

# ITP



# LINK

The Newsletter for Members of the Institute of Training Professionals

## ITP's SME Seminar on Time Management Hit Again!

By Mr. Alfred Ho, FITP

To help local SME's and entrepreneurs enhance their human resource management skills and to gain wider public recognition, ITP launched its first SME Seminar Series jointly with the Trade and Industry Department (TID) back in the middle of this year.

Riding on the success of the first presentation (by ITP GM Denny on *recruitment interviewing* “提升企業績效錦囊系列：掌握面談技巧。智選優秀人才”) back in June, Exco Member Richard Lui continued the hit row with another hot topic on time management “**Effective Time Management for Enhancing Work Efficiency**”. The event was held on September 4, Tuesday, between 3 and 5 pm in the Department's SUCCESS (Support and Consultation Centre for SMEs) in Mongkok.

To rally support Chairman Fred Kwan and Exco Member Alfred Ho also turned up to meet with TID's officers and greet participants. Besides those who registered on-line via TID's SME website and network, there were also walk-in standbys waiting to snatch the empty seats after the event commencement. So within minutes after the MC announced the start of the seminar, all the 70+ seats were taken up.



Richard sharing his experience & giving advice to audience



Audience engaging in their “Getting to know you” exercise

Richard kick-started the event with a brief introduction of himself and ITP. To nurture an atmosphere of close interaction and getting everybody involved, Richard began the workshop with a “Getting to know you” ice-breaking and warm-up activity. The theme was exchanging on

the issues that participants most often encountered and how they manage their time in general. From sampled participants' feedback Richard then linked time to life goals, and posed participants a critical scenario: what they would like to get done/accomplished were there only a limited life-time available (say, the much talked-about December 21<sup>st</sup> Doomsday of the World scarce).

alternatives, like delegation, disturbance minimization, work simplification, grouping of similar activities (to enjoy the "economy of scale" effect), meeting handling, and reserving a specific quiet time for work planning and review/reflection.



*Audience attentively listening to Richard's presentation*



*Participants exchanging views during the case analysis*

During the session, Richard showed participants the various tools and instruments that could be used for recording/logging activities, analyzing time usage, identifying activity/workload pattern, thereby providing useful information for one to determine what action could be taken to tackle the peaks and even out the fluctuating work loading in daily work and everyday life.

The session ended officially at 5 pm sharp as scheduled, but a few participants came up to Richard to exchange business cards and further seek his advice on the topic. Finally Richard could only called it a day by 5:15 pm.

To add realism to the learning experience, Richard used a case study of a working wife being offered a promotion to stimulate the awareness of participants towards the many time management

Thanks to Richard and Denny for their contribution to the Institute and to local SMEs in the first series. Members might like to know that TID is very pleased with the response and feedback from participants and is already proposing to ITP to consider staging a follow-up series in 2013.

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# ITP SUPPORTS HKIED'S MASTER DEGREE IN EDUCATION PROGRAMME

*By Mr. Sam Ying, FITP*

With ITP's continuous participation in the Master of Education (MEd) programme of the Hong Kong Institute of Education, the Semester course on "Training and Consulting Skills" was successfully completed in May 2012. It is already the third year that ITP has taken part in the teaching of the MEd programme.

The aim of the course is to provide Master Degree students, not only with the theories of Training and Consulting, but also the practices of Training and Consulting in simulated or real situations. With the supports of members' companies, the practical components were delivered through a number of ways. ITP had provided students the opportunities to sit-in at some of the front-line or managerial training programmes of companies in Hong Kong. Some students were also given the opportunities to work as short-term interns in companies under the supervision of experienced Training Managers. ITP also lined up a few experienced Training Managers and Business Consultants to speak to the class and share their actual work experience with the students. In the class, the programme materials were delivered in a "training" approach rather than "lecturing" approach.

The programme covered some of the essential skills and topics in Training and Consulting such as facilitation, coaching, games, action-learning, and programme development. By the end of the course, students were required to work with local companies to identify their training needs, and to develop Training Programme based on such needs. The student work was compiled in the form of a project, where they had to stipulate the training skills that they would employ.

It is noted that this learning approach was very well received by the students as it not only aroused their interests in the subjects but also equipped them with the skills needed to become competent trainers and consultants. Students were able to fully participate in the class activities as well as those learning activities outside classroom. As such the programme has been among one of the highly rated programmes at HKIED.

In order to attract more students to join ITP, it is the institute policy that students be given free membership while they are at university. It is encouraging to know that through the programme, the students know more about ITP and continue to participate in ITP activities.

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# Trainer Competencies and ITP's Certified Trainer Scheme

By Mr. Alfred Ho, FITP

Competency-based approaches are widely adopted by more and more professions. The American Society for Training & Development (ASTD) announced its first Competency Model back in 2004. ITP was not much lagging behind either. The idea of specifying the capabilities demanded of a competent trainer and then using the standards developed to assess and certify local trainers, or T&D practitioners, was up in the agenda of ITP's Executive Committee as early as mid-2007. The "Certified Trainer Scheme Steering Committee" of ITP held its inaugural meeting on 2<sup>nd</sup> October 2007. Sam Ying, who headed this Steering Committee, led the team to draft the framework covering level 3 to 5 (after the HKSAR Government's Qualification Framework) and laid foundation for subsequent work.

Over the years, members worked intermittently on this project. Fortunately, over the period there were only minor membership changes in ITP's Executive Committee, work continuity was maintained.

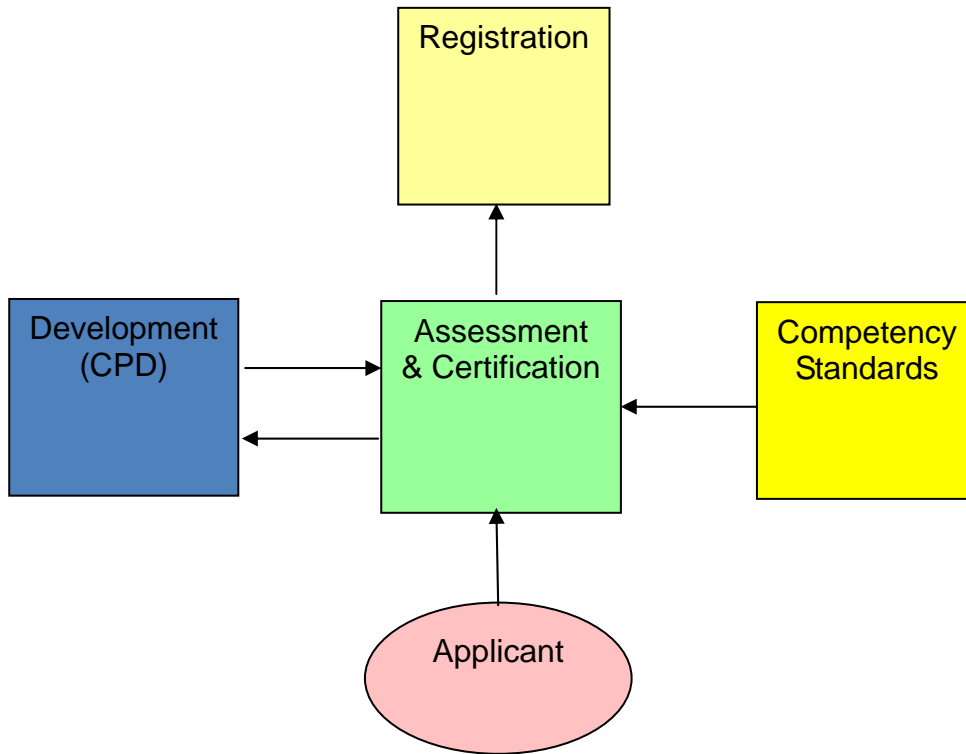
After much internal discussion and vetting, the competency set that is relevant for *trainers*, or the more "stylish" *learning/people development facilitators*, working in this region, primarily based in Hong Kong, with opportunities of supporting local enterprises' operations in the Mainland, is now ready for public reference.

The competency set, properly named "Training & Development Competencies" as stipulated by the Institute of Training Professionals, is targeted at Level 4 practitioners as defined by the

Qualification Framework (details available from the Hong Kong Council for Accreditation of Academic and Vocational Qualifications, [www.hkcaavq.edu.hk](http://www.hkcaavq.edu.hk)). The Institute chose to focus on this level to start with because it was considered that this constitutes the core of the trainers in local organizations. Having a set of performance standards defined for this level of field practitioners it would provide pivotal help to the local HR and management sectors.

The competency set covers four areas: Training Approach & Delivery; Training & Development Knowledge; Training & Development in Organizations; and Management of Training Functions, totaling 21 units (please see Appendix). Under each Unit of Competency, range (the spectrum of situations/work demands that is expected of a trainer at that level to cover), performance requirements, and assessment guideline are spelled out.

Having completed phase one – that of defining and specifying the competency standards of local trainers at Level 4 – to a workable state, the next step is to "operationalize" the certified trainer scheme. The bat was passed on to Alfred Ho, who now convenes ITP's Working Party of the Certified Trainer Scheme. The Working Party held its inaugural meeting on 27<sup>th</sup> September. Topics discussed included how to publicize the scheme, implement the assessment system, "grand-fathering" at the introductory stage, determining the passing standard, setting the charges, etc.



Members and public interested in the scheme please watch out for more details when they are firmed.

**TRAINING & DEVELOPMENT COMPETENCIES**  
(as stipulated by the Institute of Training Professionals, [www.itp.org.hk](http://www.itp.org.hk))

**Level 4**

**Area 1 Training Approach & Delivery**

- 1.1 Instructional and Presentation techniques
- 1.2 Training methods
- 1.3 Facilitation skills
- 1.4 Consulting skills
- 1.5 Coaching skills
- 1.6 Process skills
- 1.7 Performance observation skills

**Area 2 Training and Development Knowledge**

- 2.1 Technology for training and development
- 2.2 Assessing training needs
- 2.3 Training evaluation and business impact
- 2.4 Learning theories
- 2.5 Learning psychology and adult learning

**Area 3 Training and Development in Organizations**

- 3.1 Program design and development
- 3.2 Employee development
- 3.3 Organization development

**Area 4 Management of Training Functions**

- 4.1 Training administration
- 4.2 Knowledge management
- 4.3 Drawing up training proposals
- 4.4 Program marketing & promotion
- 4.5 Training reporting
- 4.6 Training budgeting

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## 參觀香港天際萬豪酒店的小感

*Ms Linda Kuang, HKIE Med student*

首先感謝 ITP 協會,我們才有機會于 2012 年 10 月 26 日參觀香港天際萬豪酒店。我想說,這是一次愉快而有意義的訪問。

香港天際萬豪酒店成立于 2008 年,是一家五星級酒店,位於香港國際機場附近,靠近南海,提供了一個很好遠離城市喧囂的環境。酒店提供超過 650 間客房,它包括高科技的客房,豐富的會議設施,各種餐飲,娛樂和休閒選擇。

我們下午 3 時到達酒店,受到了酒店的總經理和人力資源經理熱情的接待。首先,有一個很短的演講時間。總經理介紹了公司的歷史、文化、戰略、運營、發展,人力資源經理和主管詳細的揭示了人力資源開發戰略和願景。香港天際萬豪酒店的願景是讓每一位客戶享受到服務,感覺像在家裡一樣。此外,人力資源開發理念,是讓所有的員工滿意並在工作中獲得自己的方向,成就感,享受生活。在講座的過程中,一些同事問了一

些關於萬豪酒店如何進行人力資源開發活動和其他公司的不同之處的問題。從討論中,我們得知萬豪酒店有一個人力資源發展部門。該部門提供員工培訓和員工發展的機會和活動,以提高員工的工作表現,承諾,認知企業文化實現的目標,提高酒店的工作效率,服務品質和良好的信譽。此外,人力資源發展部門為一線員工,監事,經理人的職業生涯發展提供戰略計畫,促進各個層級員工能力的提高。在我的腦海裡留下深刻印象的一件事是,該公司為加強員工的企業文化而組織的團隊活動。毫無疑問的,他們的人力資源發展理念和運作使我們印象深刻。

在最後,我們參觀了一套總統套房,大氣舒適,在許多細節地方都有獨特的設計,我想不論是誰入住這裡都會很享受。我們還參觀了行政會議室,各種不同風格的餐廳、酒吧、會賓室等。這次參觀受益匪淺,希望以後還有這樣的機會。



聖誕節快樂！

MERRY CHRISTMAS

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培訓專業學會

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