



# Training offer 2012

## 中国法国工商会2012培训



**Dear members and friends of the French Chamber of Commerce in Canton,**

For your kind appreciation, may you find in CCIFC training catalogue for Semester 1-2012 the courses implemented in Canton (Guangzhou). The program has for mission to answer the needs of foreign 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,

Charlène WU  
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*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

- 1.1 Working with Westerners *(in Chinese)*
- 1.2 Cours de Chinois *Chinese Course (in French)*
- 1.3 Cours d'Anglais professionnel *English Course (in English)*

## THEME 2

### How to better understand the financial system in China?

- 2.1 Databases & Reporting in Excel 2010 *(in English)*
- 2.2 基础会计和财务报表 Basic accounting and preparation of PRC financial statements *(in Chinese)*
- 2.3 非财务经理的财务管理 Finance for Non-finance Professionals *NEW (in English)*

## THEME 3

### Improve your business management skills in China

- 3.1 Building a relevant leadership to motivate my Chinese team *(in English)*
- 3.2 HR Tools : Recruitment Guidelines *(in English)*
- 3.3 Introduction to Working Capital Optimization *(in French)*
- 3.4 Crisis Management *NEW (in English)*

## THEME 4

### Improve your technical skills in China

- 4.1 Executive Assistant: working for a Western manager → One of our most popular training *(in English)*
- 4.2 Adobe: Photoshop *NEW (in English)*
- 4.3 Outlook: make your works more efficient *NEW (in English)*
- 4.4 Conduction internal quality audits: methodology and tools *NEW (in English)*



# 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>	Canton: TBC
<b>Time</b>	From 9 :00 am to 5 :30pm
<b>Price</b>	1580 RMB/member; 2000 RMB/non-member
<b>Language</b>	Mandarin



# 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 Mars 2012

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 Mars 2012**

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 Mars 2012**

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) devis sur demande**



# Cours d'anglais professionnel

## ***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. Un professeur anglais vous accompagnera pas à pas lors de votre perfectionnement de la langue anglaise.

## ***Professeur***

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

## ***Niveaux disponibles***

### ***🚩 Débutant***

Objectifs : communication orale, vocabulaire la vie courante

Prochaine session Mars 2012

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.



# Databases & Reporting in Excel 2010

**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

#### 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.

### 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

<b>Date</b>	Canton : TBC
<b>Time</b>	module 1: from 9.00am to 1.00pm module 2 : from 2.00pm to 6.00pm



<b>Price</b>	Member: 900 RMB/pers./module. 20%OFF for 2 modules: 1440 RMB 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.

<b>Date</b>	Canton: TBC
<b>Time</b>	From 9:30 am to 5.30 pm
<b>Price</b>	1600 RMB/member – 2000 RMB/non-member
<b>Language</b>	Chinese



# 非财务经理的财务管理

## Finance for Non-finance Professional

(1 day, in English)

### *Who should attend?*

Directors and Managers from any function including finance, who need to improve the understanding and usage of financial information.

### *What will you learn?*

- 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

### *Trainer Profile*

**Jean Yves Le Corre** graduated from London Business School Sloan Fellowship, and holds a Master in Management of the University of London as well as a Master in Auditing & Consulting from ESCP European.

He is based in China since 2006, and expert in areas related to performance management, financial management, and control and auditing in cross-cultural environments.

Jean Yves Le Corre has 10 years experience in finance, consulting and audit roles in large multinationals and 6 years experience in training and coaching in Shanghai, Beijing, Guangzhou, Hong Kong, Singapore, Malaysia and Vietnam. His is also a lecturer in business schools in Shanghai on performance management, control and HR/leadership topics.

<b>Date</b>	Canton: May 28 <sup>th</sup>
<b>Time</b>	From 9:30 am to 5.30 pm
<b>Price</b>	1500RMB/member 1700 RMB/non-member
<b>Language</b>	English



# 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.

<b>Date</b>	Canton : TBC
<b>Time</b>	From 9:00 am to 6:00 pm
<b>Price</b>	2800 RMB/member - 3500 RMB/non-member
<b>Language</b>	English



# 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 Grace** 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>	Canton: April 21 <sup>st</sup>
<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



# Introduction to Working Capital Optimization

(1 day, in English)

***“COMPANIES DON'T GO BANKRUPT FOR LACK OF PROFIT BUT FOR LACK OF CASH”***

## ***Public profile:***

Working capital is the main cash consumer in most companies. Optimization offers effective tools for companies to free up valuable cash while better managing accounts payable, accounts receivable and inventory. The results speak for themselves: one client in Liaoning reduced working capital from 179 days to 92 days while increasing sales by 60%.

## ***Objectives and Contents:***

This day-long seminar offers an introduction to the basic principals of working capital optimization by looking at its separate application to accounts payable, accounts receivable and to inventory management. By successfully introducing an optimization program in your company, you will discover:

- Your cash is freed up
- You use less cash to do more
- Your operations become more profitable
- Your business becomes more robust.

Plus:

- more time to generate new sales and less time chasing outstanding payment
- Improved control over sale channels
- Better control over purchasing levels and over processes
- Increased leverage in negotiation terms with suppliers
- Reduced losses due to damage and obsolescence
- Reduced warehousing and stock management costs

## ***Training Program***

08.30 – 09.00	Registration and Introduction to Trainer
09.00 – 12.00	Accounts Receivable Optimization Principles
12.00 – 13.00	1 Hour Lunch Break
13.00 – 15.00	Inventory Optimization Principles
15.00 – 15.30	30 Minute Break
15.30 – 17.00	Accounts Payable Optimization Principles
17.00 – 17.30	Concluding Remarks

## ***Trainer profile***

**Marc d' Antras** is a recognized authority on business restructuring and optimization strategies for foreign-invested companies in China.



After 15 years as head of administrative and financial management in France and Belgium for multinational industrial and distribution group Saint-Gobain, he was appointed Vice President, Finance, of the company's joint venture with Chinese management in Fujian, overseeing more than 1200 staff. In 1997, he was made Saint-Gobain's Director of Finance for China, which involved the creation and implementation of legal, financial and management structures for than 30 entities comprising nearly 5000 employees in China and Hong Kong.

In 2004, Marc formed MdA Business Solutions offering services in management consultancy, due diligence, and financial and administrative organization and with clients that have included PSA, Schneider Electric, Saint-Gobain, ECM Industrial Furnaces. Marc is a graduate of Université Paris Dauphine and has served on the board of directors of the French Chamber of Commerce and Industry in China (CCIFC). He speaks English, French and Mandarin.

<b>Date</b>	Canton: May
<b>Time</b>	From 8:30am to 5:30pm
<b>Price</b>	1250RMB/ member; 1500RMB/ non-member
<b>Language</b>	English



# Crisis Management

(1 day, in English)

## Learning Objectives

- Understand the crisis management planning methodology.
- Assemble the crisis management team members.
- Assess the risk and threats such as for example, supply chain disruptions and product recalls.
- Learn to track and trace incident events and prioritize decisions and activities.
- Link crisis communications within and outside of the organization.
- Have a clear view of the command and control within the command centres.
- Coordinate with external agencies and local authorities.
- Test and exercise the crisis management plan.

## Target Audience

Novice and newly appointed crisis management and support teams members.

## Course Contents

Morning: Methodology & Tools

(to be confirmed )

Afternoon: case study & experience feedback

## Trainer Profile

**Jean Yves Le Corre** graduated from London Business School Sloan Fellowship, and holds a Master in Management of the University of London as well as a Master in Auditing & Consulting from ESCP European.

He is based in China since 2006, and expert in areas related to performance management, financial management, and control and auditing in cross-cultural environments.

Jean Yves Le Corre has 10 years experience in finance, consulting and audit roles in large multinationals and 6 years experience in training and coaching in Shanghai, Beijing, Guangzhou, Hong Kong, Singapore, Malaysia and Vietnam. His is also a lecturer in business schools in Shanghai on performance management, control and HR/leadership topics.

<b>Date</b>	Canton: August 8 <sup>th</sup>
<b>Time</b>	From 9:30 am to 5.30 pm
<b>Price</b>	1500RMB/member 1700 RMB/non-member
<b>Language</b>	English



# Executive Assistant:

(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**

**Bathilde Figuiet Delafyus** is a free-lance trainer specialized in corporate administration and organization skills and corporate communication.

She is working and living in China for 8 years. She has 10 years work experiences as general manager executive assistant and operation manager with a wide range of administration, communication, customer service, and team management responsibilities, in the telecom industry, tourism industry, retail industry and institutional organizations.

Master in corporate communication, bachelor degree in French literature, in English literature (in England), in Political Sciences (in South Africa).

<b>Date</b>	Canton: June 7 <sup>th</sup> & 8 <sup>th</sup>
<b>Time</b>	From 9:00am to 5:30pm
<b>Price</b>	2500 RMB/member 3000RMB/non-member
<b>Language</b>	English



# Adobe: Photoshop

(1 day, in English)

***Photoshop seems like a powerful tool that could be very useful in your business, but you have no idea on how to use it?***

Come learn the basics of Photoshop CS5 with Alexandre Arazola, a French/Spanish global designer.

We will start with an introduction of Photoshop CS5 (interface, windows...). Understand how it works, then discover its principal useful tools and how to use them.

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

The training is mainly provided to who want to learn key Photoshop concepts and techniques. More experienced users who already have some experience with Photoshop can use this course to learn some of Photoshop CS5's more advanced features and newest tools.

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

- How to create a new document for printing, projection on screen, or internet use (RVB, CMYK, resolutions, formats...), then how to save it depending on its use.
- How to retouch/resize an image: select one element on a picture to use it on another, apply colors, filters, effects...
- How to retouch an image: color/brightness/contrast balance. Then delete an element (logo for example) which is on a photo.
- How to make a professional presentation of a product. Start with a new empty document; add text, photos, logos...
- How to create a flyer for an event. Start with a new empty document, add a background, text, photos, and logos, apply effects etc...
- As practicing is the key, we will do several exercises!

More than learning Photoshop understand it and get tons of useful advices. It will be an alive and interactive training!

We will work on the latest **Photoshop CS5**. All principal functions are similar in all Photoshop, from the first CS, CS2/CS3/CS4 and the ones to come in the future.

At the end of the training, you will be able to make your very own professional presentation, and both cool & professional flyer.

If there is something special you want to learn on Photoshop, do not hesitate to tell us by answering this email, and depending on all the answers that we will get, Alexandre Arazola will be happy to adapt the training.

## ***Trainer Profile***

**Alexandre Arazola** is a French/Spanish designer working in Guangzhou since 2008. Workings for both french and Chinese companies, he is specialized in furniture, industrial and graphic design, but also design consultancy and communication by design. His designs have been exhibited several times with great success in well-known designs shows in France and China.



<b>Date</b>	Canton: March 28 <sup>th</sup>
<b>Time</b>	From 9:00am to 5:00pm
<b>Price</b>	1500 RMB/member 1700RMB/non-member
<b>Language</b>	English



# Conduction internal quality audits: methodology and tools

(1 day, in English)

**This is a one-day course to train internal quality auditors. the course does not assume that internal quality audits will be part of an ISO-9000 based system. It does however use the ISO model as a point of reference.**

## **The purpose is to:**

- make participants aware of the need for IQAS
- describe a practical IQAS
- train people to become internal auditors
- have participants develop better understanding of the basics of the IQAS
- have participants better understand the internal audit process

The trainer describes the elements of a typical Internal Quality Audit System (IQAS). The details of the design of the system will depend on the way that the quality management system has been implemented and the company itself.

The form of the system is not mandated within the ISO 9000 standard but the standard does state requirements for its functions.

The course does not assume that participants have some awareness of quality systems and quality management in general.

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

Internal auditors: the course will also be accessible to non-auditors, controllers, consultants quality and merchandising staff, and others involved in structuring and assessing either quality of manufacturing or service activities or the quality department, this may include either specialist or non-specialists in the area of quality.

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

### **Why audit?**

- The purpose of an Internal Audit System
- What is an audit: cross cultural aspects
- Types of audit
- The structure of an Internal Audit System
- Organising Audits: management

### **Auditors**

- A short exercise in auditing
- Interviewing techniques for auditing
- Practical auditing
- Scheduling audits
- How to carry out an audit: (overview)



### Audit results

- The missing question and the forbidden word
- Management Review Function
- Corrective action system
- Standard templates
- Preparing an audit
- A step-by-step approach to carrying out an audit

### *Trainer Profile:*

**Jean Yves Le Corre** graduated from London Business School Sloan Fellowship, and holds a Master in Management of the University of London as well as a Master in Auditing & Consulting from ESCP European.

He is based in China since 2006, and expert in areas related to performance management, financial management, control and auditing in cross-cultural environments.

Jean Yves Le Corre has 10 years experience in finance, consulting and audit roles in large multinationals and 6 years experience in training and coaching in Shanghai, Beijing, Guangzhou, Hong Kong, Singapore, Malaysia and Vietnam. He is also a lecturer in business schools in Shanghai on performance management, control and HR/leadership topics.

<b>Date</b>	Canton: June 15 <sup>th</sup>
<b>Time</b>	From 9:00am to 5:00pm
<b>Price</b>	1800 RMB/member 2000RMB/non-member
<b>Language</b>	English



# CONTACT

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