

Subject:
CPD Webinars in January and February 2022

Dear **Members**

We are pleased to inform you of the CPD webinars organized by CIB for January and February 2022.

| Date and Time | Course Title and Speaker | IA CPD Hours |
|---|---|--------------|
| 26 January 2022 (Wed) 4:00pm – 6:00pm <i>Deadline: 20 Jan 2022</i> | Interpersonal Skills and Managing Difficult people 人際交往技巧、管理麻煩的人 Ms. Susan Ng | 2 |
| 23 February 2022 (Wed) 4:00pm – 6:00pm <i>Deadline: 17 Feb 2022</i> | Achieving WIN-WIN Management by DISC Personality Assessment 透過 DISC 性格評估達至雙贏的管理 Mr. Franky Yeung | 2 |

Language: Cantonese

Enrolment Fee: CIB Member - HK\$400/course; non-Member – HK\$500/course

The above webinars will be delivered via Zoom Cloud Meeting and you will require to have:

a computer either desktop or laptop, Windows/Mac, or a tablet with camera, microphone and speaker for joining the session and a stable internet connection.

Please refer to the attachment for course details and speaker's profile.

After successfully enrolling for the course, we will send you the hyperlink for joining the webinar together with the registration confirmation slip. We look forward to your keen participation.

Kind Regards

Tommy Chan
Secretary General
The Hong Kong Confederation of Insurance Brokers

Encl.



Subject:

CPD Webinars in January and February 2022

26 January 2022 (Wednesday)

4:00pm – 6:00pm

Interpersonal Skills and Managing Difficult people

人際交往技巧、管理麻煩的人

Course Outline

Under the Covid-19 pandemic, customers, senior management and colleagues are all under immense pressure and may have become more demanding towards others. After the talk, participants will be able to handle difficult people under stressful environment more effectively by using (a) assertiveness, (b) reframing skills and (c) paraphrasing. In addition, participants will be able to explore the Nine Enneagram Types to gain more insights into workplace interpersonal dynamics which can lead to better mutual cooperation. The talk will be delivered through mini-lectures, case sharing, discussions and mini presentations.

The following topics will be discussed:

- Assertiveness
- Reframing
- Paraphrasing
- Enneagram

Speaker

Ms. Susan Ng 吳秀珊女士 BBA, MBA, MA (E-Business)

Ms. Susan Ng has held senior positions in various companies across the retail, media, information technology, hospitality and higher education sectors. Altogether, she has supervised over 2,000 employees and recruited over 200 employees over the years. Apart from Hong Kong, she has worked in Mainland China, Macao and Japan. As a corporate trainer, Susan's clients included Caritas HK, CLP Power, ICA Global Sourcing, Labour Department, HKSAR Government, The Hong Kong Jockey Club, Macao SAR Government, McDonald's Restaurants, SHURE Asia Ltd, SWATCH Group and the Wyndham Hotel Group, to name a few. She is also a part-time lecturer at The Hong Kong Management Association and various local universities and is a regular columnist in local newspaper Sky Post.

Enrolment Form

| | |
|------------------|--|
| Course: | Interpersonal Skills and Managing Difficult people 人際交往技巧、管理麻煩的人 |
| Date: | 26 January 2022 (Wednesday) |
| Time: | 4:00pm – 6:00pm |
| Code: | 2601 (HKMA) |
| Language: | Cantonese |

Please send your completed Enrolment Form with the cheque payment to:

The Hong Kong Confederation of Insurance Brokers
Room 1504, Tai Tung Building, 8 Fleming Road, Wanchai, Hong Kong

| | |
|----------------|------------------------|
| Company Name | CIB Mem. No. /HKMA No. |
| Contact Person | Contact No. |
| Email contact | Fax No. |

Please enrol the following persons for this seminar:

| (as shown on the HKID card) | | Email contact | Mobile contact | IA Licence No. |
|-----------------------------|------------|---------------|----------------|-------------------|
| Surname | Other Name | | | |
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|------------------------------|------------------|----------------------|---|
| No. of person(s) ____ | x \$400* | Total Fees: \$ _____ | Cheque payable to: |
| No. of person(s) ____ | x \$500** | Cheque No.: _____ | The Hong Kong Confederation of Insurance Brokers |

*CIB/HKMA member **non-member

Declaration

1. We have read and will observe the "Rules Governing CIB Seminars".
2. We understand that:
 - ♦ Enrolment will be accepted on a first-come-first-served basis.
 - ♦ Enrolment without payment will not be entertained.
 - ♦ Enrolment fee is non-refundable and transferable to another course.
 - ♦ Official receipt will be issued only upon request in writing within one month after the seminar.
 - ♦ HK\$100 surcharge per person applied for enrolment or substitution after deadline.
 - ♦ Certificate of attendance will only be issued upon clearance of payment.

Bad Weather Arrangement

In the event of cancellation due to bad weather, the seminar will be either re-scheduled or registrations may be transferred to other CIB CPD seminars of same fee level. Notice of rescheduling will be issued as soon as practicable.

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|--------------------|---|------------|--|-------------|--|-----------------|--|
| _____ Signature | Office Use Only | | | | | | |
| _____ Date | <table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">Cheque No.</td> <td style="width: 50%;"></td> </tr> <tr> <td>Verified By</td> <td></td> </tr> <tr> <td>Payment Cleared</td> <td></td> </tr> </table> | Cheque No. | | Verified By | | Payment Cleared | |
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