

ITP



LINK

The Newsletter for Members of the Institute of Training Professionals

An interview with Dr. Denny Chow, our newly appointed General Manager

By Angie Yu, MITP

Aiming to make the ITP operations more effective and to provide members with better services, your institute has recently revamped its structure. To achieve this, we have successfully invited Dr. Denny Chow, Fellow and Founding Member of ITP to be our first General Manager starting January 2006. Denny has over 25 years of experience in HR management and development, business and management consultancy. It is indeed our pleasure to have Denny agreeing to serve as our GM. In order to let our members know more about Denny, I met him on 10 February. Below was our conversation (A- Angie, D - Denny):

A: When the Excom decided to create the position of General Manager, we actually had interviewed several potential candidates. When we were frustrating in getting the right person for the position, you agreed to accept our invitation and took up the role of GM. You know how happy we were at that moment. Frankly while you are running your own business, I know you are indeed very busy, what make you decide to take up this role? According to our understanding, if our operating surplus fails to reach a certain level, you may not even get paid. Given our financial status, especially in these few years, we cannot be too optimistic to run ITP with a surplus.

D: Witnessing that the economic downturn in the last few years has hit HR field (including T&D) seriously, HR people were then too busy at work and were unable to join professional activities we had organized. The effort made by ITP seemed to be fruitless. As the economy has started to pick up, I think it is a good opportunity to tell all our members again the importance of self-development in the first place before developing others. In doing this, I think we have to vitalize ITP so that it can take a more proactive role, for example, to arrange seminars and workshops that address the contemporary issues faced by the HR and TD professionals. In addition, ITP has to arrange activities that support our members' own development, and networking for professional sharing with one other. While all Excom members were all volunteers working on a part-time basis, at least one person should be more devoted in terms of time and effort to make things run more effectively. This is also a way to regain ITP's popularity as it used to have. That's why I become a GM now.

A: As an experienced HR practitioner, what can you comment on the Training and Development situations in Hong Kong?

D: T&D in Hong Kong nowadays put too much

emphasis on Sales Training. I understand business is crucial to a company especially in these few years, but sales activities are handled and delivered by people. It is quality people that bring in good business, so staff development can never be neglected. A lot of companies cut T&D budget and even headcount. A cut on headcount will unavoidably affect business operations. The result is a loss, both in skill and level of service quality. A cut in T&D budget, on the other hand, means the company is less willing in upgrading its staff quality. Without job security nor expectation for personal growth, staff can hardly work happily. In this highly competitive and ever changing marketplace, I understand it is not easy for senior management to make long-term business plan. The so-called “long-term plan”, if any, can be as short as 18 months, or even less. But people development is a long-term process. So I think ITP, through the activities it organizes, can always remind the senior management the importance of people development. “Happy employees make happy customers” – this is vital to the company’s business.

A: As an active ITP Excom Member, what are the areas you think ITP needs to improve?

D: I think the first thing I shall do is to vitalize ITP through organizing more activities for its members, such as company visits, talks, and workshops. The second thing is to raise the general awareness of ITP. It is important to make our members feel proud of being ITP members. Actually some members did print “MITP” on their name cards to show their recognition of their professional status. In achieving all these, we have to be fundamentally in a good financial position. I agree that we were rather quiet in the market in the last few

years, when our members were unable to join the activities we organized. Some activities were cancelled because of inadequate participation. This had cut one of our income sources. In the last three years, when the economic situation in Hong Kong was not that promising, we had waived annual membership fee for three consecutive years, thus our main source of income was seriously affected. So while ITP is providing services and giving support to our members, the Excom members and I also invite the support from all the members by being active in joining ITP activities, and at the same time, inviting more HR and Training practitioners to join us.

A: What will be the targeted number of members you are going to recruit?

D: I hope I can double the membership in two to three years.

A: It’s not an easy task?

D: That’s why I hope our existing members can help – to invite more HR and Training practitioners to join our professional activities. We are a non-profit-making organization. We are here to provide a platform so that HR and Training practitioners can support one other. Though we cannot afford to pay for the expensive promotional campaigns, together we are very powerful promotional channels.

Talking to Denny is always enjoyable. He is experienced and knowledgeable, and willing to share. With his drive and his passion towards ITP, I am confident that members will be getting closer, and more new faces will show up in our future activities. To make all these happen, your active participation in ITP activities is crucial, too.

ITP Spring Dinner

ITP held its annual Spring Dinner function on 17 February (Friday) at the Police Officers' Club at Causeway Bay waterfront.

As a professional institute we as always ascribed importance to continuous professional development. To this end we invited Samuel Wong, Training Manager of SGS Hong Kong Ltd. to share with us his observations on the training scene in the Mainland.



Group photo before Samuel's presentation



Chairman Fred Kwan presented Samuel the ITP's banner.

In his presentation, entitled "Training in Mainland China – Observations on its Trend, Development and Opportunities", Samuel shared with members present how his 128-year old Swiss testing and certification giant with operations in 34 countries around the world was tapping the China market.

Training is a more recent initiative of SGS, as part of its strategic move to provide complementary services to its clients, who mostly start asking for its product testing and process certification support. With 24 branches employing 1,700 in Greater China, SGS' experience over there obviously carries a considerable level of representation.

They found that the market up there is characterized by chaos, particularly for the non-licensed training products (anyone can claim to be a training expert on any subject). Information about the suppliers and their quality and real capabilities is lacking and disorganized. Partly as a result of this personal relationship becomes an important success factor for training in China. Academic institutions (such as the key universities) and famous brands (local and overseas) stand at an advantageous position over

the mass. Trainees (or audience) generally prefer sessions that are more interactive and filled with fun. The implication for Hong Kong trainers, who are usually not locally acculturated even though their spoken Putonghua is 'functional', may find this much to their disadvantage. 'Star trainers' also find it far easier to win customers. However, companies successfully develop (or grooming) these star trainers soon find that they quickly lose them (as they are head-hunted or quit to start their own training business).

Concluding his rich and most current presentation, Samuel hinted the ITP audience where the opportunities are. As China opens up and now even more so after her accession to WTO, foreign language training market is rocketing. He estimated that this is a 10 billion Yuan market. Programs with overseas study mission elements and study tours are also profitable areas yet to be fully tapped. Banking and insurance training is viewed by Samuel as the high growth markets. If blended with bi-lateral study missions these would be 'sure-win' packages...

Samuel's presentation stimulated great interest among members present and the dialogue continued over the dinner that followed.

ITP VISIT TO GOVERNMENT FLYING SERVICE

(4 Mar 2006)

On 4 Mar 2006, 20 ITP members paid a visit to one of the world-renowned search and rescue teams – the Hong Kong Government Flying Service (GFS). The GFS is one of the seven Disciplinary Forces in Hong Kong. Because of their unique service, they have become the main theme of a recent TV drama series. Their motto of “Semper Paratus” means “Always Ready”,

The GFS provides 24-hour services within Hong Kong for up to 200 nautical miles. Besides their main duties in search and rescue, they also provide support services to other Government departments on anti-smuggling, internal security, VVIP flight, operational flight (for Police, Fire Service, Civil Aviation Dept and Lands Dept.), fire fighting, and aerial survey.

The GFS is now equipped with new generation helicopters and planes including three AS332L2 Super Pumas, five EC155B1 Dauphins, and two Jet Stream 41s.

After the introduction session by a senior air crewman, Mr. Raymond Chan, ITP members were led to the helicopters in the apron area. Three volunteer medical officers then conducted a briefing about the rescue equipment and the medical treatment for an emergency call out. Normally there is only one doctor on duty on Saturday, but they made special arrangement for two more doctors to meet ITP team that morning. There are currently 31 volunteer doctors and 24 nurses in the GFS.



Group photo taken in front of the Super Puma Search and Rescue Helicopter

Helicopter Pilots Training

The basic pilot training up to Commercial Pilot qualification plus Instrument Rating standard is about one year, to be followed by a 4-level the day and night training:

Level One – Basic day and night time flight operation

Level Two – Day and night time search and rescue flight

Level Three – Off-shore search and rescue flight

Level Four – Night flying with Night Version Goggles (NVG)



After the detail explanation by the crewman and doctors, members were invited to a tea reception at the Senior Officer Mess. Greeted by Senior Air Crewman Officer, Mr. Jimmy Choi, members enjoyed chatting with the doctors and air crewmen about their exciting experience when carrying out their services.

At the end of the visit, ITP chairman, Mr. Fred Kwan presented an ITP souvenir to SACO, Jimmy Choi and thanked him and his staff for providing such a valuable opportunity for our members to appreciate the services and training of the GFS.

Recreational Activities



ITP Members Group went out for hiking at the Country Park, East Sai Kung Area

The ITP Scholarship for Outstanding Student in Training and Development Programme of the IVE, A Reception held on 11 March 2006 at the IVE Tsing Yi Campus

In line with the aims and objectives of ITP, the institute has supported courses in training and development run by organizations in Hong Kong. The Certificate and Diploma Programmes in Training and Development run by the Institute of Vocational Education (IVE) are supported and validated by our Institute. As an encouragement to the students taking the programmes, the Institute has offered a scholarship to the student with outstanding performance. This year, the ITP

Scholarship goes to Miss Ho Ka Ki.

On 11th March 2006, a Student Award Reception was held at the Tsing Yi Campus of IVE. The reception was attended by Mr. Sam Ying, Vice-Chairman, and Dr. Denny Chow, General Manager. During the occasion, Miss. Ho briefed the Institute representatives, the project she had conducted in the field of Training and Development.



ITP Scholarship recipient Miss Ho Ka Ki (second from right) with Mr Sam Ying and Dr Denny Chow of ITP and Lecturers of IVE.



Dr Denny Chow chatting with Miss Ho Ka Ki

REMINDER:

*For those who have not sent in their Membership Renewal and Updating Form, please do spare a couple of minutes to do so **before the end of April, 2006**. It is of paramount importance that the Institute does have a healthy source of income to SUPPORT its smooth operations in achieving the Institute's objective of promoting professionalism among HR and Training practitioners, **THUS**, we need your continued support. Please see previous Circular from the Chairman of Membership Sub-Committee.*

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