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

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Skills S	Porgram 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
	CISN # 101	Effective, Clear & Focused Communication Skills					24th			30th				5th			
	CISN # 102	Influencing Skills			19th				23rd				26th				20th
kills	CISN # 103	Coping with Problem People and Difficult Situations				23rd				27th				3rd			
sonal S	CISN # 104	How to be Assertive - how to communicate assertively					31st				24th			9th			
& Interpersonal Skills	CISN # 105	How to Manage Disagreement and Conflicts Constructively			7th							16th					17th
Communication &		Effective Presentation Skills Made Simple - How to present with clarity and impact using the Pyramid approach			15th			28th				18th					21st
Commu	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	
es t	SSMS # 201	Value-Added Selling Skills and Value Creation ***				1	UPON	I REQ	UEST	Г							
Selling & Sales Management	SSMZ # 202	Selling Skills that Sell					27th				2nd						
Sell Ma	SSMS # 203	Improving Sales Productivity through Sales Leadership ***				ו	UPON	I REÇ	UES	Г							
	CSDM # 301	Guide to Service Excellence™ for Managers ***				1	UPON REQUEST										
er Service		Service Excellence™ for Supervisors & Frontline Service Providers			11th		28th										
Customer	CSDZ # 303	Handling/Dealing with Difficult Customers			18th			24th				15th					24th
	CSDZ # 304	How to Handle and Minimize Internal Customer Complaints				1	UPON	I REQ	UEST	Г							
	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						

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Management and Leadership Skills	MLSM # 401-4	Team Leadership 4 - How to Manage in order to Lead Effectively				24th						14th					
	MLSM # 402	How to Work with Your Bosses, Peers and Subordinates			8th					22nd				10th			31st
	MLSS # 403	Improving Leadership Effectiveness for Managers ***				I	JPON	I REÇ	UEST	Γ							
	MLSS # 404	Coaching Skills for Effective Leadership				25th				23rd				6th			
		Managing Organisation Change - making change work! (Upon Request)				UPON REQUEST				Г							
	MLSN# 406-1	Collaborative, Win-win Negotiation Skills - towards a workable solution			14th				26th				22nd				28th
	MLSN# 406-2	Advanced Negotiation Skills - how to handle tactically				UPON REQUEST											
	MLSN# 407	How to Get Work Done through Delegation				UPON REQUEST											
	MLSN# 408	A Holistic, Systematic and Rational Approach to Problem Solving & Decision Making			22nd				30th				25th				18th
	MLSN# 409	Scenario-based Decision Making (Upon Request)				UPON REQUEST											
nan Irces	HRM # 501	Effective Recruitment and Selection Interviewing Techniques			13th				24th					4th			25th
Human Resources	HRM # 502	Talent Management - how to develop, engage and retain talent (Upon Request)				I	JPON	I REÇ	UEST	Г							
elopment	PDCN # 601	Better Business Image and Etiquette (Upon Request)				I	JPON	I REÇ	UEST	Г				_			
Develo	PDCN # 602	Fulfilling Your Job Roles and Your Potential at Work				I	JPON	I REÇ	UEST	Г							