

## **HR ACT Leadership Training Course**

**in partnership with HRMnext Limited, Hong Kong**

### **List of Modules:**

1. **Basics of Managing Projects**
2. **Basics of Strategic Thinking**
3. **Building Sustainable Customer Relationships**
4. **Coaching People**
5. **Conducting Effective Meetings**
6. **Conflict Management**
7. **Dealing With Change**
8. **Developing Talented People**
9. **Effective Communication**
10. **Entrepreneur Inside a Company**
11. **Intercultural Cooperation**
12. **Making Decisions**
13. **Problem-solving Skills**
14. **Professional Presentations**
15. **Psychology of Performance**
16. **Retaining Talented People**
17. **Selecting the Right People**
18. **Self-Awareness and Self-Governance**
19. **Time Management for Leaders**
20. **Thinking Outside the Box**
21. **Train the Trainer**

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## **1. Basics of Managing Projects**

### **Objective**

- Learn about the 9 major factors which will make projects either a success or a failure
- Apply this knowledge to your own project, identify critical areas and develop strategies to overcome obstacles and get support

### **Content**

- 9 Major Factors that Make Projects a Success or a Failure
- For each factor:
  - Analysis of Your Project's Status
  - Self-Evaluation
  - Dos and Don'ts

### **Level**

Beginner

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## **2. Basics of Managing Strategic Thinking**

### **Objective**

Based on concrete case study, learn how to develop a strategic view on a company and its business.

### **Content**

- Analyze Current Situation (SWOT)
- Observe Relevant Trends
- Develop Alternative Future Scenarios
- Evaluate Future Scenarios (4 Perspectives)
- Decide on Way Forward

### **Level**

Beginner

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### **3. Building Sustainable Customer Relationships**

#### **Objective**

Establishing sustainable relationships with internal and external customers and cooperation partners is the basis for long-term company success and individual success. In this program, you will learn about the major factors that connect you and your partners/customers in a trustful way, built on the idea of a win-win partnership.

#### **Content**

- Golden Rules of Customer Focus
- Making a Positive First Impression on Customers
- Rapport Building
- Reading People
- Understanding Customer Needs
- Persuasive Language

#### **Level**

Intermediate

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## **4. Coaching People**

### **Objective**

Learn how to use coaching as a method to develop people's skills and behaviours. Also, learn when coaching makes sense - and when it does not. In this course, you will learn about the major principles both the coach and the coachee have to follow. You will also learn how to apply major methods of coaching to effectively support your coachee in achieving his/her goals.

### **Content**

- What is Coaching?
- Coaching Principles & Responsibilities
- Coaching Methods
- Differences Coaching vs Management

### **Level**

Intermediate

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## **5. Conducting Effective Meetings**

### **Objective**

Why are some meetings highly effective while others are not? In this course you will learn the major factors that make a meeting successful. It all starts with the preparation of the meeting, the selection of the format, whom you invite, how you facilitate the meeting and how you finally ensure that there is a follow-up to the meeting.

### **Content**

- Planning Effective Meetings
- Selecting Participants
- Developing Agendas
- Opening Meetings
- Establishing Ground Rules (including Participate, Get Focus, Maintain Momentum, and Reach Closure)
- Time Management
- Evaluation of Meetings
- Closing Meetings

### **Level**

Beginner

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## **6. Conflict Management**

### **Objective**

It is a major role of a manager to solve conflicts. To do so you will learn in this course about psychological methods and strategies to de-escalate conflicts, get in control of emotions and lead the conflict to a solution.

### **Content**

- Your Role in a Conflict
- Controlling Your Emotions
- 5 Ways for Mastering a Conflict:
  - Self-regulation
  - Self-motivation
  - Empathy
  - Helicopter view
- Professional Communication
- Strategies for Managing Conflict

### **Level**

Beginner

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## **7. Dealing with Change**

### **Objective**

The program gives insights in the basics and nature of change in organisations. Participants will understand typical processes (Change Curve) and how people tend to behave in changing situations. Furthermore, they will be familiarised with different approaches of change management, as well as the role of a change agent.

### **Content**

- The Change you are in
- Types of Change
- Phases of Change
- Obstacles for Change
- Your Role in Change

### **Level**

Beginner



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### **8. Developing People and Leading Career Conversations**

#### **Objective**

Talented people often have a desire to grow, to receive new and additional challenges. If they do not get these opportunities they start looking for jobs outside the company. You as a leader have to identify these people and support them in their development with active listening, constructive feedback and a custom development to both retain them and to support them in achieving their career goals.

#### **Content**

- Ability and Motivation
- Active Listening
- Giving Constructive Feedback
- Situational Leadership Model
- 70/20/10 Learning Model
- GROW Model

#### **Level**

Beginner

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## **9. Effective Communication**

### **Objective**

Learn about verbal and non-verbal communication, how you can ensure that your communication with others is effective and how to avoid major barriers that hinder communication. The course also introduces the importance and rules of feedback.

### **Content**

- Communication Basics
- Barriers to Effective Communication
- Giving and Receiving Feedback

### **Level**

Beginner

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### **10. Entrepreneur Inside a Company.**

#### **Objective**

To be successful as an individual inside a company, you have to think like a company: You have to know who your customers are, what your core competencies are, how do design your deliverables in a way that they optimally fulfil the expectations of your customers - or even exceed them. This course will guide you in thinking in this direction for you to apply all principles to your own job situation.

#### **Content**

- Your Assets
- Your Value Proposition
- Your Standard Offering and Premium Offering
- Your Customers and Their Expectations
- Your Quality Management
- Your Cooperation and Supply Chain
- Your Change Management

#### **Level**

Beginnnger

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## **11. Intercultural Collaboration**

### **Objective**

In an increasingly international business environment, the quality of international collaboration is key for success. In this course, you will learn how and why cultures differ and how to shift your focus from the differences to a common ground and ultimately, joint success.

### **Content**

- Cultural Dimensions, Cultural Diversity, Culture Map
- Heterogeneous Teams vs. Homogenous Teams
- Building Blocks of Intercultural Collaboration: Respect, Curiosity, Trust

### **Level**

Beginner

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### **12. On Making Decisions**

#### **Objective**

The quality of your decisions as a leader are key for company success as well as for your personal success. In this course you will learn how to identify and systematically analyse all relevant alternatives and finally select the best of all alternatives.

#### **Content**

- Identify the Need for Making a Decision
- Alternatives: Generating and Evaluating
- Selecting the Best Alternative
- Implementation
- Learning from Feedback

#### **Level**

Intermediate

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### **13. Problem-solving Skills**

#### **Objective**

Solving problems is a major task in almost all job roles. A customer service representative who has to address a customer complaint, an IT person who has to fix a bug in a software, an engineer who has to eliminate a malfunction of a product, and so on. To solve a problem, you need a systematic approach and the right attitude towards problems. In this course, you will learn about both.

#### **Content**

- Steps to Solving a Problem
  - Identifying the Problem
  - Defining Goals
  - Apply Methods of Solution-finding
  - Assessing Alternatives and Choosing the Solution
  - Execution
  - Evaluation (Cycle of Learning)
- The Problem and I
  - My Role in Solution-finding: Am I part of the problem or part of the solution?
  - Different Attitudes towards Problems

#### **Level**

Beginner

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## **14. Professional Presentation**

### **Objective**

Creating convincing presentations is a key skill of a manager. In this course, you will learn:

- how to lay the foundation for a successful presentation in the preparation phase
- design principles you should follow, how to deliver your presentation to your audience and measure impact.

### **Content**

- Prepare - know your audience as well as possible; develop a persuasive message; use storytelling principles and structure to engage your audience
- Design - identify the best modes for communicating your message; conceptualise and simplify the display of information
- Deliver - deliver your presentation authentically; measure and increase your presentation's impact on your audience

### **Level**

Beginner

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### **15. Psychology of Performance**

#### **Objective**

What drives people to top performance and what can you do as a leader to drive top performance within your team? In this course, you will get a deeper insight into what "motivation" really means and what you can do to enhance motivation of your team members. *1.5 hour Webinar.*

#### **Content**

- Can, Want, May
- Extrinsic and Intrinsic Motivation
- Psychology of Happiness: The Flow Channel
- Setting SMART goals

#### **Level**

Intermediate



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### **16. Retaining Talented People**

#### **Objective**

What makes people stay in a company and what makes them leave? Even though each case is different there are certain key drivers of retention which you as a leader should know to keep those people in the company who make us successful.

#### **Content**

- The Cost of Unwanted Attrition
- 4 Key Drivers of Retention:
  - Company - People & Culture, Communication
  - Rewards - Compensation & Benefits
  - Leader - Feedback & Recognition, Management
  - Job - Opportunities & Development

#### **Level**

Intermediate

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### **17. Selecting the Right People**

#### **Objective**

Finding the right person for an open position is a key skill of a successful leader. In this course, you will learn how to attract the right talent and how to filter out the best candidates. A key point is how to ask the right questions in a job interview to find out if the candidate is both skilled and motivated. To do so you will learn about the "competency-based selection" and "behaviour-based interviewing".

#### **Content**

- The Relation between Ability and Motivation of Employees
- Active Listening
- Employer Branding
- Competency-based Interviewing

#### **Level**

Intermediate

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## **18. Self-awareness and Self-governance**

### **Objective**

Only if you are able to lead yourself, will you be able to lead others. In this program, you will reflect your personal development so far and create an outlook of your further growth.

### **Content**

- What Does Success mean for You
- How to be an Authentic Leader
- Guided Mind Tour
- Drivers of Success
- Balance and Happiness

### **Level**

Beginner

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## **19. Time Management for Leaders**

### **Objective**

When you lead people, organising your time reaches a new level of challenge — team members may need more time with you than you're anticipating, direct reports may frequently come by your desk with questions, and you may receive more emails than you can keep up with. As a manager, you want to make sure you are being productive with your time while setting a good example for your team.

### **Content**

- Time Wasters - What are my major time wasters? What will I do to fight these?
- Capture - How do I collect and make sure nothing gets lost?
- Clarify - How do I decide what to do now, later, not at all?
- Organise - How do I use my calendar, filing system, other system to organise information and tasks?
- Reflect - How do I regularly check and update the effectiveness of my time management?
- Engage - How do I balance between urgent and important actions items?

### **Level**

Beginner

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## **20. Thinking Outside the Box**

### **Objective**

With digitisation and automation, more and more standard processes will be done by machines. This means that we will have to focus on unique human capabilities. Creativity is one of these. In this course, you will learn about necessary conditions for being creative and how to find non-traditional solutions for problems and challenges in your job environment.

### **Content**

- Creativity and Thinking Outside the Box
- "The Box"
- Myths about Creativity
- Lateral Thinking
- The 6 Thinking Hats

### **Level**

Intermediate

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## **21. Train the Trainer**

### **Objective**

How to design effective learning solutions? The program gives you insight into the different teaching methods and how advisable they are under which conditions.

### **Content**

- 70/20/10 model
- Overview of Teaching Methods

### **Level**

Intermediate