



# Trainings Catalogue 2011

(1<sup>st</sup> semester)

French Chamber of Commerce &  
Industry in China

Canton & Shenzhen

## Dear member and friends of the French Chamber of Commerce in South China,

For your kind appreciation, may you find in CCIFC training catalogue for Semester 1-2011 the courses implemented in South China in Canton (Guangzhou) and Shenzhen. The program has for mission to answer the needs of European expatriates in China, Chinese managers and Chinese staff working in south-China.

CCIFC offers tailor-made training program at a very interesting rate.

CCIFC offers special rates for more than 2 persons from the same company attending the same training session.

We hope to count you and your staff as participant of CCIFC trainings this year!

Yours faithfully,

Alexandre BEAUDOUX  
Training Department Manager

Email: [beaudoux.alexandre@ccifc.org](mailto:beaudoux.alexandre@ccifc.org)  
Tel: +86 20 8186 3200  
Fax: +86 20 81 21 6228

*For further information on trainings, events and working groups, please check on our website: [www.ccifc.org](http://www.ccifc.org)*

**Retrouvez les informations complètes des formations, événements et groupes de travail de la CCIFC sud-Chine sur notre site Internet : [www.ccifc.org](http://www.ccifc.org).**

## THEME 1 - Improve your communication skills under international background

- ✦ [Working with Westerners](#) (in Chinese)
- ✦ [La communication interculturelle au sein de votre entreprise](#) → *Intercultural Communication ; One of our most popular training* (in French)
- ✦ [Cours de Chinois](#) *Chinese Course* (in French)
- ✦ [Cours d'Anglais professionnel](#) *English Course* (in French)
- ✦ [Bienvenue à Canton ou à Shenzhen !](#) *Integration session for expatriates and their families* (in French)

## THEME 2 - How to better understand the financial system in China?

- ✦ [基础会计和财务报表](#) *Basic accounting and preparation of PRC financial statements* (in Chinese)
- ✦ [Excel 2007 for finance](#) *From layout to advanced formulas* (in English)

## THEME 3 - Improve your business management skills in China

- ✦ [Building a relevant leadership to motivate my Chinese team](#) (in English)
- ✦ [\(New\) Prise de Parole en public : convaincre et avoir plus d'assurance](#) (in French)
- ✦ [HR Tools : Recruitment Guidelines](#) (in English)

## THEME 4 - Improve your technical skills in China

- ✦ [Executive Assistant: working for a Western manager!](#) → *One of our most popular training* (in English)
- ✦ [Microsoft Office "à la carte"](#) (in French, English, Chinese)



Chambre  
de Commerce  
et d'Industrie  
Française  
en Chine  
中国法国工商会

# Working with Westerners

(1 day, in Chinese)

What is considered professional behavior? What is expected of managers and employees varies in different cultures, especially in French companies?

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

## **Who should attend?**

Chinese professionals working in french companies, with French managers willing to improve their professional behavior and communication with Westerners.

## **What will you learn?**

In this hands-on training course, through a range of interactive activities including role-plays, group assignments, discussions, games and exercises, participants will learn to understand westerner's professional behavior (了解西方西方人的工作态度), build a smooth and efficient communication (建立通畅沟通方法) and a win-win relationship (建立互惠关系).

## **Content - 培训内容**

1. Understanding Westerners' Professional Behaviors - 了解西方西方人的工作态度
  - Western managers seen by Chinese colleagues - 在中国同事眼中的西方经理
  - Why Western people don't have the notion of « face »? - 为什么西方人没有面子一说?
  - French individualism and « Culture of Debate » - 法国的个人主义和辩论文化
2. Building A Smooth & Efficient Communication - 建立通畅沟通方法
  - Why Western people can't understand what you really mean? - 为什么西方人无法弄明白你的真实想法?
  - Why your company will reward your feedback and expression of your personal opinion? - 为什么你公司会奖励你的反馈和你愿意说出你自己的想法?
3. Building win-win Relationships - 建立双赢关系
  - Why your company expects you to anticipate problems & ask for support? - 为什么你公司期望你能够预见问题和请求支持?
  - Help your managers building a « Coaching culture » - 帮你的经理建立一个 « Coaching 文化 »
  - Personal Action Plan - 自己的计划



### **Trainer Profile**

**Chloé Ascencio** is specialized in China Human Resources & Management and Chinese Intercultural Communication. She has been living & working in Shanghai and Guangzhou for several years as an HR & Recruitment Consultant. Chloé led a field survey on intercultural misunderstandings in China-based French companies: French managers seen by their Chinese colleagues. She is the author of “Manager en Chine : les managers français vus par leurs collaborateurs chinois”, L’Harmattan Publishings, 2007. She designed customized Trainings for both Western and Chinese executives. In 2006, she founded a Consulting & Training company providing professional services to French companies operating in China.

<b>Date</b>	Available in Canton or Shenzhen; date TBC
<b>Time</b>	From 9am to 5.30pm
<b>Price</b>	1580 RMB/member; 2000 RMB/non-member
<b>Language</b>	Mandarin

# La Communication Interculturelle au sein de mon entreprise

(1/2 journée suivie d'un RDV individuel)

*This training is aimed to provide key to French expatriates to better communicate with Chinese counterparts as staff, customers, colleagues, friends, etc.*

Vous être confronté à des problèmes de communication au sein de votre entreprise, avec vos clients, fournisseurs, partenaires chinois ? Des relations se compliquent pour cause de malentendus et de mauvaise interprétation ?

Vous souhaiteriez améliorer vos méthodes de management, de négociation par une meilleure maîtrise de la culture professionnelle chinoise ?

## **Qui peut participer ?**

Tout salarié français basé en Chine et souhaitant améliorer sa communication avec ses collègues/partenaires chinois.

## **Ce que vous apprendrez :**

Cette formation a pour objectif de vous donner des clés de compréhension de la culture chinoise, directement utilisables dans le monde des affaires.

Après une rapide présentation des caractéristiques géographiques, historiques, religieuses, politiques et économiques qui sont à la base des particularités de la culture chinoise, Mme Ajzenberg, se basera sur les cas particuliers des participants pour aborder les questions de communication interculturelle franco-chinoise.

A la suite de la formation, des rendez-vous individuels à la CCIFC avec la formatrice pourront être planifiés afin d'approfondir certaines situations particulières et conseiller de manière plus précise ceux qui le souhaitent.

## **Profil du formateur :**

**Renée Ajzenberg** est diplômée de l'université de Fudan (Shanghai) et vit en Chine depuis 30 ans. Après avoir été directeur du Bureau de Représentation de la BNP à Canton pendant 8 ans, elle est aujourd'hui consultante-chercheur pluridisciplinaire sur le monde chinois. Elle anime régulièrement des conférences et des séminaires de formation interculturelle franco-chinoise en universités et auprès de la CCIFC.

<b>Date</b>	Canton : TBC Shenzhen : TBC
<b>Time</b>	From 10am to 4pm
<b>Price</b>	1300 RMB/member 1800 RMB/non-member
<b>Language</b>	French



# Cours de Chinois

3 niveaux disponibles

*Chinese course, 3 levels available*

## **Votre profil**

Vous ne parlez pas ou peu chinois ? Vous êtes gêné par les problèmes de communication dans votre vie quotidienne ? Vous souhaitez être plus autonome et pouvoir vous exprimer plus librement ? Nos cours de mandarin sont pour vous !

Quel que soit votre niveau, la CCIFC Guangzhou vous propose des cours de chinois de communication orale, d'apprentissage du pinyin en petits groupes. L'apprentissage des caractères chinois se feront sur de mande des membres du groupe. Ces cours interactifs évolueront en fonction de vos attentes et de vos besoins.

## **Professeur**

Une formatrice Chinoise FRANCOPHONE compétente et expérimentée vous accompagnera pas à pas lors de votre découverte ou de votre perfectionnement de la langue chinoise.

## **Niveaux disponibles**

### **✚ Débutant «Chinois communication vie courante»**

Niveau requis: strict débutant

Objectifs : communication orale, vocabulaire de la vie courante, pinyin, apprentissage de +/- 100

Prochaine session septembre 2010

Session de 13 à 16 cours de 2h ou 3h à définir

Lieu CCIFC

Tarif Membre CCIFC et conjoint Membre CCIFC: 80rmb/heure/pers.

Non Membre : 95rmb/heure/pers.

### **✚ Débutant «Chinois des Affaires»**

Niveau requis: +/- 50 heures de Chinois suivies récemment, intérêt pour vocabulaire du monde des affaires

Objectifs : communication orale, vocabulaire des affaires, pinyin, apprentissage de +/- 100 caractères

Prochaine session septembre 2010

Session de 13 à 16 cours de 2h ou 3h à définir

Lieu CCIFC

Tarif Membre CCIFC et conjoint Membre CCIFC: 80rmb/heure/pers.

Non Membre : 95rmb/heure/pers.

### **✚ Intermédiaire «Chinois communication vie courante»**

Niveau requis: +/- 50 heures de Chinois suivies récemment

Objectifs : communication orale vocabulaire de la vie courante, pinyin, apprentissage de +/- 100

Prochaine session septembre 2010

Session de 13 à 16 cours de 2h ou 3h à définir

Lieu CCIFC

Tarif Membre CCIFC et conjoint Membre CCIFC: 80rmb/heure/pers.

Non Membre : 95rmb/heure/pers.

Session de 13 cours

### **✚ Cours individuels Canton (Guangzhou) et Shenzhen devis sur demande**

# Cours d'anglais professionnel

3 niveaux disponibles

*English course: 3 levels available*

## **Votre profil**

Vous êtes gêné par les problèmes de communication dans votre vie professionnelle? Vous souhaitez être plus autonome et pouvoir vous exprimer de manière plus fluide? *Vous souhaitez améliorer vos communications orale et écrite en anglais?*

Quel que soit votre niveau, la CCIFC Guangzhou vous propose des cours d'anglais interactifs en petit groupe. Ils évolueront en fonction de vos attentes et de vos besoins. Une professeur bilingue français-anglais vous accompagnera pas à pas lors de votre perfectionnement de la langue anglaise.

## **Professeur**

Une professeur FRANCOPHONE bilingue compétente et expérimentée vous accompagnera pas à pas dans votre apprentissage et perfectionnement de la langue anglaise.

## **Niveaux disponibles**

### **Intermédiaire**

Objectifs : communication orale, vocabulaire des affaires

Niveau requis: évaluation du niveau sur test

Prochaine session septembre 2010

Session de 13 à 16 cours de 2h ou 3h à définir

Lieu CCIFC

Tarif Membre CCIFC et conjoint Membre CCIFC: 80rmb/heure/pers.

Non Membre : 95rmb/heure/pers.

### **Avance Anglais des Affaires**

Objectifs : communication orale, vocabulaire de la vie courante

Niveau requis: évaluation du niveau sur test

Prochaine session septembre 2010

Session de 13 à 16 cours de 2h ou 3h à définir

Lieu CCIFC

Tarif Membre CCIFC et conjoint Membre CCIFC: 80rmb/heure/pers.

Non Membre : 95rmb/heure/pers.

### **Cours individuels** Canton (Guangzhou) et Shenzhen devis sur demande



# Bienvenue à Canton / à Shenzhen!

(1/2 journée, en français)

*Integration session for expatriates and their families (in French).*

Destiné à tous les nouveaux arrivants en Chine - mais aussi à tous ceux qui sont déjà installés depuis quelques temps mais souhaitent avoir des informations générales sur la vie locale, l'économie du Delta de la Rivière de Perles, le marché de l'emploi en Sud Chine ou le contexte juridique chinois - ce séminaire vous permettra, ainsi qu'à votre famille, d'avoir des informations générales sur votre installation dans le Guangdong.

Lors de cette journée d'accueil, vous rencontrerez d'autres familles pour partager votre expérience mais aussi des chefs d'entreprises français installés en Chine et les organismes chargés de représenter la France et de développer l'économie française en Chine.

## **Programme**

- **Présentation des organismes français** (Consulat, Mission Economique, L'Alliance Française, La CCIFC)
- **Présentation des associations amicales française**
- **Scolariser son enfant en Sud Chine**
- **La situation des entreprises française en Sud Chine**
- **Le contexte juridique chinois**
- **La fiscalité en Sud Chine**

Date/Time	Septembre 2011 Disponible à Canton et Shenzhen
Price	250 RMB par famille
Language	Français

# Excel 2007 for finance

## *From layout to advanced formulas*

**Module 1 : A “ready to use” framework**

**Module 2 : Formulas, reporting and graphs**

In this training, will be introduced Excel 2007 for finance. In addition to the introduction of classical functions in Excel 2007, the trainer will insist on the logic: for constructing files, for using formulas, for checking data. The training will be divided in two independent modules and will be based on a practical approach and exercises. A detailed training support will be given for each module in order to easily find out all the steps introduced during the training.

### ***What will you learn?***

- Use Excel as a powerful software and not as a simple board.
- Define a logical framework for using Excel.
- Develop logical and readable Excel workbooks and documents.
- Use formulas for improving automation – from the simple sum to personalized macro functions.

The training will be based on a practical approach and exercises. It will be completed by a detailed support. The two modules are independent but related and we advice to attend to the two modules. Non-advanced users can assist to module 1 or module 1 + module 2. For any people working in the finance department, the module 2 is warmly recommended.

Advanced users can assist to module 1 + module 2 or only module 2. Advanced users can get some interesting tips and organization methods during the module 1. Moreover, during the module 2, we do not come back on any functions introduced in the module 1.

### ***Who should attend?***

- Finance Staffs  
In finance department, anyone has to use Excel more or less intensively. Such a training will improve the efficiency of each finance department employee and so the global efficiency of the finance department.
- Excel Users  
Using Excel in a proper way allows both to avoid mistakes and to save time. The Excel logic introduced here – both for creating official documents and for using tables – can be useful for anyone using Excel and especially for sales and purchases departments. Even if the example are based on finance issues, they can be adapted to other issues.

Required level: intermediate in Excel, no level required in finance. However, the example will be more eloquent for people with finance background.



## Detailed outline

### Module 1: A “ready to use” framework

#### Objectives:

- Develop a friendly framework for working in Excel.
- Understand files / fill databases / make modifications
- Create well-organized working files (databases) and official documents (invoice, purchase order,...).

#### I. INTRODUCTION

#### II. CONFIGURATION

##### A. Regional Options

##### B. Excel Options

#### III. EXCEL LOGIC AND FILE ORGANIZATION

##### A. Workbook

##### B. Sheets and Tables

##### C. Cells

#### IV. EXCEL MENU

##### A. Menu “Home”

##### B. Menu “Insert”

##### C. Menu “Page Layout”

##### D. Menu “Formulas”

##### E. Menu “Data”

##### F. Menu “Review”

##### G. Menu “View”

##### H. Menu “Developer”

#### V. PAGE LAYOUT

##### A. Page Layout Menus

##### B. General Principles

##### C. Working Files Layout

##### A. Official Document Layout

#### VI. TABLE

##### A. The Notion of Table

##### B. Verification – Validation

#### VII. EXCEL LIMITS AND TIPS

##### A. Classic Excel Bugs

##### B. Shortcuts and Tips

### Module 2: Formulas, reporting and graphs

#### Objectives:

- Find the formulas answering to your issue.
- Create safe working files.
- Create reporting and graphs which will properly illustrate your problematic.
- Detect when a macro function can solve your problem.

#### I. EXCEL FORMULA

##### A. Formula Logic

##### B. Formula Use

##### C. Main Formulas for Finance

#### II. PIVOT TABLE

##### A. Formulas “Sum if” and “Sum ifs”

##### B. Pivot Table Creation

##### C. Verification

##### D. Pivot Table vs Constructed Table

#### III. GRAPH FOR FINANCE

##### A. Classic Graph

##### B. Pivot Graph

##### C. Graph Layout

#### IV. REPORTING LAYOUT AND ORGANIZATION

##### A. Problematic and Assumptions

##### B. Automation and/or Fixed Values

#### V. AN INTRODUCTION TO MACRO FORMULAS

##### A. Advantages of Personalized Formulas

##### B. First Macro Formulas

### Trainer Profile

**Nicolas Rousseau-Chenu** holds a PhD in financial mathematics and business school graduate. His training Experience is strong of 4 years teaching at university and international conferences. He is director of FALINWA Ltd, a consulting firm providing financial solutions for SMEs.

<b>Date</b>	Canton : TBC Shenzhen : TBC
<b>Time</b>	module 1 : from 9.00am to 1.00pm module 2 : from 2.00pm to 6.00pm
<b>Price</b>	Member: 800 RMB/pers./module. 20%OFF for 2 modules: 1280RMB Non-member: 1200 RMB/pers./module. 20%OFF for 2 modules: 1920RMB Package available on request
<b>Language</b>	English

# 基础会计和财务报表

Basic accounting and preparation of PRC financial statements (1 day, in Chinese)

## Who should attend?

Chinese and foreign financial managers working in French companies

## What will you learn?

在这一天的会计培训中，Joan WU 将介绍会计基础知识及会计核算的方法，会计资料的采集及之间的关系。从编制凭证到记账、结账以及在中国会计准则下财务报表的编制方法，财务报表之间的联系，特别是资产负债表和利润表的关系。培训中会介绍中国会计准则下编制的报表和国际会计准则下编制的报表的主要区别。此次培训使用中文讲解，有助于会计人员及希望在会计方面发展的非会计专业人士对会计有进一步的了解

During this one-day training, the speaker will present the basic accounting principles and the requirements for a good preparation of the financial statements under the Chinese Accounting Standards. The training session will be delivered in Mandarin and will be useful for accountants, but also for non-accounting professionals who wish to complete their professional background.

## Key Training Contents/ 培训重点内容

- 1) 会计概述 General introduction of accounting
- 2) 会计核算的基本前提 The basic condition of accounting
- 3) 会计记账与报表编制 Post of accounts and edition of financial reports
  - 会计科目 Chart of accounts
  - 借贷记账法 Debit-credit bookkeeping
  - 会计核算流程 Accounting process
  - 会计记账 Post of accounts
  - 会计要素及会计等式 Accounting equation and elements
  - 资产负债表及利润表 Balance sheet and Profit and Loss statement
- 4) 中国会计准则与国际财务报告准则的主要区别 The main differences between the Chinese Accounting Standards and IFRS (International Financial Reporting Standards)

## Trainer Profile / 培训师

Joan WU, Manager of Outsourcing Department in Mazars Guangzhou/ 至今财务领域已工作十四年。她在玛泽财务咨询公司 (Mazars) 工作了三年多，担任咨询部经理负责财税咨询及财务外包工作，之前在安达信会计师事务所 (Arthur Andersen) 从事会计工作七年，对中国会计制度和税务制度有较深了解。客户主要包括工业、贸易、咨询外商投资企业及外国企业驻华代表处。Joan WU 曾在法国学习企业行政经济管理取得硕士学位，拥有会计师资格证书。

Joan Wu has a total of 14 years of experience in Accounting. She has been with Mazars for more than three years and is a manager in the Mazars Guangzhou Outsourcing Department. Before joining Mazars, she worked at Arthur Andersen for seven years. The clients she serves are mainly foreign-invested manufacturing, services and trading companies, as well as representative offices. She has studied in France and has a Masters in Administrative and Economy Management, and she obtained the Chinese "qualified accountant" certificate.

Date	Canton & Shenzhen: TBC
Time	9.30-17.30
Price	1600 RMB/member – 2000 RMB/non-member
Language	Chinese



Chambre  
de Commerce  
et d'Industrie  
Française  
en Chine  
中国法国工商会

# Building a relevant leadership to motivate my Chinese team

(1 day, in English)

Motivating people & retaining talents is THE Key Performance in China. What works in your home country doesn't always work in China's Context. The Relevant Leadership is the one which makes you able to understand your Chinese Staff's Values in order to meet their Expectations at work.

## Who should attend?

Western managers & HR professionals

## What will you learn?

### 1. Understanding the Chinese Point of View

*Western managers seen by their Chinese colleagues*  
*Need for Face & Need for Trusted-based Relationships*  
*How to balance Private & Professional Life?*  
*Rules, Process &... Guanxi*

### 2. Being more Efficient at Managing my team

*Getting more feedback*  
*Being more persuasive*  
*Passing on Know-How: what is the suitable training method?*  
*Assessing without damaging motivation*

### 3. Retaining Chinese Talents

*Chinese Management Style: theory & reality*  
*Chinese Employees' Expectations at Work*  
*What "A Good Manager" really means in China?*  
*Building up A Coaching Culture*

## Trainer Profile

**Chloé Ascencio** is specialized in China Human Resources & Management and Chinese Intercultural Communication. She has been living & working in Shanghai and Guangzhou for several years as an HR & Recruitment Consultant. Chloé led a field survey on intercultural misunderstandings in China-based French companies: French managers seen by their Chinese colleagues. She is the author of "Manager en Chine : les managers français vus par leurs collaborateurs chinois", L'Harmattan Publishings, 2007. She designed customized Trainings for both Western and Chinese executives. In 2006, she founded a Consulting & Training company providing professional services to French companies operating in China.

Date	Available in Canton, Date TBC
Time	9am-6pm
Price	2800 RMB/member - 3500 RMB/non-member
Language	English



# (Nouveau) Prise de parole en public : convaincre et avoir plus d'assurance

(1/2 journée, en français)

Prendre la Parole, cela n'est pas si simple.

Nous savons tous parler, mais savons-nous être écoutés et convaincant ?

Comment agir pour que notre parole demeure dans l'esprit de ceux qui nous écoutent ?

Cet atelier vous apportera les outils nécessaires pour améliorer votre aisance et aboutir à ces résultats :

- Convaincre et faire adhérer l'auditoire par votre conviction personnelle.
- Vérifier la compréhension et percevoir le retour de vos informations.
- Faire participer vos interlocuteurs, en faire des partenaires actifs.
- Ressentir les "zones rouges" et les désamorcer.

## **Déroulement de l'Atelier**

Exercices de présentation personnelle.

L'importance de la première minute.

Exercices de prise de parole improvisée sur un sujet tiré au sort.

Retour sur ces exercices.

Mise en situation, jeu de rôles.

Occupation de l'espace.

Comportement positif.

Attitude communicante.

Validation de la compréhension par des échanges questions/réponses.

Retour sur ces exercices.

Analyse des vocabulaires et des filtres de compréhension.

Validation des échanges.

Validation des acquis.

## **Profil du formateur**

**Tristan Roquette** est diplômé de l'Institut Supérieur de Gestion (Paris), où il s'est spécialisé dans la communication. Depuis, il partage son temps entre la formation et la mise en scène, et a orchestré de nombreux projets théâtraux avec sa société Teamacting. Avec 5 ans d'expérience, il crée et anime des séminaires mettant le théâtre au service du développement de la personnalité. Son expérience dans la direction d'acteurs lui permet de concevoir une approche innovante de la communication, des relations humaines et de la cohésion d'équipes.

Date	Available in Canton and Shenzhen, Date TBC
Time	2pm-6:30pm
Price	900 RMB/member - 1200 RMB/non-member
Language	French



Chambre  
de Commerce  
et d'Industrie  
Française  
en Chine  
中国法国工商会

# HR TOOLS: Recruitment Guidelines

(1 day, in English)

Recruiting the right person for the right job is one of the most important staffing functions as it has great impact on the productivity as well as the competitiveness of an organization. This Recruitment Guidelines workshop is designed to provide the required knowledge, skills to managers, supervisors to conduct the recruitment process effectively and make right hiring decisions.

## **Who should attend?**

The training is mainly provided to non-HR profession staff such as Assistant to GM, Administrators who are in charge of recruitment, Department Managers, to Managers of middle/small size companies which don't yet have a standard recruitment structure, or HR recruiters who have hiring experience less than 50 people.

## **Objectives and Contents**

- ✚ Provide Human Resources relative and recruitment tools in order to establish a proper recruitment function
- ✚ Provide guides of how to create useful documents for daily works regarding to the recruitment/hiring requirements.
- ✚ Introduce basic interview knowledges and skills to develop an efficient interview.

## **Training program**

### **Part I**

A complete recruitment process

Useful Recruitment tools

### **Part II**

Structure Behavioural Interview Knowledge

Competency selection

Basic interview skills

### **ROLE PLAY Practice (1-hour)**

## **Trainer Profile**

After being graduated from Guangzhou University in 1997 with major in International Business **Tian Xiaoyan** has been working in a French trading company for 5 years in commercial field then 2 years in Carrefour China as an assistant to General Manager South China. By then she started to be very interested in HR work and tried to orientate her commercial career to Human Resources. Since 2006, she works as HR Officer for an international famous sport brand company; mainly in charge of recruitment, employee relationship and training.

<b>Date</b>	In Canton TBC In Shenzhen TBC
<b>Time</b>	From 9.30 am to 4.30 pm
<b>Price</b>	980 RMB/ member; 1280 RMB/ non-member
<b>Language</b>	English



# Executive Assistant: Working for a Western manager

(2 days, in English)

A down-to-earth training session with numerous role plays to gain as much insight as possible into the various tasks of an Executive Assistant in western companies. This training will help to better understand the mentality and work habits of a Western manager and anticipate his needs by taking initiatives.

The training will be adapted to the needs of both Western manager and Executive Assistant by :

- a questionnaire destined to the assistant sent before the training in order to work on the weak points
- an interview with the manager before the training
- an individual follow-up a month after the training to evaluate the outcomes

## ***Who should attend?***

The training is mainly provided to Assistant to GM and Administrators working in a western company managed by Western manager.

## ***What will you learn?***

### **Communication**

- Effective Communication with manager, co-workers and clients etc.
- Comparison between Western & Chinese Communication styles, Management styles,
- Different Time Perception in Western and Chinese cultures.

### **Techniques**

- How to Welcome, Give Information & Orientation properly,
- Answer phone calls, effective ways of Taking Notes,
- Time Management, Organization of meetings, planning, etc.
- Tips for writing proper business letters and internal documents.



**Detailed outline**

**Welcoming visitors**

- You represent the company
- Welcoming, orienting, giving information to expected and unexpected visitors

**Telephoning**

- Welcoming by phone
- Taking simple notes
- Preparing phone calls

**Taking notes and e-mail writing tips**

- Different ways to shorten words, when to take notes and being able or re-read them

**Organizing**

- Time management : secretary’s time layout – check lists
- Schedule an appointment
- Organizing a meeting, a booking, a business trip

**Filing**

- Mail and e-mail
- Golden rules of how to file
- Tips for writing email efficiently (styles and substances)

**Trainer Profile**

**Françoise Betil** studied Office Administration and Business at Trudaine Center (School of Paris Chamber of Commerce) and Marketing.

Françoise has worked for 20 years as an Executive Assistant and then as a Commercial Assistant in different fields. She started at Paris Chamber of Commerce and then joined a real estate company before entering a medical equipment industry. She also set up Administration and Sales departments of Japanese and German corporates based in France.

Her rich experience, in working for several managers in diverse fields, enables her to become an ideal and efficient trainer for Chinese staff working for western managers. In the last three years, she trained 40 Executive Assistants for CCIFC Canton.

Date	In Canton: TBC In Shenzhen : TBC
Time	From 9am to 5.30pm
Price	2500 RMB/member 3000RMB/non-member
Language	English



# Microsoft office: How to be more efficient with Word, Excel and PowerPoint?

**A la carte!** (Available in English with basic theories in French and Chinese)

You lose time looking for everyday-use functions; you are not aware of some advanced features or always need some help of other people? This training is for you!

You want to improve the quality of your work, flower your documents, gain methodology or ease your use of Microsoft tools...this training is for you!

## **Who should attend?**

The course is designed for Microsoft Excel, Words and PowerPoint users who want to improve their knowledge and practice for business or personal purpose.

## **What will you learn?**

- Better understanding of mostly frequently used functions and their applications
- Gain a methodology and streamline your documents
- Save time and work more efficiently
- Tips for creating professional documents
- This training a la carte is divided in 4 modules and conducted by an experienced trainer.

Each module will include a presentation and computer practices. All the documents will be given to attendees. The training is available in English with basic theories in French and Chinese upon request.

CCIFC will provide to each participant a computer loaded with Excel 2007 in English for practice.

**4 modules** for you to choose according to your needs (à la carte)

Excel - level 1 (4 hours)

Excel - level 2 (4 hours)

Word (4 hours)

PowerPoint (4 hours)

## **Trainer Profile**

**Henri Chan** is CCIFC IT manager; he has been providing Microsoft Office trainings for more than 5 years. He speaks fluent French, English, Mandarin and Cantonese. His pedagogy fits all learning levels.

Date	in Canton: TBC in Shenzhen: TBC
Time	9.30am to 5.30pm
Price	800RMB/ module for member 1200/module for non-member <b>Package available on request</b>
Language	English (basics theories in French and Chinese available upon request)



# CONTACTS

## French Chamber of Commerce in South China

### **Mr Alexandre BEAUDOUX**

Training Department Manager

Mail: [beaudoux.alexandre@ccifc.org](mailto:beaudoux.alexandre@ccifc.org)

Tel: +86 20 8186 32 00

Fax: +86 20 81 21 62 28

### **Mrs Isabelle CARLIER**

Shenzhen Office Manager

Mail: [carlier.isabelle@ccifc.org](mailto:carlier.isabelle@ccifc.org)

Tel : +86 755 8632 9720

Fax : +86 755 8632 9736

Retrouvez nos informations complètes sur notre site Internet : [www.ccifc.org](http://www.ccifc.org)