

Annual Training Schedule at a Glance (January 2024 - March 2025)

PGA Consulting Limited
Update Date: 27 December 2023

Note 1: The scheduled programs below are a collaboration with the Hong Kong Management Association, Ascent Global Services Pty Ltd & PGA Consulting Limited. You can enroll directly with HKMA or PGA Consulting Limited

Note 2: You can request for any training program for any class size. We also provide tailor-made training to cater for your organization's needs

Skills Set	Program Code	Program Title	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024	July 2024	August 2024	September 2024	October 2024	November 2024	December 2024	January 2025	February 2025	March 2025	
Communication & Interpersonal Skills	CISN # 101	Effective, Clear & Focused Communication Skills					24th			30th				5th				
	CISN # 102	Influencing Skills			19th				23rd				26th				20th	
	CISN # 103	Coping with Problem People and Difficult Situations				23rd				27th				3rd				
	CISN # 104	How to be Assertive - how to communicate assertively					31st				24th			9th				
	CISN # 105	How to Manage Disagreement and Conflicts Constructively			7th							16th					17th	
	CISN # 106	Effective Presentation Skills Made Simple - How to present with clarity and impact using the Pyramid approach			15th			28th					18th					21st
	CISN # 107	Persuasion Skills - How to Connect and Persuade		26th							26th						28th	
	CISN # 108	Communicating with Different Personalities - how to flex and communicate with them						21st						28th				
	CISN # 109	Practicing How to Give Feedback - both positive and negative		27th								27th					25th	
Selling & Sales Management	SSMS # 201	Value-Added Selling Skills and Value Creation ***				UPON REQUEST												
	SSMZ # 202	Selling Skills that Sell					27th				2nd							
	SSMS # 203	Improving Sales Productivity through Sales Leadership ***				UPON REQUEST												
Customer Service	CSDM # 301	Guide to Service Excellence™ for Managers ***				UPON REQUEST												
	CSDZ # 302	Service Excellence™ for Supervisors & Frontline Service Providers			11th		28th											
	CSDZ # 303	Handling/ Dealing with Difficult Customers			18th			24th				15th						24th
	CSDZ # 304	How to Handle and Minimize Internal Customer Complaints				UPON REQUEST												
MLSM # 401-3	MLSM # 401-1	Team Leadership 1 - How to Lead through Active Engagement						25th				17th						
	MLSM # 401-2	Team Leadership 2 - How to Motivate and Get the Best out of People			12th				25th				27th					19th
	MLSM # 401-3	Team Leadership 3- How to Select and Put the Right People in the Right Jobs						23rd			23rd							

