

## Message from the Chairman

By Ms Angie Yu, FITP



In my almost 20 years' ITP membership, I witnessed the growth of ITP. As a training practitioner, I would like to thank ITP as I benefited a lot

by joining the activities she organized: seminars, courses, company visits, networking activities ..... ITP provided me a platform for growth which I could hardly find elsewhere. As a new chairman, I would like to thank Mr. Fred Kwan, the ex-Chairman, for his dedication in the last 15 years' chairmanship, leading ITP to fulfill her mission in "promoting the interests of Learning & Development ( L&D ) practitioners while simultaneously striving to enhance the sector's professional standard and practices." I also thank all Executive Committee ( ExCom ) members for their devotion in the past to support ITP's growth.

As a new chairman, I dare not to say I can out-perform my predecessor as Fred was so

experienced in the field and in running the Institute. With the support from all the ExCom members, we will aim at continuing the success Fred has achieved. With ITP's mission in mind, our focus in 2015 will be as follows:

- Continue promoting our Certified Trainer Scheme ( CTS ) in the L&D field and getting recognition from companies and the general public
- Organising forum, company visits, networking and other activities to enhance members' professional standard
- Closely working with other institutions in L&D issues

I hope I will see you all in the activities we are going to organise in this year. Your support will absolutely energise all ExCom members to work harder and go further.

The Chinese New Year will come soon, I would like to take this opportunity to wish you and your family:

***Good Health and a Happy & Fruitful Year of Ram!***

# ITP Events : SME Talk Series on HRM Topics

## *Topic 1 : Effective Performance Management*

*By Dr Leslie Tong*

On 14 October 2014, Trade and Industry Department (TID) staged with ITP again for the SME talk series on HRM topics. Representing the Institute to deliver the seminar was ITP's Certified Trainer, Dr. Leslie Tong. Despite the protester blockade in the Mongkok area, the topic "Effective Performance Management" attracted a full-house of owners and managers of SMEs.



*Dr Leslie Tong sharing her experience with audience*

The seminar started with Vice Chairlady Dr. Eleanor Cheung's brief introduction of ITP's history, objectives, activities and website, and Dr. Tong's self introduction about her background and corporate/consulting experience. Before proceeding with her PowerPoint presentation, Dr. Tong conducted a little on-site survey on the staff size of SME participants and the number of SME participants that have conducted performance management (PM). As expected, the majority staff size of SME participants is between 20 to 50 employees, and the number of SME participants that have conducted PM is minimal.

The little on-site survey was an effective



*TID Trade Officer presenting a plaque to Dr Leslie Tong*

icebreaker. Participants reacted fervently to Dr. Tong's PM-related questions as she went on with her sharing on the relationship between performance appraisal and PM, the difference between PM and strategic PM, and how to formulate strategic PM. Dr. Tong expanded her explanation on PM by citing the well-known PDCA (Plan, Do, Check and Action) management system. The importance of company goal setting and the importance of decomposition of company goals to become department goals then to become individual employee goals were also highlighted. Dr. Tong then shared with the participants her observations on SMEs' PM problems and her suggested solutions. Before wrapping up the presentation, Dr. Tong used a practical case study (including a list of "Dos and Don'ts") to recap the main points covered so far and to reinforce participants' understanding of the ways and means of conducting effective PM.

The subsequent thirty-minute Q&A session was well utilized by participants, and each question in turn was answered by Dr. Tong by referring to her corporate/consulting experience to the participants' satisfaction.

Amid warm applause from the floor, Dr. Tong was presented a souvenir by a Trade Officer from

TID as an expression of appreciation for her efforts and contribution.

## *Topic 2 : Coaching for Performance*

*By Ms Angie Yu, FITP*

In the competition for talents, companies tend to nurture talents within the organisations instead of solely rely on recruiting from the market. Therefore, staff coaching is particularly useful for companies as a people development strategy given their limited resources. Through coaching by experienced superiors, coachees could develop their career better and faster. Effective coaching could also improve performance and morale. So a seminar “Coaching for Performance” was organized to SMEs through Support & Consultation Centre for SME ( SUCCESS ) of Trade & Industry Department ( TID ) on Nov 21, 2014 afternoon at TID Tower, Mongkok.

corporate culture, it is crucial to let everyone in the company know what is coaching and how to coach, so educating and getting buy-in from all stakeholders should be the first step to ensure the success of the program. If both parties have their own hidden agenda e.g. if coaches think that developing coachees will make them out of job as they are eventually replaced, or if coachees worry that they have to take up more workloads from coaches once they are coached, then both parties will not be willing to come into a coaching relationship, then the program can hardly succeed.



*Ms Angie Yu sharing her experience with audience*

About 70 participants from SME joined the seminar. In the seminar, I not only shared with the participants the importance of coaching for a company’s development, techniques in coaching, but also my failure in the past when cultivating coaching culture in a company. To launch the coaching program or even cultivate it as a



*TID Trade Officer presenting a plaque to Angie*

When comparing with big companies, SME’s resources are rather limited, staff coaching may not be a priority for them as it is time consuming and takes rather long time before company can see the benefits. However, from participants’ eagerness to raise questions, I could feel participants seriously considering to adopt it as a

way to improve staff quality, morale and retention. Participants were very concerned about the difficulties at the beginning when they launched the program as coaching culture of the company was not in place to ensure its success. However, coaching culture will never be in place if you don't take the first step to launch the program and let everyone feel and get the benefits.

I hope that the participants will launch the program in their company as coaching has been

proved to be effective in motivating, developing and retaining staff.

ITP has been cooperating with TID and other organizations via providing seminars to individuals from different industries for a few years. By doing so, we hope that ITP can work on our own strengths and give back to our society, and improve quality of Learning & Development practitioners. This is the ultimate goal for setting up ITP.

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## 嶂上平原高千丈 不及春雷送我情 幸得秋風送爽來 再續前緣喜盈盈

蔡偉靈

康業服務有限公司

今次的遠足活動安排在 12 月 6 日舉行，天氣有點涼爽，行山頗為舒適，與年初遠足嶂上遇上春雷相比，這次舒服及安全得多。記得那次在黃雨的招待下各人衣衫盡濕，加上閃電橫飛，春雷乍響，好像不歡迎由我們打擾仍在冬眠的動物，搶去了春雷的功勞似的，因此下了逐客令。為安全計，我們不得不放棄，決意秋天再來拜訪嶂上。



團體合照

召集朋友參加這次遠足，很多人都被《嶂上天梯》的大名所嚇怕而不敢報名，其實由培訓專

業學會籌辦的遠足活動，每次的難度都不高，屬於老幼咸宜的，又安全，又悠閒，沒有參加真是損失。

關愛身心健康的參加者都很守時，值得一讚。遠足路徑的難度被評為 2.5 粒星，用三數小時便可以輕鬆完成，但我們維持以往食咗「成擔豬油」的作風，放慢腳步，細心欣賞沿途風景，遇上好的背境或新奇的植物，就拿起相機捕捉，甚為寫意。其間各人互相認識，互相交談，言談歡笑間便已到達嶂上平原。這兒是一間學校的舊址，現在只剩下一間士多在假日為遊人提供食物及飲品補給。

生態旅遊的其中一個規條是鼓勵本土消費，感謝居民為遊人提供服務，讓他們可賺取生活所需而不用破壞生態環境，所以很多朋友都在此品嚐豆腐花、甜品、小食和飲品。除了光顧士多老闆外，很多朋友都自備了許多食物，但數量頗多，為了減輕背囊的負擔，這些朋友都很熱心地與大家分享食物，令到這個聚腳點霎時

間充滿了友誼氣氛。大夥兒在此逗留了個多小時，拍了團體照片便再繼續行程。



嶂上平原風貌

這兒種植了一棵大桔樹，是某些團友的老朋友，見面聚舊一番，方才捨得離開。步行一會兒，就到達如雷貫耳的《嶂上天梯》所在地。

我們在高處飽覽天梯，一睹榕樹澳和深涌的風景後，便另覓一條沒有天梯那麼艱辛的路徑離開。雖然路徑所花的時間較多，但時間仍在我們預算之內，因此問題不大。這段路因為沒有大幅修葺，所以並不好行；風勢在此又比較強勁，各人都需要用手找緊外套，慎防外套被風吹掉。

好不容易走到山腳，那寵物酒店的狗吠聲好不嚇人。信步前行，遇上一位愛心爆棚的居民拖著他領養的三隻狗兒漫步，他的農地種了數棵洛神花，他很樂意地與我們分享洛神花的用處和栽種心得，還讓我們採摘果子回家栽種，好一位君子。去到北潭涌，當然要品嚐發記士多出名的餐蛋麵和冰凍啤酒，心滿意足地為這次遠足活動劃上圓美句號。

恭喜發財！ 身體健康！

HAPPY NEW YEAR!

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培訓專業學會

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