



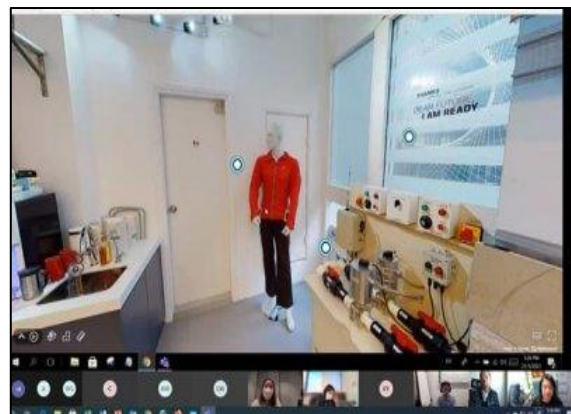
The Newsletter for Members of the Institute of Training Professionals

Virtual Tour to Sino Inno Lab

By SIN Sze Yiu, Ceci
Human Resources Management, Year 4
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It is my honour to have the opportunity to join a virtual tour to Sino Inno Lab on 21 January 2021. It offered a great chance for me to broaden my horizons about their innovative ideas in the Sino Inno Lab. This virtual tour introduced the concepts of this lab, offering a sandbox platform for start-ups, inventors and technology companies from Hong Kong and overseas to test out their innovations for applications in property technology. Moreover, Sino Inno Lab has the idea of "co-creation" which provides a platform for practitioners to connect and to gather staff's innovative ideas so as to execute their strategies for launching new products and services. It can enhance staff's knowledge, thus helping them to explore more about themselves in

technological use of products through training and trying something new. After that, they may apply the new technology at their workplace.



Technology at Workplace

After having toured to the Sino Inno Lab, I was greatly surprised by the designs and innovative ideas of their products. In the Sino Inno Lab, not only technological

For the hotel design, I was amazed by the electric rail set near the bed. Without any socket and charging cable, it provides a convenient gadget for travellers to charge electronic gadgets. This design is extremely smart because it can save space and facilitate users to get their appliances charged without bringing any connecting devices. Besides, peek-roof lock doorbell is also an extraordinarily smart design, which can protect customers' safety and privacy. The pin code situation is dynamic by changing the numbers overtime. It is also a customized design for users with a variety of usages. With different designed programs and codes, different signals would be given to users. For instance, a specific code is used for opening the door and a light is turned on for welcoming. Moreover, this doorbell has another function that can help to record the working time of cleaning staff. Hence, it can facilitate the management team to check the records of staff effectively.



Environmentally Designed Wall

The above designs have greatly enlightened my creativity and aroused my interests to see more innovative designs provided by Sino Inno Lab. I totally agree that those designs can be applied in different situations or purposes. The electric rail set can also be placed in the offices for the staff who may need to use a number of

electronic gadgets at the same time. It definitely can save time, space and resources. Lastly, I enjoy this virtual tour very much and thank ITP for inviting us to have this opportunity to generate more insights. If there is an opportunity, it is worth having a real visit to the Sino Inno Lab later.

Webinar on Virtual Event Engagement and Collaboration

余振聲
人力資源及人才分析高級文憑
一年級
IVE 觀塘院校

Don Chan 在 2021 年 3 月 26 日的 Webinar 中分享的工具都對我學習上很有幫助，例如 Miro，這是一種 Collaboration Tool。

每次做 Project 我都會跟組員有很多不同的想法，但很多時候我們寫完之後就會忘了為什麼有這些想法以及怎樣去執行，Miro 正好可以解決我們這個問題，因為它有不同的 templates 提供給用家使用，適合我們有不同想法時，可以有不同的使用方法，去讓我們記下所有東西，大大提升我們討論的節奏。



Miro 的介紹

很重要的一點是，因為這些工具大部分功能都是免費的，所以方便同學在沒有財政負擔的情況下使用。希望未來會有更多不同類型的演講及工具，可以介紹！

Sharing on Webinar on "How HR can Make Data-driven Decisions"

By Eleanor Cheung, FITP

Good application of HR analytics can benefit all organizations in improving the workforce performance. The webinar "How HR Can Make Data-Driven Decisions" hosted by Hong Kong People Management Association held on 24 May 2021 has provided insights and understanding for professionals working in the HR related fields on how data can help in making effective HR decisions. Frances (speaker of the webinar) has demonstrated with good examples of how data can help manager made accurate decision in enhancing the company's performance, with specific focus for HR

professionals. And that data is not as complicated as most people imagine. In fact, data skills are becoming crucial skills for all professionals, and not just HR. The implications for training professionals to consider is probably to put data skills on the training agenda.



Silver Bullet for the Virtual Training

By Don Chan, MITP

Imagine you are attending a classroom training (not that distant away though the pandemic is in place for a year), the learning experience would be affected by a series of elements below:

Positioning and body gesture: ever get instantly alerted when the trainer walks closer to you? A trainer standing next to the participants to stop destructive behaviour subtly? Moreover, they are well-trained to entertaining the audience with different body movement. In virtual training, these elements are missing.

Facilitation tools: for participants better understanding of a sophisticated concept, metaphor or story will be articulated; visually facilitation tools would be adopted, such as Lego, boardgame, specially designed cards, etc. Now, some of the mentioned tools are available digitally. However, the experience sometimes works contradictory to normal human behaviour in virtual training, such as staring at the tiny little screen for sense-making a macro view of a landscape/ system.

Senses of experiences: when you come into the classroom, everything leaves hooks ([Made to Stick by Chip and Dan Heath](#)) into your mind, for retrieval at the later stage, including how you are firstly greeted in the reception area; how spacious the room is; the floral smell and coffee cane sugar flavour flourishing in the room; the classmates who casually share the laughter and tears in driving digital transformation, the neatly stapled with the simplistic design of the handout and cue cards, etc. How can you prepare all the stuff just within the 11 inches iPad screen?

How can we compensate for the loss of those crucial elements for the sake of knowledge transfer? The silver bullet is simply boosting your energy level to the utmost level, less focusing on the tech stuff. Few key practical tips:

1. **A session within 40 min (perfectly aligned with the maximum duration preset in the free zoom account)** - have you ever switched on the hyper energy mode to the utmost? If not, I can ensure that you would be exhausted after 1 hour. To secure you have the mental energy in your reservoir, I will recommend not to plan your session for over 1 hour. Remember that leaving yourself buffer is wise.
2. **Vitalist your hand and face** - as mentioned above, you are no longer able to walk closer to the audience nor walking around

the breakout room (how?). The alternative way to leave hooks to participants' mind, your hand gesture and facial expression matters. Therefore, if you will share your screen by iPad, please remember zoom will then put off your video camera. It can ruin the training effectiveness.

3. **Entertainment by switching delivery mode** - in a normal classroom, a session with a single mode of delivery may last long for 20 min, such as changing from lecture (slide reading mode) to group exercise or vice versa. In the virtual training, please shorten the way to 10 min. Otherwise, the audience will lose track of the content you have planned for weeks to months. The modes you can pick are ppt reading, poll, video, chatbox exercise, miro or other collaboration tools, breakout room discussion.

COVID-19 does tremendous changes to the people development industry, from classroom training to online training or even self-paced learning, from static job role to agile project, from hierarchy to [the marketplace](#). Just end this article with the quote by Charles Darwin: 'It is not the strongest of the species that **survives**, not the most intelligent that **survives**. It is the one that is most adaptable to **change**'."



Hong Yip Service Company Limited: Grand Winner/ HR Best Practice in Training and Development - Striving for excellence in employee training and development to provide the required talents for the continuous development of the company.

By Pius Lam, MITP

Corporate Introduction

Established as a wholly owned subsidiary of Sun Hung Kai Properties Limited in 1967, Hong Yip Services Company Limited is one of the largest property and facility management companies in Hong Kong. To ensure service levels are consistently maintained and uplifted, an in-house “people development academy” was established back in 2007. Governed by a board made up of top management, the academy sets strategies and oversees the operations of nine training centres. The various training programmes are assured by an independent quality management committee which includes company representatives in the industry and external members drawn from academia and relevant professional bodies.

Staff Development

The company takes a comprehensive approach in organising these programmes which cover everything from frontline operation to management theories. There is both on-the-job and formal training with assessments. Most of the programmes are accredited under the government’s Qualifications Framework (QF) from levels 1 to 4. This provides clear career development ladders for current employees and helps to attract new joiners. Practical experience is passed on via coaching, mentoring and job

shadowing schemes, as well as through on-site visits. The overall manpower development system starts with internship attachments and continues with graduate recruitment from secondary schools, vocational institutes and universities. There are management trainee schemes backed up by continuous development and succession planning for core functions at different levels. It has also signed more MOUs for credit accumulation and transfers with local educational and training institutions than any other comparable employer, providing them a convenient articulation pathway to further their studies. The company also sponsors employees taking external training courses up to master’s degree level.

Technology Adoption

As a leader in the adoption of e-learning technologies, Hong Yip has found them to be convenient and cost-effective. There is both traditional classroom formats, e-learning, and the latest AR, VR and mobile app technologies. Partly as a result, the training participation rate of employees was up 300 per cent in 2020 compared with the previous year, and use of the in-house developed mobile app-based e-learning modules, WeCom, covering over 250 training videos certainly had an impact.

Conclusion

Hong Yip has been a pioneer in improving the competencies and professional standards of staff, which has enhanced the company's

standing as a preferred employer for local talent. Continuous investment in training and development has had a positive impact, not just for the company, but for the wider property management industry too.



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