



CPD Workshops – Business Management Skills Series (March to June 2011)

Hong Kong Institute of CPAs proudly presents this business management skills series between March 2011 and June 2011. This series of workshops 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
Monday, 21 March 2011 (W110321S)	6:30 p.m. – 9:30 p.m.	How to prepare and conduct engagement negotiations
Monday, 11 April 2011 (W110411S)	6:30 p.m. – 9:30 p.m.	How to build your practice in Hong Kong
Monday, 23 May 2011 (W110523S)	6:30 p.m. – 9:30 p.m.	How to attract and win more work
Thursday, 2 June 2011 (W110602S)	6:30 p.m. – 9:30 p.m.	How to understand and resolve conflicts better

Venue	Hong Kong Institute of CPAs Training Centre, 27/F., Wu Chung House, 213 Queen's Road East, Wanchai, Hong Kong.
Language	English
Fee (for each session)	HK\$750 for HKICPA member or student; and IA/ HKIAAT's member or student HK\$1,500 for non-member
Participants	People in leadership roles in their firms
Competency	Leadership and Business Strategy; Personal and Interpersonal Skills
Rating	Leadership Level (Please refer to the Institute's online CPD Learning Resource Centre)
CPD hours (for each session)	3
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 *Negotiation, Mastering Business in Asia* (Wiley, 2005).





About the programme

W110321S - How to prepare and conduct engagement negotiations

This session will introduce the basics from the speaker's internationally acclaimed Star Negotiator Workshop®. The three hour 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 by the fee, scope, disclosure or other important negotiations. Participants will have a chance to win a copy of the speaker's book Negotiation, Mastering Business in Asia (Wiley).

- 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 Working Papers® to prepare for upcoming engagement negotiations

W110411S - How to build your practice in Hong Kong

This interactive workshop, drawn from the speaker's internationally acclaimed Dialogue Leadership Workshop®, will demonstrate the power of dialogue in building your practice in Hong Kong. By engaging all the participants into answering the question How Might We Build our Practice in Hong Kong, participants will begin to understand why this is important, what's stopping this from happening, what the priority issues are that need to be addressed and some ideas about how to address the key issues identified by the group. This session will be an experience sharing session built around the development of a Challenge Map and worth attending whether or not you are interested in building your personal practice or that of your entire firm.

- Objectives**
- Identify the key issues involved in building your practice in Hong Kong
 - Learn how to employ Challenge Mapping to generate internal and external dialogues of importance
 - Consider possible solutions to the key challenges of building your practice in Hong Kong

W110523S - How to attract and win more work

Building on the speaker's internationally acclaimed Dialogic Selling Workshop®, participants will learn the DNA of business development and practice networking with people, how to plan, connect, dialogue, record and follow-up when doing business development. Following an introduction of best practices, participants will practise, open up to Q&A and address specific business development challenges faced by individuals and firms represented in the audience. As the regulatory environment for Chinese entities listed in Hong Kong begins to change, local firms that have relied on this source of income will find it useful to learn how to win non-recurring business from their existing clients and how to win new business from new clients.

- Objectives**
- Learn the DNA of Business Development and Potential's Relationship Sales Principles
 - Practise networking to surface, record and follow-up opportunities identified
 - Address any specific queries faced by people personally or as a firm when trying to attract and win more work

W110602S - How to understand and resolve conflicts better

Participants will share and prioritise conflicts they encounter at work and explore the causes of these conflicts and possible methods to resolve or at least manage the conflicts effectively. The speaker will draw from 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 including motivational styles, conflict sequence, stress management techniques etc.

- Objectives**
- Understand the sources of conflict and differentiate warranted and unwarranted conflict
 - Identify how people change as conflict escalates and how to de-escalate conflict in ourselves and others
 - Practise conflict management/resolution using selected tools and techniques shared in the workshop

HONG KONG INSTITUTE OF CERTIFIED PUBLIC ACCOUNTANTS

CPD ENROLMENT FORM (For Support Programme)

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

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
Fax : 2893 9853

Course Information Enquiry: 2287 7386
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	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 : <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr></table>																			
Cardholder's Name : (Please print)	Card Expiry Date (month/year) :																			
Date :	Cardholder's Signature :																			
FOR OFFICE USE																				
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.
 - 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 :