

February 2019

OPEN SEMINARS AT PASONA EDUCATION

PASONA
A Leading Professional Training Institute Since 1984

Effective Sales and Customer Service Feb 14

Increase sales by providing the best customer service!

Main Topics

- Making a positive first impression - verbal and non-verbal cues, telephone etiquette
- Applying S.C.O.R.E. to handling customer enquiries and complaints
- Selling face-to-face and over telephone more effectively

Date/Time : February 14, 2019 (Thu) 10:00—17:00
Target: Assistant Managers ~ Supervisors
Fee : HK\$2,400/person
Language : Cantonese
Lecturer : William Shing

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Graduated with an MBA from the UK, William's extensive training and managerial background include Standard Chartered Bank, Cathay Pacific, Expeditors International of Washington Inc. and more. He designed and developed programs for HKU Space. He also works as a freelance trainer for Hong Kong and multi-national companies in Asia.

Leading for Results Feb 15

Learn leadership skills and lead your team to succeed!

Main Topics

- What employees want from their leaders
- Key Qualities and Skills of Leaders
- Situational Leadership
- Managing Performance

Date/Time : February 15, 2019 (Fri) 10:00—17:00
Target: Assistant Managers ~ Supervisors
Fee : HK\$2,400/person
Language : Cantonese
Lecturer : William Shing

Lecturer: Iris Wan



A graduate of Simon Fraser University in Vancouver with extensive experience in training. Drawing on her experience of working and teaching in Japan, she provides customer service training for prestigious clients and Business Manner Training for Japanese companies.

Basic Business Manner Feb 21

Understand intercultural communication and enhance business practices!

Main Topics

- Basic business manner
- The right attitude as a business person
- Receiving visitors and visiting clients
- Telephone conversation
- HORENSO: Reporting techniques

Date/Time : February 21, 2019 (Thu) 13:30—17:30
Target: Hong Kong junior staff
Fee : HK\$1,700/person
Language : Cantonese
Lecturer : Iris Wan

Lecturer: Nelson Hui



Graduated from University of Toronto with a Master's degree, Mr. Nelson Hui has gained experience in the finance industry before joining HKU SPACE as a lecturer for the School of Economics.

Logical Thinking Feb 22

Equip yourself with logical thinking for more efficient problem solving skills!

Main Topics

- Logical communications
- Analyzing information with MECE
- The structure of logic tree
- Case studies

Date/Time : February 22, 2019 (Fri) 10:00—17:00
Target: Assistant Managers ~ Supervisors
Fee : HK\$2,200/person
Language : Cantonese
Lecturer : Nelson Hui

Leading A Multi-Generational Workforce Feb 28

Promote effective communication between generations of staff!

Main Topics

- Generations in the workplace and their general attributes
- Effective cross-generational communication tactics
- Practical tips of retaining and managing a healthy generational mix

Date/Time : February 28, 2019 (Thu) 10:00—13:00
Target: Assistant Managers ~ Supervisors
Fee : HK\$1,700/person
Language : Cantonese
Lecturer : William Shing

Pasona Education



Pasona Education is a subsidiary of Pasona Group Inc. founded in 1984 and a leading professional training institute that offers unrivalled expertise in language training as well as customer service and business training throughout Asia. We are deeply committed to helping people maximize their potential.



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- Collaborating with others through EQ
- Customer Service Training
- Financial Decision Making ...etc.
- Modern Supervisory Skills

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