

ITP



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The Newsletter for Members of the Institute of Training Professionals

Presentation of ITP Scholarship to the Outstanding T&D Student

Angela Lee, AMITP

It was my honour to accompany Mr. Fred Kwan, our Chairman, and Dr. Denny Chow, General Manager, of ITP to attend the Annual Student Awards Reception 2007 held by the Hong Kong Institute of Vocation Education – Tsing Yi Nexus at the Hall of Morrison Hill IVE on March 10, 2007.

At the Reception counter, we were warmly received by the staff there, especially Ms. Judy Ng, Senior Lecturer and Ms. Connie Ho, Lecturer of the Department of Business Services and Management of the Hong Kong Institute of Vocational Education (IVE) – Morrison Hill. This year, the recipient of our ITP scholarship is Ms. Sandy Yung who is now completing her second year of Higher Diploma in Training and Development.

Before the start of the ceremony, we happily chatted with Sandy and asked

about her student life at IVE. For the time being, she is busy preparing her final group project, which is about a training programme on interview skills for secondary school students wishing to enter universities.

Sandy gave us an impression that she was a cheerful, independent and mature person. She could manage her time well, and as a result, she had achieved good results in most of the subjects. While talking about her academic aspiration, she said she would like to continue her study at a university. She humbly said that she needed to acquire more knowledge and to equip herself before starting her career.

I appreciate Sandy's persistency, politeness and maturity. I am glad that our ITP scholarship has gone to the right person.



Mr. Fred Kwan, ITP Chairman
(2nd person from the left at the back row)
took picture with The Hon. Audrey Eu Yuet-mee, JP,
Officiating Guest of the Ceremony



Ms Sandy Yung (centre) with Ms Angela Lee (left)
Dr. Denny Chow (GM), Mr. Fred Kwan (Chairman)
and Ms Judy Ng, Senior Lecturer of IVE.

Words from the ITP Scholarship Recipient Ms Sandy Yung

I am a final year student of the Higher Diploma in Training and Development at IVE Morrison Hill and recipient of the ITP Scholarship Award. I would like to take this opportunity to thank ITP for the "Institute of Training Professionals Scholarship Award in 2007".

I wish to express my heartfelt thanks to ITP for the Award. I appreciate their support to the students of the Hong Kong Institute of Vocational Education. Without a doubt, this award is extremely valuable to me. This award gives me encouragement and assistance in my

pursuit of further education and career goals.

ITP also gives us student members the opportunities to join their activities like visits to organizations, workshops, and seminars. By so doing, we IVE students are exposed to the wider world of the human resources and training fields.

Once again, I wish to say thank you to ITP for sponsoring the scholarship at the Hong Kong Institute of Vocational Education, and also their support to IVE students."

An Enlightening Chat with Alfred Ho

Angie Yu, MITP

Alfred Ho, a name you should be familiar with if you have been working in the Training & Development Field (T&D) for quite a while. As a T&D practitioner, I am sure you would like to know more about Alfred especially his experience in this field, so I decided to interview him and try to explore more so that I can share with you.

Being in the Education and Training field for over 30 years and now the Chief Operating Officer of the Academy of Management Consultancy, Alfred still finds this field enjoyable. He said, “Seeing our clients benefit from the competency enhancement of their managers and supervisors, and the trainees’ change in attitude and mastery of the skills are the most enjoyable and rewarding parts of this profession.” In 1996, Alfred had an opportunity to train bishops and archbishops of the Catholic church of Asia in Bangkok. As he is not a Catholic, he considers this really “a rare privilege and blessing”. If you like meeting people, you will find this profession interesting.

Alfred is optimistic towards T&D Field. Even though the trainer (learning facilitator) can now rely on more approaches including high technology media to pass on the message, however, “no matter how hi-tech our society goes, how advanced our organizations become, at the end of the day, they’re still be run by people, through people, and for people. T&D is a people business, a people development business. When the world is getting smaller – through

Globalization – we are interacting more closely with far more different people than before..... As more work is taken over by more advanced automated processes, we are left with issues that these non-human systems cannot deal with effectively. These are people issues, people business. T&D (here I am using the term ‘T&D’ in an extensive sense, covering the more intimate and individualized influencing practices like coaching and counseling as well) will continue play an important role, if not even more so, in facilitating the interaction and integration of man, machine, systems, for greater efficiency and effectiveness, for human good. To conclude, I am optimistic of the future of our profession. “

For people who would like to join this field, Alfred wishes to borrow what Jack Welch has said: “you’ve got to have PASSION to succeed.” and “..... a passion for helping people; an interest in continuous learning..... a love for exploring, trying out new things and improving, perfecting them; a zeal for sharing with others.” If you are the one, you will find this field interesting and rewarding.

I always find the conversation with Alfred fruitful and enlightening. Hope you will get some insights from this interview, too.

An Orientation Session for T&D Students of IVE on April 18, 2007

Angela Lee, AMITP

On April 18, 2007, Mr. Alfred Ho, our First Vice-Chairman, and I acted as ITP's representatives to meet the T&D students of IVE at the Morrison Hill campus. We thanked Ms. Judy Ng, Senior Lecturer, and Ms. Connie Ho, Lecturer of the Department of Business Services and Management in arranging this session for the students.

At Judy's request, Alfred conducted a 40-minute presentation on "Training Evaluation". Apart from quickly reviewing the relevant theories, he shared with the students his practical experience in many real working situations. Some students asked about how to tackle the difficulties confronted during the evaluation process. For example, one of their final year projects was to design and provide a training programme for a youth service voluntary organization. The trainees were F.5 graduates who wished to enter universities. How could one measure if the training programme was effective or successful? Alfred replied that for this case, it might not be easy to directly evaluate the programme effectiveness by looking only at the rates of trainees entering universities. The training organization should follow up, after a certain period of time, by finding out the trainees' views on the training programme that prepared them for university admission interviews.

Following Alfred's presentation, I took the opportunity to give a brief presentation of ITP, and let the students know its history, objectives, past activities and upcoming events. One of the up-coming activities was a CPD visit to the Training Centre of the Bank of East Asia in Kwun Tong to be held on April 27, 2007. It was be a valuable experience to observe a modern and integrated training centre of a well-established organization in Hong Kong.

At the end of the session, and in order to find out students' expectations in joining ITP, a survey questionnaire was distributed to them. Through this survey, we hope to run the most wanted activities and attract more new faces in our future events.



Ms. Angela Lee received the IVE's souvenir from Ms. Sandy Yung, the ITP Scholarship recipient.

An ITP Outing on March 11, 2007

Reported by Sam Ying

On this early Spring day, the ITP had organized a hiking-boating tour for members and friends of the institute. Led by Sunny Chan, the first part of the tour started with a maintain trail walking from Mui Chi Lam in Ma On Shan to Pak Kong in Sai Kung. The second part of the tour was a boat trip hosted by Tommy Choy. Tommy missed the first part of the tour, as he had to prepare his pleasure boat for the VIP members, including the Institute's Chairman Fred Kwan and General Manager Denny Chow. He had to check the boat engines, clean the cabins and get enough snacks for the VIPs. The boat trip was from Pak Sha Wan to Kau Sai Chau Island in the Sai Kung Sea. Lunch was taken on a floating barge restaurant at a fish-rearing site on the south side of Kau Sai Chau Island, again arranged by Tommy Choy and Mrs. Choy. It was a heavy yet delicious eight-course seafood lunch, with crab, fishes, and chicken.

At the beginning of the trip, the weather was a bit disappointing, as there were scattered showers at times. Under the leadership of Sunny who has over 30 years experience of Hong Kong mountain trails, he decided to cut short the walking time by an hour. Considering the slicking rocks and the slippery muddy maintain trails on a wet day, we had to take extra care inching slowly through the forests between Mui Che Lam and Pak Kong.

This two-hour route was completed in three hours, with almost exhaustion. For some, it was a good exercise against obesity. On this wet day, we saw rainwater cleaning up plants and trees, making them clean and fresh. Glistening under occasional patches of sunlight between tall trees, the vegetation dissipated an inexplicable crispy aura, remaining us of the worsening air quality in the cities. As we went along, Sunny took the opportunity to explain to us, the various unique Hong Kong vegetation species, highlighting their characteristics and possible medical applications.

On the boat trip to Kau Sai Chau, the scenic Sai Kung water was calm and peaceful. Unlike in the hot summer seasons, the sea was quiet with almost no water traffic. At this time, many of us played the roles of first-time sailor, navigator, and captain: a rare experience for many of us. On returning to Pak Sha Wan, it was about 4 o'clock in the afternoon. We thanked Sunny for leading an adventure through the forest woods; showing us the obvious yet overlooked vegetations. We also thanked Tommy and his wife for taking good care of us throughout the boat trip, and allowing some of us to take control of his boat in steering through the scenic and calm water of Sai Kung.

ITP CPD Visit to Bank of East Asia Training Centre

Through the kind arrangement of Mr. Richard Lui, the chief in charge of Bank of East Asia's training in both Hong Kong and the Mainland, also an Executive Committee Member of ITP, your Institute was honored with the privilege of visiting BEA's state-of-the-art training centre on April 27, 2007.

This brand new fully integrated modern training centre of Bank of East Asia is set up to serve mainly the training needs of the Bank's 3,800 employees in Hong Kong (BEA's total employee population numbers to nearly 8,000 throughout Greater China). It is located on top of APM, the star shopping arcade in Kwun Tong area, housed inside an "intelligent" office complex, consisting of a magnificent lecture theatre that can house 600 people; a big reception/cocktail lounge; a large number of multi-purpose lecture/seminar/syndicate rooms, all fully equipped with modern audio-video devices that the trainer can monitor and control from the lectern through a touch-screen; e-learning centre; simulated bank counters for teller training; gymnasium; a canteen and a grand open recreation hall with panoramic view of east Kowloon...

Mr. Richard Lui as the host kick-started the session with a short welcome message, followed by a short video introducing the Bank of East Asia to enable visitors gain an overall picture of the very extensive range of services that it is providing in Hong Kong, China and other parts of the world. Richard then made a concise PowerPoint supported presentation on the philosophy and practice of his Bank's training system.



Host Richard Lui kicking off the BEA Training Tour at its impressive lecture theatre that can accommodate 600.



ITP delegates being shown the modern integrated facilities of the Centre's training rooms.

After a tea gathering and an informal and free exchange at the BEA Training Centre's

reception lounge area overseeing the old Kwun Tong area, the ITP delegation was led by Richard and his colleagues through the various facilities within the Centre, including the semi-open roof top garden.

All twenty-four members of the ITP delegation, including two lecturers and 10 student members from the Morrison Hill IVE Higher Diploma in T & D Program, found this precious visit experience eye-opening and most resourceful. We generally agree that this facility has set a new benchmark for banking training in Hong Kong.

As usual, but certainly by no means superficial, the event concluded with our Chairman Fred Kwan presenting the ITP souvenir flag to Richard in appreciation of Richard's great efforts and his bank's hospitality.



Chairman Fred Kwan presenting the Institute's memento to Richard Lui with General Manager Dr. Denny Chow accompanying.



Group photo taken in BEA Training Centre's e-learning library with mocked bank counters in the background.

Your Institute also wishes to record its gratefulness towards Dr. Denny Chow, General Manager, and Alfred Ho, Vice-Chairman, for their efforts in coordinating the function.

ITP LINK Editor : Sunny Chan

培訓專業學會

Web Site : www.itp.org.hk

INSTITUTE OF TRAINING PROFESSIONALS

香港九龍亞皆老街 107 號皆旺商業大廈 2507 室

Rm. 2507, Richmond Commercial Building, 107 Argyle Street, Mongkok, Hong Kong.

Phone: 2393 3377 Fax: 2309 2799 www.itp.org.hk Email: info@itp.org.hk