



Executive Leadership & Management

Professional Management and Leadership Series

Professional Certificate in Executive Leadership & Management for NGOs (4-day)

High Impact Program Empower Your Services Growth

社會服務機構行政領導及管理 專業證書課程 (四天)



Online Registration

Accreditation :
Nurse : CNE
Social Worker : CPD
Occupational Therapist : CPD

Introduction

The Executive Leadership and Management Professional Certificate program is designed to help executives across the organization reach new levels of success. For NGOs looking to achieve and increase competitive advantage, this flexibly-paced executive leadership certificate program is an effective way to strengthen your present leaders and prepare for future successors. The program is for high-potential mid to senior-level managers working in Social Services setting who want to gain exclusive insights and learn cutting-edge concepts to advance in their careers.

Course Objective

1. To equip supervisors / staff with managerial responsibilities with the necessary knowledge, skills and desired behaviors, essential for management and leadership in an NGO social welfare setting.
2. To refresh supervisors with the necessary skills and knowledge to enhance their management effectiveness in the social welfare field.

Trainer

Dr. Philip Fung (馮炳全博士)

Dr. Philip Fung is a seasoned human resources consultant and has more than 30 years experience in leadership development and organizational development. In the last 15 years, his focus was to assist NGOs in strategic planning and service innovation by using his knowledge & experience at senior management level of three listed companies Tse Sui Luen Jewellery Group, Group Sense and Bossini Group.



Through his interaction with social workers, middle and senior management of NGOs, he recognized the growing and unfilled needs of elderly, people with disabilities and chronic diseases. As Hong Kong moved further into an aging society, we need new paradigms and intervention strategy.

In addition, Dr. Fung has been invited to tailor-made the Strategic planning training program for more than twenty NGOs such as Yan Oi Tong, Hong Kong Lutheran Social Service, Yang Memorial Methodist Social Service, The Family Planning Association of Hong Kong and Hong Kong Society for Rehabilitation to meet the ever-changing welfare needs of our society.



香港專業培訓學會
Hong Kong Society of Professional Training

202-204A, Two Harbourfront, Tak Fung St.,
Hung Hom, Kowloon, Hong Kong
ask@hkspt.org www.hkspt.org
Tel: 3111 0264 Fax: 2125 7900

Course Content

Model 1: Adaptive Leaders

- ✧ Performance management cycle
- ✧ W What is a good leadership theory?
- ✧ Leader Vs Manager
- ✧ From one best style to leadership continuum
- ✧ Hersey and Blanchard's Situational Leadership theory: contributions and limitations
- ✧ Know your leadership style (autocratic, participative and laissez-faire)
- ✧ How to become an adaptive leader?

Module 2: Performance Appraisal and Coaching

- ✧ Performance management cycle
- ✧ Common mistakes in appraisal
- ✧ Preparation for appraisal meeting
- ✧ Six steps for appraisal meeting
- ✧ Performance appraisal: golden opportunity for coaching
- ✧ Use GROW coaching model to structure a coaching session

Module 3: Building Effective Team

- ✧ Tuckman's Team development model
- ✧ What is team synergy
- ✧ Belbin's team role
- ✧ From team leader to facilitator
- ✧ Four stages of facilitation
- ✧ Facilitator toolkit- pick the right facilitation framework

Module 4: Solving Complex Problem

- ✧ Complex problem and psychological trap
- ✧ Kepner-Tregoe's approach to attack complex problem
- ✧ Problem assessment and problem statement
- ✧ Identify the root causes by Problem Analysis (PA)
- ✧ Make the best selection by Decision Analysis (DA)
- ✧ Anticipate the risk ahead by Potential Problem Analysis

Module 5: Service Planning and Program Evaluation

- ✧ Core service review: your body check
- ✧ Stakeholder analysis: hearing the unsaid
- ✧ PEST and SWOT analysis
- ✧ Identify the critical issues in your service
- ✧ Integrate evaluation into program planning
- ✧ Theory of change: logic model
- ✧ Create an evaluation plan

Module 6: Leading Effective Change

- ✧ Dynamics of change
- ✧ Why organization change initiatives often fail
- ✧ Kotter's Eight-step change model
- ✧ How to increase the urgency of change
- ✧ How to set a vision and get buy-in
- ✧ How to create quick-wins

Module 7: Creativity and Service Innovation

- ✧ What is creativity and innovation
- ✧ Qualities of creative people: Da Vinci, Albert Einstein and Thomas Edison
- ✧ Creativity tools: SCAMPER and Idea Box
- ✧ Design thinking and service innovation
- ✧ Case studies of innovation in NGOs

Module 8: Quality Management and Continuous Improvement

- ✧ What is quality
- ✧ Quality system: from ISO9000 to SQS
- ✧ Dr. Deming's PDCA cycle
- ✧ Using quality tools for process improvement
- ✧ Benchmarking and learning from best practices

Course fee will include an internationally recognized personality assessment called **Personality & Preference Inventory (PAPI™)**, to help participants to understand their and strengths and development areas.

Course Details

Date & Time : 22/10, 29/10, 5/11 & 12/11/2020 (Thur.) 9:30am – 5:30pm (total of 28 hours)
Venue : HKSP Conference Room, 202-204A, Two Harbourfront, Hung Hom, KLN, HK
(Approx. 3 min walking distance from Whampoa MTR Station Exit D2)
Course Fee : HK\$6,800- (Fee including the Personality & Preference Inventory, PAPI™)
Special Offer : HK\$6,600- (Enroll the course 1 month or more prior to the event)
Group Discount : HK\$200- discount /each for group of 3 or more
Language : Cantonese supplemented with English (Teaching materials are mainly in English)
Course Mode : Short Talk, Demonstration, Practice, Discussion & Sharing
Target : Ranks include Managers, Senior Service-in-charge, Service-in-charge, Unit-in-charge, Senior Social workers / AOICs, and Team Leaders
Certificate: Certificate of Attendance issued by Hong Kong Society of Professional Training
Accreditation: Nurse : 28 CNE, Social Worker : 28 CPD, OT (CPD) : To be confirmed

(ELM – C2066)

For enquiry : 852-3111 0264

Online Registration



Registration Form

Student No: _____

Course: Professional Certificate in Executive Leadership and Management for NGOs (4-day)

Date & time: 22/10, 29/10, 5/11 & 12/11/2020 (Thur.) 9:30am – 5:30pm (total of 28 hours)

	Course Fee	Early Bird (Enroll the course 1 month prior to the event)
Single Participant	<input type="checkbox"/> HK\$6,800-	<input type="checkbox"/> HK\$6,600-
Group of 3 or above	<input type="checkbox"/> HK\$6,600-/each	<input type="checkbox"/> HK\$6,400-/each

* For group discount registration, please submit your forms altogether.

Discount Code: _____

Name (in English) : _____ (Mr / Ms) 姓名 (中文): _____

(Printed name on certificate, please provide it in block letter, thank you.)

Education Level: Primary Secondary Tertiary or above

Nature of Job (please fill in for trainer's better preparation of teaching materials):

Medical Staff Social Worker Occupational Therapist Other _____

#Email: _____ Tel: _____

I agree I disagree to receive regular HKSP's course information by email.

My email address is already in your list and I have been regularly receiving HKSP's course information.

Payment by Cheque:

Please made crossed cheque payable to "Hong Kong Society of Professional Training"

Cheque No: _____ Name of Bank: _____

Please send completed registration form and cheque to: **Hong Kong Society of Professional Training,**

Rm. 202-204A, Two Harbourfront, Tak Fung St., Hung Hom, Kowloon, Hong Kong.

Payment by Bank-in / Fast Payment Service (FPS) 轉數快:

Please settle the payment via Fast Payment Service with **FPS code 8835217** or bank in to our bank account with "Bank of China (HK) Ltd" 中銀香港 A/C No: **012-890-1-038-682-9**.

Please send the completed registration form and screenshot picture or bank in slip to Hong Kong Society of Professional Training either by email (PDF) to **ask@hkspt.org** or by fax: **852-2125 7900**.

We will confirm your registration through email within 1 week, please contact us if you do not receive any confirmation.

Receipt Heading: _____ (please write in block letter)

Applicant Signature: _____ Date: _____

Important Notes:

1. The course confirmation will be sent to participants via email at least 2 weeks prior the course, please contact us if you do not receive any notification.
2. All registration will be accepted on a first come first served basis.
3. Once a registration has been submitted, it cannot be refunded and cancelled for any reasons.
4. All request on registration amendment must be given in written form. An administration fee of HK\$200 will be charged for any processing request.
5. Official receipt will be issued on the first day of the course. Re-issuance of official receipt will be charged HK\$50.
6. If you have any enquiry, please feel free to contact us on www.hkspt.org or 3111 0264.



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