

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	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024
Customer Service: From Good To Great			Face-to face mode Cantonese with Chinese materials						
Apply now	EW53	高效投訴管理技巧及服務中心風險管理 Effective Complaint Handling & Risk Management in the Customer Service Centre		15 Jan					
Upcoming	TBA	Quality Customer Service for Frontline Staff and Junior Managers				TBA			
Upcoming	TBA	Advanced Quality Customer Service for Middle Managers					TBA		
Personal Enrichment & Certification			Face-to face mode Cantonese with Chinese materials						
Apply now	M940	點子爆發與創新思維工作坊 Idea Exploration and Creative Thinking Workshop				TBA			
Apply now	M941	強勢、魅力演說訓練班 Powerful and Fascinating Presentation Training	14 Dec				TBA		

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Personal Enrichment & Certification			Online mode Cantonese with Chinese materials						
Apply now	M552	九型人格與個人成長			23 Feb				
Apply now	M553	溝通技巧 – 掌握坦誠與圓滑之間的溝通		8 Jan			15 Apr		

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Management Tools and Skills			Face-to face mode Cantonese with Chinese materials						
Apply now	GP03	實施 HKQAA 5S 在工作間的營運 Implementation of HKQAA 5S in the Workplace Operation			29 Feb				27 Jun
Apply now	M021	企業及部門績效管理培訓工作坊 Workshop on Performance Management through KPI Setting			5 Feb				4 Jun
Apply now	M022	強勢督導管理培訓工作坊 Workshop on Developing Supervisory Skills & Leadership Charisma		23 Jan		21 Mar		13 May (update)	
Apply now	M023	策略性薪酬設計培訓工作坊 Workshop on Strategic Compensation System Design				22 Mar (update)			
Apply now	M024	業務流程改善培訓工作坊 Workshop on Business Process Improvement			23 Feb			7 May	
Apply now	M025	有效項目管理培訓工作坊 Workshop on Effective Project Management	11 Dec				16 Apr		
Apply now	M028	有效溝通及影響技巧培訓工作坊 Workshop on Effective Communication & Influencing Skills	28 Dec			13 Mar			12 Jun

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Management Tools and Skills			Online mode Cantonese with English materials						
Apply now	M554	Project Management Fundamentals				20-22 Mar			
Apply now	M556	Personal Productivity			5 Feb				
Apply now	M557	Technical Report Writing		29 Jan			8 Apr		
Apply now	M559	Negotiation and Persuasion Techniques			19 Feb				
Apply now	M560	Leadership – The Leadership Challenge				13 Mar			
Apply now	M561	Creative Problem Solving				6 Mar			
Apply now	M563	People Management and Coaching Skills for Leaders		9 Jan			22 Apr		
Apply now	M564	Recruitment, Selection and Appraisal Skills		22 Jan			29 Apr		
Apply now	M565	Conflict Resolution Management				11 Mar			
Apply now	M566	Project and Event Management			6 Feb				

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