

Our Trainers



Mr. Paul Mau

MBA, MSocSc, PMP®, CPIT(PD)

A seasoned professional and trainer in project management and consultant as well as an experienced psychotherapist. With his effective interpersonal, communication and analytical skills, Paul has successfully implemented many large scale projects.



Dr. Eunice Chen

DBA, MBA, BSc, Dip in Marketing, ABNLP, MBTI, Enneagram, DISC

A practical strategist, consultant and trainer on change management and leadership development. With her solid experience in Sales, Marketing and Product Management and keen interested in personality analysis, Eunice demonstrates high rapport and relationship with all walks of life.



Dr. Joseph Wong

EdD, MSc, BSc(Eng), PMP®, CSM, ITIL Expert, DISC, MBTI

A management training expert and seasoned management practitioner specialized in project management, team leadership, innovation, strategic planning and IT service management. He is renowned for his interactive training approach and the ability of integrating management best practices and making them simple and easy to apply.



Mr. Catus Lee

MBA, BSc, NLP, DISC

A veteran consultant and trainer on systemic personal and organizational changes. He has been assist executives and leaders in major organizational changes through the use of methodologies like TQM, Reengineering and other strategic tools. Catus excels in simplifying complex knowledge into practical bits to facilitate lasting learning and changes.

General Information:

Duration and Time:

One day per Module; 9:00am - 5:30pm

Medium:

Cantonese with English terminology and materials

PDU:

8 PDUs per Module for Certified PMP®

Co-organizer:

APEx INSTITUTE
applied psychologies |
training, coaching, consulting



Enquiry:

Apex Institute Limited
Rm 1806, Sunbeam Commercial Building, 469-451
Nathan Road, Yau Ma Tei, HK
(T) 2393 7111 or (E) info@apexinstitute.com
(W) www.apexinstitute.com



Engaging Stakeholders

In the 21st century, nearly all working population is knowledge workers. They will have their own ideas and preferences in dealing with the situation. How to engage these staff is highly relied on rational reasons and heartfelt relationship.

This first 3 modules of this program is specially designed to address this new trend in engaging you staff and co-workers, especially when you may not have the assigned authority.

Module:

- 1 Maintain High Emotion Stability to Lead
- 2 Gear Your Team to Foster Future Business Needs
- 3 Master Relationship through Micro Communication Hints

Creating Result

Work Smarter! Delegate Easier! Creating Better Results!

This is the core direction in establishing a productive work team. The next 3 modules will focus on managing conflict, solving problem innovatively, building efficient process in achieving results.

Module:

- 4 Manage Conflicts and Develop Positive Relationship
- 5 Solve Problems Innovatively and Facilitate Sustained Changes
- 6 Building the Process Edge for Productive Work Place

MODULE 1

Maintain High Emotion Stability to Lead

Trainer: Mr Paul Mau

No one wants to work with people who have uncontrollable emotion. The study of Emotion Intelligence was published in 90s by Dr. Daniel Goleman and quickly accepted and adopted world widely.

This intensive one-day program is riding on Daniel's core works and applies to lead 21st century work force.

The content includes

- I. Assess you own EQ competence: Spot the missing link to rebuild balance of your EQ blueprint
- II. Effective skills and tools in controlling your EQ
- III. EQ framework for managing team

MODULE 2

Gear Your Team to Foster Future Business Needs

Trainer: Dr Eunice Chen

How can you lead a team with team members having different perspectives, goals, personalities and needs are big challenges in nowadays' business environment. This is a highly interactive and practical training on leadership.

The content includes:

- I. Simulation exercise to let us think, feel and react in different people's perspectives
- II. Systematic framework in leading 21st century team
- III. Practice engaging team members through vision, participation, clear direction and transaction

MODULE 3

Master Relationship through Micro Communication Hints

Trainer: Mr Paul Mau

In our communication, our failure is easily laid in the details. When we overlooked a gesture, a touch, a comment, a quick question, or any small part of the communication, we may miss certain important message from the speaker and lead to miscommunication or even worse. There are hints in recognizing these micro gestures so that you can connect and response appropriately and build long-term relationship.

This one-day program includes

- I. Share these hints to capture the right message and intention from the speaker
- II. Response appropriately to build successful relationships
- III. Practice tips in probing and responding in a conversation

MODULE 4

Manage Conflicts and Develop Positive Relationship

Trainer: Dr Joseph Wong

According to socio-psychological studies, cognitive biases like overconfidence, attribution errors are inevitable, and may give rise to conflicts. To make things worse, the vicious cycle in conflict development is also natural. To resolve conflicts constructively and develop positive relationship with others, we first need to understand how these natural tendencies are at work, and then adopt effective approaches to manage conflicts and develop relationship.

In this highly interactive workshop, you will learn to

- I. Understand how perceptions and biases create and escalate conflicts
- II. Understand the five conflict resolution approaches, adopt the effective approach, and resolve conflicts constructively
- III. Build trust, promote authentic communication, and develop positive relationship

MODULE 5

Solve Problems Innovatively and Facilitate Sustained Changes

Trainer: Dr Joseph Wong

"We cannot solve problems with the same level of thinking that created them."
– Albert Einstein

We tackle problems everyday, however, for those really sticky ones, the usual way only render usual solutions which turn out to be futile. We try hard to make behavioral change and facilitate people's change, however, the situation just falls back after some time. It is time you step back, look at the problems and changes in an innovative perspective. In this highly interactive workshop, you will learn to

- I. Transform problem statements into innovation statements
- II. Generate innovative ideas in four ways, select and implement ideas
- III. Understand how immunity to change hinders sustainable mindset and behavioral change
- IV. Overcome immunity to change and develop high leverage activities to capitalize the transformation

MODULE 6

Building the Process Edge for Productive Work Place

Trainer: Mr Catus Lee

Self-mastery, people, and process are the 3 pillars of high-performance leaders. Developing the mindset and skillsets to design and improve processes for yourself and others is thus a very critical foundation of success.

This one-day workshop condenses 20-plus years of experience and wisdom in designing and managing work processes to accelerate your ability to organize work, people and resources to achieve both effective and efficient results.

The workshop includes:

- I. Key ideas and roadmap for process mastery
- II. Simulation and activities to strengthen your ability to identify the big-X for breakthrough process improvement
- III. Hand-on experience sharing and tips to put the learning into practice

Module Details