



Member of the International Federation of  
Training and Development Organizations



June 2004, Issue 17

**ITP**

**LINK**

The Newsletter for Members of the Institute of Training Professionals

**Results of the ITP-HKPC Joint Professional Diploma in Training Excellence (PDTE)**

The Professional Diploma in Training Excellence (PDTE) that your Institute jointly organized with the Hong Kong Productivity Council was completed by 2003 year end. The overall results were announced in January 2004. We are pleased to report that out of the ten participants who pursued this 1-year-long part-time program till its end, only one failed (due to absence from the final examination). And of the nine who successfully completed the program and received the Diploma, three passed with *credit* and one passed with *distinction*, representing 40% of the class! CONGRATULATIONS to the class! You certainly did well and indeed deserve the commendations from the Institute!

**Graduates of PDTE Program are:**

<b>Ms. Chan Lok Ming, Pamela</b>	<b>Ms. Lee Suk Han</b>
<b>Ms. Cheing Yun Yee</b>	<b>Mr. Wong Hon Kam</b>
<b>Mr. Choi Chak Man</b>	<b>Ms. Wong Man Sau, Monica</b>
<b>Ms. Fung Mei Lan, Clara</b>	<b>Mr. Wong Wing Kwong</b>
<b>Ms. Kan Chuy Hant</b>	<b>Mr. Yu Tak Wai</b>

**8th ANNUAL GENERAL MEETING (A.G.M.)**

Members are reminded that the 8th Annual General Meeting of the Institute will be held on Thursday, 15 July 2004, at the Police Officers' Club, Hung Hing Road, Causeway Bay, Hong Kong, commencing 7:00 p.m. A buffet dinner will be served immediately after the meeting.

Nomination to the Executive Committee is now open. Members please refer to "Notice of Meeting" sent separately.

The Chairman and Members of the Executive Committee look forward to seeing you at the meeting.

Victor Chan  
Hon. Secretary

# ***Congratulations!***

**課程** : 國內中小企人才培訓專業文憑課程  
**Professional Diploma in People Development  
In China (Sep 20, 2003 – Jan 17, 2004)**

Here's a list of graduates of the **Joint Professional Diploma in People Development in China (ITP/HK Productivity Council)** (Intake One) Sep 20, 2003 – Jan 17, 2004.

<b>Alex Au</b>	<b>Ricky Luk</b>	<b>Miranda Li</b>
<b>Eric Au Yang</b>	<b>Joey Wong</b>	<b>Lance Lim</b>
<b>Regent Cheung</b>	<b>Mary Wong</b>	<b>Candy Lok</b>
<b>Olivia Chow</b>	<b>Midco So</b>	<b>Carie Yee</b>
<b>Edwin Hui</b>	<b>Sam Wu</b>	<b>Jeff Yu</b>

Intake Two of the program has commenced on April 17, 2004 with twelve participants now attending.

## **讀後感 - 蘇敏 (Ms Midco So) 國內中小企人才培訓專業文憑課程學員**

本人對國內企業的人力資源及員工培訓一題，在多月前只流於表面的接觸及認知。經朋友介紹報讀此課程後，經過四個多月來，透過資深而富經驗的導師講解、課堂上的練習、趣味性的遊戲；與各行各業的同學作經驗交流之後使我能掌握到、了解到國內企業在以上兩方面已發展得較我們想像中的快、配套完善、資訊廣泛；課程中更有國內

專業的執業律師作為導師為我們講解、教授國內的勞工法及國內薪酬的計算方法。

本人除了對各位導師多月來為準備課程而努力表示贊賞外；更因此課程而能認識到一班不同行業但在國內企業工作經驗豐富的同學而感到高興。我們更因此成為了好朋友，經常透過互聯網交流心得及消息呢！

January 2004.

## Activity Report (Police Training School on 17 April 2004)

Twenty members of the Institute led by the Chairman, Mr Fred Kwan, visited the Police Training School in Wong Chuk Hang on 17 April 2004. The visit was most successful as members had the opportunity to appreciate the changes that have taken place in adapting ‘Customer Service Culture’ for a major disciplinary force such as the Hong Kong Police in the recent years. A Senior Police Inspector recalled and compared some of the case stories when the police interacted with the general public before and after the introduction of this service culture.

At the second half of the presentation, a Police

Superintendent elaborated on the scope of training for new recruits of the police force. The 26-week training programme is to develop the new recruits into useful members of the force.

After the presentation, members went through some of the training facilities. These include the Learning Resource Centre, a firing range, and a mock-up police reporting room.

This was an eye-opening visit for members of the Institute, and we thank the Hong Kong Police for making this visit a success.



*Excerpt of an address by Dr. Denny Chow, PhD, FITP, at a Seminar on “Training and Development Trend in China” of the Joint HRM Club Meeting at HK Productivity Council on February 13, 2004.*

Dr. Chow started off by recalling Premier Wen Jiabao’s tour in December, 2003 to the United States, Mexico, Canada, and Africa. Premier Wen said his mother had taught him as a child four key words in dealing with other people: “Sincerity, Honesty, Frankness, and Truthfulness.” He reminded the Chinese diplomats what they used to do in the old days, such as bringing home TV sets and other electrical items, and the current situation where there’s virtually no need for them to bring in such items now. He quoted the strong RMB, and that the net pay the audience received in USD was somewhat 20% less than what they used to get.

Premier Wen attributed these changes and China’s success to the previous 25 years of peace and development, and further said it’d take China 100 years to catch up with others. Dr. Chow ascribed it as merely Premier Wen’s humble statement. With good HR and training practices, coupled with open and free economy, Denny believed China could expedite the process of development and take a much shorter time span to achieve greater success.

Denny went on to highlight some learning areas, such as attitude, skills, knowledge and behavior; and learning theories, such as cognitive, behavioral, direct, and adult learning theories, so that the audience could see for themselves how ‘training, development and education’ evolve and blend together in China, particularly in the last few years.

As regards trainers, more often than not they enlist senior employees, preferably those with teaching experience, and also outside consultants to conduct in-house training. Some common training areas include ISO certification, sales, quality, experiential learning, and hot topics like ‘The Six Thinking Hats’, ‘5W1H’, etc.

On the issue of training materials, their preference is, the more the better, both for hard and soft copies. The class size could be very large and sometimes even to capacity of a concert hall. They also like to do videotaping, tape-recording of training programs conducted by external training professionals, so that others not available at the time of the program could have access on later dates. Since most training programs have to be highly participative and interactive, Dr. Chow opined that to achieve better results, it is preferable to provide only the key training materials, and that the class size be kept small to around twelve.

Dr. Chow cited some of his personal experiences as a training consultant in some major cities in China, such as Shenzhen, Guangzhou, Shanghai Tianjin, and Beijing. He provided names of some training providers in China, and stressed the need to source based on reliable recommendations from former users.

Since the latter half of 2003, practitioners of many trades and callings are required, in addition to the usual academic qualifications, to obtain certificates recognized by the national and local governments, e.g. human resources,

training, IT, logistics, engineering, accounting, etc. etc. The first batch of CHRP (Certified Human Resource Practitioner) was certified in late 2003.

### *The Way Forward:*

With WTO Membership, it goes without saying China must open up and gear toward globalization. As Chinese nationals, we all cherish to grow and prosper with the motherland.

Since most front-line employees in China have limited exposure to global practices, Hong Kong managers and professionals can come into play. CEPA allows access to China by specialists from Hong Kong, especially, those from finance, legal, service, logistics, human resource management and development, etc.

Each year, the government sends senior cadres for overseas training, and it is expected that more people in finance would undergo such training in future.

Individual Travels to Hong Kong do bring some economic benefits to Hong Kong, and at the same time, make it possible for the Mainlanders to see for themselves what Hong Kong SAR is like, its pace, and its culture where East meets the West.

As for the people of Hong Kong, we need to ever upgrade our professional knowledge and skills as well as our people skills in order to keep abreast with the global development and maintain our competitive edge.

*ITP LINK Editor : Sunny Chan*

**培訓專業學會**

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