



WorkSmart: Greater Effectiveness at Work

Programme Code: W100628AS
 W100707

Speaker	Miss Angela Shing , BBus MSc IIAC(UK) CPA(Aust.) Miss Shing 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. Miss Shing 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 – Monday, 28 June 2010 6:30 p.m. – 9:30 p.m. (W100628AS) Module 2 – Wednesday, 7 July 2010 6:30 p.m. – 9:30 p.m. (W100707) Applicants can enrol for any one individual module or all modules.
Venue	Hong Kong Institute of CPAs Training Centre, 27/F., Wu Chung House, 213 Queen's Road East, Wanchai, Hong Kong
Enrolment fee (for one module)	HK\$750 for HKICPA member or student; and IA/HKIAAT's member or student HK\$1,500 for non-member
Language	English
Format	Workshop (with practices, group discussions, role-playing, etc.)
Competency	Personal and 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	For professionals and managers who work with internal and external customers
CPD credit (for one module)	3 hours

About the programme

We have multiple roles within our careers and in our families. These roles are competing with each other, resulting in imbalance of our time allocation, the rise of our stress, deterioration of our mental and physical health, and our relationships suffer. In our work place, we also need to maintain a trusting relationship with our internal and external customers. One way to gain credibility is through the projection of a professional image during our interaction with people.

This WorkSmart Series comprises two 3-hour intensive workshops, helping us to develop our own personalised work-life balance plans and project a professional image through business grooming and social etiquette.

- Module 1 **Greater Job Effectiveness: Maintaining Work-life Balance**
- Assess your roles in your personal and professional life
 - Achieve work-life balance
 - Develop yourself in 5 dimensions
 - Eliminate low-value tasks

- Module 2 **Business Etiquette: Creating a Favorable Impression**
- Social Etiquette**
- Interacting with proper manners and body language
 - Greetings and appropriate handshakes
 - Making proper introductions to others
 - Exchanging business cards
 - 3 ways to open a conversation with small talk
- Business Grooming**
- 3 principles about business grooming
 - Business attire for men and women
 - Business casual for special events
 - Facial and body care

* 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.

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

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

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

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

Deadline: 7 working days before the date of the programme

No.	Membership		Full Name of Participant(s) (Block Letters)	Company	CT System ⁽²⁾	Programme Code	Fee (HK\$)	
	No.	Status ⁽¹⁾						
1								
2								
3								
4								
5								
							Total (HK\$)	

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)

<input type="checkbox"/> Cheque (payable to "Hong Kong Institute of Certified Public Accountants")	
Cheque No.:	Bank:
<input type="checkbox"/> Visa / Master Credit Card	Card Number : <input type="text"/>
Cardholder's Name : (Please print)	Card Expiry Date (month/year) :
Date :	Cardholder's Signature :
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Auth. Code No.	Handled by
	Date

- 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.
 - 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 <http://www.hkicpa.org.hk/membership/cpd/ticket.php>.
 - 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.
 - 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.
 - 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.
 - 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 :

