



Training Catalogue

2012

Dear members and non-members,

The HR department of the French Chamber of Commerce in China (CCIFC) is pleased to provide you with our Training Program for 2012.

Since 2004, we have proposed **public and in-house training courses** to our members and non members.

Nowadays, the CCIFC organizes around 40 professional training courses, independently or in collaboration with other organizations. The topics of our courses are quite various, including **Management, Human Resources, Finance, Sales, Marketing, Quality and also Personal development.**

With efforts of our training team and our high-qualified trainers, we succeed in keeping the topics and the content of the trainings always updated to the rapidly and continuously changing demands of the workplace.

From half a day to three days, our courses are provided in **English, Chinese and French** by professional trainers and experienced consultants who are quite familiar with the complex specificities of the Chinese market and the Chinese – westerners' culture.

For 2012, we will propose a Management program, coaching program and also Team Building Workshop.

Furthermore, each public session can also be proposed as an **in-house training**, custom-made, answering the specific needs of the company and its staffs.

Companies joining CCIFC Training: Areva, Air liquide, Alcan, Altran, Arc International, Arkema, Auchan, Bureau Veritas, Carrefour, EFTEC, Ensival Moret, Hermes, L'Oréal, LVMH, Novasep, PCM, PSA, Saint-Gobain, Schneider Electric, Veolia ...

TRAINING CALENDAR : January - December 2012

Schedule	Topics	Language
January 2012		
12-13	Customs Valuation on Import and Export Cargo and the Analyse of its Processing Skill in Technical Field	CN
February 2012		
15-16	Powerfull Presentation	EN
21	How to deal with China Customs Effectively (new)	CH
28	Time Management	EN
March 2012		
2	Implementing, Developing, Using KPI (key Performance indicators)	EN
6-7	MS Office Advanced Skills for Human Resources	CH
9	Talent landscape and recruiting of key position in China (new)	EN
22	Working with westerners	EN
13-14	Working smart with PowerPoint 2007/2010	CH
13-14	Conflict Management Skills for Managers (new)	EN
15	Successfully Design with Ms PowerPoint	CH
20-21	Executive Assistant Training (Part 1)	EN
22-23	On processing Customs Formalities for Import and Export and the Strategy of Optimal Cost Control	CH
26-27	Lean Six Sigma	EN
27-28	Finance Course for Non-Financial Managers	CH
April 2012		
2-3	Working smart with Powerpoint 2003	CN
10	Executive Assistant Training (Part 2)	EN
9-10	Working Smart with Word 2003/07/10	CN
16-17	Working Smart with Excel 2003	CN
17-18	Strategic Financial Management	EN
19	Say it with Chart	CH
20	Retention Management for foreign companie in China (new)	EN
24-25	Hiring for Success : Behavioral Interview (new)	CN
26	Better Communication, Better Results	EN
26-27	Customs Management of Commodity Classification on Import and Export Cargo and the Analyse of its Processing	CN

May 2012

14	Efficient Management with MS Outlook	CH
15-16	Working smart with Excel 2007/2010	CH
15-16	How to be a professional receptionist	CH
17-18	Customs Valuation on Import and Export Cargo and the Analyse of its Processing Skill in Technical Field	CH
21-22	Working Smart with MS Project	CH
22-23	How to be a professional Employee	CH
24	Time Management	EN

June 2012

4-5	MS Excel Advanced Skills for Purchasing and Supply Chain	CH
12-13	Powerful Presentation	EN
14	Working with Westerners	EN
18-19	MS Excel Advanced Skills for Finance	CH
25	Working Smart with Lotus Notes	CH
26-27	Executive Assistant Training (Part 1)	EN

July 2012

5	Executive Assistant Training (Part 2)	EN
9-10	MS Office Advanced Skills for Human Resource	CH
12-13	Project cost controlling	EN
19-20	Customs Formalities Planning and the Strategy of the Customs'Check for Import and Export Enterprises	CH

August 2012

8-9	Working Smart with Word 2003/07/10	CN
16-17	On processing Customs Formalities for Import and Export and the Strategy of Optimal Cost Control	CN
20-21	Working smart with PowerPoint 2007/2010	CN
22	Successfully Design with MS PowerPoint	CN
23-24	Working smart with Excel	CH
30	Time Management	EN

September 2012

18-19	Executive Assistant training (Part 1)	EN
18-19	Working Smart with Excel 2007/2010	CN
21	How to deal with China Customs Effectivly	CN
24-25	Working Smart with MS Project	CN
25-26	How to be a professional Receptionist	CN
27	Executive Assistant Training (Part 2)	EN

October 2012

17	Say it with chart	CN
16	Working with westerners	EN

November 2012

1-2	Hiring for Success : Behavioral Interview (new)	CN
5	Efficient Management with MS Outlook	CN
6	Time Management	EN
8	Better Communication, Better Results	EN
8-9	Working smart with PowerPoint 2003	CH
19-20	MS Advanced Skills for Finance	CN

December 2012

3	Working Smart with Lotus Notes	CH
4-5	Powerful Presentation	EN
6-7	Executive Assistant Training (Part 1)	EN
12	Executive Assistant Training (Part 2)	EN

Training courses will take place in CCIFC office Shanghai, except for the course organized in partnership with the German Chamber

Every course can be organized as a public course or as in-house training.

Prices include coffee break, lunch

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Powerful Presentations - Durably improve your presentation skills

Excellent presentation skills make all the difference when it comes to winning new clients, convincing your superiors of a new project, briefing your colleagues or training your employees.

In this training, you will learn tools and techniques to improve not only your presentation plan and visuals, but also your verbal and non-verbal skills to convince and interact effectively with your audience.

Invest two days and become a professional, confident and persuasive presenter!

Benefits

- Practice speaking in public, increase your self-confidence and reduce stress
- Learn to project a professional image of yourself and your company
- Learn to plan and structure an effective presentation
- Identify cross-cultural issues involved in making presentations to a foreign audience
- Learn to handle challenging questions from the audience in a professional manner

Outline

- Preparing for success:
 - Key steps to prepare a presentation
 - How to structure your message for maximum impact
 - How to design professional and effective visuals
- Delivering with impact:
 - Verbal skills: use of voice and public speaking techniques
 - Non-verbal skills: professional body language
 - Interacting with your audience and handling questions
 - Key tools to manage stress
 - Three rounds of practice and immediate personalized feedback to improve each participant's skills

Teaching approach

In this highly interactive training course, you will be involved through a range of activities, such as studying videos of excellent presentations, group assignments, discussions, games and exercises.

You will have at least three opportunities to practice presenting to the group. Each time you will receive constructive and specific feedback, allowing you to visibly and rapidly improve your skills.

Who should participate?

Any manager or employee who needs to make presentations in English to their superiors, colleagues or clients (with or without previous experience of giving presentations).

Date	February 15th &16th, June 12th & 13th, December 4th & 5th 2012
Time	2 consecutive days from 9 am to 5 pm
Price	4000 RMB/Member – 4500 RMB/Non member including lectures, course materials, breakfasts, lunch
Language	English
Number of participants	4 to 12

Better Communication, Better Results

Effective dialogue in all business situations.

Communication skills are an essential element of business success.

People who know how to use the right words at the right time, and how to adapt their communication style, are most likely to solve problems and achieve their objectives.

In this seminar, you will learn how to effectively convince your colleagues, customers and business partners in meetings, negotiations and day-to-day business.

Benefits

You will learn and practice several techniques to:

- avoid misunderstandings and create goodwill
- get what you want by using the right words and body language
- convince and “sell your ideas” to different types of people by adapting your style
- smoothly resolve conflict

Outline

- Active listening (to create true understanding)
 - 8 tools to be a better listener
 - the importance of feedback
- Assertiveness (to get what you want with minimum conflict)
 - what to say: using the right words
 - how to say it: using the right tone and body language
 - handling difficult situations
- Four key communication styles (to be more convincing)
 - discover your dominant style
 - understand the other styles
 - adapt to other styles

Teaching approach

This is a dynamic and highly interactive training. Participants are involved through role-plays, group assignments, discussions, games and exercises, to ensure that they understand, practice and remember the new tools and skills.

Who should participate?

Any employee or manager, regardless of culture, experience and function, who:

- wants to interact more confidently and effectively with others
- needs to handle difficult one-on-one situations with clients, colleagues or business partners

Date	April 26 th , November 8 th 2012
Time	One day training From 9 am to 5 pm
Price	2500 RMB/Member – 3000 RMB/Non member (fee includes lectures, course materials and lunch)
Language	English
Number of participants	4 to 12

Speaking in public for Top Managers

A top notch strategic business report & presentation needs the correct mix of information, graphics and clarity in delivery. Whether delivering presentations to clients, speaking at board meetings, reporting & presenting to large audiences or over video and conference calls, the success or failure of your business presentation will determine how you and your organization are perceived.

This program delivers practical tips and suggestions on everything from preparing to delivering a forceful conclusion. These simple but powerful techniques have traditionally only been reserved for rising potentials and emerging leaders of management of consulting firms, such as McKinsey, PricewaterhouseCoopers, etc, and many of the F500s, but now is uniquely available in this course to help you make the overall business presentation a positive experience. Upon completion of Effective Business Presentations course you will be armed with the knowledge you need to know in order to design & deliver more effective business presentations that reflect positively on you and your organization.

Indicative Agenda

- Introduction
 - What the Best Presenters Know & How They Inspire Action
 - Fundamentals of Communication (Human Retention, Listening & Processing)
- Preparing for a Persuasive Presentation
 - Define the Situation & Audience Analysis
 - How to Grasp and Maintain Audience Attention through Your Message
 - How to Develop the Initial Storyline & Structure
 - Workshop: Developing an Initial Storyline
- Designing the Presentation Structure
 - Introducing the Visual Pyramid Method
 - How to use the Pyramid to Think Faster & Deliver Clear Convincing Communications
 - Workshop: Developing & Enhancing the Story via the Pyramid
 - How to Communicate Your Story Graphically & Quality Review
- Delivery
 - Effective Speaking & Business Presentation Guidelines
 - Simple but Powerful techniques to Handle Difficult Questions
 - Workshop: Team Delivery & Feedback
- Specialized & Final Remarks
 - A Word About Positioning Your Marketing Message
 - Conclusion

Who should participate?

Marketing managers, business unit managers, sales & operations managers and directors with responsibility for developing and/or delivering business presentations internally or externally to their organization, whether they wish to improve the way they communicate or to stimulate a more positive reaction at all levels, including senior management, clients and peers.

For any information, please contact us.

How to Position & Pitch Your Message & Brand Story to the Media

Are you ready to face the media? Basic concepts and skills you'll need when speaking to the media. If you are working closely with Marketing, Public Relations or Corporate Communications, this training is for you.

Neuro-based brand-telling is the approach we use (evidence & Brain-Based Brand Positioning & Storytelling is the approach we use for telling a brand story in a compelling, memorable and repeatable way in order to connect your message and brand so the media can understand and relate your story to their readers, viewers and listeners.

This program will take a look at different types of media, how to present your message & story in a manner that will help garner coverage and basic techniques for discussing your brand story with the media.

Indicative Agenda

- What You Need to Know Long Before Facing the Media
 - Introduction (what's in it for me? – have something to say)
 - Understanding What the Media Really Wants
 - What to do if you are speaking to the media tomorrow / Reasons for Speaking to the Media Who are the media (the media are like snowflakes. No two are alike) / What do they want? (News, with a side-order of relevance)
 - Crisis : 3Rs : Regret, Reason, Remedy / Exercise
 - Success : As Easy as ABC : Answer, Bridge, Communicate (interesting, significant newsworthy)
 - So what? Something new?
- How to Position Your Media Message with the Brain in Mind (are you ready to meet the Media? condense key point to one sentence...then to one word you want to leave behind)
 - How to pitch your message and brand story to the media (an interview is not a conversation)
 - Your brand story (who are you, what do you do, how is that different)
 - Positioning Exercise
- How to Package & Stick to Your Agenda (Context / News / Hook) / How to Support Your Message by Targeting the Hearts & Minds of the Listener / How to Stick to Your Agenda (block/bridge) (Interview Techniques : bridging – example, evaluation; hooking, example, evaluation)
- How to Spot & Deal with Difficult Questions
- Summary Tips & Concluding Remarks
- How do we give it to them? (the art of the interview, guidelines, techniques)
 - Tips on How : guidelines/be prepared/ know the media, dress appropriately, respect deadlines, rule of 3, keep to your message, quote facts and figures, control your interview, sound bites, use specific examples, don't be afraid to use notes, always stay on record, keep your cool, don't say 'No comment' , don't make things up
 - Interview Techniques : bridging – example, evaluation; hooking, example, evaluation)

For any information, please contact us.

Re-define your career with wisdom

Capitalize on your profile to guide your career

“If you don’t stand for something, you’ll fall for anything” - Michael Evans.

Making a career change can make your life upside down but what if it makes it right side up eventually?

In China, the word CRISIS is equal to the word OPPORTUNITY thus take all your chances to pursue your career as you wish by taking part in these workshops *“Redefining your career”*.

You would like to explore other career options, these workshops offer you the opportunity to redefine your profile, your goals and strengths with a professional coach, in charge of redirecting you and facilitate your research and target your jobs.

Objectives

4 STEPS TO CHANGE & EXCEL

- Redefine & clarify your profile
 - Your values
 - Your personality
 - Your priorities
- Observe & analyze the market
 - To fit the market, observe & seize opportunities in terms of jobs offers.
 - Target your searches according to opportunities on the job market
 - Correlate your profiles with the market opportunities (identify, evaluate, explore and commit yourself).
- Focus your researches according to market and employment opportunities
 - Correlate your profile to the market opportunities (identify, estimate, investigate and commit yourself)
- Move & Apply
 - After having determined your objectives that will be coherent, feasible, viable and flexible.

Who should participate?

This workshop is for those who would like to redefine their career.

Date	September 27 th 2012
Time	From 9 am to 1pm
Price	1200 RMB/Member – 1700 RMB/non member
Language	English
Number of participants	3 to 5

Thinking out of the box

Key learning

As the saying goes “You cannot look in a new direction by looking harder in the same direction.” (Edward de Bono). The “thinking out of the box” training will enable you to think more unconventionally. Your problem solving skills will be improved since you will stimulate your creativity. You will learn to look further and try not to face problems with instantaneous responses and status quo. Thinking out of the box is a way to improve solutions and to deal differently in the business daily life decision-making process.

Benefits

- Develop your critical thinking
- Use your brain to its full potential
- Increase your critical thinking
- Enhance your problem solving skills

Contents

- Producing creative ideas
- Taking into account the different backgrounds
- Foster visualization
- Develop tolerance for ambiguity
- Increase mental flexibility
- Use mind mapping – rapid idea building
- Identify mind blockers
- Providing new perspectives to day-to-day work
- Focusing on the value of finding new ideas and acting of them
- Openness to do different things and to do things differently

Date	November (to be defined)
Time	From 9 am to 1pm
Price	2500 RMB/Member – 3000 RMB/non member
Language	English
Number of participants	5 to 12

WORKING WITH WESTERNERS

What Chinese managers should know to be successful in International business.

What is considered professional behavior and what is expected of employees and managers varies from culture to culture.

This training course helps Chinese managers and employees to understand the expectations of their foreign bosses, clients and business partners, and teaches them how to change their work habits and business behavior in order to meet those expectations.

Benefits

After exploring and understanding cultural differences between China and the West, participants will learn how to:

- look, sound and act professional according to international business etiquette
- avoid time-consuming misunderstandings by communicating effectively with their Western colleagues and customers, verbally and in writing
- demonstrate accountability and initiative in the workplace

Outline

Understanding the cultural differences between China and the West:

- Where do differences come from?
- Traditional values of Chinese culture and Western cultures

Impact of cultural differences in business:

- Four cultural dimensions and how they affect our day-to-day business behavior
- Key success factors to work with Westerners:
 - Commitments and meaning of yes/no
 - Accountability and initiative
 - Speaking up and asking questions
 - Business etiquette: handshake, meals, e-mails, reports, meetings, etc...
- Study of real cases taken from participants' experience

Teaching approach

In this interactive training course, participants are highly involved through a range of activities, such as group assignments, discussions, role-plays and exercises.

Ample time is allocated to analyze and discuss the real work situations they need to deal with.

Who should participate?

Any Chinese manager or employee who wants to improve the results of their interactions with Western clients, bosses or business partners.

Date	March 22 nd , June 14 th , October 16 th 2012
Time	One day training From 9 am to 5 pm
Price	2500 RMB/Member – 3000 RMB/Non member Fee includes lectures, course materials, lunch
Language	English
Number of participants	4 to 12

Living and working in France

Benefits

If you and your family are moving to France, this training will give you practical knowledge and cultural insights to help you make a smooth transition into your new work life and daily life.

The training is customized to the participants' needs based on their previous experience of living and working abroad, their area of interest (business and/or daily life), and their age group (modules can be offered to children and teenagers).

Outline

Modules are optional and based on participant's needs and choices:

- Overview of France (geography, history, economy, politics)
- Understanding French culture (values, behaviors, habits, unwritten social rules)
- Practical aspects of daily living in France
- Special workshop for children / teenagers
- Working in France and with French people: can be done in depth or as an overview

Teaching approach

In this interactive session, two qualified French trainers with long-term China experience will present relevant information for your personal work/life situation, and take time to discuss any specific questions and issues you may have before your departure to France.

Who should participate?

Any person/family moving to France and wishing to make the transition smoother and faster.

For any information, please contact us.

Living and working in China

Benefits

If you and your family have recently arrived in China (within the last year), this training will give you practical knowledge and cultural insights to help you make a smoother transition into your new work life and daily life.

The training is customized to the participants' needs based on their previous work/life experience, their area of interest (business and/or daily life), and their age group (modules can be offered to children and teenagers).

Outline

Modules are optional and based on participant's needs and choices:

- Overview of China (geography, history, economy, politics)
- Understanding Chinese culture (values, behaviors, habits, unwritten social rules)
- Practical aspects of daily living in China
- Special workshop for children / teenagers
- Working in China and with Chinese people: this can be done in depth or as overview

Teaching approach

In this interactive session, two qualified French trainers with long-term China experience will present relevant information for your personal work/life situation, and take time to discuss any specific questions and issues you may have had since your arrival in China.

Who should participate?

Any person/family having arrived in China within the last 12 months and wishing to make the transition to work and daily life smoother and faster.

For any information, please contact us.

Cours de Chinois (Mandarin course)

Vous venez d'arriver en en Chine, vous parlez peu ou pas du tout chinois et souhaitez vous adapter plus facilement à votre vie quotidienne? La communication à l'oral en chinois facilitera vos échanges quotidiens.

Vous recherchez actuellement un emploi et souhaitez avoir une démarche active en vous investissant dans l'apprentissage de la langue?

La CCIFC vous propose des cours de chinois de 3 niveaux différents dispensés par des formateurs chinois qualifiés, expérimentés (plusieurs années d'expérience en cours collectif) et parlant français.

Cette session semestrielle vous permettra d'acquérir les notions importantes en chinois, en bénéficiant de la dynamique et de l'émulation d'un groupe restreint. Vous vous initierez au chinois, acquerez les bases permettant notamment de faire face aux situations courantes de la vie quotidienne. Les aptitudes en expression écrite seront développées à titre secondaire et en fonction des attentes du groupe.

- **Niveau Débutant:** découverte totale de la langue chinoise.
- **Niveau Intermédiaire:** vous avez déjà participé à des cours (minimum 3 mois).
- **Niveau Avancé:** vous devez déjà être capable de suivre une conversation en chinois + reconnaissance de caractères.

Date	Février à Juin 2012 / Septembre à Décembre 2012
Time	15 séances de 3h, tous les samedis matin, de 10h à 13h
Price	4000 RMB/membre – 4500 RMB/non membre (ouvrages non inclus)
Language	Tous nos professeurs sont francophones
Number of participants	4 to 8

MS Excel Advanced Skills for Purchase and Supply Chain

Objectives and Content

- Making nice and practical inquiry forms
- Making a material purchase form with formula and data protection
- Making a supplier assessment form with automatically grading
- Creating and managing suppliers' archives
- Comparing suppliers credit grades and types by using PivotTable and chart
- Skills of Editing and auditing inventory management datasheet
- Management and statistics of inventory datasheet
- Order form criteria auditing and creating list
- Comprehensive analysis of data in purchase order form
- Totaling crucial commodity purchase data from each area
- Analyzing crucial commodity purchasing through charts
- Finding optimal purchasing scheme according to statistics of purchasing amount, purchasing quantity and purchasing cost

Date	June 4-5, 2012 / 2012 年 6 月 4-5 日
Time	2 consecutive days, from 9 am to 5 pm
Price	1600 RMB/Member – 1800 RMB/Non member including lectures, course materials and lunch
Language	Chinese 中文
Number of participants	3 to 12
Venue	7/F, 121 Yanping Road, Jingan District, Shanghai 上海市静安区延平路 121 号三和大厦 7 楼

MS Office Advanced Skills for HR

Objectives and Content

Based on human resource management, in consideration of HR requirements for professional application software, this course deals with HR daily management, information communication, data management, statistics, analysis, presentation and document security etc. The examples referenced in the course are taken from actual work of HR. They can help trainees master MS Office advanced skills for HR quickly to improve work efficiency.

Target Group

Staff from HR or related positions

Outline

- Creating long documents like “Employee Handbook”
- Creating Organization Chart
- Familiar with Templates of Common Documents
- Managing Mails by Applying Outlook Advanced functions
- Using Excel Controls to Design Questionnaires
- Calculating results Automatically
- Creating Standard Personnel Data List
- Using Conditional Formatting to Remind Users of Expiration of Contract
- Applying Functions to Calculate Length of Service and social insurance charges
- Managing salary and reward: Pay Grading Chart
- Performance assessment: analyze staff competence by using the Radar chart
- Expenses analysis: show expenses by using dynamic chart
- Training demands analysis by using the Bubble chart
- Protecting HR Confidential Information

Date	March 6-7/July 9-10, 2012 / 2012 年 3 月 6-7 日/7 月 9-10 日
Time	2 consecutive days, from 9 am to 5 pm
Price	1600 RMB/Member – 1800 RMB/Non member including lectures, course materials and lunch
Language	Chinese 中文
Number of participants	3 to 12
Venue	7/F, 121 Yanping Road, Jingan District, Shanghai 上海市静安区延平路 121 号三和大厦 7 楼

MS Excel Advanced Skills for Finance

Objectives and Content

Combining financial and accounting management with Excel technique, this course deals with designing accounting receipts and sheets used in accounts processing, making financial statements, analyzing enterprise expenses, budgets, reports and forecasting revenue, capital requirement, cost trend etc. It covers functions of Excel, such as format settings, financial analysis functions, data management and analysis, chart etc. and various practical operation skills. This will make it easier for trainees to improve Excel application skills.

Target Group

Financial and accounting staffs who are able to use Excel in practice. 能较熟练地使用 Excel 的财会人员

Outline

- Designing General Financial Receipts
- Making Accounts Processing Sheets
- Subtotaling and Analyzing Sales Revenues
- Analyzing Accounts Receivable and Accounts Payable
- Cost Analysis
- Making Financial Reports
- Financial Prediction and Trend Analysis
- Time Value of Money Capital
- Financial Budget Table
- Fixed Assets Calculation and Analysis
- Analysis on Investment and Production
- Planning (optional)

Date	June 18-19/November 19-20, 2012 / 2012 年 6 月 18-19 日/11 月 19-20 日
Time	2 consecutive days, from 9 am to 5 pm
Price	1600 RMB/Member – 1800 RMB/Non member including lectures, course materials and lunch
Language	Chinese 中文
Number of participants	3 to 12
Venue	7/F, 121 Yanping Road, Jingan District, Shanghai 上海市静安区延平路 121 号三和大厦 7 楼

Say it with Chart

Objectives and Content

- Time Comparison
- Item Comparison
- Special Setting for Axis and Scale
- Using Stack or Semitransparent Effects For Data Series
- Using Auxiliary and Reference Lines For Data Series
- Share Analysis
- Extracting Local Data
- Multi-share Analysis
- Trend Analysis
- Multidimensional Comparison , Multivariate Analysis
- Relevance Analysis
- Forecasting: Using Trendline
- Reflecting Uncertainty: Using Error Bars
- Using and Creating Custom Types of Chart
- Using Function to Carry Out Dynamic Charts
- Using Controls for Chart Effects
- Case Study on Special Charts

Date	April 19/October 17, 2012 / 2012 年 4 月 19 日/10 月 17 日
Time	From 9 am to 5 pm
Price	800 RMB/Member – 1000 RMB/Non member including lectures, course materials and lunch
Language	Chinese 中文
Number of participants	3 to 12
Venue	7/F, 121 Yanping Road, Jingan District, Shanghai 上海市静安区延平路 121 号三和大厦 7 楼

Successful Design with MS PowerPoint

Objectives and Content

- Principles of making PPT presentations
- Review of PPT presentation samples
- How to organize content
- Pattern, style and layout of slides
- Color principles and usage
- Chart variation and combination
- Vivid visual graphics
- Advanced animation design
- Multimedia technology
- A Successful presentation

Target Group

People from executive, marketing, HR, customer service, engineering, secretarial and other departments who have advanced skills in the use of PowerPoint.

Date	March 15/ August 22, 2012 / 2012 年 3 月 15 日/8 月 22 日
Time	From 9 am to 5 pm
Price	800 RMB/Member – 1000 RMB/Non member including lectures, course materials and lunch
Language	Chinese 中文
Number of participants	3 to 12
Venue	7/F, 121 Yanping Road, Jingan District, Shanghai 上海市静安区延平路 121 号三和大厦 7 楼

Working Smart with MS PowerPoint 2007 / 2010

Objectives and Content

- Learn useful tips for PowerPoint
- Working with themes and master
- Working with graphic, table and chart
- Working with PowerPoint animation
- Working with PowerPoint advanced slide show

Target Group

People from executive, marketing, HR, customer service, engineering, secretarial and other departments who want advanced PowerPoint skills.

Outline

- Add, format, and correct text
- Work with SmartArt
- Modify graphic object
- View and manage slide
- Run a slide show
- Work with multimedia and animation
- Master and Themes
- Table and Chart
- Share information with other softwares
- Create enhanced slide show

Date	March 13-14/August 20-21, 2012 / 2012 年 3 月 13-14 日/8 月 20-21 日
Time	2 consecutive days, from 9 am to 5 pm
Price	1200 RMB/Member – 1400 RMB/Non member including lectures, course materials and lunch
Language	Chinese 中文
Number of participants	3 to 12
Venue	7/F, 121 Yanping Road, Jingan District, Shanghai 上海市静安区延平路 121 号三和大厦 7 楼

Working Smart with MS PowerPoint 2003

Objectives and Content

- Learn useful tips for PowerPoint
- Working with template and master
- Working with graphic, table and chart
- Working with PowerPoint animation
- Working with PowerPoint advanced slide show

Target Group

People from executive, marketing, HR, customer service, engineering, secretarial and other departments who want advanced PowerPoint skills.

Outline

- Add, format, and correct text.
- Create graphic objects.
- Modify graphic objects.
- View and manage slides.
- Run a slide show.
- Work with multimedia.
- Work with Masters.
- Table and Chart
- Share information.
- Create enhanced slide shows.
- Customize toolbars and menus.

Date	April 2-3/November 8-9, 2012 / 2012 年 4 月 2-3 日/11 月 8-9 日
Time	2 consecutive days, from 9 am to 5 pm
Price	1200 RMB/Member – 1400 RMB/Non member including lectures, course materials and lunch
Language	Chinese 中文
Number of participants	3 to 12
Venue	7/F, 121 Yanping Road, Jingan District, Shanghai 上海市静安区延平路 121 号三和大厦 7 楼

Working Smart with MS Word

Objectives and Content

- Learn useful tips for Word
- Working with style and Section
- Working with graphic and table
- Processing Long Document
- Working together with the colleagues

Target Group

Employees from executive, marketing, HR, customer service, engineering, secretarial and other departments who want to improve their Word skills.

Outline

- Advanced Formatting Font and Paragraph
- Background, Theme and Framet.
- Processing Picture
- Designing Document Layout
- Set Up Tabs and Setting Columns as Newspaper
- Advanced Apply of Section
- Advanced Apply of Style
- Easy Quality of Table
- Tracking Different Versions
- Limiting Permissions of Visit Document
- Creating Table of Contents and Index
- Working with Master Document and Subdocument
- Adding Comment or Tracking Changes
- Mail Merge
- Macro Introduction and Customize toolbars

Date	April 9th – 10th /August 8th – 9th 2012
Time	2 consecutive days, from 9 am to 5 pm
Price	1200 RMB/Member – 1400 RMB/Non member including lectures, course materials and lunch
Language	Chinese 中文
Number of participants	3 to 12
Venue	7/F, 121 Yanping Road, Jingan District, Shanghai 上海市静安区延平路 121 号三和大厦 7 楼

Working Smart with MS Excel 2003

Objectives and Content

- Use Validation to reduce error input
- Use Conditional Format in worksheet
- Making Charts
- Use common Functions
- Various Sort in list
- Automatic Filter and advanced Filter
- Use Subtotals to summarize data
- Analyze data by using PivotTable
- Consolidate data from multiple worksheets
- Protect worksheet and workbook
- Import and export data
- Record and run Macro

Target Group

Users from executive, marketing, HR, customer service, engineering, secretarial and other departments or people who have had basic knowledge of Notes and hope to be improved.

Date	April 16-17/August 23-24, 2012 / 2012 年 4 月 16-17 日/8 月 23-24 日
Time	2 consecutive days, from 9 am to 5 pm
Price	1200 RMB/Member – 1400 RMB/Non member including lectures, course materials and lunch
Language	Chinese 中文
Number of participants	3 to 12
Venue	7/F, 121 Yanping Road, Jingan District, Shanghai 上海市静安区延平路 121 号三和大厦 7 楼

Working Smart with MS Excel 2007 / 2010

Objectives and Content

- Use Validation to reduce error input
- Use Conditional Format in worksheet
- Making Charts
- Use common Functions
- Various Sort in list
- Automatic Filter and advanced Filter
- Use Subtotals to summarize data
- Analyze data by using PivotTable
- Consolidate data from multiple worksheets
- Protect worksheet and workbook
- Import and export data
- Record and run Macro

Date	May 15-16/September 18-19, 2012 / 2012 年 5 月 15-16 日/9 月 18-19 日
Time	2 consecutive days, from 9 am to 5 pm
Price	1200 RMB/Member – 1400 RMB/Non member including lectures, course materials and lunch
Language	Chinese 中文
Number of participants	3 to 12
Venue	7/F, 121 Yanping Road, Jingan District, Shanghai 上海市静安区延平路 121 号三和大厦 7 楼

Working Smart with MS Project

Objectives and Content

- Defining Project Information.
- Creating Outline structure (WBS)
- Setup Task Constraint and Relationship.
- Defining Calendar and scheduling
- Formatting Gantt Chart.
- Page setup and printing.
- Using Network Diagram.
- Creating Resource pool.
- Assigning Resource.
- Defining Task Type and Effort-driven.
- Resolving Resource conflicts.
- Set up Baseline
- Tracking Project progress.
- Cost Management
- Import and export information.
- Using multiple Projects.

Target Group

Project manager, project team members and other concerned company staffs

Date	May 21-22/September 24-25, 2012 / 2012 年 5 月 21-22 日/9 月 24-25 日
Time	2 consecutive days, from 9 am to 5 pm
Price	1600 RMB/Member – 1800 RMB/Non member including lectures, course materials and lunch
Language	Chinese 中文
Number of participants	3 to 12
Venue	7/F, 121 Yanping Road, Jingan District, Shanghai 上海市静安区延平路 121 号三和大厦 7 楼

Working Smart with Lotus Notes

Objectives and Content

- Apply the mail system of Notes
- Apply address list, personal schedule, meetings
- Apply list and Manage Notes by using database

Outline

- Setting Notes Workstation
 - Notes Interface Preferences
 - Securing Notes Workstation
- Applying the Mail System of Notes
 - Using Mail Database
 - Reading and Managing Mail Documents
 - Creating Mail Rules
- Managing Address List
 - Adding Communication Records
 - Using Mail Group
- Applying Calendar and Personal Schedule
- Scheduling Meetings
 - Creating Meeting Invitations
 - Find Free Time
 - Reserving a Room and Its Resources
 - Responding to Meeting Invitations
 - Canceling and Rescheduling a Meeting
- Basic Appliance of Notes Database
 - Creating and Managing Database
 - Displaying and Amending Database Documents
 - User View and Folder Management
- Applying Notes Minder Groupware

Date	June 25/December 3, 2012 / 2012 年 6 月 25 日/12 月 3 日
Time	From 9 am to 5 pm
Price	800 RMB/Member – 1000 RMB/Non member including lectures, course materials and lunch
Language	Chinese 中文
Number of participants	3 to 12
Venue	7/F, 121 Yanping Road, Jingan District, Shanghai 上海市静安区延平路 121 号三和大厦 7 楼

Efficient Management with MS Outlook

Objectives and Content

- Apply Outlook intelligent mail system
- Effectively manage mails and contacts
- Effectively manage personal schedule, group agenda, meeting scheduling and progress controlling etc.

Target Group

Users from executive, marketing, HR, customer service, engineering, secretarial and other departments, people who have little experience in using MS Outlook and hope to be improved.

Outline

- Efficient transaction management methods
- Extracting important information as well as refusing spam
- Creating Signature and Sending a vCard
- Manage Junk Email
- Create Search Folders, Use Rss Feed
- Create Rules, Archive Messages
- Delegate Access to Floders
- Access Another User's Floders
- Tracking the results of work in an orderly
- Vote to E-Mail, Automatic Statistical Results
- Assign a task to Someone Else
- Track Work Activities Using Journal
- Use Notes to Record or Memorandum
- Managing agenda and contacts
- Automatically for a specific color of the appointments or meetings
- Use 'Personal Distribution List', Export
- Contacts
- Plan a Meeting or a Task with Contacts
- Arranging meeting
- Schedule a Meeting
- Set Events
- Print Schedule
- Case: GTD transaction management

Date	May 14/November 5, 2012 / 2012 年 5 月 14 日/11 月 5 日
Time	From 9 am to 5 pm
Price	1600 RMB/Member – 1800 RMB/Non member including lectures, course materials and lunch
Language	Chinese 中文
Venue	7/F, 121 Yanping Road, Jingan District, Shanghai 上海市静安区延平路 121 号三和大厦 7 楼

Time Management - Getting more done with less stress

Managing time effectively is more important than ever as the speed and quantity of information sharing across the globe never stops increasing.

This training course helps employees and managers understand the value of time and how to use it wisely to achieve the goals that really matter.

Benefits

- Set goals and define priorities
- Plan their time effectively to achieve their goals
- Swap ineffective habits for productive ones
- Discover practical ways to save time

Outline

Morning

- Time management makes all the difference
 - Realise the value of your time
 - Understand how you spend your time
 - Identify time wasters
- Prioritising, planning and scheduling
 - Set SMART goals
 - Analyse and define your priorities
 - 3 keys to effective planning
- Processing information
 - Best practice to process e-mail / paperwork
 - Best practice for efficient filing / tickler files

Afternoon

- Better self-management
 - Be on time
 - Overcome procrastination
 - Resist multi-tasking
- More efficient interactions with others
 - Learn to say no
 - Handle interruptions
 - Delegate better
 - Improve your meetings
 - Communicate strategically
- Continuous improvement
 - Personal strengths and weaknesses
 - Personal action plan

Training style

The training is interactive and based on experiential learning techniques with high involvement of the participants (role-plays, group assignments, discussions, games and exercises) to ensure that they understand, practice and remember the new tools and skills, and can apply them to their real jobs.

Who should participate?

Any employee, manager or team leader who wants to increase their personal effectiveness

Date	February 28 / May 24 / August 30 / November 6
Time	From 9 am to 5 pm
Price	2500 RMB/Member – 3000 RMB/Non member Fee includes lectures, course materials, lunch
Language	English
Number of participants	4 to 12

ethics@e-mails

Key learning

Though it resembles its paper-based cousin, electronic mail has its own characteristics. It combines a conversational style with a written form. As a consequence, it suffers from problems of misinterpretation. This seminar aims at getting better results using written messages in business communication. The goal is to help you well understood by your audience and make sure your messages well received and acted upon.

Benefits

- Get your written message across clearly
- Write accurately and professionally

Contents

- Identify your audience and adapt your message
- Grab reader's attention
- Try some empathy
- Create outlines
- Use simple language
- Constructing the e-mail
- Identifying key points to be highlighting

Date	2nd week of October (to be defined)
Time	1/2 Day – 9 am to 1 pm
Price	Member: 1200; Non member: 1700 Fee includes lectures, course materials, lunch
Language	English
Number of participants	5 to 12

Developing, Implementing and Using KPIs (Key Performance Indicators)

Has your organization encountered the following issues? All departments are busily managing daily operations but yet the overall corporate performance has not improved, or Management spends lots of time in reading reports but still cannot identify root causes to operational problems? Long-term goals and business strategies are in place but not effectively implemented down to departmental level!

An effective performance management tool can help organizations communicate corporate policies, clarify responsibilities of departments and transform strategic directives into Key Performance Indicators (KPIs) in different perspectives. Through cascading of corporate directives, corporate strategies can be transformed into actionable tasks that enable systematic assessment on corporate and departmental performance and alignment with corporate strategies.

Key objectives and takeaways

- Learn on the latest methods and developments of performance management in Asia
- Show how key performance indicators can work in best practice settings and reflect the highest and most efficient instance knowledge or intelligence about a company's operations and their impact on finances
- Share professional's views on the current practices in Asia from various industries for Key Performance Indicators management

Outline

- Morning: Introduction to Performance Management
 - The Performance Management Concept
 - Financial vs. Non-financial Measures
 - Format and Components of Performance Management Setting
 - Correlations among Annual Objectives, KPIs, Quantifiable Targets and Action Plan
 - Integration of Performance Management System with Other Management Tools
- Afternoon: KPI Settings Step-by-step
 - Good vs. Bad KPIs
 - Result-oriented vs. Activity-based KPIs
 - Balancing Your KPI Settings
 - KPI Examples for Corporate in Different Industries
 - Adopting KPI Setting as a Strategic Management Tool
 - The Vertical and Horizontal Alignment of Corporate and Departmental KPIs
 - Rules of Setting Quantifiable Targets
 - Common Errors in Objective & KPI Setting
 - The Reporting Format of Corporate & Divisional Performance.

Who should participate?

This seminar is designed for people who want to design and implement KPIs within their organizations, including:

- Finance Director, CFO or Financial Controller.
- Practitioner who delivers monthly reporting to clients.
- Accounting Technician.
- Corporate Service Manager to whom the accounting team reports.
- Management and Financial Accountant responsible for reporting.

Date	March 2 nd 2012
Time	From 9 am to 5 pm
Price	Member: 2700; Non member: 3200 Fee includes lectures, course materials, lunch
Language	English
Number of participants	5 to 12

Conflict Management Skills for Managers

Objectives and Content

Attitude towards conflict and ways to handle conflict (or avoiding it) greatly influence communication and team behavior and management and leadership style of individuals and teams, it strongly shapes leadership effectiveness and team performance and has an enormous influence upon group dynamics. This training strengthens self-awareness, builds management and leadership skills and shows how individuals and teams can work together more constructively and effectively.

Main courses include

- Leadership for Expert Managers: How to lead local Personnel;
- Intercultural Training for Chinese Managers: Understanding Western Business Culture;
- Conflict Management and Resolution;
- Working Effectively as Cross-Functional Team;
- Developing an Accountability System;
- Effective Team Leadership;
- Facilitative Leadership Skills;
- Coaching Skills for Leaders;
- Corporate Culture Workshop;
- Business Administration: Integrated Business Management of a Manufacturing Enterprise (Board-Based Simulation);

Target Group

Managers and supervisors without prior training in conflict management.

Outline

- Introduction
- Completing the Thomas-Kilmann Conflict Mode Instrument (TKI)
- Introduction to the Five Conflict-Handling Modes
- Understanding the Five Conflict-Handling Modes
- Reading Conflict Situations
- When to use which Style
- What is the best Way to handle Conflict?
- Reviewing Individual Style
- Resolving Conflict
- Team Conflict Styles and Problem Solving
- Action Plan, Final Discussion

Date	March 13-14/September 6-7, 2012 / 2012 年 3 月 13-14 日/9 月 6-7 日
Time	2 consecutive days, from 9 am to 5 pm
Price	Member: 4000; Non member: 4200 Fee includes lectures, course materials, lunch
Language	English
Number of participants	5 to 12

Executive Assistant – 2 consecutive days + 1 day workshop

At the advanced levels, the executive assistant who support senior management needs to be professional, discreet, well aware of the company's environment, possess strong written and verbal communication skills, maintain and improve an efficient organization, show constant initiative, etc! In short, they have to be able to multitask. This course proposes methods for handling and enhances an always much needed job!

Benefits

You will learn to:

- Clarify your position within the company
- Apprehend better your company's environment
- Increase your contribution to the team
- Understand and meet the expectations of your western manager
- Enhance your written and verbal communication
- Improve your time management and organization skills
- And develop new tools to achieve your goals.

Outline

- Your position in the Company: work "with" your manager
 - Your role as an executive assistant
 - Skills and quality needed
 - Know the pulse of your department / your company
 - How to enhance your job
- Time and task management
 - Strategically direct the flow of information
- Increase your contribution to the team with increased efficiency
- Schedule and organise an event
- Communication management
 - Verbal communication
 - Business writing
- Study case: one hour presentation / 30 minutes presentation - half day test

Teaching approach

The course is based on a practical approach, with down-to-earth tools and tips, individual exercises and realistic group case studies: how to organize a company event, gather and dispatch useful information, write a newsletter, deal with urgent and contradictory actions, give a oral presentation of the company business, etc.

Who should participate?

Executive assistants of senior management or assistants who wish to enhance their job, office manager, and assistants in communication or marketing department.

Date	March 20-21 + April 10 / May 26-27+June 5 / September 18-19+27 / December 6-7 +12
Time	2 consecutive days course + 1 day workshop, from 9 am to 5 pm
Price	6000 RMB/Member – 6500 RMB/Non member including lectures, course materials, breakfasts, lunch
Language	English
Number of participants	5 to 12

How to be a Professional Employee

Objectives and Content

Enhance employee professional attributes, and help them to improve practical skills

- Understand more about self-position/role
- Enhance one's sense of responsibility and positive attitude
- Improve one's professional attributes and competency

Outline

Key points to be professional

- Whom am I working for ?
- Important five attributes and proactive actions
- Rationally handle Job hopping lure

Achievable target and excellent plan

- Am I really clear about the "Target(s)"?
- Factors of a good plan
- Professional written and oral briefing and reports

Constructive Relationship with Your peers

- Interpersonal skills
- Managing the competition between colleagues
- Tips to the harmonious connection

Time Management

- Clarifying your priority rank
- First things first
- Practical tools & skills

Business Etiquette

- Your personal appearance and dress style
- Communication approach and body language
- Role play

Date	May 22-23, 2012 / 2012 年 5 月 22-23 日
Time	2 consecutive days, from 9 am to 5 pm
Price	4000 RMB/Member – 4200 RMB/Non member including lectures, course materials and lunch
Language	Chinese 中文
Venue	Novotel Shanghai Atlantis / 上海海神诺富特大酒店

How to be a Professional Receptionist

Objectives and Content

The role of the receptionist is of paramount importance for creating the right image for an organization. "You don't get a second chance to make a first impression" has never been so perfectly true than with regard to the role of the modern receptionist. Today, receptionists are being asked to take on new roles and responsibilities in order to add value to an organization. This course examines the role of the receptionist and gives practical tips and advice so that you can fulfill your job in a professional way and perform at your best.

Target Group

Newly appointed Receptionists, or experienced Receptionists who want to benefit from continuing development and improvement of their existing skills.

Outline

- How to make the first impression in the right way
- Meeting and greeting visitors
- Effective communication: verbal and non-verbal communication, sending and receiving messages
- Questioning techniques to understand a caller's/visitor's requirements
- Telephone etiquette: best practice in taking and transferring a call
- Dealing with difficult situations and people
- Handling complaints: tips for controlling yourself
- Managing a computer, e-mail and documents

Date	May 15-16/September 25-26, 2012 / 2012 年 5 月 15-16 日/9 月 25-26 日
Time	2 consecutive days, from 9 am to 5 pm
Price	3800 RMB/Member – 4000 RMB/Non member including lectures, course materials and lunch
Language	Chinese 中文
Venue	Novotel Shanghai Atlantis / 上海海神诺富特大酒店

Strategic Financial Management

Objectives

- Understand better the role of finance and why it is important and communicate financial objectives
- Learn the basic concepts of finance and read financial statements;
- Learn the financial tools that can be used for the company to improve financial performance on short term and long term basis (investment analysis, financial analysis, accounting for transactions, cash flows...)
- Identify value-creation initiatives and make financial decisions
- Develop action plans to improve financial performance
- Understanding the impact of cultural differences on financial management practices
- Exploring strategies to facilitating a "value creation" mindset and work more proactively with the finance function
- Creating a common "finance" language then facilitating communication between cross cultural teams

Outline

Day One

- 1. The strategic role of finance:
 - How do companies succeed in finance?
 - Liquidity, profitability and risk.
 - Value creation concepts.
 - Working closely with the finance function.
- 2. The value creation formula:
 - ROCE.
 - Cost of Capital.
 - Capital structure.
 - Economic Value Added®.
- 3. Tools & techniques for financial management:
 - Reading financial statements.
 - Looking at beyond the numbers: the most common pitfalls.
 - Identifying value drivers and key performance ratios.
 - Identifying the strengths and weaknesses and making action plans.
 - Managing working capital.
 - Managing liquidity
 - Free cash flows.
- 4. How to measure value creation?
 - Net Present Value.

Day Two

- 5. Performing NPV calculations and investment analysis.
 - Cash flow forecasting.
 - Pro-forma statements.
 - Evaluating the worth of a project
 - Return on Investment (ROI) and Payback Period
 - Discounted cash flow (DCF), Present Value (PV)
- 6. Cost and management accounting
 - Managing a profit center or cost center
 - Absorption, marginal and activity-based costing
 - Estimating project duration and future cost
- 7. Creating managers can create shareholder value: final review
 - Presentation of case (simulation).

In order to achieve this objective, the training will include the tools and techniques for:

- understanding the basic concepts of finance and the financial constraints on the firm
- reading and interpreting financial statements (making them 'meaningful')
- calculating performance ratios
- estimating working capital requirements
- calculating impacts of operational decisions and target plans on financial results and liquidity
- compiling budgets and costs and calculating contributions and variations
- evaluating projects and estimating net present values
- creating cash flow forecasts
- performing company valuations based on realization of operation target plans

Who should participate?

- Directors
- General managers
- Managers with responsibilities of financial targets
- Senior and medium level non-financial management

Date	April 17-18, 2012
Time	2 consecutive days, from 9 am to 5 pm
Price	4000 RMB/Member – 4500 RMB/Non member including lectures, course materials and lunch
Language	English
Number of participants	5 to 12

Project Cost Controlling

Objectives

During this course you will learn the skills you need to effectively establish and manage a realistic schedule and detailed project budget using a variety of tools that will ensure that your project is delivered on time and within budget.

Outline

- Introduction to Schedule and Cost Management
- Project Management & Program Management
- Essential Schedule and Cost Terminology
- Project Constraints
- Scope and Schedule Development
- Scope Planning, Definition, Decomposition
- Schedule Development
- Building the Project Network Diagram
- Critical Chain
- Developing a Gantt Chart
- Schedule Considerations
- Resource Planning
- Resource Planning Considerations
- Estimating Activity Resources
- Planning and Loading Resources
- Identifying Roles and Responsibilities
- Loading & Leveling Resources
- Cost Planning
- Cost Management Plan
- Categorizing Costs
- Cost Estimating for Projects
- Common Eliminating Techniques
- Additional Estimating Techniques
- Compensation
- Cost Accounting and Budgeting
- Corporate Accounting: The General Ledger
- Project Cost Estimating
- Summarizing the Differences
- Project Budgets
- Budgeting Responsibilities
- Steps to a General Budget
- Controlling the Schedule and Budget
- Creating a Baseline Plan
- Establishing Project Milestones
- Developing a Project Control Process
- Tools for Project Control
- Strategies and Processes for Project Control

Date	July 12&13, 2012
Time	2 consecutive days, from 9 am to 5 pm
Price	4000 RMB/Member – 4500 RMB/Non member including lectures, course materials and lunch
Language	English
Number of participants	5 to 12

Talent landscape and recruiting of key position in China

Objectives and Content

To search and find suitable candidates for key positions is vital for corporations especially in highly dynamic labor markets as in China. This training will provide information about the talent landscape of critical-to-success qualification profiles regarding technical or managerial/leadership positions. Traditional as well as new ways to find and meet talents in social media will be explained. Suitable selection tools will be presented and practiced to assure sustainable talent supply, so HR Selection can keep pace with the business speed of corporations.

Target Group

HR Executives and strategic Decision makers of SME's and large sized corporations.

Outline

- Talent demographics and outlook in China
- Recent changes of HR recruiting
- Attractiveness factors of foreign employers towards young Chinese talents
- New channels to find, meet and to communicate to younger talents
- Selection Tools and their suitability for technical or managerial positions
- Interviews
- Reference Checks
- Psychometrics
- Work samples
- Management Audits
- Assessment Centers
- Return on Selection Investments
- Case studies for technical positions
- Case studies for managerial positions
- Wrap-Up

Date	March 9, 2012 / 2012 年 3 月 9 日
Time	From 9 am to 5 pm
Price	2000 RMB/Member – 2200 RMB/Non member including lectures, course materials and lunch
Language	English 英文
Venue	Novotel Shanghai Atlantis / 上海海神诺富特大酒店

Retention Management for foreign companies in China

Objectives and Content

Due to the highly dynamic characteristics of the Chinese labor market, retention management is one of the most challenging tasks for HR decision makers. This training will therefore take a closer look at retention management that really works in China. Examples of retention programs and measures with a positive impact on turnover rates of foreign small and medium size companies will be explained and practiced.

Target Group

HR Executives and strategic Decision makers of SME's and large sized corporations or governmental organizations.

Outline

- Commitment factors in different cultures and dual commitment inside global players
- Retention program practice of foreign companies in China
- Characteristics, suitability and outcome of different retention program modules
- Retention program implementation stages
- Identification of employee satisfaction
- Goal setting and program definition
- Implementation phases
- Outcome control and adjustments
- Case study: Retention in smaller foreign companies
- Case study: Retention in medium size and larger companies
- Wrap-Up

Date	April 20, 2012 / 2012 年 4 月 20 日
Time	From 9 am to 5 pm
Price	2000 RMB/Member – 2200 RMB/Non member including lectures, course materials and lunch
Language	English 英文
Venue	Novotel Shanghai Atlantis / 上海海神诺富特大酒店

Hiring for Success: Behavioral Interview Techniques

Objectives and Content

Published research study and practice have proved the effectiveness of behavioral interview. However, very few organizations are very good at it. This program is designed based on Dr.Janz's widely distributed book on Behavior Description Interviewing, and provides a set behavioral interview skills and various kinds of skill practices.

Target Group

All HR functions and HR oriented people.

Outline

- The Recruitment and Selection Process
- 3 Levels of Factors in the Hiring Process
- Analyzing the cost of hiring an employee
- Performing a job analysis and writing a position profile.
- Various ways to determine what technical and performance skills the candidate will need.
- Finding Candidates
- 10 tests for advertising guidelines
- Screening Resumes
- Performance Assessment
- Problems Recruiters Face
- Interviewing Barriers
- Non-verbal Communication
- Using different types of interviews Questions and behavior interview methods (A.S.K. model)
- Case Study-Harvard Business Review: SG Cowen
- Traditional vs. Behavior Interviews
- The Critical Incident Technique
- Listening for Answers
- Handling Difficult Applicants
- Interview Preparation and Format
- Other Interview Techniques
- Scoring Responses
- Checking References
- Human Rights
- Skills Application
- Pre-Assignment Review

Date	April 24-25/November 1-2, 2012 / 2012 年 4 月 24-25 日/11 月 1-2 日
Time	2 consecutive days, from 9 am to 5 pm
Price	4000 RMB/Member – 4200 RMB/Non member including lectures, course materials and lunch
Language	Chinese 中文
Venue	Novotel Shanghai Atlantis / 上海海神诺富特大酒店

Human Resource Management for non-HR Professionals

Objectives and Content

This Program breaks down into two categories. Tangibly, participants will receive a manual, customizable employee handbook, and all the forms necessary to manage the human resources function at their companies. This alone is worth the “price of admission. Even more valuable is the intangible benefit; the confidence to handle existing HR issues with conviction, and the ability to foresee and resolve other matters, make appropriate recommendations and take the proper course of action.

Target Group

This course is designed especially for Team Leaders, Line Managers and Senior Managers who are keen to achieve better effectiveness in recruiting, motivating and managing a valuable team.

Outline

- Managing Human Resources Today?
- Personnel Planning and Recruitment
- Testing and Selecting Employees
- Training and Development Employees
- Performance Management and Appraisal
- Compensating Employees
- Managing Labor Relations and Collective Bargaining
- Ethics and Fair Treatment in Human Resource Management
- Protecting Safety and Health

Date	August 23-24, 2012 / 2012 年 8 月 23-24 日
Time	2 consecutive days, from 9 am to 5 pm
Price	4000 RMB/Member – 4200 RMB/Non member including lectures, course materials and lunch
Language	Chinese 中文
Venue	Novotel Shanghai Atlantis / 上海海神诺富特大酒店

Shopper and Buyer: Essential Selling Skills

“As a successful sales professional, you should always be looking for ways to improve your skills and enhance your sales results.”

We look forward to working with you over two days to help build your strengths, add to your skills, and have a great time in the process.

Day 1 - Shopper or buyer

Key learning

This course will equip enthusiastic salespeople with the skills necessary to return high sales-to-calls ratios and ensure their place as highly valued deal closers and relationship builders.

Benefits

- You will increase your sales performance.
- You will feel more capable and confident in challenging sales situations.
- You will be able to work more effectively with other sales team members via consistent work practices and aligned efforts.

Program Objectives

After participating in this program, you will be better able to

- Create a positive First Impression
- Uncover key Buying Criteria
- Turn buyers' likes and dislikes to your advantage
- Demonstrate why your product is better
- Evaluate and improve your own performance

Day 2 - Hook the Loop

Key learning

We recognize that salespeople sometimes run into challenging questions from difficult buyers. This module will prepare you to answer those questions professionally and delicately as to please the client.

Benefits

- Confidently respond to a buyer's objection
- Consistently move the buyer toward a commitment to purchase
- Be able to close the deals
- Evaluate your own performance

Program Objectives

After participating in this program, you will be better able to

- Respond with Confidence to buyer's objections
- Consistently move more buyers towards commitment to purchase
- Evaluate and improve your own performance

Contents

- The Five Buying Needs
- Using Features to your Advantage
- Tune In
 - Starting well
 - Complete introductions
 - State call purpose
 - Build rapport
- Explore Needs
 - Why do people buy?
 - Three kinds of questions
 - Discover competitors
 - Listening
- Enlarge Needs
 - Going deeper
 - Clarify implications
 - Highlight benefits
- Match Needs
 - Match needs with features
 - Summarize needs and wants

Who should participate?

This workshop is for anyone wishing to improve their sales skills.

For any information, please contact us.

Contents

- How to dissolve resistance?
 - Learning to love resistance
 - Our most common objections
 - Acknowledge concern
 - Assess validity
 - Answer appropriately
 - Handling price objections
- How to Gain Commitment?
 - It pays to ask
 - Propose the next step
 - Confirm an agreement
 - Always end on positive note
 - Commit to action

One for you – One for me: Negotiation Skills

During the next two days you will get a clear picture of your strengths and opportunities for improvement, you will gain new skills and learn how to become a master negotiator.

Key Learning

Effective negotiations skills help improve your business and client satisfaction while simultaneously creating a “win-win” feeling for both you and the client.

Benefits

- You will enjoy negotiating more, even in challenging situations.
- You will learn how to use language to give you more power.
- You will get better results, both in professional negotiations and in personal life.

Programs objectives

- Establish Control of negotiation by using systematic process
- Trade currencies without unnecessary giveaways
- Defend your position when challenged

Contents

Day 1

- Introduction
 - What is Negotiation?
- The Negotiation Process
- Planning
 - Steps of Planning
 - Objectives and Needs
 - Common Interests

Day 2

- Positioning
 - Steps of Positioning
 - Challenging the Other’s Position
 - Sources of Power
- Trading
 - Steps of Trading
 - Making Proposals
 - Receiving Proposals & Handling Demands
- Contracting
 - Steps of Contracting
 - Behaviors that Help
 - Behaviors that Hinder
- Commit to Action

Who should participate?

This workshop is for anyone wishing to improve their sales skills.

For any information, please contact us.

Basic Marketing Concept and Account Management

Most markets and industries are operating in an increasingly crowded market space. For many, the option of further reducing price to compete is simply not an option. Survival in today's market place is dependent on many more elements than price alone. You have to be able to differentiate yourself and your products and services to survive. In a message overloaded market place...your messages have to cut through. If you can't compel, you won't sell. Learn how the best influence their prospects and how they win and retain Key Account business. Learn step-by-step strategies for getting the attention of decision makers and start winning more business now!

Objectives

Delegates attending this course will:

- Learn how to grow your sales volumes and Key Account business quickly and effectively
- Learn what really counts in the sales process and understand how Key Account decision makers are motivated to make their decisions
- Understand the importance of personal as well as product/service differentiation and win the business
- Develop strategies for managing "difficult" and "demanding" clients behavior
- Learn how to engage and compel your key customers to buy from you
- Learn techniques to influence and persuade
- What is added value and why is this so often confused with reducing margins?
- Identifying value drivers

Day 1 - Marketing Skills Development

"Marketing is a collection of processes for creating and delivering value for customers and controlling customer relationships that are in favor of your organization."

Key learning

We want to make sure **you have a firm grasp of marketing** from the beginning steps to advanced levels of the trade. We can show you how to effectively market your product and improve your relationships all in this comprehensive marketing module.

Benefits

- Understanding the market context that you are in
- Adapt yourself to market dynamics
- Play a major role in market transactions

Day 2 - Account Management

"Making a sale once is easy but maintaining that account and successfully having that client come back again and again is the hardest part."

Key learning

We've designed a program that will **help you build relationships with your accounts** whether they are large or small. With our exceptional organizational and analytical techniques you will see and increased ROI and improved relationships with your clients.

Benefits

- Confidently respond to a buyer's objection
- Consistently move the buyer toward a commitment to purchase
- Be able to close the deals
- Evaluate your own performance

Contents

- Defining Marketing
- Company's Analysis: Internal/External
- Organizational Improvements
- Marketing Mix: 4 P's
- Marketing Strategies and Tools
- Defining Target Groups & Customer Analysis
- Sales, Media & Customer Satisfaction
- Business Growth Strategies
- Five Competitive Forces
- Value of Attractiveness of an Industry

Who should participate?

This workshop is for anyone wishing to improve their sales skills.

For any information, please contact us.

Contents

- Amount of accounts that individual sales people have
 - How many of them are top productive accounts?
 - How are the accounts distributed?
- Consider the sales pipeline
- A minimum of three months sales calls action plan for the individual sales professional

Effective Non-Verbal and Verbal communication in Customer Service / 客户服务中的语言交流技巧&非语言交流技巧

Improve your customer service skills for more sales revenue / 提高你的客户服务技能，从而增加销售业绩

Why do your customer service staffs need this training? 为什么你的客服人员需要这项培训?

How often do you wonder why your staffs just cannot provide that kind of customer service the customers and the management expect? How often do you think that you have tried everything to train your staffs and nothing seemed working?

你是否经常慨叹，你的员工问什么就是不能提供让顾客和管理层满意的服务呢？你是否已经尝试了各种方法培训他们，但感觉收效甚微呢？

Then you should send your customer service staffs to this training. CCIFC offers a training session on effective nonverbal and verbal communication to improve sales result.

那么，你应该让你的客服人员报名参加本项培训。中国法国工商会开展关于如何运用有效的语言及非语言交流技巧来提高销售业绩的培训课程。

Objectives

Study the impact of grooming in customer service 学习妆容在客户服务中的作用

Create rapport with your customer through non verbal communication 用非语言交流创造和客户的良好关系

Make an impression on your customer and sustain it 给你的客户留下良好且持久的印象

Engage the customer with the right verbal communication 正确的语言交流引导客户

Benefits

After a powerful visual demonstration of the impact of grooming on customers, we assure you that the participants will have an elevated and long-lasting understanding of the importance of grooming

通过视觉效果强烈的就妆容形象对客户影响的展示，立即且持续地提升参与者在妆容形象对客户影响上的理解

Then we will concentrate on a few issues in the area of non-verbal communication. They will be able to enhance their words by the appropriate facial expressions and body gestures. Customers will feel more engaged and more likely to take the advices given by the staff

然后我们关注非语言交流（面部表情和肢体语言）如何增强语言的力量，以使顾客更可能接受销售人员的建议

We will examine how people talk and train some special techniques to improve the weight of our words. The participants will learn the decency and sophistication of conversation. The customers will feel more engaged and more likely to tell of their needs and concerns.

文雅礼貌的对话交流方式，可以加强你的字句的分量，并使顾客更愿意袒露其需要和担忧

Finally, we will put improved VC and NVC skills in practice in two key steps which are vital in making a lasting impression – welcome and farewell.

最后，我们把语言交流和非语言交流结合，实际应用于创造长久印象的至关重要的两个环节—欢迎和送别

Contents

Impact of grooming on perceived professionalism in customer service 在客户服务中，妆容对职业性的作用

Non-Verbal Communication skills (NVC) 非语言交流

- Smile 微笑
- Eye contact 目光接触
- Body language 肢体语言
- Proximity & space 距离和空间
- Active listening 积极的倾听

Empathy & Verbal Communication skills (VC) 同理心和语言交流

- Enhancing your professional language 加强你的职业语言
- Language specificities 语言问题
 - When & how to say “thank you” 何时及如何说“谢谢”
 - When & how to say “sorry” 何时及如何说“对不起”
 - How to say “no” 如何说“不”
 - Positive service language 积极的服务语言

Key steps to make an impression 留下最佳印象的关键步骤

- Welcome & initial interaction 欢迎和最初的接触
- Finalizing the sale & farewell 结束销售和道别

Teaching approach

Training led by Wesley Wang 由 Wesley 实施培训

Group discussions 分组讨论

Role plays & games 角色扮演和游戏

Interactivity between participants and the coach 参与者和培训师的互动

Who should participate? 谁应参与?

Customer service staffs in: 以下行业的客户服务人员:

- Luxury, fashion and cosmetics retail 奢侈品，时装和化妆品零售
- Other retail businesses 其他零售业
- Hotel and hospitality industry 酒店服务行业

Salespersons who need to make an impression 其他所有需要创造良好印象的销售人员

For any information, please contact us.

Building Supply Chain capabilities to tackle China issues

Stiffening competition, soaring labor costs, increasingly demanding customers, high logistics costs, greater supply chain risk have made the business in China more challenging than ever. Companies now need to break the walls inside the organization and collaborate actively with suppliers to improve customer service while driving down costs.

Companies have to develop superior supply chain capabilities to drive operational excellence and address key issues in China market. This training shows how companies in China can improve their supply chain capabilities and optimize their financial performance.

Benefits

You will learn and practice several techniques to:

- Tackle China supply chain issues
- Initiate supply chain management improvements
- Manage your business effectively and achieve competitive advantage
- Define a sustainable supply chain strategy

Outline

Day 1 - Supply Chain Configuration

- Configure your supply chain
- Build up Supply chain capabilities using different proven methodologies:
 - Process Management- SCOR Methodology:
- SCOR Fundamentals –SCOR Processes and Metrics& Best Practices
 - Case Studies: SCOR implementation in Beverage industry in China market

Day 2 - Supply Chain Excellence

- Benchmarking
 - Supply Chain maturity model to facilitate qualitative benchmarking
 - Four step benchmarking approach
 - Case studies: Strategic benchmarking in electronic and chemical industries in China
- Industry trend in China on operational benchmarks

Teaching Approach

This training is developed based on in-depth experience, best practices and real companies' case studies. Participants are involved through discussions and exercises.

Who should participate?

CEO, General Managers, Directors, Senior Managers of the following departments: Operations, Purchasing (Sourcing and Procurement), Logistics, Supply Chain, Inventory Management, Customer service.

For any information, please contact us.

SCOR Walkthrough - Optimize your End-to-End Supply Chain

SCOR® helps to manage the supply chain through a standardized language, standardized metrics, and common business practices which accelerate business change and improve performance.

The Supply-Chain Operations Reference-model (SCOR®) is a process reference model that has been developed and endorsed by the Supply Chain Council as the cross-industry standard diagnostic tool for supply chain management. It is a proven methodology and tool that has been successfully applied and implemented in companies of all sizes / ranging from Fortune 500 to SMEs (small and medium enterprises).

The SCOR® Walkthrough workshop is designed to provide a comprehensive examination of the SCOR® model and methodology to optimize companies' operational performance.

Workshop delivered by a qualified SCOR® instructor certified by the supply chain council.

Benefits

You will learn and practice several techniques to:

- Apply SCOR® model for a detailed process mapping and configuration of your supply chain
- Manage your daily work effectively and efficiently based on process management of the SCOR® model and the methodology to optimize companies' operational performance
- Master performance metrics for end-to-end visibility on your operations
- Develop innovative and more cost-effective processes
- Use a common language to enhance collaboration

Outline

Day 1

- Introduction
- Mastering the Fundamentals of Supply Chain Management
- Gaining knowledge of the SCOR® Model
 - Supply Chain Council Overview
 - SCOR® Overview: Processes – Metrics – Best Practices
- Introduction Alpha - The Workshop Business Problem
- **Configuring your supply chain to enhance collaboration and increase visibility**
 - Mapping processes
- Case Study (Alpha)
- **Objectively Measuring your Supply Chain Performance**
 - Using the right set of metrics
 - Building a SCORcard to assess and continually measure your performance

Day 2

- Performing a Supply Chain Competitive Analysis
 - Gap analysis: Using benchmarking technique to discover gaps in your company's performance by benchmarking against your competitors.
 - Setting clear targets to be achieved

- Case Study (Alpha)
- **What's new in SCOR® version 9.0**
 - GreenSCOR®
 - Risk Management
- Successfully implementing the SCOR® model in your company
 - Mastering the top-down approach
 - Applying SCOR® processes from your customer's customer to your suppliers' supplier
 - Following the SCOR® implementation roadmap
- Case Study (Alpha)

This training is developed based on in-depth experience, best practices and real companies' case studies. Participants are involved through discussions and exercises.

Who should participate?

CEO, General Managers, Directors, Senior Managers of the following departments: Operations, Purchasing (Sourcing and Procurement), Logistics, Supply Chain, Inventory Management, Customer service.

For any information, please contact us.

Introduction to supply chain management fundamentals

This workshop is designed to bring up the level of understanding and application of supply chain management in business, and to assist companies in achieving market competitiveness and corporate excellence.

Benefits

You will learn and practice several techniques to:

- Get a clear insight of supply chain management fundamentals
- Use a common language to enhance collaboration and maximize visibility inside the company
- Gain competitive advantage through an end-to-end vision of supply chain and key principles

Outline - 1/2 day

- What is Supply Chain?
 - Reviewing the definitions of supply chain management
- Supply Chain Scope
 - From within the organization to across organizations
 - From your suppliers' suppliers to your customers' customers
- Supply Chain and Value Chain
 - Three views of SCM model
 - SCM integration to gain competitive advantage
- The 7 principles of Supply Chain Management
 - Key principles to enhance supply chain efficiency

Teaching Approach

This training is developed based on in-depth experience, best practices and real companies' case studies. Participants are involved through discussions and exercises.

Who should participate?

CEO, General Managers, Directors, Senior Managers of the following departments: Sales & Marketing, Finance, Operations, Purchasing (Sourcing and Procurement), Logistics, Inventory Management, Customer service.

For any information, please contact us.

Lean Six Sigma – Yellow Belt for Leaders & Sponsors

Understanding what is at stake with Lean Six Sigma and the role of a Lean Six Sigma Leader/Sponsor

The majority of companies that have launched a Lean Six Sigma initiative began by training their Leaders. First to confirm their decision to inculcate Lean Six Sigma in their business and then to train projects and improvement programs future Sponsors

This course aims to introduce Lean Six Sigma to Leaders/Sponsors regardless of their initial knowledge of the subject and give them their role foundations in this context.

Objectives

Understand the issues at stake and the cultural implications of Lean Six Sigma

Being able to identify opportunities for progress within the organization

Know their role as a leader in the deployment of Lean Six Sigma

Who should participate?

Members of Executive Committee, Lean Six Sigma deployment Leaders, Lean Six Sigma Sponsors and future improvement projects Sponsors

Contents

- Introduction to continuous improvement
 - Definition, philosophy and origins of Lean and 6 Sigma
 - Why Lean and 6 Sigma are complementary
 - LSS elevator speech
 - Deployment examples within pioneers companies and case studies
 - Summary of LSS fundamentals (PDCA, DMAIC, 7 types of waste, CTC & CTB, VSM, VA NVA activities, basic statistics, efficiency and effectiveness, notion of defect, notion of Customer, symptoms and causes, ...)
 - Lean Six Sigma stakes and cultural implications (in particular the "Measurement Culture")
- Touch Balls simulation
 - Understanding LSS with hands
 - Complementary approaches within team
 - Wastes (« Muda »)hunting
 - Impact of LSS on working conditions
- How to characterize and solve a problem with DMAIC
 - Lean Six Sigma DMAIC
 - DMAIC steps presentation (Define, Measure, Analyse, Improve/Innovate, control)
 - What is a well defined problem?
 - Lean Six Sigma main metrics & indicators (TRS, Lead Time, Cp, Cpk...)
- From strategy to operations
 - Program deployment
 - Projects opportunities definition
 - Projects selection
- Lean Six Sigma sponsor role
 - Sponsor role at each Lean Six Sigma project step (DMAIC, Kaizen) & milestones check lists
- Sponsor best practices
- Case studies, Services & Industry, and Lean Six Sigma deployment
- Preparation of Lean Six Sigma deployment workshop

Date	March 26&27, 2012
Time	From 9 am to 5 pm
Price	8000 RMB
Language	English
Number of participants	5 to 12

R&D Project management

R&D project management deals fundamentally with Research and Technology project on one side and with Project development on the other side.

Mastering such projects means to identify clearly the constraints and key characteristics of these types of project in order to take party of the right methods and tools: Technology management, project management and portfolio management.

Today, as competencies are spreading out over the countries and Research laboratories are disseminated over the world, project management means working remotely and with various partners (internal as external) and with distinctive cultural approaches. How to deal with such constraints?

How to deal with Open innovations principles and simultaneously protect and leverage intellectual property?

How to set in place a network of partnerships with external laboratories on key research domains? What is and how to sell the added value of such a R&D international network to a Client in response to an RFP?

Objectives

- Learn practical methods and tools from best practices in R&D project management: from technology management and TRL up to R&D portfolio management and international R&D team spread out consequences on Project management.
- Get insights to improve RFI (request for Information) and RFP (request for proposal) processes: How to identify potential R&D partners? How to look for "on-the-shelves IP"? New tendencies in contract management and Intellectual property management, ...
- Learn how to re-inforce teamwork thanks to collaborative tools and develop specific « remote management practices »: metrics, KPI's, monitoring process, escalation process, sharing of scope, roles & responsibilities matrix,
- Get tools and methods to manage multi-cultural teams as more and more Laboratories and R&D teams are spread out: What are the main differences? How to deal with such differences? Does it exist "universal solution" to solve such issues?

Who should participate?

- R&D Project manager
- Head of R&D Department looking for better efficiency
- R&D Director or R&D VP looking for implementing best practices in Project monitoring and management

Contents

- State of the art and introduction to new trends in R&D management
 - Life cycle management of an R&D project compare to pure Product development process
 - Comparison of Research constraints and Development best practices
 - Local approach of R&D protection and management (France compare to USA and China)
- New patterns to set-up R&D project
 - IP on the shelves
 - Consortium and JV to attract best of breeds innovators
 - Intellectual property management within Consortium: the example of European contracts
- Major methods and tools to manage R&D project and their limits
 - Establish SOW in response to Requirements
 - Building up of the R&D team
 - Launch of the project and setting up of Roles & responsibilities matrix and splitting of the scope
 - Execution phase and day-to-day management: Time, budget and Performance management, specially for R&D project
 - Metrics for R&D project: monitoring and escalation rules

- Intellectual property management
- R&D projects Portfolio management
- Case studies in Telecom, Energy, Semi-conductors, ...

For any information, please contact us.

Risks Management

In the recent years, Risks escalated more and more towards Company's executive management as the public became less and less lenient to accept Incidents or Accidents. This resulted from more frequent crisis, which overflowed Projects boundaries and affected Companies at the corporate level (Toyota, BP, Banks, etc...)

When developing, launching and executing a Project, its final results, particularly in terms of cost and schedule, will result from the level of its definition, the industrial strategy implemented and the global environment, which cannot be fully predicted in a deterministic way and require specific analysis, in terms of probabilities and consequences of the potential effects.

Projects must be managed in order to satisfy the objectives, which goes through anticipation and control of the Risks, of any nature and at all stages.

Objectives

- Understand the concept of business Risks
- Become familiar with the preparation of Risk Identification and Risk Management Plans
- Focus on new Risk paradigms
- Integrate Crisis anticipation and management in the Plans
- Integrate a systemic and anticipative approach into Project Risk Management
- Review best practices for reducing Project Risks

Who should participate?

- Managers or Heads of Departments or Projects Managers, in the Industry, Services or Administration Sectors.
- Personnel in charge of Risk Management in Organizations

Contents

- Concepts
 - Causes, Situations, Risks, Effects
 - Typology of Project and Company's Risks
- Risk Identification Plan
 - Identification by scenario, standard lists, references, etc...
 - Focus on project typical risks
 - Likelihood and Severity
 - Criticality and level of acceptability
 - Analysis by type of Risk
- Risk Mitigation Plan
 - Risk reduction principles
 - Standard methodologies (FMEA, COBIT, Ishikawa, etc..)
 - Project systemic approach
 - Focus on occupational Safety
- Risks related communication
 - Open mind approaches
 - Scoreboards, indicators
 - Incorporation into planning and project control
 - Crisis and Crisis Management
 - Identification of weak signals
 - Crisis management Board
- Recommendations in terms of Project organization and processes

For any information, please contact us.

Customs Valuation on Import and Export Cargo and the Analysis of its operational Skills in technical

Objectives and Content

The benefits this course will bring to the trainees are as follows:

Understanding the historical evaluation of the customs valuation and the system of China; Be familiar with the working mechanism of the customs valuation of import and export cargo from China customs, and gaining the utmost of the commercial profit according to be well up in the customs valuation terms; Comprehending the current policies of law (Measures of Customs Valuation), and reducing the running cost, facilitating the clearance by making full use of these policies.

Target Group

Financial Manager, Import and export manager, procurement manager, logistics manager, customs matters supervisor, customs broker and other concerned.

Outline

- The introduction of customs valuation history and system
- The introduction of customs valuation and the operation mechanism of the customs valuation to imports and exports
- Methods to value the duty-paid imports
- Methods to value the duty-paid special imports (eg: processing trade commodities)
- Calculating of the freight charges, insurance premium and other related fees to the duty-paid imports
- Methods to value the duty-paid exports
- Customs examination to the duty-paid imports and exports

Date	January 12-13/May 17-18, 2012 / 2012 年 1 月 12-13 日/5 月 17-18 日
Time	2 consecutive days, from 9 am to 5 pm
Price	4000 RMB/Member – 4200 RMB/Non member including lectures, course materials and lunch
Language	Chinese 中文
Venue	Novotel Shanghai Atlantis / 上海海神诺富特大酒店

How to Deal with China Customs Effectively

Objectives and Content

During this course the participants will be given the advantages as follows: 1.Be familiar with the structure of China Customs, and understanding the operating mechanism of the key department in China Customs; 2.Profound understanding the necessity and feasibility of establishing the good communication mechanism between enterprise with China Customs; 3.Deep analysis the major obstacle of the communication between enterprise with China Customs currently, and mastering the essential elements of the effective communication; 4.Combining with own culture background, and establishing the long-term cooperation model between China Customs with the enterprise.

Target Group

Financial Manager, Import and export manager, procurement manager, logistics manager, customs matters supervisor, customs broker and other concerned.

Outline

China Customs' structure

- Operating mechanism of the key department in China Customs;
- The obstacle of the communication between enterprise and China Customs;
- Which one that China Customs is willing to deal with;
- The essential elements of the effective communication between enterprises with China Customs;
- How do enterprise solve the obstacle which communicate with China Customs;
- The cooperation mode between China Customs and the enterprise among the different culture background;
- Case study and role playing.

Date	February 21/September 21, 2012 / 2012 年 2 月 21 日/9 月 21 日
Time	From 9 am to 5 pm
Price	2000 RMB/Member – 2200 RMB/Non member including lectures, course materials and lunch
Language	Chinese 中文
Venue	Novotel Shanghai Atlantis / 上海海神诺富特大酒店

On Processing Customs Formalities for Import and Export and the Strategy of Optimal Cost Control

Objectives and Content

During this course the participants will be given the advantages as follows: Understanding customs clearance, management and foreign trade control of import and export cargo; Be familiar with the procedure of customs clearance of import and export cargo, and regulating the management of customs matters, improving the efficiency of customs clearance, and reducing the running cost; Mastering the technical factor which influencing cost and efficiency on the processing customs formalities and gaining the utmost of the commercial profit according to be well up in them; Comprehending the recently issued rules of law, and reducing the running cost, giving the convenience according to effective apply these policies.

Target Group

Financial Manager, Import and export manager, procurement manager, logistics manager, customs matters supervisor, customs broker and other concerned.

Outline

- Customs clearance of import and export cargo and customs management
- Customs clearance of import and export cargo and foreign trade control
- Procedure for customs clearance of import and export cargo and processing
- Operation of commodity classification, customs valuation and origin
- Unscrambling and processing the preferential policies of import and export duties for import and export cargo
- Interpretation and processing of the new policy and changed supervision from customs and other governmental departments

Date	March 22-23/August 16-17, 2012
Time	2 consecutive days, from 9 am to 5 pm
Price	4000 RMB/Member – 4200 RMB/Non member including lectures, course materials and lunch
Language	Chinese 中文
Venue	Novotel Shanghai Atlantis / 上海海神诺富特大酒店

Customs Management of Commodity Classification on Import and Export Cargo and the Analyze of its Processing Skill Relating to Technique

Objectives and Content

The benefits this course will bring to the trainees are as follows:

Understanding the international current Harmonized System applying on customs management and foreign trade control; Be familiar with the working mechanism of the classification of import and export cargo from customs, and gaining the utmost of the commercial profit according to be well up in the HS terms; Comprehending the recently issued rules of law, and reducing the running cost, facilitating the clearance by making full use of these policies.

Target Group

Financial Manager, Import and export manager, procurement manager, logistics manager, customs matters supervisor, customs broker and other concerned.

Outline

- The connection between commodity classification and Import and Export Tariff of the People's Republic of China;
- Be familiar with the general rules of the Harmonized System and the basis of the right classification;
- The roles of the commodity classification in customs management and how to do it for import and export cargo;
- The emphasis and caution of the commodity classification in Import and Export Tariff of the People's Republic of China;
- What related measures did promulgate from customs and how enterprise understand and apply it;
- How enterprise to flexible handle the classification technique which with the legal right to gain the utmost of the commercial profit.

Date	April 26-27/October 25-26, 2012 / 2012年4月26-27日/10月25-26日
Time	2 consecutive days, from 9 am to 5 pm
Price	4000 RMB/Member – 4200 RMB/Non member including lectures, course materials and lunch
Language	Chinese 中文
Venue	Novotel Shanghai Atlantis / 上海海神诺富特大酒店

Customs Formalities Planning and the Strategy of the Customs' tactics Check for Import and Export Enterprises

Objectives and Content

The benefits this course will bring to the trainees are as follows:

Getting to know the background and features of the nationwide customs revenue check and the risks enterprise will face; To realize the necessity and importance of conducting customs formalities planning for enterprise, be familiar with the workflow and notes of conducting customs formalities planning for enterprise, regulating the management of customs matters, avoiding influencing its public aptitude and adding the unnecessary running costs due to the ignorance of enterprise; Mastering the customs regulations for the controlled cargoes and keeping track the manner and emphasis of customs check and establish customs operation procedures in accordance with customs and other governments' requirements, eluding the check of customs, accelerating the speed in customs and reduce the cost of customs clearance.

Target Group

Financial Manager, Import and export manager, procurement manager, logistics manager, customs matters supervisor, customs broker and other concerned.

Outline

- The basic principles and operational ideas of enterprise's customs formalities planning;
- Interpretation of the legal rules about enterprise's customs formalities planning
- Customs revenue, export tax rebate, customs clearance efficiency, Integrity Certificate planning for foreign enterprise
- Operational process, related right and duty of customs check
- Dialectical relationship between customs formalities planning and customs' check from the enterprise's point of view
- The emphasis inspection from customs and the strategies for enterprise of General trade processing;
- The emphasis inspection from customs and the strategies for enterprise of bonded business processing
- The emphasis inspection from customs and the strategies for enterprise of preferential policies processing.

Date	July 19-20/December 27-28, 2012 / 2012 年 7 月 19-20 日/12 月 27-28 日
Time	2 consecutive days, from 9 am to 5 pm
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