

# Middle Manager Competency Development Program

*(Are you ready to become a Professional Manager?)*



Many managers know how to do their work, but they never know in what ways they can improve themselves to become more competent and effective. Through this specially designed development program you would understand what management competencies you need to acquire to effectively fulfill job requirements, and how you can develop your knowledge, skills and supporting attitudes through work-related assignments and off-the-job learning.

You would also enhance your professionalism through role modeling the good practices of a competent manager benchmarking the well-researched world-class standards.

## Your Benefits:

- ✓ Readily and accurately identify your behaviours that are associated with and contributing to managerial competence, and differentiate yourself from the ineffective manager group;
- ✓ Analyse, recommend what you need to learn and do to become a competent manager, and support you as you go.

**Enjoy Discount Price!**

**JOIN NOW!**

**Who should attend:** Middle Managers, Supervisors, Executives and Professionals Staff

## Tutor Profiles:

**Dr. C.Y.Wong** has over 30 years of both hands-on consulting and training experiences. He has been awarded **Oxford University certified Development Adviser, Assessor and Verifier for the NVQ (National Vocational Qualification) in Management for over 12 years**. He has also been associated as a Senior Advisor at the Management Development Centre (MDC) of the Vocational Training Council, specializing in Training Needs Analysis, Manpower Planning, and Project Management, etc.



**Prof. Alfred Ho** has worked on more than 300 organizations reviews, improvement and development projects with the Hong Kong Government, NGOs, and private organizations. In 2004, he led the IMCHK project team in identifying and defining the competencies for management consultants in Hong Kong and the Mainland in collaboration with the Tsinghua University. Prof. Ho was Hong Kong's first **Oxford University certified Development Adviser, Assessor and Verifier for the NVQ in Management**.



#### Course Outline:

1. **Competency Approach and its Applications & Benefits for Corporations and Individuals**
2. **Self Profiling against world-class Management Standards**
3. **The Six Management Standards: Good Practices for Competent Managers**
  - **Managing Self**
    - recognizing own strengths and limitations;
    - prioritizing objectives and work planning;
    - self-reflection and self-improvement, etc.
  - **Providing Direction**
    - presenting information that promotes understanding;
    - creating a sense of common purpose;
    - articulation of vision inducing enthusiasm & commitment, etc.
  - **Facilitating Change**
    - finding practical ways to overcome barriers;
    - encouraging and supporting others;
    - balancing risks against benefits, etc.
  - **Managing People**
    - understanding people's needs and motivation;
    - exercising appropriate leadership influence to different people and situations;
    - setting demanding yet achievable objectives for self and others, etc
  - **Managing Resources**
    - developing systems to gather and manage information and knowledge effectively;
    - accurately calculating risks and making provision so that unexpected events do not impede the achievement of objectives;
    - monitoring quality of work and progress against plans and taking appropriate corrective action where necessary, etc.
  - **Achieving Results**
    - identifying systemic issues and trends and recognize their impact upon current and future work;
    - constantly seeking to improve performance;
    - taking personal responsibility for resolving customer (internal and external) problems, etc.
4. **Expected Behaviors, Knowledge and Understanding on each Standard**
5. **How to Apply each Standard to Your Job**



#### Course Information



#### Enrolment

- Date:**       22-23 May     11-12 Sept     4-5 Dec
- Time:**      9:30am - 5:30pm
- Medium:**    Cantonese supplemented with English material
- Venue:**      SGS Hong Kong Ltd. - Shatin / Admiralty Training Centre
- Fee:**          \$3,500 / \$3,200\* per person  
                     \*Enroll two enrollments at a time
- Certificate:** Delegates who successfully completed the training will be issued a completion certificate by SGS

Please fill in the registration below form and send the completed form with a cross cheque payable to "SGS Hong Kong Ltd." 2 weeks before course commencement and mail to: **SGS Hong Kong Limited, 28/F, Metropole Square, 2 On Yiu Street, Siu Lek Yuen, Shatin, N.T (Attention to: Ms. Man, CDTS Division)**

#### For Enquiry and Reservation:

Tel: 3543 7900 (Ms Man), E-mail: [hk.cdts@sgs.com](mailto:hk.cdts@sgs.com), Fax: to 3158 2622.

Web site: [www.hk.sgs.com/training](http://www.hk.sgs.com/training)

### Enrollment Form

### Middle Manager Competency Development Program (MGT/17)

Company: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

Address: \_\_\_\_\_ E-mail: \_\_\_\_\_

How do you know about this course?     Newspaper     Web site     Friends     Others \_\_\_\_\_

Participant	Position	HK\$
Mr./Ms./Mrs.		
Mr./Ms./Mrs.		
Mr./Ms./Mrs.		
<b>Total:</b>		