

# Training courses of soft skills: Unlock Your Professional Success!

Through interactive workshops, practical exercises, and real-world simulations, you'll develop vital skills such as effective communication, active listening, emotional intelligence, problem-solving, adaptability, teamwork, and leadership. Our experienced trainers will guide you every step of the way, providing personalized feedback and coaching to help you accelerate your growth.

| Registration                                   | Master Code | Course Title   | May 2024  | Jun 2024 | Jul 2024 | Aug 2024 | Sep 2024 | Oct 2024 | Nov 2024 | Dec 2024 |
|--|-------------|--|---|----------|----------|----------|----------|----------|----------|----------|
| <b>Customer Service: From Good To Great</b>    |             |  | <b>Face-to face mode   Cantonese with Chinese materials</b> |          |          |          |          |          |          |          |
| <a href="#">Apply now</a>                      | EW53        | 高效投訴管理技巧及服務中心風險管理<br>Effective Complaint Handling & Risk Management in the Customer Service Centre |   | 3 Jun    |          |          |          |          |          |          |
| <a href="#">Apply now</a>                      | QS01        | 提升顧客服務品質：前線員工和初級管理人員的工作坊<br>Quality Customer Service for Frontline Staff and Junior Managers       | 10 May  |          |          |          |          |          |          |          |
| <a href="#">Apply now</a>                      | QS02        | 提供優質顧客服務的策略：中層管理人員的工作坊<br>Advanced Quality Customer Service for Middle Managers                    |   |          |          |          | TBA      |          |          |          |
| <b>Personal Enrichment &amp; Certification</b> |             |  | <b>Face-to face mode   Cantonese with Chinese materials</b> |          |          |          |          |          |          |          |
| <a href="#">Apply now</a>                      | M940        | 點子爆發與創新思維工作坊<br>Idea Exploration and Creative Thinking Workshop                                    |   |          | 12 Jul   |          |          | 18 Oct   |          |          |
| <a href="#">Apply now</a>                      | M941        | 強勢、魅力演說訓練班<br>Powerful and Fascinating Presentation Training                                       |   | 12 Jun   |          |          | 23 Sep   |          |          |          |

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| Personal Enrichment & Certification |      |                     | Online mode   Cantonese with Chinese materials |  |     |  |     |  |  |  |
|-------------------------------------|------|---------------------|--|--|-----|--|-----|--|--|--|
| <a href="#">Apply now</a>           | M552 | 九型人格與個人成長           |  |  | TBA |  |     |  |  |  |
| <a href="#">Apply now</a>           | M553 | 溝通技巧 – 掌握坦誠與圓滑之間的溝通 |  |  |     |  | TBA |  |  |  |

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|-----------------------------|-------------|--|--|----------|----------|----------|----------|----------|----------|----------|
| Management Tools and Skills |             |  | Face-to face mode   Cantonese with Chinese materials |          |          |          |          |          |          |          |
| <a href="#">Apply now</a>   | GP03        | 實施 HKQAA 5S 在工作間的營運<br>Implementation of HKQAA 5S in the Workplace Operation   |  | 27 Jun   |          |          |          | 12 Sep   |          | 6 Dec    |
| <a href="#">Apply now</a>   | M021        | 企業及部門績效管理培訓工作坊<br>Workshop on Performance Management through KPI Setting       |  | 4 Jun    |          |          |          | 5 Sep    |          | 5 Dec    |
| <a href="#">Apply now</a>   | M022        | 強勢督導管理培訓工作坊<br>Workshop on Developing Supervisory Skills & Leadership Charisma |  |          | 17 Jul   |          |          | 7 Oct    |          |          |
| <a href="#">Apply now</a>   | M023        | 策略性薪酬設計培訓工作坊<br>Workshop on Strategic Compensation System Design               |  | 3 Jun    |          |          |          | 4 Oct    |          |          |
| <a href="#">Apply now</a>   | M024        | 業務流程改善培訓工作坊<br>Workshop on Business Process Improvement                        | 7 May  |          |          | 19 Aug   |          |          | 22 Nov   |          |
| <a href="#">Apply now</a>   | M025        | 有效項目管理培訓工作坊<br>Workshop on Effective Project Management                        |  |          | 25 Jul   |          |          | 30 Oct   |          |          |
| <a href="#">Apply now</a>   | M028        | 有效溝通及影響技巧培訓工作坊<br>Workshop on Effective Communication & Influencing Skills     |  | 12 Jun   |          |          |          |          | 4 Nov    |          |

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| <b>Management Tools and Skills</b> |             |   | <b>Online mode   Cantonese with English materials</b> |          |          |          |          |          |          |          |
| <a href="#">Apply now</a>          | M554        | Project Management Fundamentals                   |   |          |          | TBA      |          |          |          |          |
| <a href="#">Apply now</a>          | M556        | Personal Productivity                             |   | 20 Jun   |          |          |          | 25 Oct   |          |          |
| <a href="#">Apply now</a>          | M557        | Technical Report Writing                          |   |          | 18 Jul   |          |          |          | 21 Nov   |          |
| <a href="#">Apply now</a>          | M559        | Negotiation and Persuasion Techniques             |   |          |          |          | 26 Sep   |          |          | 30 Dec   |
| <a href="#">Apply now</a>          | M560        | Leadership – The Leadership Challenge             |   |          |          | TBA      |          |          |          |          |
| <a href="#">Apply now</a>          | M561        | Creative Problem Solving                          |   |          |          |          | TBA      |          |          |          |
| <a href="#">Apply now</a>          | M563        | People Management and Coaching Skills for Leaders |   |          | TBA      |          |          |          |          |          |
| <a href="#">Apply now</a>          | M564        | Recruitment, Selection and Appraisal Skills       |   |          |          |          |          |          |          | TBA      |
| <a href="#">Apply now</a>          | M565        | Conflict Resolution Management                    |   |          |          |          |          | TBA      |          |          |
| <a href="#">Apply now</a>          | M566        | Project and Event Management                      |   |          |          |          |          |          | TBA      |          |

Should you have any further information, please contact Katie Chan at (852) 2202-9368 or email at [training@hkqaa.org](mailto:training@hkqaa.org).