Speaker Miss Angela Shing, BBus MSc IIAC(UK) CPA(Aust.)

Angela has a wealth of experience in the commercial and banking sectors, focusing in the last 10 years on training & development. Prior to setting up her own training consulting business, she was the regional head of a major bank overseeing the

training & development function for 13,000 employees in Asia Pacific.

Angela specialises in designing and developing training workshops in sales and service, client relationships, leadership and management, communication, and

personal and team effectiveness.

Date & Time Module 1 – Saturday, 14 November 2009 9:30 a.m. – 5:30 p.m. (W091114AS)

Module 2 – Saturday, 21 November 2009 9:30 a.m. – 5:30 p.m. (W091121AS) Module 3 – Saturday, 28 November 2009 9:30 a.m. – 5:30 p.m. (W091128BS)

Venue Hong Kong Institute of CPAs Training Centre, 27/F., Wu Chung House, 213 Queen's Road

East, Wanchai, Hong Kong

Enrolment fee HK\$1,700 for HKICPA member or student; and IA/HKIAAT's member or student (for one

module)

HK\$2,000 for non-member (for one module)

Language English

Format Workshop, including case studies, group discussions and presentation

Competency Personal & Interpersonal Skills\*

Rating Intermediate Level\* - Sound understanding of the knowledge area. The ability to apply

knowledge and skills to a range of situations and able to deal with new situations.

Target Audience Supervisors and managers who have a leadership role

CPD credit 7 hours for each module

## About the programme

The framework of this LeadSmart leadership program is based on a world-wide staff engagement survey. The survey analysed the engagement practices that impact staff commitment, which in turn increases performance. Employees' emotional commitment can be enhanced when they enjoy and believe in 4 areas: their jobs, managers, teams and organizations. As the principal agent between the direct reports and the organization, a team leader can increase staff performance and commitment by reinforcing effective engagement practices in these 4 areas. These practices can be transformed into the following roles of a leader:

# **3 Leadership Roles**

Building
A Committed Team

Coaching
For Individual &
Team Performance

Driving Staff Engagement

The LeadSmart program comprises 3 intensive workshops, equipping team leaders with the practical leadership skills to perform the above 3 roles and lead a committed team with high performance. They can readily apply these skills in their daily people management functions to build a trusting relationship with the team, and motivate them to achieve team and organisational goals.

Team leaders may attend all or individual workshops, which cover the following contents:

## Module 1: Building A Committed Team

- Identify the factors for building a committed team with high performance
- Develop personal direction connecting to the team and the organisation
- Recognise the Leadership Qualities of an effective leader
- Apply the SUPER relationship guidelines to build trust with the team:
  - Sharing / Understanding / Participation / Empowering / Respect

#### Module 2: Coaching For Individual & Team Performance

- Set clear SMART performance goals for the team
- Identify opportunities for coaching
- Apply the 4 levels of coaching appropriately based on:
  - Importance, urgency and complexity of the task
  - Skills, knowledge and relevant experience of the staff
- Apply the SARA Feedback Approach to give:
  - · Positive feedback to reinforce effective actions
  - Improvement feedback to guide staff to identify alternative actions
- Use tactics to make effective feedback
- Reinforce team performance and teamwork through sharing of best practices and positive behaviours that demonstrate the
   4 success factors of teamwork

### Module 3: Driving Staff Engagement

- Cultivate a work environment that provides the 6 supporting conditions to empower the staff
- Start building commitment through orientation activities for new hires
- Develop staff by implementing individual competency-based development plans
- Reinforce organisational engagement drivers:
  - · Commit to staff development
  - Manage staff perception
  - · Connect with company strategies and success
  - · Reinforce the corporate culture

<sup>\*</sup> Please refer here for descriptions of other competencies and ratings.

## HONG KONG INSTITUTE OF CERTIFIED PUBLIC ACCOUNTANTS

CPD ENROLMENT FORM (For Support Programme)

Applicants can enrol for any one individual module or all modules.

Full Name of Participant(s)

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

Payment & Enrolment Status Enquiry: 2287 7381

e-mail: finance@hkicpa.org.hk : 2893 9853

Membership

No.

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

Company

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

Programme

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<b>FOR OFFICE USE</b>	

Fee

# Deadline: 7 working days before the date of the programme

No.	No.	Status (1)	(Block Letters)	Compa	ny	System <sup>(2)</sup>			Code			(HK\$)				
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The The	☐ I am unemployed and 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)															
	☐ Cheque (payable to "Hong Kong Institute of Certified Public Accountants")															
Cheque No.:					Bank:											
	Visa / Mast	er Credit (	Card	Card Number :												
Cardholder's Name : (Please print)				Card Expiry Date (month/year) :												
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Note	s: 1 Mem	hershin Sta	tus: $NP = Non-Practising P = Prac$	tising IA = Internati	onal Affil	iate	S = Studen	† HKIA	ΔΤ =	HKIAA	T Stu	dent	t or N	/lemb	er	

- **GAA** = GAA Passport holder, **NM** = Non-Member.
  - 2. Please put a "<" in this column to indicate you wish to register by Computerized Ticketing System. Instead of a ticket you will receive a confirmation receipt by post. Details of the system can be found at <a href="http://www.hkicpa.org.hk/membership/cpd/ticket.php">http://www.hkicpa.org.hk/membership/cpd/ticket.php</a>
  - All applications are on a first-come-first-served basis. In the event of over-subscription, priority will be given to members and students of HKICPA.
  - Application by fax will ONLY be accepted when payment is made by Visa/Master 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.

- Successful applicants will receive admission ticket or confirmation notice (for those who opt for Computerised Ticketing System) 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 days before the event and if you have other enquiries related to the programme, please make enquiry at 2287 7386 or 2287 7253.
- 7. NO REFUND/CANCELLATION will be entertained after the application is processed. If you are unable to attend the enrolled programme, you may nominate a substitute to take your place, provided that the Institute is notified in writing at least two working days prior to the event date.
- 8. 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 or speaker of the event due to unforeseen circumstances.
- 10 All personal data collected from the enrolment process, and administration of the CPD Programmes will only be used for the purpose of the administration of the course on which members are enrolled.

Please fill in the following label CLEARLY for mailing of admission ticket:

Name :	Name :
Company :	Company :
Address :	Address :