

Professional Diploma in

Management Consulting and Risk Management

12 June – 9 October 2010 (Saturday)

Introduction

Hong Kong is for its renowned professional Consulting Industry. Many of the world's leading consulting firms have their regional headquarters in Hong Kong. There are also hundreds of local consulting firms serving the increasing demand for management consultancy services in Hong Kong and the mainland China.

A management consultant is an independent qualified person who provides a professional service to business, public, and other management undertakings. Service recipients could either be external clients or own employers, where this is the case of an internal management consultant.

In Hong Kong, management consultants are not required to be registered nor licensed. The profession of management consulting is self-regulated. A professional recognition can always distinguish you from your peers in this competitive industry, offering an assurance of professionalism to clients.

This course will introduce the technical and soft skills essential to a management consultant in accordance with **The Common Body of Knowledge** proposed by the Institute of Management Consultants Hong Kong (IMCHK). All course materials are developed by subject experts sponsored by IMCHK, and all sessions will be delivered by experienced practitioners in the industry.

Programme Objectives

This course is designed for professionals who have developed functional competencies in professional services and wish to pursue a career as management consultants, and for those who want to familiarize with the processes and skills of management consultancy and apply those skills in their daily work.

The programme expects to provide participants with a better understanding of the consulting process and organizational change, as well as the skills necessary to lead consulting projects.

Professional Recognition

Upon completion of the course, participants may also exempt from part of the **Certified Management Consultant (CMC)** examination if certain criteria are met. For details, please visit the website: www.imchk.com.hk

The **Certified Management Consultant (CMC)** mark of excellence is used over 50 countries worldwide to identify a certified management consultant whose status is recognized and has met strict certification requirements of the Institute of Management Consultants in his/her country. The initials mean that the consultant has met world-class standards of competence, ethics and independence, and is eligible for reciprocity between the International Council of Management Consulting Institutes (ICMCI) members institutes.

Free Information Session

(For registration, please return to fax no.: 2788 5350)

Date : 13 May 2010 (Thursday)

Time : 7:30pm – 9:00pm

Venue : 1/F, HKPC Building, 78 Tat Chee Avenue, Kowloon Tong, Kowloon

Name (Mr/Mrs/Ms): _____ Position: _____

Company Name: _____

Telephone: _____ Email: _____

Co-organizers :

PRODUCTIVITY
生產力培訓學院 Training Institute

IMCHK
香港管理顧問學會

Please circulate this leaflet to those who are interested



**Hong Kong
Productivity Council**
香港生產力促進局

Panel of Speakers



Prof. Alfred Ho
Provost and Master Trainer,
Academy of Management Consultancy Ltd.

Prof. Ho is responsible for the quality control and coordination of all major programmes in the Academy of Management Consultancy Ltd. Over the last thirty years, Prof. Ho has worked on more than 300 organizational review, improvement and development projects with the HK Government, NGOs, and private organizations. His client included the Hutchison Whampoa Group, Modern Terminals Limited, Hong Kong Telecom (now PCCW), Hong Kong Air Cargo Terminals, SmarTone, Pizza Hut, Education Department, the Civil Services Training & Development Institute, ICAC, the Judiciary, Hong Kong Council of Social Services, the Bank of China Group, the Personnel Bureau of the Guangdong Province, etc.

In addition to conducting training & development sessions and engaging in consultancy projects in Hong Kong, Prof. Ho leads strategy formulation, change facilitation and senior management seminars in the Mainland, Macau SAR, Thailand, Singapore, Malaysia and Australia.



Mr. Alvin Wong
Hon Secretary and Co-Chair,
Knowledge Management and
Professional Development IMCHK

Alvin is an experienced business consultant, with over 20 years experience in Telecom and IT industry, currently spearhead the business development of a leading Telecom operator in HK for SE Asia market. Prior to that, Alvin has been in various management positions in Consultancy services, Sales, Marketing and Product management with strong exposure in the Asia Pacific region. Alvin is a Certified Management Consultant, and has designed and conducted various training programs and workshops on the subjects of Business Strategy, Services Improvement and Sales Management.



Mr. Richie Lam
Co-Chair,
Professional Development IMCHK

Richie combines his practical people, consulting, business planning & modeling experience and academic training to mentor his clients at management and senior levels in ways of improving business performance in Australia and Hong Kong. This spans sectors across IT & Telecom, finance & services, automobile, food manufacturing, government and military, etc. He graduated from Imperial College, London and is a Certified Management Consultant.



Dr. Thomas Tang
Director for Corporate Sustainability,
AECOM Asia Company Ltd.

Dr. Tang is an experienced management consultant and a skilled trainer, of which he has been recognized by the Academy for Management Consulting as a Master Trainer. He has run programmes on strategy planning, team building, and organizational effectiveness and has conducted training workshops in Hong Kong, mainland China, Macau, Singapore, Vietnam and Malaysia for ASML, Coca Cola (China), MTRC and Fire Services Department of the HK Government, etc.



Dr. C. Y. Wong
Chief Executive Officer,
Academy of Management Consultancy Ltd.

Dr. Wong is a seasoned industrial engineer and consultant, with over 30 years of both hands-on consulting and training experiences. He has been associated as a Senior Advisor at the Management Development Centre (MDC) of the Vocational Training Council for over 10 years, specializing in Manpower Planning, Project Management, Cost-Benefit Analysis, Engineers as Managers, Training Needs Analysis, Quality Improvement and Service Quality.

Besides, Dr. Wong has extensive experience in management development and teaching. He was a part-time visiting lecturer for management subjects at the University of Hong Kong from 1977 to 2005, and is recently a visiting lecturer teaching at the Hong Kong Polytechnic University.



Mr. David Wong
Managing Partner, OCI Ltd.

Mr. David Wong, CMC, coaches management teams to generate innovative solutions. His professional career started in 1986 after graduating with a B.Eng in Mechanical Engineering. He has transformed to be a passionate performance practitioner in helping organizations to generate competitive advantages. He specializes in designing world class programmes in talent development and succession planning for businesses which operate in Asia Pacific region. He currently practices executive coaching to leaders including the ones from Siemens. His speaking engagement of "Transition Management" and "Personal Transformation" have great feedbacks from MBA alumni of HKUST in Shenzhen. He has lectured performance management at Hong Kong PolyU and financial management at HKU Space. As an independent consultant for Korn/Ferry International, he researches in management & leadership programmes for global top 500 MNCs such as Johnson & Johnson.

Programme Content

Module 1

Management Consulting - Approaches and Methodologies (15 Hours)

- Introduction to Management Consulting – Consultancy Cycle
- Common Body of Knowledge
- Organizational Analysis – the Mckinsey 7S, the Balanced Scorecard
- Strategic Planning – Scenario Planning
- Organizational Change – the Levers of Change, Transformational Change

Module 3

Developing a Winning Proposal (6 Hours)

- Elements of a Proposal
- Practice Critiquing a Proposal
- Drafting a Proposal
- Drafting Skills
- Presenting and Selling Skills
- Presentation and Feedback Process

Module 5

Communication / Interpersonal Skills for Management Consultant (12 Hours)

- The tasks of a Management Consultant
- The 6 C's Consulting Process
- Building Relationship with Clients
- Personal Skills to Conduct Consulting
- Consultant as a Team Leader
- Consultant as a Team Facilitator
- Influencing Skills

Module 7

Case Studies and Project Presentation (6 Hours)

- Speaker will share his experience on running management consulting business or managing consulting projects.

Module 2

Working with Client to Identify Problems (15 Hours)

2A. Problem Situation and Analysis:

- Questioning Technique
- Qualitative Research
- Analysis of Qualitative Data
- Documentary Research Methods
- Statistics for Management Consultant

2B. Managing Information and Decision Making Process

- Definition of Data, Information, Knowledge and Knowledge Management
- Knowledge Management on Management Consultant Practices
- Making a Smart Decision

2C. Problem Solving Technique

Module 4

Managing a Consulting Project (30 Hours)

4A. Project Management

- Scheduling and Cost a Consultant Project
- Manage Time Effectively
- Lead a Project Team
- Manage Conflicts with Clients' staffs and Consultants

4B. Managing Clients and Implementation

- How to Establish a Professional Relationship with Clients
- Managing the Contracting Meeting and the Contracting Meeting Process
- Effective Listening and Communication
- Dealing with Difficult Clients
- Understanding and Manage Organization Culture

4C. Managing Professional Staffs

- Management Styles
- Motivating Professionals
- Coaching and Feedback
- Dealing with Potential Problems

Module 6

Applying Consulting Skills to Manage Risk and Crisis (18 Hours)

6A. Risk Management

- What is risk?
- The Ishikawa Risk Model
- Risk Management Process
- Types of Risk
- The Six Key Components of Risk Management

6B. Crisis Management

- What is Crisis?
- Key Procedures for Crisis Management

About IMCHK

The Institute of Management Consultants Hong Kong Limited (IMCHK) is the professional chapter and qualifying body for management consultants in Hong Kong. The Hong Kong Chapter represents Hong Kong in the International Council of Management Consulting Institutes (ICMCI), which has over 60,000 members worldwide. The aims of the Institute are to enhance the practicing standards of management consultants and the confidence clients have in the profession in this part of the world. IMCHK is the sole awarding body of the Certified Management Consultants (CMC), recognized by the United Nations and in over 50 countries around the world. IMCHK will create a platform to get all members and consulting professional worldwide stay connected through various activities organized and professional development programs throughout the year.

Medium of Instruction

Lectures will be delivered in Cantonese or English, while handouts will be primarily in English. Participants should be proficient in both written and spoken Chinese and English.

Award of Professional Diploma

Students will be granted the “Professional Diploma in Management Consulting and Risk Management” by the Hong Kong Productivity Council if he/she has

- successfully completed the programme with 75% attendance rate, and
- achieved a pass grade in the test of each module as well as the final project presentation.

Application Procedures

- Fill in an enrolment form* in BLOCK LETTERS.
- Enclose with copies of H.K.I.D. card, academic or professional certificates.
- Enclose a crossed cheque payable to “Hong Kong Productivity Council” with the appropriate course fee.
- Mail the completed enrolment form*, supporting documents and cheque to
Ms. Yuen – PTI (3702), 3/F, HKPC Building, 78 Tat Chee Avenue, Kowloon.
- Alternatively, you may submit the enrolment materials in person at the following location, and pay by cash, cheque or credit card
> 1/F, HKPC Building, 78 Tat Chee Avenue, Kowloon (Tel: 2788-5923)

Duration / Time / Venue

Date: 12 June 2010 – 9 October 2010 (Saturday)

(34 three-hour sessions, totaling 102 hours)

Time: 9:30a.m. – 12:30p.m. and 2:00p.m. – 5:00p.m. (Saturday)

Venue: 1/F, HKPC Building, 78 Tat Chee Avenue, Kowloon Tong, Kowloon.

Programme Fee

Enroll on or before 18 May 2010 : HK\$14,800

Normal: HK\$15,800

Admission Requirements

Applicants should:

- hold a bachelor's degree awarded by a recognized university or equivalent; or
- hold relevant professional qualifications.

Enquiries

Tel: 2788-5327, Email: myng@hkpc.org (Ms. Ng)

Tel: 2788-5325, Email: cyuen@hkpc.org (Ms. Yuen)

Fax: 2788-5350

Website: www.hktrainingonline.com

Application Deadline: 2 June 2010



Hong Kong
Enrolment Form
Productivity Council
香港生產力促進局

* Please download the enrolment form from the link below:

<http://www.hktrainingonline.com/eng/training/enrollform.doc>

報名表 Enrolment Form

請以正楷填寫此表格 Please complete this form in BLOCK LETTERS.

課程 Programme :

課程編號 Programme Code :	課程名稱 Programme Title :	學費 Programme Fee:
40115243	Professional Diploma in Management Consulting and Risk Management	

甲部 (Part A) 申請者資料 Applicant Information :

中文姓名 (先生/小姐/太太/女士*) : Chinese Name (Mr./Miss/Mrs./Ms*) :			
英文姓名 : Name in English :	姓 last name	名 first name	(必須與香港身份證/護照相同 Must be the same as shown on ID card/Passport)
公司名稱 : Company Name :			
職位 : Position :			
最高教育程度 Highest Achieved Education Level (請選擇一項。 Please select one only.) :			
<input type="checkbox"/> 小學 Primary School <input type="checkbox"/> 中學 Secondary School <input type="checkbox"/> 文憑至副學位 Diploma to Associate Degree <input type="checkbox"/> 學位 Degree <input type="checkbox"/> 研究院或以上 Postgraduate			
辦事處電話 : Office Telephone :		手提電話 : Mobile No. :	住宅電話 : Home Telephone :
電郵地址 : E-mail Address :		傳真 : Fax :	
通訊地址 : Correspondence Address :			

乙部 (Part B) 繳費方法 Method of Payment :

請選擇一項 Please select one only	
<input type="checkbox"/> 現金 Cash	
<input type="checkbox"/> 支票號碼 Cheque No. : _____ , (公司 Company / 私人 Private*) 。 (支票請劃線, 抬頭人為「香港生產力促進局」。The cheque has to be crossed and made payable to the "Hong Kong Productivity Council.")	
Is The programme fee sponsored by your employer? 課程費用由僱主贊助?	
<input type="checkbox"/> YES 是	<input type="checkbox"/> NO 否

*Please delete whichever inappropriate / 請刪去不適用者

聲明 Declaration :

本人聲明在此報名表格及隨附文件所載的資料, 依本人所知均屬完整真確。
I declare that all information provided in this enrolment form and the attached documents are, to the best of my knowledge, accurate and complete.

本人同意如本人獲取錄入學, 本人當遵守學院的規則。
I consent that if admitted, I will comply with all the Rules and Regulations stipulated by the Institute.

本人已細閱報名表的重要通知, 並明白所有“重要通知”內容均以本院課程單張及網頁之最後更新版本為依歸。
I have read and understood the "Important Note" in this enrolment form is subject to revisions in the course pamphlets and the latest updates in the Institute's website.

申請者簽名
Applicant's Signature : _____

日期
Date : _____

報名程序

請填妥報名表、連同相關課程需要的文件及費用，親身或以郵遞方式遞交。

郵寄地址：九龍達之路 78 號生產力大樓香港生產力促進局生產力培訓學院（請於信封面註明報讀課程名稱及編號。）

重要通知：

1. 報名表(可用影印本)必須連同學費於開課前一併繳交，否則報名無效。
2. 本局已實施個人資料(私隱)政策，有關資料單張可於報名處索閱，或閣下可與本局個人資料管理主任查詢。
3. 本局建議申請者以信用咭、易辦事或支票繳交學費。學費收據以本局機印方為有效，支票收妥作實。
4. 除非本局於課程開始前最少 5/15* 個工作日收到申請者書面通知退學，否則已繳學費概不退還。申請者申請退還學費需繳交手續費二百元正。
5. 申請者可提名他人代替其本人出席課程，惟事先須得本局同意。
6. 香港生產力促進局保留在任何情況下及以任何原因拒絕任何入學申請的權利。申請者繳付學費後，仍須符合入學的所有條件，其申請方可獲得接納。
7. 香港生產力促進局保留在任何情況下更改課程內容、授課地點、日期及時間的權利。
8. 颱風及黑雨警告：如課堂時間是在早上(09:00-13:00)、下午(14:00-17:00)或晚間(6:30-10:00)，將在下列情況下取消：(一)八號或以上颱風訊號或黑色暴雨警告訊號在早上 6:00、11:00 或下午 4:00 仍然懸掛；或(二)香港天文台在早上 6:00、11:00 或下午 4:00 或之後，宣佈將懸掛八號或以上颱風訊號或黑色暴雨警告訊號。本局將盡早通知學員補課的日期及時間。

Enrolment Procedure :

Please complete and send the enrolment form with required documents and fee to the Institute in person / by mail.

Mailing Address: Productivity Training Institute, Hong Kong Productivity Council, HKPC Building, 78 Tat Chee Avenue, Kowloon. (Please mark the programme title and programme code on the envelope.)

IMPORTANT NOTE:

1. Course fee must be accompanied with this form (or photocopy) before course commence, otherwise enrolment would be rejected.
2. HKPC has adopted a Personal Data (Privacy) Policy. Information about the policy is available at HKPC enrolment counters for collection. You may also contact our Personal Data Controlling Officer for further details.
3. Applicants are encouraged to pay by credit cards, EPS or cheques, if possible. Amount received will be imprinted. Cheques are subject to bank clearance.
4. Enrolment fee is not refundable unless HKPC is notified in writing of your withdrawal at least 5/15* working days before the course commences. A handling charge of HK\$200 will also be levied.
5. An applicant may, subject to approval from HKPC, nominate a person to attend the course on his/her behalf.
6. HKPC reserves the right to reject any application in any circumstances and for whatever reasons. Payment of fees should only be construed as conditional acceptance of application.
7. HKPC reserves the right to change the contents, venue and / or time as necessary.
8. Classes in the morning, afternoon or evening will be cancelled if typhoon signal No. 8 or above OR black rainstorm warning is still hoisted after (or is announced by the Hong Kong Observatory to be hoisted at/after) 6:00 a.m., 11:00 a.m. and 4:00 p.m. respectively. Participants will be notified when the class will be made up as soon as possible.

** 5 days for training program by local speaker / 15 days for training program by overseas speaker*