



# ITP

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The Newsletter for Members of the Institute of Training Professionals

## Mr. Tommy Choy – From Trainer to Learner

By Ms Angie Yu, FITP

What a special interview with Tommy as it was conducted in a morning that I took a ride on his 4-wheel drive vehicle, off-roading up and down hills in NT rural areas. He asked me to take a look of the surrounding green rural areas, and said that houses would be built up there, and no more would you have such beautiful green rural areas there.

Tommy Choy is an Executive Committee member of ITP. He started his career as rank and file in the Ambulance Command of the Hong Kong Fire Services in 1971, promoted to Senior Assistant Chief Ambulance Officer before his retirement in 2006. In this more than 30 years' work in the Ambulance services, he treasured every training / coaching opportunity given to him from which he found himself gained a lot. They helped him improved physically, mentally and intellectually. It made him especially committed to train up his subordinates even though he was not formally in the role of a "Trainer" in most of the time. Training was so deep-seated in his mind that training / coaching culture was very strong in all levels of working



areas that he managed. This can help explain why he was firstly an Assistant Instructor in 1977, then further promoted to higher and higher rank in training, and eventually took up the post as Commandant, Ambulance Training School in 2001.

As a member of the Fire Services, a Disciplined Force, naturally he is a very disciplined person.

He recalled the first time when he was the Squad Master of a squad of Ambulance trainees, it was an afternoon in 1981, the squad was arranged to attend foot-drill training in the drill yard. Suddenly it started raining, the squad monitor reported to him and asked whether the foot drill would be changed or postponed. He said, "The rain would not deter your foot drill, and the foot drill would not deter the rain." In Chinese: "佢有佢落雨, 你有你步操, 落雨唔會阻住步操, 步操亦唔會阻住落雨". "The foot drill training was then conducted in the rain, and this became a famous saying for many years in Ambulance Training School. "It was not the foot drill training itself," he said, "it was the attitude that the

trainees must learn and adopt. The trainees have to do the rescue even in situations much tougher than that of foot drill in the rain. If I told them to stop the foot drill at that time, they would give up rescuing the public in tough situations easily in the future. So foot drill is not just a physical training, but also an attitude training which is very important for members of Disciplined Services.”

In his training career, he enjoyed the most by winning trust from the trainees. He was especially happy when the trainees found that what they learned from the training class was workable in real-life situations. What they have got from class was not just theories, but workable experiences too, as the trainers were all experienced field practitioners! He felt satisfied when he found the trainees changed their behavior and gained confidence in discharging their duties.

When talking about the prospect of the training field, he is very optimistic. “During the economic downturns, companies try every means to explore more sales and marketing opportunities, cutting budget, or even reducing staff. But I view this as a good opportunity for HR/training personnel. Human resources are valuable assets to a company. When cutting staff, you would have less people to do more, so those remain in the company should

handle multi-tasks. Training is crucial to make staff multi-tasking and multi-talents. Although the economy is a bit better now, companies are still very cost conscious, multi-tasking is still the norm, training / life-long learning is still important for individuals and the companies which provide a lot of opportunities for training personnel,” he said.

“For a good training people, other than just multi-talented, he / she must be strong in networking and be able to communicate with people of various levels, and of course must keep on learning,” he added, “otherwise he / she will come across a lot of hurdles”. That’s true, training / learning and development is a people business, you have to deal with a lot of people to get your job done, and without keeping track with the market, hardly can you bring in the new elements to the company and help your colleagues work better and smarter.

Tommy has retired since 2006, but he keeps on learning. He attended courses and acquired licenses on Amateur Radio, Opening Water Diving, Pleasure Vessel – Master and Engineer. He is still learning Er-hu, photography, social dance, etc. Tommy, from training to learning, you’ve been creating for yourself a wonderful life. We all admire you.

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# Taking Service To The Next Level

Source: *CareerTimes.com.hk*

## Property management firm steps up staff development to fulfil pledge to customers

Hong Kong's prospering real-estate market generates growing customer expectations, putting pressure on property management companies to perform to ever higher standards. Many players in the field now find comprehensive staff training essential for motivating staff to raise the bar in customer service.



Aaron Chiang, Head of Human Resources and Administration, Hong Yip Service Co Ltd, agrees: "Staff training is extremely important because our business is built primarily on service provision

through our staff, and our customers get to know us through interaction mainly with our frontline personnel."

The leading property and facilities management company, a subsidiary of Sun Hung Kai Properties, aims to provide one-stop, top-quality services to clients at all times. To ensure a consistently high level of service, the company requires all its newcomers to undergo an initial orientation on the company's philosophy, standards of service and pledge to customers prior to operational training. Hong Yip also designed a comprehensive mentorship programme through which recruits are assigned mentors and learn to execute specific tasks during their probationary period.

To keep abreast of market change and challenge, staff enrol for structured programmes covering anything from generic skills such as handling emergencies and customer service, to management techniques like succession planning and team building. "We also organise seminars where speakers from the government, statutory bodies and professional organisations address staff on topics such as new government initiatives on building maintenance and the Race Discrimination Ordinance," Mr Chiang adds.

In view of the growing number of premium residential properties, Hong Yip has put in place a specialised programme, which focuses on the provision of exceptional customer service at high-end estates.

To demonstrate top management support for staff training and in a move towards formal recognition of in-house training in the industry, the company in 2007 founded the Hong Yip People Development Academy. The objectives of the endeavour are to strategise staff training and consolidate the company's efforts in ensuring that the company's comprehensive and avant-garde training and development programmes tie in with frontline needs and business growth.

The academy is supervised by a board of directors and is chaired by the company's vice chairman and CEO. Independent experts, including top academics and representatives from professional institutions as well as industry experts are brought in for programme development and reviews. To make learning most practical and market-relevant, the company considers employees' opinions when evaluating the curricula, and staff are asked to

elaborate on their expectations and individual needs for further training via an annual survey.

## **Service excellence**

Mr Chiang believes that there is a general lack of standardised qualifications in the profession particularly those on the operational level. "This essentially prompts us to establish a framework to further our people's professional prospects," he says. "This also explains our support to the government's Qualifications Framework."

Hong Yip is currently the only Hong Kong property management firm that offers an in-house property management training programme which is accredited under the Qualifications Framework and included in the Qualification Register.

This level of commitment to staff training and development has paid dividends. For instance, the company won the Employees Retraining Board's "Best Employers Award" and was named one of the "Manpower Developer 1st" companies last year. Its people development programme also won a "Customer Relationship Excellence Award" by the Asia Pacific Customer Service Consortium. Its horticulture training programme also led to an "Excellence in Training Award" in the American Society for Training & Development's international contest.

Since career advancement in the industry is linked directly with training and qualifications, Hong Yip

employees who aim to move into management positions are required to pursue further studies, professional memberships as well as professional recognitions such as those conferred by The Hong Kong Institute of Housing and UK-based Chartered Institute of Housing. Operational staff in turn are expected to complete formal training from recognised institutions. Since 2008, Hong Yip has also been running a property management training programme in collaboration with the Vocational Training Council (VTC) for members of the general public. Plans are underway to work in partnership with the VTC and the HKU SPACE to organise property management programmes at Level 3 of the Qualifications Framework. "Our aims are to tap new talent in the market and to raise the professional status of practitioners in the industry to a level that can truly reflect its professionalism," Dr Chiang reveals.

## **The way upward**

- Training for new recruits cover a wide range of subjects
- Mentors provide guidance and ensure that newcomers learn the ropes
- Development academy strives to further employees' professional prospects
- Staff training programmes aligned with the government's Qualifications Framework
- High-performers encouraged to pursue further studies and professional memberships towards senior roles within the firm

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# 康業「園藝培訓課程」分享會

高勳 及 張浩浩

此分享會於2011年6月21日於康業服務有限公司培訓中心舉行，並由康業培訓及發展經理林月玲小姐與各參與者分享獲獎經歷及其公司獲獎培訓項目「園藝培訓課程」。當日有來自不同機構的人士蒞臨參與，氣氛好不熱鬧！



由培訓專業學會主席 Fred Kwan 和總經理 Denny Chow 向康業代表頒發紀念錦旗

林小姐開始時首先介紹有關美國培訓及發展學會(ASTD)的背景及資料，讓各參與者得知 ASTD 是一間全球公認於培訓發展領域最廣及最具權威性的機構，其會員來自 100 多個不同的國家。學會每年頒授的 ASTD 獎項，相當於人力培訓發展專業的奧斯卡金像獎。所以是次康業「園藝培訓課程」榮獲 ASTD 頒發「人力發展國際大獎-工作間實務與發展」獎項，足以證明康業多年來致力於人力發展的工作，已獲世界認同！

接著當然是介紹獲獎的「園藝培訓課程」！從培訓課程目的、商業需求、面對挑戰、課程內容、培訓成效等等，林小姐都逐一為大家介紹和分享。康業在推行「園藝培訓課程」之初，面對著很多內部及外在的挑戰。在公司內部所遇到的挑戰最主要是資源短缺，無論人力及資金都有限，而同事在起初時都覺得公司要他們做了一些額外工作，大都不太願意參與。而另一方面，公司外在的挑戰便是業主既想提升居住

環境，但卻不願多付金錢。但是康業面對這種挑戰時沒有輕言放棄，反之籌劃了一連串的解決方案。公司內部首先成立了「園藝推動小組」，與同事進行溝通及推展，並聯絡屋苑借出位置設立苗圃及教授地方，令所需資金大大下降。而整個「園藝培訓課程」由康業資深花王及具經驗的苑廈員工負責教授，並得到管理層的大力支持，設立不同比賽以鼓勵各苑廈積極參與，終於使課程順利推行。在得到員工的積極參與及認同下，令到課程持續定期舉辦，而每次課程反應都很熱烈，超額報讀呢！當然，最重要的是得到外界及業戶的認同。



當日分享會氣氛熱烈，參與者亦積極向林月玲小姐了解更多有關「園藝培訓課程」的內容

林小姐用深入淺出的講解，生動又詳細地為大家展示了「園藝培訓課程」從無到有的過程。既吸引又能提高各位參與者的興趣，讓各參與者對此獲獎培訓課程有了深入的瞭解。看到投影片上某些苑廈的圖片，在康業員工的設計、改造下變得生機盎然，綠意融融，大家都不禁讚嘆此課程之成效。

最後各位都不放過此難得機會，積極發問，進行深入的探討及交流。整個分享會氣氛熱烈，在各參與者的支持下順利結束。

## ITP Spring Hiking – 3rd April 2011

*By Prof. Alfred Ho, FITP*

The Spring hiking on April 3 was certainly the most successful outing organized by ITP since its founding in terms of the number of participants. Close to thirty assembled outside a convenience store at the Eastern Railway Fan Ling Station at around 9:30 am. The group was so big that it took two green mini-buses to get everyone to the actual starting point of the hiking – outside the Hok Tau (鶴藪) Lavender Garden.



*Partial representation of the large ITP hiking group (others busy taking photos or dashing for the washrooms)*

Being a leisure hiking trip with certain natural environment conservation elements, our very experienced hiking leader, also Executive Committee Member, Sunny Chan briefed the group on the historical development of the functions of the Hok Tau Reservoir – first as part of the water-catchment system of the Plover Cove Reservoir, the largest reservoir at the time of its commissioning, then becoming an irrigation support of the agricultural activities in the vicinity.

On the foot-track between Hok Tau and Sha Lo Tung (沙螺洞), participants experienced through a “guided tree walk”, with explanation supplemented by real-live specimens of vegetation. Amongst those presented to the group were: Erythrina (刺桐), that many selfish hikers cut

down for making their own free and natural hiking cane, Needle Fir (針杉), Agarwood (沉香木), and Camphor (樟腦樹), which were used in olden days for making clothing chests.

Half-way between Hok Tau and Sha Lo Tung, the group took a short break around a brook. This is a protected area where grass tortoises are occasionally found. However, most probably due to the ambient noises created by us, we did not have the luck of seeing any tortoise.



*Sunny Chan briefing the ITP Hiking Group on the Background and Development of the Hok Tau Reservoir*

From this point onward, after a short walk along the slope the group reached Sha Lo Tung, another conservation ground where the local environmental groups are tackling laboriously with local property developers who own large pieces of agricultural land here. We were told that their plan is to convert this undulating plateau area into a golf course, with country villas dotted around. Obviously this is another luxurious property development project in disguise, according to the environmentalists. To the conservation advocates, this is the only piece of land in the SAR where a few species of rare dragonfly (蜻蜓) and damselfly (豆娘) can still be found.

Having had a glimpse of the vegetation and brooks scattered over this vast piece of land, the

group entered the semi-deserted old village. Only a few families, mainly their of the older generations, still dwell on in this almost 300-year old village. Like most other original villages in the New Territories, the younger generations have either emigrated to the United Kingdom or working and staying outside in the cities. Only on special occasions, like traditional festival days and worshipping their ancestors in the village shrine (祠堂) would they come back to pay visits to their elder kin.

The group however benefited from these old residents who served beverages and traditional sweet soybean curd to keep themselves engaged and as a means of earning a little money for supplementing their daily humble living.

Passing noon time, and as temperature got higher, the group moved on swiftly to Fung Yuen (鳳園), the mid-way village on the slope that one must pass through before reaching Tai Po new town. Much of the place was deserted just as other traditional villages. However, due to good “fung shui”, the place was densely populated with tombs and graves.

To wrap up this conservation walk to Tai Po, the group was led to the butterfly garden on the foot of the hill. The group took a relaxed break here, while the photographers were busy catching shots of the highly unpredictable flying butterflies and dragonflies perching on the reed around the pond. After all felt satisfied with the hiking’s planned

programs, our Chairman Fred Kwan called the function to a close. Before the group dispersed, (some headed on for a luxurious seafood lunch at Sam Mun Tsai 三門仔, while others found their way for their next program or returned home) one more group photo was taken to mark the perfect completion of the trip. Comparing the following shot with the starting one, one can obviously conclude that the group really enjoyed the trip and no one showed tiredness of any sign.



*Taking one more group photo outside the butterfly garden before dispersion*

Your Institute wishes to take this opportunity to thank Sunny for his well planned route and for his very informative briefing all the way. Also to be thanked were the other active hiking organizing Executive Committee member Tommy Choi, who took on a lower-key role this time.

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# 培訓專業學會及銀行業簡介會 @香港專業教育學院(摩理臣山分校)

By Ms Catherine Lee

培訓專業學會於2月23日在職業訓練局舉辦了一個簡介會，對象為一群就讀於香港專業教育學院(摩理臣山分校)之學生。是次簡介會分為兩部份，包括培訓專業學會簡介及銀行業簡介。



是次簡介會其中一個目的是介紹培訓專業學會有關資料，包括學會成立之目的、過往舉辦之活動、加入學會之好處等等，讓各同學對學會

加深了解及認識。當日並即場記錄各有興趣同學之聯絡資料，方便日後可將學會之最新資料及活動通知他們。介紹過程中，同學們都很投入，亦對學會舉辦之活動甚有興趣參與，相信新一年將會有一批青年新血加入學會，使學會更具活力呢!

而另一部份有關銀行業之簡介，除了概括簡介現時銀行業的發展及運作外，更深入介紹了香港其中一間銀行內的培訓及發展系統，不同培訓課程等，相信對將來有志投身培訓及發展或銀行業的同學，真是獲益良多。

此外，講者Richard Lui亦即場鼓勵同學須要主動，多些留意及認知社會上的動向及時事，對日後求職面試時的發揮很有幫助。當日同學亦甚感興趣，不時提出不同問題，令簡介會於輕鬆互動的氣氛下完結。

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*ITP LINK Editor: Sunny Chan  
Kelvin Sze*

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