

*Service Directory 2006  
of CSTDI, CSB*

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#### User Registration

The screenshot displays the CSTDI website interface. At the top, there are logos for CLC Plus (Cyber Learning Centre Plus), WTO & Hong Kong, and 國情研習網. A navigation bar includes links for Web Courses, Language Corner, Management Gallery, IT Zone, Leaders' Corner, National Studies Portal, Health & Well-Being, Reaching Out, and Department Resources. A central banner for '公務員國情研習網' (Civil Servants National Studies Portal) features a '為你提供' (Providing for you) section with text about various systems like political, civil service, and economic. Below the banner, there are three columns of content: 'Web Courses' listing items like '廉潔奉公-公務員良好行為獻聲' and '前線服務人員-卓越服務'; 'Leaders' Corner' listing 'Reading Circle', 'Foreign Affairs Studies Programme', and 'New Perspectives from Leaders'; and 'IT Zone' listing 'RFID 助蹤器 監控個人及藥物' and '免費病毒大全 - 4 大免費防毒軟件推介'. A right-hand sidebar contains 'CSTDI Training Info', 'Classroom Courses', and 'Seminars' sections.

### Programmes

- (A) Leadership
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- (C) Management
- (D) Language & Communication
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### Other Learning Resources

- (A) Learning Resource Centre
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### Annex — List of Account Managers

## Vision, Mission and Values of CSTDI, CSB

### Vision

To be one of the leading public service training and development institutes in the Asia Pacific region.

### Mission

- To provide high quality training and development programmes and consultancy services for enhancing individual and organisational performance
- To facilitate and advise on central and departmental human resource development
- To help drive central policy initiatives through training and development programmes
- To help develop leaders in the civil service
- To promote and sustain a culture of continuous learning in the civil service

### Values

Professionalism

Entrepreneurship

Customer focus

Teamwork

## Message from the Deputy Secretary for the Civil Service (3)

Welcome to the 2006 CSTDI Service Directory. This is a handy publication on our training programmes and services.

As the central learning institute for the public service, CSTDI's goal is to imbue public servants with a good understanding of the principles and values underlying the public policies essential to Hong Kong's continued success, and to equip them with the skills and knowledge necessary for serving the public well.

The CSTDI works in close partnership with departments in managing change, developing leaders, managing and enhancing performance, and enhancing service. In addition, we also offer programmes and thematic study tours on national studies.

We will provide more training resources through the e-learning mode, thereby enabling more civil servants to pursue learning any time, anywhere and at their own pace. We will make available more blended learning programmes which combine the merits of classroom training and online learning.

We have adopted a one-stop service approach to make our services more customer-focused. Departmental managers need go no further than their account managers in CSTDI to obtain the expertise and service they require. This Directory will help you locate the type of CSTDI service and programmes that best meet your needs.

We look forward to serving you. Colleagues in CSTDI stand ready to assist you in planning and organising learning activities, in enhancing the training capacity of your department, and in promoting a culture of continuous learning.

## **One-stop Service Approach**

To be more customer-focused, CSTDI has assigned account managers to provide one-stop HRM/HRD services to individual bureaux/departments. A list of the account managers and client departments under their respective charge is in the Annex.

You are welcome to contact our account managers, who will be happy to answer your questions and discuss with you the services and support you may need.

## Advisory/Consultancy Services

To help bureaux/departments enhance organisational performance and meet challenges on all fronts, CSTDI works in close partnership with client departments. We offer a comprehensive range of advisory/consultancy services on human resource management / human resource development and partner with departments to translate training needs into learning solutions.

Our advisory services cover four theme areas: “Managing Change”, “Developing Leaders”, “Enhancing Service” and “Managing and Enhancing Performance”.

### **(A) MANAGING CHANGE**

We partner with client departments to address organisational and people issues in the pursuit of service excellence. To help departments develop effective strategies for communicating and implementing change, we offer the following services:

- facilitate strategy formulation—we lead and assist in management retreats, brainstorming sessions, focus groups, strategic planning workshops, alignment workshops;
- develop and implement change strategies—we help organise activities and workshops to enhance staff’s capacity to adapt to change and to lead change;
- enhance communication between management and staff—we facilitate communication sessions, staff consultation sessions, management briefings and staff opinion surveys;
- identify and meet staff’s development needs—we offer advice on the formulation and implementation of training policies, and lend support to training and development committees, including the conduct of surveys on training needs;
- help drive work-life balance and stress management initiatives—we help develop strategies to enhance staff’s resilience and design workshops that help staff to manage stress effectively;
- create a supportive working environment for implementing change initiatives—we conduct teambuilding and team effectiveness training, facilitate mentoring/partnering

schemes, culture change programmes; and

- disseminate good practices for managing change—we help organise discussion forums to facilitate experience sharing among departments and with the private sector.

## **(B) DEVELOPING LEADERS**

We support senior civil servants in leading their bureaux/departments to better serve the community through

- learning events that help them keep up with emerging trends and needs;
- development activities that support succession planning of senior staff;
- programmes for enhancing the competencies and continuous development of senior managers; and
- forums for networking and sharing of good public policy and management practices.

## **OUR CORE ACTIVITIES AND PROGRAMMES INCLUDE**

- public policy and executive development programmes for senior professionals and directorate staff—they include two major leadership programmes: the Harvard Leadership Enhancement and Development Programme (LEAD) for D2 officers and above and the Leadership in Action Programme (LIA) for D1 officers and those on MPS 45 – 49;
- advanced management workshops and seminars for directorate officers on subjects including leadership, public policy formulation, developments on the Mainland, executive health, communication and topical issues such as competitive strategy;
- national studies programmes—we offer residential courses at Tsinghua University, Peking University, the National School of Administration and China Foreign Affairs University, and organise thematic study tours to different Mainland cities to enhance senior staff's understanding of the latest developments in the Mainland;

- overseas management training sponsorship programme – to assist bureaux/departments in grooming high-potential officers, we sponsor directorate and senior non-directorate officers to attend overseas management training programmes at top business schools or institutions;
- secretariat attachment scheme – through staff attachment to various bureaux, the scheme provides opportunities for middle and senior officers from professional grades to acquire hands-on experience in handling policy matters at the bureau level;
- staff exchange programmes – to facilitate better understanding and closer partnership, we arrange exchange programmes with the Shanghai, Beijing, Hangzhou and Guangdong Municipal / Provincial Governments for officers to be attached, on a reciprocal basis, to the other side for a period of three to six months;
- e-learning resources—our Leaders’ Corner, a website designed to support the learning pursuits of senior officers, contains useful tips and tools, executive book reviews, management articles, information and feedback from officers about leadership programmes and overseas courses, seminar highlights, etc.; and
- consultancies to help departments groom senior officers for succession planning.

### **(C) ENHANCING SERVICE**

Modern public administration is demanding. We support bureaux /departments in their efforts to enhance their service quality through the following services:

- advice on developing service enhancement strategies, support in organising customer service training, and facilitation in work process review and improvement. We conduct reviews in work processes and service environment, surveys on staff attitude and skills, and assist in the implementation of service enhancement plans and sourcing of consultants; and
- identification of training needs, developing training materials, conducting training programmes and sourcing consultants.

## **(D) MANAGING AND ENHANCING PERFORMANCE**

Public agencies can deliver excellent service only if public servants are effective, efficient and professional in what they do. We assist departments in managing and enhancing the performance of their staff through

- identifying the key knowledge, skills and abilities contributing to effective performance at various ranks and grades and helping to devise strategies/ programmes for staff to acquire/enhance these competencies;
- designing and reviewing performance management systems for planning, managing and appraising performance effectively;
- sharing and recommending knowledge management systems and practices for capturing and leveraging workplace knowledge;
- devising appropriate workplace learning initiatives (e.g. mentoring, experience sharing) to facilitate on-the-job learning and sharing; and
- researching and disseminating best practices in human resource management/human resource development and facilitating sharing/learning amongst departments.

## **E-learning**

E-learning has dramatically expanded the capability of the training function. It allows for swift updating of information, flexible access to learning resources and, through features like discussion forums and e-tutoring, fosters online interaction and collaboration. E-learning is a global trend which has been widely adopted by major organisations across the world.

CLC Plus is our Internet learning portal which enables all government employees to enjoy one-stop access to the latest training and development information and a wide spectrum of learning resources any time, anywhere.

Highlights of the wealth of learning resources available on CLC Plus are as follows:

### **LEARNING RESOURCES**

#### **(A) TRAINING PROGRAMMES**

Available to all civil servants are a wide variety of online courses and the latest information on training and development opportunities, including

- web courses on Chinese Language, Putonghua, National Studies, English and Communication, Government Practices, Information Technology and Management;
- the details and schedules of training courses and seminars offered by CSTDI, CSB; and
- a list of induction resources for new recruits.

#### **(B) LEADERS' CORNER**

This is a one-stop online resource centre specially designed to support directorate officers in pursuit of continuous learning. It contains updated information on leadership, innovation and change, strategic management, executive development programmes and other useful resources.

#### **(C) NATIONAL STUDIES PORTAL**

The Portal contains useful and updated information about the Mainland, including political system, economic situation, law, education, culture and so forth. There is also a Thematic Studies Section featuring in-depth analysis of the most current issues. Users would also find interesting online quizzes and useful learning resources like highlights and handouts of national studies seminars in the Portal.

#### **(D) LANGUAGE CORNER**

Useful resources for improving language proficiency are provided, including:

- English Net – tips and quick references on English usage, grammar, writing, pronunciation and verbal communication, plus consolidation exercises;
- Chinese Net – tips on Chinese writing principles, usage, pronunciation, plus consolidation exercises and games;
- Putonghua Corner – job aids, useful terms, sound files, quizzes and a converter (text to pinyin speech) are available to help consolidate learners' knowledge of Putonghua; and
- Other useful resources such as Templates & Samples, Tips & Tools, and Dictionaries.

#### **(E) MANAGEMENT GALLERY**

A variety of resources on communication skills, quality service (including customer service), human resource development and management, induction training, knowledge management, and resource management as well as book summaries are available.

#### **(F) IT ZONE**

A range of handy tips, guidelines and references on using software are offered here. Also available are updated trends and developments in managing IT in the government workplace.

#### **(G) HEALTH & WELL-BEING**

Practical tips and resources are provided to help better achieve work-life balance – how to relieve stress, enhance emotional intelligence, practise a healthy life style and lead a happy life.

#### **(H) REACHING OUT**

Useful links to websites of universities, institutions and overseas governments, access to information on latest developments in public administration, human resources management, social and economic development, etc could be found here. There are also links to popular magazines, bookshops, and free libraries.

#### **(I) DEPARTMENT-SPECIFIC RESOURCES**

Learning resources supplied by departments, mostly on vocational training, are made accessible here. Some of the resources are targeted at specific groups of staff in the

departments concerned, while others are available to all users.

### **User Registration**

All government full-time employees can register online as users of CLC Plus at <http://www.csb.gov.hk/clc>.

### **Enquiries**

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## Programmes

### (A) LEADERSHIP

#### General Objective

We organise leadership development programmes to enhance senior officers' competencies. They range from programmes run by top-ranking universities in the world to local seminars and workshops on topical issues.

#### Flagship Programmes

##### 1. Leadership Enhancement and Development (LEAD) Programme

###### *Overview*

The LEAD programme is a programme specially developed for the top echelon of the civil service by the John F Kennedy School of Government (KSG), Harvard University. It is a residential programme which aims to enhance participants' leadership and strategic management capacities, focusing on the evolving role of the civil service and the methods of promoting public acceptance of government policy. The case study approach is used to study real issues confronting public officials. To facilitate exchange of ideas, senior staff from overseas governments, public organisations and reputable companies of the private sector are invited to join the programme.

LEAD 2006 will be held at the Hong Kong University of Science and Technology, Clear Water Bay. The faculty team will be led by Prof Dutch Leonard, Baker Professor of Public Sector Financial Management.

###### *Aims and Benefits*

The programme aims to

- provide insights into the role of senior civil servants and the essence of strategic public management in a changing political environment;
- enhance understanding of the nature and complexity of the political process;
- enhance the effectiveness of participants in strategic analysis and communication by providing them with a set of frameworks and tools;
- strengthen participants' leadership in developing organisational culture, shaping values and managing crises; and
- sharpen participants' advocacy and negotiation capability to mobilise staff in subscribing

to organisational goals and to promote public acceptance of public policies.

### ***Target Participants***

Nominees should be at D2 level or above, and have at least 3 years of active service before normal retirement. For each programme, we will invite a few senior executives from public and private organizations to facilitate the exchange of views.

### ***Duration***

5½ days

### ***Content***

- Leadership and strategy
- Principles of persuasion
- Accountability
- Strategy and capacity
- External relations
- Democracy and public policy

### ***Participants' Feedback***

- “The Value, Capacity, Support model is particularly useful and indeed can be applied immediately in my work. I like particularly the talks and case studies on persuasion skills.”
- “I find value in all the areas covered in the programme. The learning atmosphere is excellent. The models and framework provided in the course serve as useful guidance and reminders when we design and plan our strategies.”
- “The programme far exceeds my expectation. It moves beyond the superficial and takes us into a journey of strenuous mental work. It forces us to take a fresh look at our approach to work.”

### ***Enquiries***

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## **2. Leadership in Action (LIA) Programme**

### ***Overview***

The LIA Programme is designed specifically to prepare senior professionals and junior

directorates for their leadership role before they move up the leadership ladder.

### ***Aims and Benefits***

The programme aims to offer a rewarding learning experience that will help participants to :

- broaden their strategic horizons by interacting with distinguished module leaders, guest speakers and peers from different bureaux/departments;
- deepen their understanding of issues and challenges facing the public sector, and the development and communication of policies to respond to these challenges;
- learn powerful strategies and skills necessary for the management of public sector organizations: leading change, media and crisis communication, presentation and influencing skills; and
- explore their own strengths and potential for development, and plan for continuous learning and professional growth.

This is a practitioners' course with exercises, debates, role plays, and experience sharing to facilitate practical learning. Participants also work on group projects relating to management/public issues and present their analysis and recommendations at the end of the programme. We use 360° questionnaires and psychometric tests to help participants understand individual leadership style and competencies. Module leaders will work with the participants to consolidate learning and address personal development needs.

### ***Programme Leaders and Speakers***

The Programme uses a diverse group of local and overseas consultants, each being a recognised expert in his/her own field and possesses good experience of working with the civil service. The Programme also invites distinguished guest speakers to share their valuable insights and experience. Guest speakers who have appeared in past programmes include Hon Alan Leong, Hon Chan Yuen Han, Hon Bernard Chan, Hon Prof Anthony Cheung; Dr William Fung, Group Managing Director, Li & Fung Ltd.; Mr Matthew Cheung, Permanent Secretary for Economic Development and Labour; Miss Christine Loh, Chief Executive, Civic Exchange; to name but a few.

### ***Target Participants***

Officers at MPS 45 – 49 or D1 who have a good record of performance and clear potential to advance, and have at least five years of service before retirement. Each programme will take in a few senior executives from public and private organisations to facilitate exchange of views. Interested organizations are welcome to contact CSTDI.

### ***Duration***

3 weeks

### ***Content***

- Building high performing teams
- Public policy development and management
- Optimizing change
- Communicating with high impact
- Personal effectiveness and learning
- Team projects on public policy

### ***Participants' Feedback***

- “It prompts me to think deeply about leadership and how to develop myself in this aspect.”
- “The 360 degree assessment helps me get a better understanding of myself, particularly in communication skills.”
- “It offers us a good opportunity to share our views among colleagues of different departments and private firms. Excellent opportunity for networking.”

### ***Enquiries***

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Website: <http://www.csb.gov.hk/clc> > Leaders' Corner > Executive Programmes > CSTDI > LIA

## **3. Advanced Management Workshop**

### ***Overview***

Subject experts and professors from world renowned institutions (e.g Harvard Business School, INSEAD) are invited to conduct case study discussions on critical governance issues as well as to widen participants' international perspectives and provide the latest update on a host of leadership and management topics such as change, strategy and execution, crisis management, creativity and innovation.

### ***Aims and Benefits***

The Workshop aims to

- enhance participants’ understanding of critical governance issues;
- update participants on current leadership and management topics; and
- facilitate experience sharing and interflow among speakers and participants of diverse backgrounds.

### ***Target Participants***

Directorate officers at D2 or above

### ***Duration***

1 day

### ***Study Approach***

Learning experience includes:

- case studies that delve into real-life situations;
- simulations that help participants see solutions; and
- facilitated small group sessions to ensure valuable input from all participants.

### ***Topics***

- Competitive strategy
- Negotiation for public organizations
- Presentation and public speaking
- Addressing the communication challenge

### ***Participants’ Feedback***

- “The case simulation and follow up discussion provided good insight into the do’s and don’ts of strategies to address the communication challenge.”
- “Different groups came up with different solutions to address the problem. It gave me new angles to look at a problem.”
- “The role play by participants and the useful evaluation of the role play immediately afterwards sharpened our presentation and public speaking skills.”

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#### **4. Overseas Management Training Sponsorship Programme**

##### ***Overview***

To assist bureaux/departments in grooming high-potential officers, we sponsor directorate and senior non-directorate officers to attend overseas management training programmes at top business schools or institutions on public policy and management.

##### ***Programme Arrangements***

Successful nominees are invited to take a Myers Briggs Type Indicator (MBTI) assessment and a one-on-one discussion meeting with CSTDI. The test result helps to enhance self-understanding and identify strengths and potential areas of growth. CSTDI will assist the selected officers in identifying suitable overseas training courses, taking into consideration their training history, job requirements, training needs, interest and personality type, etc.

##### ***Target Participants***

Nominees should be directorate officers or officers at MPS 45 or above with definite potential to rise to the directorate.

##### ***Duration***

2 - 4 weeks (depends on individual programmes)

For programme information and learning insights from past participants, please visit the Leaders' Corner of CLC Plus at <http://www.csb.gov.hk/clc> > Leaders' Corner > Executive Programmes > Overseas.

##### ***Enquiries***

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#### **5. Secretariat Attachment**

##### ***Overview***

The Secretariat Attachment Scheme provides opportunities for middle-ranking officers from professional grades to acquire hands-on experience in handling policy matters. Participants are attached to various bureaux and take up the post of Assistant Secretary.

### ***Aims and Benefits***

The scheme aims at developing departmental officers through:

- familiarization with the Secretariat's operation and procedures;
- observing the co-ordination between bureaux and departments; and
- providing on-the-job training in handling policy matters.

### ***Target Participants***

Middle-ranking officers from professional grades.

### ***Duration***

Usually six months

### ***Participants' Feedback***

- “The involvement in handling certain policy matters has enabled me to widen my vision, knowledge and experience in another working environment and culture.”
- “The attachment provides a very special and valuable opportunity for me to experience the typical work of an AS in a bureau so that I have better understanding of the work flow and culture of the bureau, their working relationships with other parties, the mindset and major concerns in their daily operation and implementation of major projects.”

### ***Enquiries***

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## Full List of Leadership Programmes

Learning Programmes	Target Participants				Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D3 and above	D2	D1	MPS 45-49 or equivalent	
Leadership Enhancement and Development (LEAD) Programme 高層領導發展課程	✓	✓			C
Leadership in Action (LIA) Programme 公共行政領袖實踐課程			✓	✓	C
Advanced Management Workshop 進階管理研討課程	✓	✓			C
Seminars for Senior Managers and Directorate Officers 高級公務員及首長級人員研討會	✓	✓	✓	✓	C

For details of the programmes, please visit CLC Plus at <http://www.csb.gov.hk/clc>

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## **(B) NATIONAL STUDIES**

### **General Objective**

National Studies programmes are organised to enable civil servants at various levels to acquire knowledge and in-depth understanding of developments in the Mainland. The programmes also aim to equip participants with the skills required for effective interaction with Mainland officials.

### **Flagship Programmes**

#### **1. National Studies Courses at Tsinghua University & Peking University**

##### *Overview*

The courses provide a general introduction and an update on the Mainland's political, economic, social, cultural and legal systems.

##### *Aims and Benefits*

The courses aim to

- enhance the participants' awareness and understanding of the latest developments in the political, social, economic and legal systems in the Mainland; and
- promote contact and understanding between Mainland and Hong Kong officials.

##### *Content*

- Modern and contemporary Chinese history
- Foreign affairs
- Political and legal systems
- Civil service system
- Economic and financial systems
- Current social issues
- Visits to Government organisations
- Visits to major enterprises and infrastructure in other regions/cities
- Discussion forums

##### *Target Participants*

Nominees should be at MPS 45 or above with definite potential to rise to the directorate in the near future. Preference will be given to directorate officers and those who need to have

frequent official contact with the Mainland. As there are ample opportunities for participants to interact and discuss various related topics with senior Mainland officials, academics and entrepreneurs, participants should be fluent in Putonghua, or have completed the intermediate Putonghua course (equivalent to 100 hours of study). CSTD will arrange for Putonghua proficiency tests for applicants if necessary.

### ***Duration***

17 days (including several days of visit to another city in the Mainland towards the end of the course)

### ***Participants' Feedback***

- “The Tsinghua Course has given me a deeper understanding of national affairs, and enriched my knowledge of the open and reform policies in the Mainland.”
- “The course is not only substantial but also comprehensive. I especially treasure the opportunity to exchange views with more than 20 experts—academics, government officials.

### ***Enquiries***

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## **2. Advanced National Studies Programme at the National School of Administration**

### ***Overview***

This programme provides in-depth and theme-based studies on contemporary issues and developments in the Mainland.

### ***Aims and Benefits***

The course aims to

- enhance participants' awareness of contemporary national issues and policies;
- deepen participants' understanding of the latest developments in the Mainland; and
- promote contact and understanding between Mainland and Hong Kong officials.

### ***Content***

- Structure of the Central Government, the civil service system and policy formulation
- Political and economic reforms

- Development and policies on science and technology
- International relations and foreign policy
- Issues on rural economic development, education reform, changes of social structure and unemployment
- the Constitution, Basic Law and legal system

### ***Target Participants***

Nominees should be

- at D1 or above. Priority will be given to more senior directorate officers;
- conversant with basic knowledge of the Mainland's issues. Preference will be given to past participants of the Tsinghua Course; and
- fluent in Putonghua, or have completed the intermediate Putonghua course (equivalent to 100 hours of study).

### ***Duration***

13 days

### ***Participants' Feedback***

- "The speaker is candid in discussing current national issues, which gives us an in-depth understanding of China's entry into the WTO and foreign affairs."
- "The speaker has highlighted the aims and details of the 'Go West' project in a lively manner. The analysis of the problems encountered and the challenges ahead is also very systematic."
- "There is frank sharing between the class and senior officials in the National School of Administration. Our friendly exchange of views on the differences between the Mainland and Hong Kong enhances the understanding between civil servants in the two places."

### ***Enquiries***

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### **3. National Studies Course at China Foreign Affairs University**

#### ***Overview***

The one-week course organized by China Foreign Affairs University in Beijing provides a general introduction to protocol and foreign affairs.

#### ***Aims and Benefits***

The course aims to:

- familiarize participants with the protocol system;
- deepen their understanding of China's foreign affairs; and
- promote contact between Mainland and Hong Kong officials.

#### ***Content***

- Protocol arrangements of conferences and meetings
- Consular relations and foreign affairs
- United Nations and other international bodies
- Negotiation and conclusion of international agreements
- Official correspondence and media handling on diplomatic affairs
- Visits to the Ministry of Foreign Affairs and other venues

#### ***Target Participants***

Nominees should be at MPS 45 or above. Preference will be given to officers whose duties are related to international trade relations / negotiations / events. As there are frequent opportunities for participants to interact and discuss various related topics with senior Mainland officials and academics, participants should be fluent in Putonghua, or have completed the intermediate Putonghua course (equivalent to 100 hours of study).

#### ***Duration***

8 days

#### ***Participants' Feedback***

- "The Foreign Affairs Studies Programme has given me very practical knowledge on receiving delegates from foreign countries."
- "Although the content focused much on diplomatic issues, the knowledge acquired is also applicable to receiving external organizations."

#### ***Enquiries***

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#### **4. Thematic Study Programme in the Mainland**

##### ***Overview***

This is a visit programme organised to enhance participants' general understanding of the Mainland system. Each delegation of about 25 members are drawn from various grades, bureaux and departments.

##### ***Content***

Each programme will focus on a specific theme, and comprise discussion sessions, meetings and visits. The delegation will meet with officials of provincial / municipal governments, visit state-owned and private enterprises and infrastructure related to the theme subjects.

##### ***Target Participants***

Nominees should be at MPS 45 or above (except for Administrative Officers on induction training). Preference will be given to officers whose work is related to the theme of the visit. Participants should be fluent in Putonghua, or have completed the intermediate Putonghua course (equivalent to 100 hours of study).

##### ***Duration***

7 days

##### ***Participants' Feedback***

- “An eye-opening experience. We witnessed the progress of the economic development in Southeast China and also learnt about the coming strategies.”
- “The visits were well structured and showed good planning. We were impressed.”

##### ***Enquiries***

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## **5. Staff Exchange Programme**

### ***Overview***

The Hong Kong Special Administrative Region Government has entered into agreements with the Shanghai, Beijing, Hangzhou, Guangdong Municipal / Provincial Governments. Under the agreements, middle to senior ranking officers from Hong Kong or the Mainland may be attached, on a reciprocal basis, to the other side.

### ***Aims and Benefits***

The programme aims to:

- widen the exposure of the participating staff;
- facilitate the sharing of experience and expertise; and
- help foster closer partnership and communication between the two sides.

### ***Target Participants***

Officers on MPS 45 or above

### ***Duration***

3 to 6 months

### ***Participants' Feedback***

- “I have gained a more in-depth understanding of the operation, structure and policy implementation of the Mainland government. I have also gained first-hand knowledge of mainland officials' working style and the citizens' life nowadays. I have benefited a lot from the attachment.”
- “We have established closer ties with our counterparts through the programme. This certainly boosts our cooperation.”

### ***Enquiries***

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Programmes with Hangzhou Municipal and Guangdong Provincial Governments:

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## **6. Seminar Series on the HKSAR Basic Law**

### ***Aims and Benefits***

The seminar series aims at familiarising participants with the provisions of the Basic Law and its implementation.

### ***Content***

Different topics are discussed in each seminar, including

- Implementation of the Basic Law
- The Basic Law and civil servants
- Interpretation and amendment of the Basic Law
- Rights of HK residents
- Central government and the HKSAR

### ***Target Participants***

All (including MOD scale)

### ***Duration***

0.5 day

### ***Participants' Feedback***

- “The analysis of court cases enhances my understanding of the similarities and differences of the legal systems in the Mainland and the HKSAR.”
- “The discussion is very useful. It deepens my understanding of the political structure of the HKSAR.”
- “The speaker is able to relate recent issues that we are concerned with to the theme of the discussion. He gives a thorough explanation of the relevant Basic Law provisions.”

### ***Enquiries***

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## **7. Theme-based Seminars**

### ***Aims and Benefits***

The seminars aim at enhancing the participants' understanding of a range of topical issues facing the Mainland and the HKSAR.

### ***Content***

Contemporary issues concerning the political, economic and social situations, civil service system and cultural phenomena will be covered. Previous topics included the development of CEPA and its impact on Hong Kong, the analysis and summary of the Annual Sessions of the National People's Congress and the National Committee of CPPCC, the trade conflicts and its impact on Hong Kong's economy and many others. Announcements are made every month.

### ***Target Participants***

All

### ***Duration***

0.5 day

### ***Participants' Feedback***

- “Detailed, well-organised and useful information is provided.”
- “It is a splendid lecture. The speaker, an expert in the economic development of the Mainland, has provided a critical analysis of the issues.”
- “Seminars of this sort follow closely the development of the Mainland. We have definitely benefited from them.”

### ***Enquiries***

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### Full List of National Studies Programmes

Learning Programmes	Target Participants							Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 10 - 15	MPS 0 - 9	
Advanced National Studies Programme at National School of Administration, Beijing 國家行政學院進階國家事務研習課程	✓							C
National Studies Course at Tsinghua University and Peking University 清華大學及北京大學國家事務研習課程	✓	✓						C
National Studies Course at China Foreign Affairs University 中國外交學院外交事務研習課程	✓	✓						C
Thematic Study Programme in the Mainland 內地專題考察團	✓	✓						C
Familiarisation Visits 熟悉內地事務探訪團	✓	✓						C
Theme-based Seminars 專題研討會	✓	✓	✓	✓	✓	✓		C

Learning Programmes	Target Participants							Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 10 - 15	MPS 0 - 9	
Seminar on the HKSAR Basic Law 香港特別行政區基本法研討會	✓	✓	✓	✓	✓	✓	✓ (including MOD scale)	C
A Simple and Handy Guide to the Basic Law 簡明有道基本法				✓	✓	✓	✓	W
Basic Law Web Course 基本法自學網頁				✓	✓	✓	✓	W
Political and Administrative Systems of the PRC 中國政治及行政體制				✓	✓	✓	✓	W

For details of the programmes, please visit CLC Plus at <http://www.csb.gov.hk/clc>

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## **(C) MANAGEMENT**

### **General Objective**

To support departments in their initiatives of managing change, developing leaders, enhancing service, and managing and enhancing performance, we offer learning programmes and activities that aim to

- develop and implement change strategies
- reinforce a supportive working environment for implementing change initiatives
- support work-life balance initiatives and enhance staff's resilience and capacity to face change in a positive way
- enhance both individual and organisational performance through central or customised courses on general and resource management, and HRM/HRD

### **Flagship Programmes**

#### **1. The Performance Management Series**

The performance management series aims to equip managers with a systematic and all-round approach to managing and developing people. The series consists of five programmes – 'The Fundamentals', 'Managing Problem Performance', 'Performance Appraisal Writing (English)', 'Writing Performance Appraisal Reports in Chinese' and 'Conducting Performance Appraisal Interview'.

#### **Performance Management Series: The Fundamentals**

##### ***Aims and Benefits***

Upon completion of the course, participants should be able to better

- understand performance management as an integral part of HRM
- understand the cycle of performance management
- apply the techniques of performance planning
- apply the skills of effective feedback, coaching and guiding people for performance improvement and people development
- understand the importance of fair, accurate and honest appraisal

### ***Content***

- Purposes of performance management
- The performance management cycle
- Recognising and owning of performance management issues
- Performance planning : Job Mission, Key Responsibility Areas and setting SMART objectives
- Motivation theories
- Feedback technique and coaching skills
- Rating and writing errors in appraisal writing

### ***Target Participants***

MPS 16-33; MPS 34-49 (or equivalent)

### ***Pre-requisite***

Nil

### ***Duration***

2 days (for MPS 34-49 or equivalent)

1 day (for MPS 16-33 or equivalent)

### ***Participants' Feedback***

- “The course is very interesting and a lot of examples, experiences and cases were given to illustrate the learning points.”
- “A very useful course which enables me to have a better concept of performance management.”
- “A lot of simple and inspiring activities to illustrate the concept of performance management.”

### ***Enquiries***

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## **Performance Management Series: Managing Problem Performers**

### ***Aims and Benefits***

This workshop aims to introduce the essential elements in identifying and tackling problem performers. It helps participants master the necessary skills and be familiar with relevant regulations when dealing with substandard performance or misconduct.

### ***Content***

- The essential elements in handling problem performance
- Regulations for handling substandard performance
- Considerations and procedures for taking disciplinary actions against misconduct
- Highlights of HR issues
- Simulation exercise/case studies on handling substandard performance or misconduct

### ***Target Participants***

- MPS 34–49 (or equivalent)
- Preferably have attended CSTDI’s course on Performance Management or have practical knowledge on performance management.

### ***Duration***

2 days

### ***Participants’ Feedback***

- “The course is well structured and professionally delivered. Besides, the illustrations with authentic examples facilitate understanding and enhance retention.”
- “An inspiring and very useful course. Indeed, rewarding and enriching. Interesting with clear presentation.”
- “I found the course informative and interesting through experience sharing among participants.”

### ***Enquiries***

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## **Performance Management Series: Writing Performance Appraisal Reports (Writing Skills in English and Chinese)**

### ***Aims and Benefits***

The courses aim to develop participants' skills in writing performance appraisal reports. Participants will learn how to write objectively and to use words that will accurately reflect staff performance.

### ***Content***

- Principles of performance appraisal
- Common pitfalls in writing performance appraisals
- A systematic approach to commenting on staff performance
- Effective language for writing clear and accurate appraisals

### ***Target Participants***

- English Writing Skills Workshop: MPS 16 – 49 (or equivalent)
- Chinese Writing Skills Workshop: MPS 0 – 49 (or equivalent)

### ***Duration***

- English Writing Skills Workshop (blended-mode training course): 1.5 days (participants need to complete the web package “Performance Appraisal Writing: Painting a Substantiated Pen Picture” on CLC Plus before class)
- Chinese Writing Skills Workshop: 2 days

### ***Participants' Feedback***

- “Very practical, I am more confident now to write reports in a proper way.”
- “The systematic approach to writing appraisals provided in the course is very useful.”
- “All officers who need to write appraisal reports should take this course.”
- “I have learnt the concept of performance management and the skills of writing performance appraisal.”

### ***Enquiries***

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## **Performance Management Series: Performance Appraisal Interview**

### ***Aims and Benefits***

This workshop is designed for officers who wish to enhance and develop their communication skills for conducting effective appraisal interviews.

### ***Content***

- Purposes of and preparation for the appraisal interview
- The 3-stage approach in conducting the appraisal interview
- Critical steps in discussing performance
- Providing constructive feedback through essential verbal and non-verbal communication skills
- Handling different types of interviewees

### ***Target Participants***

Supervisors on MPS 16–49 (or equivalent)

### ***Pre-requisite***

Nil

### ***Duration***

1.5 days

### ***Participants' Feedback***

- “A valuable training course which enables me to put up better performance in doing appraisal interviews.”
- “The part on handling difficult interviewees is particularly useful.”
- “I especially like the session on effective communication skills in conducting appraisal interviews. It is both informative and stimulating.”

### ***Enquiries***

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## **2. Managing Change**

### ***Aims and Benefits***

In view of the ever-changing work environment, it is a must for managers to lead and manage change. At the end of this course, participants should be able to better

- understand change
- deal with resistance to change
- act as a change agent to facilitate change
- plan for change

### ***Content***

- What is change
- Environmental scanning
- The role of change agents
- Common resistance to change
- Plan for change
- Success factors in managing change

### ***Target Participants***

MPS 16-33; MPS 34-44 (or equivalent)

### ***Pre-requisite***

Nil

### ***Duration***

1 to 2 days (subject to departments' request)

### ***Participants' Feedback***

- “Well-organised course with appropriate exercises to allow trainees to apply the theories.”
- “Clear illustration supported by adequate examples. ”
- “A very interesting course which enriches my knowledge in change management.”
- “More colleagues are encouraged to attend this course.”

### ***Enquiries***

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### **3. Work-life Balance Series: Stress Management Workshop**

#### ***Aims and Benefits***

This workshop is designed to enable participants to understand the dynamics of stress and attune themselves to deal with it in a positive manner. At the end of the workshop, participants should be able to better

- identify different types of stressors
- understand the physiological and psychological effect of stress
- develop and use effective techniques to handle stress

#### ***Content***

- What is stress?
- Understanding the sources of stress and its symptoms
- Managing stress
- Relaxation exercises

#### ***Target Participants***

MPS 16–33 (or equivalent)

#### ***Duration***

1 day

#### ***Participants' Feedback***

- "The discussion about ways to manage stress was particularly useful."
- "The course is enjoyable and the techniques are easy to learn."
- "A practical course. A good chance for us to share with other trainees useful tips to handle stress."
- "The relaxation exercise delivered in the course is very useful."

#### ***Enquiries***

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## **4. Process Improvement**

### ***Aims and Benefits***

This course aims to enhance participants' knowledge and skills in process improvement.

The course is designed to help

- heighten participants' awareness of process improvement opportunities at work
- enhance their understanding of the relevant concepts and practices
- expose them to tools and techniques in process improvement

### ***Content***

- Basic concepts of process improvement
- Selection of processes for improvement
- Tools and techniques for continuous improvement
- Framework for process redesign
- Project evaluation

### ***Target Participants***

MPS 34-44 (or equivalent)

### ***Pre-requisite***

Officers who have completed the web course "Tools for Process Improvement" on CLC Plus

### ***Duration***

1 day

### ***Participants' Feedback***

- "Very useful, the course is practical at work. "
- "I have learnt ways and tools which are helpful for data analysis."
- "The course has provided me with insights and ideas on ways of process redesign."
- "Very effective use of real-life examples for better understanding of the concepts."

### ***Enquiries***

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## **5. Team Success**

### ***Aims and Benefits***

This course aims at providing participants with the basic concepts of and skills for promoting team success. At the end of the course, participants should be able to

- understand better the characteristics of a successful team
- develop teams systematically
- improve work processes skillfully
- appreciate the inter-dependence of team leaders and members

### ***Content***

- Elements of a successful team
- Team roles differentiation
- Team dynamics
- Team problem solving
- Managing conflicts in teams
- Team development: openness and trust

### ***Target Participants***

MPS 34– 44 (or equivalent)

### ***Pre-requisite***

- Be responsible for managing or participating in work teams
- Preferably officers who have attended CSTDI's Management Development Course  
(Please refer to the full list of courses on page 41)

### ***Duration***

2 days

### ***Participants' Feedback***

- “I have learnt how to solve conflicts and build up consensus within a team.”
- “Very useful, I am confident to lead my team effectively. ”
- “Understand more about the effects of group thinking.”
- “Learning through ‘games’!”

### ***Enquiries***

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## **6. Train-the-trainer Series for Workplace Learning: Fundamental Skills for New Trainers**

### ***Aims and Benefits***

This course aims at equipping departmental training managers / personnel with knowledge and skills in facilitating training sessions or giving presentations. At the end of the course, participants should be able to deliver in-house training or presentation more effectively and with greater confidence.

### ***Content***

- Overview of training process, critical success factors for trainee satisfaction
- Application of adult learning principles and retention of learning
- Application of instructional techniques and design of visual aids
- Presentation skills with impact
- Facilitation skills in training

### ***Target Participants***

MPS 16-49 (or equivalent) who are departmental training managers/personnel

### ***Pre-requisite***

Officers who have completed the web course “Train-the-trainer Series for Workplace Learning: Fundamental Skills for New Trainers” on CLC Plus

### ***Duration***

1.5 days

### ***Participants’ Feedback***

- “A well-planned and valuable workshop which is helpful to each trainee.”
- “Very practical, I can readily apply the skills and techniques in the workplace. ”
- “The workshop has provided a good opportunity for self-reflection and mutual learning among trainees.”

### ***Enquiries***

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## Full List of Management Programmes

Learning Programmes	Target Participants						Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 15 and below	
<b>Managing and Developing People</b>							
Advancing Your Mentoring and Counseling Skills 提昇指導與輔導技巧			✓	✓	✓		W
Adventurous Teambuilding Course** 團隊建立歷險課程		✓	✓				C (Plus Residential Camp)
Coaching: Applying the Coaching Process 指導過程面面觀		✓	✓	✓	✓		W
Coaching, Counselling & Mentoring** 啓導、輔導及導師工作坊		✓	✓				B
Conducting Selection Interview** 進行選拔面試		✓	✓				C
Decisive Leadership via the Battlefield** 野戰中的決策領導		✓	✓				C (Plus Outdoor Training)
Effective Presentations: Essentials of Persuasion 游說的竅門		✓	✓	✓	✓		W

Learning Programmes	Target Participants						Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 15 and below	
Effective Ways to Motivate Staff 激勵員工有辦法		✓	✓	✓	✓		W
Essentials of Management: Succeeding as a New Manager 做個成功新管理人			✓	✓	✓		W
Frontline Leadership: Positively Influencing Workplace Culture 正面影響工作間的文化			✓	✓	✓		W
Good Practices of Managers 傑出英明的領導奧秘		✓	✓	✓	✓		W
HRM Course for Middle/Senior Managers** 為中/高級管理人員而設的人力資源管理課程		✓	✓				C
Introductory Course for HRM 人力資源管理入門課程				✓	✓	✓	W
Leader as a Model 成為領導典範			✓	✓	✓	✓	W
Leadership Development: Motivation 激勵士氣		✓	✓	✓	✓		W
Leadership Skills** 領導才能			✓				B

Learning Programmes	Target Participants						Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 15 and below	
Management Development Course** 管理發展課程			✓				B
Managerial Leadership: Leading Through Change 帶領面對變革		✓	✓	✓	✓		W
Mentoring at Work 啓導員工的安排		✓	✓	✓			W
Mentoring: Developing Your Mentoring Skills 培養啓導技巧		✓	✓	✓	✓		W
Performance Management Series: The Fundamentals 工作表現管理課程系列：基本理念				✓	✓		B
Performance Management Series: The Fundamentals ** 工作表現管理課程系列：基本理念		✓	✓				C
Performance Management Series: Managing Problem Performers ** 工作表現管理課程系列：處理欠佳的工作表現		✓	✓				C
Performance Management Series: Writing Performance Appraisal Reports (in Chinese) 工作表現管理課程系列：評核報告(中文)的撰寫技巧		✓	✓	✓	✓	✓	C
Performance Management Series: Performance Appraisal Writing (English Writing Skills) ** 工作表現管理課程系列：評核報告(英文)的撰寫技巧		✓	✓	✓	✓		B

Learning Programmes	Target Participants						Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 15 and below	
Performance Management Series: Performance Appraisal Interview ** 工作表現管理課程系列：評核面談技巧		✓	✓	✓	✓		C
Project Leadership: Leading the Project Team 帶領團隊完成任務		✓	✓	✓	✓		W
Residential Adventurous Training Camp 住宿歷險訓練課程				✓	✓		C (Plus Residential Camp)
Supervisory Management Course: Fundamental Skills 督導管理課程：基本管理技巧				✓	✓		B
Supervisory Management Course: People Skills** 督導管理課程：人和管理技巧				✓	✓		B
Teambuilding Workshop (Customised Training) 團隊建立工作坊（專設培訓）			✓	✓	✓	✓	C (Plus Outdoor Training)
Team Leadership: Developing a High Performance Team 培養一支高效能團隊		✓	✓	✓	✓		W
Team Participation: Resolving Conflict in Teams 解決團隊衝突		✓	✓	✓	✓		W

Learning Programmes	Target Participants						Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 15 and below	
Team Success** 成功團隊的秘訣			✓				C
<b>Managing Resources</b>							
Financial Management Course: The Fundamentals 財政管理課程：基本理念				✓	✓		C
Financial Management Course: The Fundamentals 財政管理課程：基本理念		✓	✓				B
Financial Management Course: Capital Non-works 財政管理課程：非工程項目		✓	✓				C
Financial Management Course: Capital Works 財政管理課程：基本工程		✓	✓				C
Financial Management Course: Management and Accrual Accounting 財政管理課程：管理及應計制會計		✓	✓				C
<b>Enhancing Organisational Performance</b>							
Change Management 變革管理				✓	✓		C
Financial Management: The Know-how 財政管理守則		✓	✓	✓	✓		W

Learning Programmes	Target Participants						Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 15 and below	
The Gateway to Quality Excellence 優質管理入門		✓	✓	✓	✓		W
Managing Change (Customised Training)** 處理變革 (專設培訓)			✓				C
Process Improvement** 流程改善			✓				B
Quality Management 品質管理				✓	✓		B
Work Improvement 工序革新				✓	✓		B
<b>Personal Effectiveness</b>							
Assertiveness from the Inside Out 由內到外的進取心		✓	✓	✓	✓		W
Customers, Conflict and Confrontation 平息與顧客的衝突			✓	✓	✓	✓	W
Change Management: Turning Crisis Into Opportunity 變革管理 – 轉危為機			✓	✓	✓	✓	W
Crafting a Deal 塑造圓滿的談判		✓	✓	✓	✓		W

Learning Programmes	Target Participants						Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 15 and below	
Creativity and Innovation: Fostering a Creative Environment 營造一個創意的工作環境		✓	✓	✓	✓		W
Customer Relationship Management : Fundamentals of CRM 顧客關係管理			✓	✓	✓		W
Decision Making and Creativity 決策思維與創意			✓				C
Decision Making and Problem Solving : Decision Making Fundamentals 決策技巧			✓	✓	✓		W
Decision Making and Problem Solving : Problem Solving Fundamentals 解難技巧			✓	✓	✓		W
Effective Influencing and Negotiation Skills 發揮影響力和談判技巧				✓	✓		C
Effective Negotiation Skills 談判技巧			✓				C
Emotional Intelligence in Action 情緒智慧的應用			✓				C
Excellent Customer Service for Frontline Staff 前線服務員 – 卓越服務			✓	✓	✓	✓	W

Learning Programmes	Target Participants						Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 15 and below	
Executive Health - Stress Management 行政人員的身心健康 – 處理壓力的技巧			✓				C
Generating Alternatives in Problem Solving 衍生多種解決問題的方法			✓	✓	✓	✓	W
Increasing Your Emotional Intelligence 提昇個人的情緒智能		✓	✓	✓	✓		W
Listening, Influencing and Handling Tough Situations 聆聽、運用影響力及處理棘手的情況			✓	✓	✓	✓	W
Major Time Management Challenges 掌握時間的管理方略				✓	✓	✓	W
Managing Change 處理變革		✓	✓				W
Negotiating : The Negotiation Process 談判過程			✓	✓	✓		W
Organisational Learning: Transferring Knowledge within an Organisation 機構內的知識轉移		✓	✓	✓	✓		W
Performing Through EQ EQ 顯績效				✓	✓		C

Learning Programmes	Target Participants						Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 15 and below	
Proactive Approaches to Stop Negativity 透過進取方法減少負面行爲		✓	✓	✓	✓		W
Project Management: The Process 項目管理過程		✓	✓	✓	✓		W
Putting Stress into Perspectives 與壓力同行			✓	✓	✓	✓	W
Self Development: Balancing Your Personal and Professional Life 在個人與工作之間取得平衡		✓	✓	✓	✓		W
Self Development: Positively Influencing Others 正面影響別人		✓	✓	✓	✓		W
Stress Management 戰勝壓力，提升表現工作坊				✓	✓		C
Teamwork and Emotional Intelligence 團隊與情緒智商			✓	✓	✓	✓	W
Work Smart with EQ 情緒智慧 活學活用		✓	✓	✓	✓		W

Learning Programmes	Target Participants						Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 15 and below	
<b>Government Practices</b>							
Administrative Practices of the Hong Kong SAR Government 認識政府行政實務課程				✓	✓	✓	W
Ah Kung Stories (Series I –III) 阿公正傳(第一至三輯)				✓	✓	✓	W
廉潔奉公-公務員良好行爲概覽 Civil Servants' Guide to Government Practices			✓	✓	✓	✓	W
Civil Service Shared Values 公務員的共同信念	✓	✓	✓	✓	✓	✓	W
Introduction to the Hong Kong SAR Government 香港特別行政區政府簡介				✓	✓	✓	W
Violet's Dilemma 紫彤的法、理、情				✓	✓		W
<b>Train-the-Trainer Series for Workplace Learning</b>							
Fundamental Skills for New Trainers** 基本培訓技巧			✓	✓	✓		B
Course Design Laboratory** 課程設計實驗室			✓	✓	✓		B

\*\* These are HRM Courses officially recognised by the Hong Kong Institute of Human Resource Management. Officers on MPS Pt. 34 or above who have completed 70 hours of training on these qualifying courses within the last six years are eligible for the award of an “Advanced Certificate in Human Resource Management in the Public Sector”.

For details of the programmes, please visit CLC Plus at <http://www.csb.gov.hk/clc>

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For enquiries on English Appraisal Writing Workshop and Appraisal Interview Workshop :

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## **(D) LANGUAGE & COMMUNICATION**

### **General Objective**

We offer a full range of Chinese and English writing courses to help officers of different levels polish the skills required for different writing tasks. We also organise communication courses to equip colleagues with the presentation and interpersonal skills needed for effective communication.

Our Putonghua classes range from elementary to advanced levels, providing systematic training from the introduction of the pronunciation system to enhancement of oral and listening proficiency.

### **Flagship Programmes**

#### **1. Replies to Enquiries/Complaints**

##### *Aims and Benefits*

The course aims to equip participants with skills for answering letters of enquiries and replying to complaints in Chinese.

##### *Content*

- How to present positively in letters of refusal
- Overcoming writer's block
- Analysing and arranging information logically
- Identifying problem words and phrases
- Using tentative or certain tone

##### *Target Participants*

MPS 16-44 (or equivalent)

##### *Duration*

2 days

##### *Participants' Feedback*

- “I have learnt how to write replies to complaints in a polite and proper way.”
- “Provided practical exercises and relevant samples.”

- “Understand the proper tone of writing letters of refusal.”

### ***Enquiries***

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## **2. Elementary Putonghua**

### ***Aims and Benefits***

This course aims to introduce Hanyu Pinyin and basic vocabulary in Putonghua. At the end of the course, participants should be able to better

- pronounce Chinese characters using Hanyu Pinyin;
- understand everyday Putonghua conversations; and
- communicate in simple Putonghua.

### ***Content***

- Hanyu Pinyin system
- Conversations on everyday topics
- Common vocabulary / expressions in the civil service

### ***Target Participants***

MPS 0 or above (or equivalent)

### ***Duration***

42 hours (Fourteen 3-hour weekly sessions)

### ***Participants' Feedback***

- “The course is rich in content.”
- “The course is worth the participation of all people.”
- “The teaching is very lively.”

### ***Enquiries***

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### **3. Intermediate Putonghua**

#### ***Aims and Benefits***

This course aims to raise participants' standard of Putonghua by enriching their Putonghua vocabulary and enhancing their oral and listening proficiency. At the end of the course, participants should be able to better communicate in Putonghua in work and social situations.

#### ***Content***

- Different pronunciations/tones of words
- Unstressed syllable and retroflexion of finals
- Comparison of Cantonese and Putonghua vocabulary and sentence structures
- Conversation on HKSAR Government policies and social issues
- Discussion on Basic Law
- Discussion on current affairs

#### ***Target Participants***

MPS 0 or above (or equivalent)

#### ***Pre-requisite***

- Have completed the Elementary Putonghua Course (or equivalent)

#### ***Duration***

57 hours (Nineteen 3-hour weekly sessions)

#### ***Participants' Feedback***

- “My Putonghua has improved significantly.”
- “The course allows a lot of practices.”
- “I learnt many useful expressions.”

#### ***Enquiries***

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### **4. Advanced Putonghua**

#### ***Aims and Benefits***

The course aims to help participants master fluent and accurate Putonghua. At the end of

the course, participants should be able to use Putonghua to better deliver speeches; participate in meetings and discussions; and explain the work of the government.

***Content***

- Correction of pronunciation
- Contrastive analysis between Cantonese and Putonghua
- Chinese proverbs
- Discussion on current affairs

***Target Participants***

MPS 16 or above (or equivalent)

***Pre-requisite***

- Have completed the Intermediate Putonghua Course (or equivalent)

***Duration***

51 hours (Seventeen 3-hour weekly sessions)

***Participants' Feedback***

- “A very useful course, it helps me enhance my Putonghua proficiency.”
- “The course is well designed and very lively.”
- “The course is rich in content and very practical”

***Enquiries***

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**5. Elementary Putonghua Refresher Course**

***Aims and Benefits***

This condensed refresher course aims to revisit with participants the basic pronunciation and phonics of Putonghua.

***Content***

- Consonants, vowels and tones in Putonghua
- Rules in Hanyu Pinyin
- Tonal modifications, unstressed syllables and retroflexion of finals
- Discussion on public affairs and the Basic Law

### ***Target Participants***

MPS 16-44 (or equivalent)

### ***Pre-requisite***

- Have completed the Elementary Putonghua Course (or equivalent)

### ***Duration***

15 hours (Five 3-hour weekly sessions)

### ***Participants' Feedback***

- “Very rich course contents.”
- “The course is very useful to participants with elementary Putonghua standard.”
- “The teaching is lively and the content is substantial”

### ***Enquiries***

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## **6. Putonghua Refresher Course for Senior Civil Servants**

### ***Aims and Benefits***

This course aims to consolidate and raise senior civil servant's standard of Putonghua. The programme is pitched at two levels, the foundation level and advanced level, catering for participants' with different levels of oral and listening proficiency in Putonghua. At the end of the course, participants should be able to better communicate in Putonghua in work and social situations.

### ***Content***

#### ***Foundation Course***

- Chinese characters pronunciation using Hanyu Pinyin
- Unstressed syllable and retroflexion of finals
- Tips to pronouncing difficult sounds
- Listening exercise
- Everyday Putonghua conversations

### *Advanced Course*

- Correct pronunciation
- Public speaking and delivery skills
- Discussion on Mainland and HKSAR Government policies and social issues
- Discussion on current affairs

### *Target Participants*

MPS 45 or above

### *Duration*

- Foundation Course: 21 hours (Seven 3-hour biweekly sessions)
- Advanced Course: 15 hours (Five 3-hour biweekly sessions)

### *Participants' Feedback*

- “ I am very satisfied with the course and the tutor’s instructions”
- “ This course is worth recommending to others.”
- “ The “impromptu role-play” is very useful for practising how to handle different situations.”

### *Enquiries*

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## **7. Presentation Skills for Occasional Speakers**

### *Aims and Benefits*

This course aims at equipping officers with skills in giving effective presentations or talks to their colleagues or members of the public. The training focuses on practice and critique.

At the end of the course, participants should be able to better

- identify contributing factors of effective presentations; and
- apply skills learnt in their presentations.

### *Content*

- Contributing factors of effective presentation
- Using simple visual aids
- Handling Q&A sessions

- Presentation practice and critique

### ***Target Participants***

MPS 28 – 44 (or equivalent)

### ***Pre-requisite***

Have completed the web course ‘Speak with Impact’ on CLC Plus.

### ***Duration***

1.5 days

### ***Participants’ Feedback***

- “The course has provided much insight into presentation skills.”
- “I have learnt something very useful for my future presentations.”
- “I have learnt many tips for improving my presentation from the feedback on the participants’ presentation practice. The discussions on handling the Q&A session are also very useful.”

### ***Enquiries***

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## **8. Building Image through Writing**

### ***Aims and Benefits***

This course introduces the concepts and skills to help senior managers project the desired image in their English writing. At the end of the course, participants should be able to better project an appropriate image for their departments in English writing, in terms of the language used and style of expression.

### ***Content***

- Areas and levels for projecting image
- Writing styles for projecting image
- Writing publicity materials for senior officers

***Target Participants***

MPS 34 – 49 (or equivalent)

***Duration***

2 days

***Participants' Feedback***

- “I like the interactive mode of training in this course. Discussions and sharing are very enlightening.”
- “The course is interesting and informative.”
- “A very useful course which helps us improve.”

***Enquiries***

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## Full List of Language Programmes

Chinese Writing Courses	Target Participants						Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 15 and below	
Official Writing in the Mainland : An Overview 內地行政公文的研習	✓	✓	✓				C
Customised Job-related Writing Courses 職務寫作課程		✓	✓	✓	✓	✓	C
Effective Report Writing in Chinese 工作報告的撰寫技巧		✓	✓	✓	✓	✓	C
Basic Course on Chinese Official Correspondence 常用公文的寫作通則				✓	✓	✓	B
Semantic Logic in Chinese Official Writing 公文語意邏輯		✓	✓	✓	✓		B
Writing Minutes of Meetings in Chinese 會議記錄的撰寫技巧		✓	✓	✓	✓		B
Workshop on Chinese Speech Writing 演講稿的撰寫技巧		✓	✓				C
Style and Tone in Chinese Official Correspondence 公文的修辭技巧		✓	✓	✓	✓	✓	C

Chinese Writing Courses	Target Participants						Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 15 and below	
Workshop on Syntax in Chinese Official Correspondence 公文語法研習		✓	✓	✓	✓	✓	C
Replies to Enquiries/Complaints 拒絕信及覆投訴信的撰寫技巧		✓	✓	✓	✓		C
Chinese Writing Skills - An Overview 公文寫作初探				✓	✓	✓	C
The Influences of English on Modern Chinese Writing 五種常見英式中文問題	✓	✓	✓	✓	✓		W
Proper Use of Words and Phrases 詞必達意 – 詞語運用		✓	✓	✓	✓	✓	W
Detecting & Correcting Grammatical Errors in Chinese Official Writing 公文病句修改工場			✓	✓	✓	✓	W
Understanding Common Mistakes in Writing Chinese Characters 知錯能改 – 認識錯別字			✓	✓	✓	✓	W

Chinese Writing Courses	Target Participants						Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 15 and below	
Semantic Logic in Chinese Official Writing 公文語意邏輯		✓	✓	✓	✓		W
Chinese Official E-mail Writing Skills 公務電郵的寫作技巧		✓	✓	✓	✓	✓	W
Basic Course on Chinese Official Correspondence 常用公文寫作通則		✓	✓	✓	✓	✓	W

For details of the programmes, please visit CLC Plus at <http://www.csb.gov.hk/clc>

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English and Communication Training Courses	Target Participants						Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 15 and below	
Customised Written Communication Courses 職務寫作課程		✓	✓	✓	✓		C / B (Mode of delivery varies from course to course)
Managing Other People's Writing 公文的評鑑與修訂		✓	✓				B
Building Image through Writing 形象建立的寫作技巧		✓	✓				C
Presentation Skills for Occasional Speakers 演講技巧基礎課程			✓	✓			B
Chairing Meetings 主持會議的技巧			✓	✓			B
Workshop on Impromptu Talk 即興演說工作坊			✓				C
The Language of Effective Team Leaders** 團隊主管的傳意技巧			✓				C

English and Communication Training Courses	Target Participants						Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 15 and below	
Supervisory Management–Workshop: The Competent Communicator 督導管理課程：傳意技巧基礎課程				✓	✓		B
Say It Right and Well for Frontline Staff 「說得對，說得好」 - 前線人員必備會話技巧					✓	✓	C
Customer Service Skills on the Telephone 電話上的顧客服務技巧					✓	✓	C
Brush It Up - Editing Your Subordinates' Writing 潤色生輝 — 修改下屬文稿的技巧		✓	✓	✓	✓		W
Business Etiquette : Communicating in Today's Workplace 商務禮儀：工作間溝通之道			✓	✓	✓		W
Communicating with Difficult People : Communicating with Your Manager 與上司溝通的技巧			✓	✓	✓		W
Communicating with Difficult People : Handling Difficult Co-workers 應付難相處同事的技巧			✓	✓	✓		W

English and Communication Training Courses	Target Participants						Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 15 and below	
Communicating with Difficult People : Working with Difficult Employees 與難相處僱員共事的技巧			✓	✓	✓		W
Effective Communication in the Workplace 工作場合溝通之道			✓	✓	✓		W
Effective Report Writing 有效的報告撰寫技巧			✓	✓	✓		W
Effective Writing for Committee Secretaries 會議記錄的撰寫			✓	✓	✓		W
Face to Face Communications : Active Listening 有效聆聽技巧			✓	✓	✓	✓	W
Meeting for Results 開會有成		✓	✓	✓			W
Performance Appraisal Writing : Painting a Substantiated Pen Picture 撰寫內容充實的評核報告		✓	✓	✓	✓		W

English and Communication Training Courses	Target Participants						Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 15 and below	
Speak with Impact 演講魔術師		✓	✓	✓	✓		W
Streaming Speech 英語聽講進階課程	✓	✓	✓				W
Successful Memo and Letter Writing I 有效的公文撰寫技巧(單元一)				✓	✓		W
Successful Memo and Letter Writing II 有效的公文撰寫技巧(單元二)				✓	✓		W
Telephone Skills : Understanding Basic Professionalism on the Phone 專業電話應對技巧			✓	✓	✓		W
The Art of Word Choice 選詞用字之道			✓	✓	✓		W
Towards Better Pronunciation 英語正讀				✓	✓		W

English and Communication Training Courses	Target Participants						Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 15 and below	
Trim Your Writing 如何書寫簡潔英文				✓	✓	✓	W
What's Right to Write 英語正寫漫遊				✓	✓	✓	W
Writing Skills : Editing Your Writing 草稿修輯入門				✓	✓	✓	W
Writing Skills : Resolving Written Complaints 覆投訴信的撰寫技巧			✓	✓	✓		W

\*\* HRM Courses officially recognised by the Hong Kong Institute of Human Resource Management. Officers on MPS Pt. 34 or above who have completed 70 hours of training on these qualifying courses within the last six years are eligible for the award of an 'Advanced Certificate in Human Resource Management in the Public Sector'.

For details of the programmes, please visit CLC Plus at <http://www.csb.gov.hk/clc>

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Putonghua Courses	Target Participants						Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 15 and below	
Elementary Putonghua 初級普通話	✓	✓	✓	✓	✓	✓	C
Intermediate Putonghua 中級普通話	✓	✓	✓	✓	✓	✓	C
Advanced Putonghua 高級普通話	✓	✓	✓	✓	✓		C
Elementary Putonghua Refresher Course 初級普通話複修課程			✓	✓	✓		C
Putonghua Refresher Course for Senior Civil Servants 高級公務員普通話複修課程	✓	✓					C
Putonghua Talk-Difficult Sounds 普通話專題座談會——普通話難音速記法		✓	✓	✓	✓		C
Techniques in Handling Telephone Calls in Putonghua 普通話電話接聽的技巧				✓	✓	✓	C

Putonghua Courses	Target Participants						Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 15 and below	
Putonghua Pin Yin Tong 普通話拼音通	✓	✓	✓	✓	✓	✓	W
Putonghua Web Course for Frontliners 前線員工網上普通話課程			✓	✓	✓	✓	W

For details of the programmes, please visit CLC Plus at <http://www.csb.gov.hk/clc>

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## **(E) INFORMATION TECHNOLOGY**

### **General Objective**

A wide range of IT resources are available in the self-learning mode. Catering for the needs of different levels of users, they give users helpful tips for

- learning how to use IT applications at work to increase efficiency and meet job requirements;
- keeping abreast of the latest IT technologies to improve office operations and efficiency; and
- managing IT in the organisation e.g. security.

### **Flagship Programmes**

#### **1. E-Government Services for Beginners Series**

##### ***Aims and Benefits***

This series of web-based learning programmes aims to equip PC beginners with fundamental knowledge and skills in operating PC and web browser, so that they can effectively use various Government-to-Employee (G2E) services.

##### ***Content***

Individual web course on

- Basic knowledge in operating a Personal Computer
- Introduction to Chinese Windows XP
- Use of MS-Internet Explorer
- Handling of E-mail message with Lotus Notes and Lotus iNotes Web Access
- Chinese Input Method
- Security Concepts

##### ***Language***

Chinese

##### ***Target Participants***

MPS 0-15

***Pre-requisite***

Nil

***Duration***

1-2 hours (For each web course)

***Enquiries***

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**2. Software Application Series for End-users*****Aims and Benefits***

This series of web-based learning programmes aims to equip participants with essential knowledge and skills in using common MS Office application software.

***Content***

Individual web course on

- MS-Windows XP (Advanced)
- MS-Office 2003 – New Features for Office Users
- MS-Word 2000 / 2002 (Fundamental – Expert Level)\*
- MS-Excel 2000 / 2002 (Fundamental – Expert Level)\*
- MS-PowerPoint 2000 / 2002 (Fundamental – Expert Level)\*
- MS-Access 2002 (Fundamental – Expert Level)\*
- MS-Visual FoxPro 6.0 (Fundamental – Expert Level)\*
- Linux\*
- Chinese OpenOffice.org Writer 1.1.4 (Fundamental – Expert Level)\*
- Chinese OpenOffice.org Impress 1.1.4 (Fundamental – Expert Level)\*
- Chinese OpenOffice.org Calc 1.1.4 (Fundamental – Expert Level)\*

\* *Courses in Chinese*

***Target Participants***

All levels

***Pre-requisite***

Nil

***Duration***

3 – 8 hours (For each web course)

***Enquiries***

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**3. Web Authoring Tools Series*****Aims and Benefits***

This series of web-based learning programmes aims to equip officers who are responsible for maintaining government websites with basic knowledge and skills in web content production and maintenance.

***Content***

Individual web course on

- Macromedia Dreamweaver MX
- Macromedia Flash MX
- Adobe PhotoShop 7 (Fundamentals – Advanced)
- CIW Site Designer Part 1: Web Design Concepts and Site Development\*
- CIW Site Designer Part 2: Basic Web Technologies\*
- Database Technologies Part1: Relational Database Fundamentals
- Database Technologies Part2: Introduction to SQL

\* *Courses in Chinese*

***Target Participants***

MPS 0 – 33

***Pre-requisite***

Nil

***Duration***

5 – 8 hours (For each web course)

***Enquiries***

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**4. PC-related Training Courses*****Aims and Benefits***

CSTDI has arranged for five service providers to offer a variety of microcomputer software training at a reduced fee to all civil servants nominated by departments. This multi-vendor approach aims at securing quality training through the wide selection of courses listed below.

All contractors are offering the following types of training courses to departments:

- Standard Courses
- Non-Standard Courses
- Custom-Built Courses
- On-Site Training Courses

They also provide free-of-charge hotline services on the contents covered in the courses for all trainees for up to 12 months after completion of the courses.

***Target Participants***

Subject to the availability of funds, departments may acquire this service direct from the five service providers for their officers.

***Content***

Ten categories of standard courses are offered:

- Basic Skills and Operating Systems  
e.g. MS Windows, Introduction to Linux
- Word Processing  
e.g. MS Word
- Spreadsheet  
e.g. MS Excel, Lotus 1-2-3
- Database Management

- e.g. MS Visual FoxPro/Access
- Programming
  - e.g. MS Visual C++ Programming
- Graphic/Desktop Publishing/Presentation
  - e.g. Corel Draw, Harvard Graphics, MS PowerPoint, PageMaker
- Chinese Input Method
  - e.g. Cangjie/Quick/Utility 9 Input Method
- Systems Support and Administration
  - e.g. Novell NetWare, MS NT Server, LAN Administration
- Intranet/Web Applications
  - e.g. MS FrontPage, Javascript
- Others
  - e.g. Lotus Organiser, MS Project, Norton Utilities

### ***How to Apply***

Departments may make arrangements direct with the service providers. Course schedules and enrolment forms can be obtained from departments' training managers designated to receive the schedules of standard courses each quarter. The course schedules are also available on CLC Plus (Training Programme > Classroom Course > Information Technology > Bulk Contract Courses – PC-related Training Services). For more information on contract details and the courses offered, please consult your department's training managers.

### ***Enquiries***

Mr Albert WONG

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## Full List of Information Technology Programmes

Learning Programmes	Target Participants						Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 15 and below	
Lotus Notes R5: Collecting & Organising Information Lotus Notes R5: 收集和組織信息		✓	✓	✓	✓		W
Lotus Notes R5: Messaging & Working Remotely Lotus Notes R5 : 傳訊和遙距工作		✓	✓	✓	✓		W
Microsoft Windows XP Advanced User MS Windows XP 高級課程	✓	✓	✓	✓	✓		W
Overview of E-government 電子政府概覽	✓	✓	✓	✓	✓	✓	W
Security + Part 1: Security Concepts Security + 第一部：保安概念			✓	✓	✓	✓	W
Search Engines and Web Directories 搜尋引擎與網站分類目錄				✓	✓	✓	W
Using My First Digital Certificate 使用我的第一張數碼證書			✓	✓	✓	✓	W
Microsoft Office 2003 : New Features for Office Users MS Office 2003 : 新功能概覽	✓	✓	✓	✓	✓	✓	W

Learning Programmes	Target Participants						Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 15 and below	
Basic Chinese Computer Knowledge 中文電腦基礎知識						✓	W
ChangJei Chinese Input Method 倉頡輸入法課程			✓	✓	✓	✓	W
Chinese Internet Explorer 6 (Fundamental) 中文 Internet Explorer 6 (基礎篇)						✓	W
Chinese Internet Explorer 6 (Advanced) 中文 Internet Explorer 6 (進階篇)						✓	W
Chinese Visual FoxPro 6.0 (Fundamental) 中文 Visual FoxPro 6.0 (基礎篇)	✓	✓	✓	✓	✓	✓	W
Chinese Visual FoxPro 6.0 (Intermediate) 中文 Visual FoxPro 6.0 (中級篇)	✓	✓	✓	✓	✓	✓	W
Chinese Visual FoxPro 6.0 (Advanced) 中文 Visual FoxPro 6.0 (進階篇)	✓	✓	✓	✓	✓	✓	W
Chinese Window XP (Fundamental) 中文 Windows XP (基礎篇)						✓	W
Lotus iNotes Web Access 電子郵件通訊	✓	✓	✓	✓	✓	✓	W

Learning Programmes	Target Participants						Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 15 and below	
Chinese MS Excel 2000 中文 MS Excel 2000			✓	✓	✓	✓	W
Chinese MS PowerPoint 2000 中文 MS PowerPoint 2000	✓	✓	✓	✓	✓	✓	W
Chinese MS Word 2000 中文 MS Word 2000						✓	W
Chinese OpenOffice.org Writer 1.1.4 Beginning 中文 OpenOffice.org Writer 1.1.4 基礎篇					✓	✓	W
Chinese OpenOffice.org Writer 1.1.4 Intermediate 中文 OpenOffice.org Writer 1.1.4 1 中級篇					✓	✓	W
Chinese OpenOffice.org Writer 1.1.4 Advanced 中文 OpenOffice.org Writer 1.1.4 進階篇					✓	✓	W
Chinese OpenOffice.org Impress 1.1.4 Beginning 中文 OpenOffice.org Writer 1.1.4 基礎篇					✓	✓	W
Chinese OpenOffice.org Impress 1.1.4 Intermediate 中文 OpenOffice.org Writer 1.1.4 1 中級篇					✓	✓	W
Chinese OpenOffice.org Impress 1.1.4 Advanced 中文 OpenOffice.org Writer 1.1.4 進階篇					✓	✓	W

Learning Programmes	Target Participants						Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 15 and below	
Chinese OpenOffice.org Calc 1.1.4 Beginning 中文 OpenOffice.org Writer 1.1.4 基礎篇					✓	✓	W
Chinese OpenOffice.org Calc 1.1.4 Intermediate 中文 OpenOffice.org Writer 1.1.4 1 中級篇					✓	✓	W
Chinese OpenOffice.org Calc 1.1.4 Advanced 中文 OpenOffice.org Writer 1.1.4 進階篇					✓	✓	W
Adobe Photoshop 7.0 Fundamentals: Working with Images Adobe PhotoShop 7.0 基礎知識：圖像處理			✓	✓	✓		W
Adobe Photoshop 7.0 : Advanced Adobe PhotoShop 7.0 : 高級課程			✓	✓	✓		W
Database Technologies Part 1 : Relational Database Fundamentals 資料庫技術第一部份：關聯性資料庫基礎知識			✓	✓	✓		W
Database Technologies Part 2 : Introduction to SQL 資料庫技術第二部份：SQL 入門			✓	✓	✓	✓	W
Linux Part 1: User Fundamentals Linux 第一部份：初級課程			✓	✓	✓	✓	W
Linux Part 1: User Fundamentals (Year 2005 Batch 1) Linux 第一部份：初級課程 (Year 2005 Batch 1)			✓	✓	✓	✓	W

Learning Programmes	Target Participants						Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 15 and below	
Macromedia Dreamweaver MX Part 1 Macromedia Dreamweaver MX 第一部分			✓	✓	✓		W
Macromedia Dreamweaver MX Part 2 Macromedia Dreamweaver MX 第二部分			✓	✓	✓		W
Macromedia Flash MX Part 1 : Fundamentals Macromedia Flash MX 第一部分：基本課程			✓	✓	✓		W
Macromedia Flash MX Part 2 : Animation Basics Macromedia Flash MX 第二部分：基本動畫			✓	✓	✓		W
CIW Site Designer Part 1 : Web Design Concepts and Site Development CIW 網站設計第一部分：Web 設計概念和網站開發			✓	✓	✓	✓	W
CIW Site Designer Part 2 : Basic Web Technologies CIW 網站設計第二部分：基本 Web 科技			✓	✓	✓	✓	W
Microsoft Access 2002 Fundamentals MS Access 2002 初級課程			✓	✓	✓	✓	W
Microsoft Access 2002 Proficient User MS Access 2002 中級課程			✓	✓	✓	✓	W
Microsoft Access 2002 Expert User MS Access 2002 高級課程			✓	✓	✓	✓	W

Learning Programmes	Target Participants						Mode of Delivery (B=Blended; C=Classroom; W=Web-based)
	D1 and above	MPS 45-49 or equivalent	MPS 34-44 or equivalent	MPS 28-33 or equivalent	MPS 16-27 or equivalent	MPS 15 and below	
MS Excel 2002 Fundamentals 中文 MS Excel 2002 初級課程			✓	✓	✓	✓	W
MS Excel 2002 Proficient User 中文 MS Excel 2002 中級課程			✓	✓	✓	✓	W
MS Excel 2002 Expert User 中文 MS Excel 2002 高級課程			✓	✓	✓	✓	W
MS PowerPoint 2002 Proficient User 中文 MS PowerPoint 2002 中級課程			✓	✓	✓	✓	W
MS PowerPoint 2002 Expert User 中文 MS PowerPoint 2002 高級課程			✓	✓	✓	✓	W
MS Word 2002 Fundamentals 中文 MS Word 2002 初級課程			✓	✓	✓	✓	W
MS Word 2002 Proficient User 中文 MS Word 2002 中級課程			✓	✓	✓	✓	W
MS Word 2002 Expert User 中文 MS Word 2002 高級課程			✓	✓	✓	✓	W
PC-related Training Services Contract Courses 電腦培訓服務合約課程	✓	✓	✓	✓	✓	✓	C

For details of the programmes, please visit CLC Plus at <http://www.csb.gov.hk/clc>

General enquiries: Ms Serin MAK  
Tel: 2231 3980  
e-mail: [serin\\_mak@csb.gov.hk](mailto:serin_mak@csb.gov.hk)

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## Other Learning Resources

### (A) Learning Resource Centre

The Centre, located at the 3/F of North Point Government Offices, is equipped with a range of up-to-date resources and facilities that include printed and web-based self-learning materials. The Centre contains

- a library with over 6,200 titles covering management, language, information technology and national studies, as well as selected magazines, journals and periodicals;
- self-learning booths, each with a multimedia PC system connected to the Internet;
- training packages including videos, multimedia CD-ROM and learning manuals and kits;
- CSTDI publications and self-learning packages;
- a collection of video tapes/VCDs on CSTDI directorate seminars, best practices seminars and presentations (e.g. quality service, learning culture, talent management and civil service reform); and
- a collection of video tapes/VCDs on keynote speeches/presentations from conferences/seminars and Executive Video Series from Harvard University and Stanford University.

Some of the above resources are available for loan to civil servants. For a full list of the titles, please go to <http://www.csb.gov.hk/clc> > Reaching Out > Libraries > CSTDI Learning Resource Centre.

Enquiries

Tel: 2231 3993

Fax: 2116 0812

e-mail: [lrc@csb.gov.hk](mailto:lrc@csb.gov.hk)

**(B) 公務員事務局公務員培訓處出版的自學套件及錄影帶**

**(B) Self-learning Packages/Videos produced by CSTDI, CSB**

1. 香港公務員基本法自學課程(第二輯) Self-learning Booklet on the HKSAR Basic Law
2. 基本法頒佈十週年紀念小冊子 Basic Law 10<sup>th</sup> Anniversary Booklet
3. 有關基本法的三十條常問問題 (1999 年修訂本) FAQs on the Basic Law (Revised Edition 1999)
4. 中華人民共和國香港特別行政區基本法
5. 中華人民共和國香港特別行政區基本法及其他有關文件
6. 中國經濟改革及開放政策 China's Economic Reform and Open Door Policy
7. 粵港全接觸 Guangdong-Hong Kong Interface
8. 中國教育制度 The Education System in PRC
9. 普通話電話接聽技巧少林寺互動光盤 Handling Telephone Calls in Putonghua for Front-line Staff (CD-ROM)
10. 「賞心樂業、服務卓越」：政府部門如何提供顧客服務 Booklet on Customer Service Skills for Frontline Staff
11. 公文寫作指南 A Guide to Written Communications in the Civil Service
12. 傑出領導·卓越服務 – 督導人員自學課程(電腦光碟) Leading for Service Excellence for Frontline Supervisors (CD-ROM)
13. 面對傳媒 Facing the Media
14. 又到評核會見的時候 Performance Appraisal Interviewing Skills
15. 因才選聘，傷健同勝 Employment of People with Disability
16. Coaching for Better Performance
17. 勝算誰屬？非我莫屬！ Who's the Champ? I am!
18. 行政實務知識 Administrative Practices of the Government (CD-ROM)
19. The Able Manager
20. 腦由心生 From Brain to Heart (CD-ROM)
21. Management of Public Finances (CD-ROM)
22. I.T.領域中的私隱問題（資訊科技與個人私隱多媒體自學課程）
23. 公務員基本培訓套件 Basic Training Package for Civil Servants
24. 工作表現管理自學套件 Performance Management Self-Learning Package
25. 持續學習教材套件

**Annex – List of Account Managers**  
(附件 – 客戶經理名單)

You are most welcome to contact our account managers who will be happy to answer your questions and discuss with you the services and support you may need.

歡迎與客戶經理聯絡。我們十分樂意解答問題，並討論客戶所需的服務及支援。

<b>Bureau/Department</b>	<b>Account Manager</b>
Aud C 審計署 CE's Office 行政長官辦公室 CS's & FS's Office (including EU) 政務司司長辦公室/財政司司長辦公室（包括效率促進組） CR 公司註冊處 HD 房屋署 Invest HK 投資推廣署 ISD 政府新聞處 LegCo Secretariat 立法會秘書處 Land Registry 土地註冊處	Mrs Philomena Ng 吳鄭蘊珍女士 Chief Training Officer 總訓練主任 Tel: 2231 3853 email: <a href="mailto:philomena_ng@csb.gov.hk">philomena_ng@csb.gov.hk</a>
CAD 民航處 C&ED 香港海關 GPA 政府產業署 LAD 法律援助署 Lands Dept 地政總署 MD 海事處	Ms Judy Chung 鍾秀玲女士 Senior Training Officer 高級訓練主任 Tel: 2231 3882 email: <a href="mailto:judy_chung@csb.gov.hk">judy_chung@csb.gov.hk</a>
DH(including civil servants in Hospital Authority)衛生署（包括醫院管理局的公務員） DoJ 律政司 EMB (including civil servants in Vocational Training Council) 教育統籌局（包括職業訓練局的公務員） ORO 破產管理署 Plan Dept 規劃署 SWD 社會福利署 Try 庫務署	Miss Gladys Lee 李佩嫻女士 Senior Training Officer 高級訓練主任 Tel: 2231 3875 email: <a href="mailto:gladys_lee@csb.gov.hk">gladys_lee@csb.gov.hk</a>

Bureau/Department	Account Manager
AFCD 漁農自然護理署 C&SD 政府統計處 FEHD 食物環境衛生署 HKO 香港天文台 ICAC 廉政公署 Hongkong Post 香港郵政 REO 選舉事務處	Norman Lai 賴偉明先生 Senior Training Officer 高級訓練主任 Tel: 2231 3881 email: <a href="mailto:norman_wm_lai@csb.gov.hk">norman_wm_lai@csb.gov.hk</a>
CITB (including OGCIO) 工商及科技局 (包括政府 資訊科技總監辦公室) Govt Lab 政府化驗所 LCSD 康樂及文化事務署 Labour Dept 勞工處 OFTA 電訊管理局	Ms Elaine Law 羅綺玲女士 Senior Training Officer 高級訓練主任 Tel: 2231 3855 email: <a href="mailto:elaine_law@csb.gov.hk">elaine_law@csb.gov.hk</a>
CAS 民眾安全服務隊 CSD 懲教署 IRD 稅務局 T&ELA 影視及娛樂事務管理處 IPCC 投訴警方獨立監察委員會 TD 運輸署 UGC 大學教育資助委員會	Ms Casslie Chung 鍾慧絲女士 Senior Training Officer 高級訓練主任 Tel: 2231 3961 email: <a href="mailto:casslie_chung@csb.gov.hk">casslie_chung@csb.gov.hk</a>
DSD 渠務署 HyD 路政署 TID 工業貿易署 WSD 水務署 GFS 政府飛行服務隊 RVD 差餉物業估價署	Mrs Polly Shuen 孫劉美瑜女士 Senior Training Officer 高級訓練主任 Tel: 2231 3957 email: <a href="mailto:polly_shuen@csb.gov.hk">polly_shuen@csb.gov.hk</a>
BD 屋宇署 EPD 環境保護署 GLD 政府物流服務署 IPD 知識產權署 CEDD 土木工程拓展署 FSD 消防處 ImmD 入境事務處	Ms Monsze Chow 周夢思女士 Senior Training Officer 高級訓練主任 Tel: 2231 3917 email: <a href="mailto:monsze_chow@csb.gov.hk">monsze_chow@csb.gov.hk</a>

<b>Bureau/Department</b>	<b>Account Manager</b>
HKMA 香港金融管理局 Judiciary 司法機構 JSSCS 薪諮會聯合秘書處 PSC 公務員敘用委員會 RTHK 香港電台 HAD 民政事務總署 SFAA 學生資助辦事處	Jerry Siu 蕭子昌先生 Senior Training Officer 高級訓練主任 Tel: 2231 3959 email: <a href="mailto:jerry_siu@csb.gov.hk">jerry_siu@csb.gov.hk</a>
ArchSD 建築署 HKPF 香港警務處 Bureaux 各決策局 (except CITB & EMB) AMS 醫療輔助隊 E&MSD 機電工程署	Miss Anna Cheung 張宇詠女士 Senior Training Officer 高級訓練主任 Tel: 2231 3956 email: <a href="mailto:anna_cheung@csb.gov.hk">anna_cheung@csb.gov.hk</a>