



WORLD BRIDGE HOLDING LIMITED



Bridging the world through training, consultancy and Learning in Japan

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Training Schedule

2024

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Anniversary
since 1997



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What's so special about WorldBridge



World-class facilitators

you will learn from successful senior executives with solid business operation experiences through their practical and real-life business cases



Small-class interactive learning

you get to participate and obtain individual feedback with **maximum interaction**



Tailor-made in-house workshops with client's content ~ Personal coaching, job search after redundancy, Communication Skills for HR professionals, Cross-level Communication skills for schools and many more

All case studies can be designed **without extra cost**. Workshops can be delivered at client's office or external venue

Talk to our satisfied training partners from

AEON Credit Service (Asia)

ALDI Services Asia

AIA Group

Allergan

Airport Authority Hong Kong

Amundi Taiwan

Arcelik Hitachi Home Appliances Sales

Asia Airfreight Terminal

Asia Satellite Telecommunications

AXA China Region Insurance

BOC Group Life Assurance

Canadian International School

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CFA Institute

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China Mobile

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Clearstream Banking

CLP Power

Collinson International

Columbia Sportswear

Companhia De Electricidade De Macau

Companhia De Telecomunicacoes

de Macau SARL

Dah Sing Banking Group

DFI Retail Group

DFS Group

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Estee Lauder Companies

Fantastic Natural Cosmetics

Galaxy Entertainment Group

General Mills Hong Kong

GlaxoSmithKline

Hang Seng Bank

Hong Kong Air Cargo Terminal

Hong Kong Aircraft Engineering

Hong Kong Airlines

Hong Kong Applied Science and Technology
Research Institute

Hong Kong Baptist University

Hong Kong Business Aviation Centre

Hong Kong Export Credit Insurance Corporation

Hong Kong Government

Customs and Excise Department

Equal Opportunities Commission

Government Flying Service

HK Examinations and Assessment Authority

Hong Kong Police Force

Office of the Govt Chief Information Officer
and many other departments

Hong Kong Hospital Authority

Hong Kong Housing Society

Hong Kong Institute of Certified Public Accountants

Hong Kong Science and Technology Park

Hysan Development

IKEA

Illumina

International SOS

IWC Asia Pacific

Japan Tobacco

Kadoorie Estates

Kao (Hong Kong)

Kimberly-Clark

Kyocera Document Solutions

Langham Hotel

Louis Vuitton China

Madame Tussauds

Maersk

McDonald's

METRO Sourcing

Miele

Mitsubishi Electric

Mother's Choice

MTR Corporation

Nano and Advanced Materials Institute

Nestle Hong Kong - Nespresso

OBI Group Sourcing

OCBC Wing Hang Bank

Ocean Park

Optical 88

ORBIS

Otis Elevator

Peak Tramways Company

Pico Denshi

PrimeCredit Limited

Project Orbis International

Prudential Hong Kong

PT. Bank DKI Indonesia

Public Bank Hong Kong

Richemont Asia Pacific

Royal Hong Kong Yacht Club

Sabre Travel Network

Sanfield (Management)

Schneider Electric Asia Pacific

Shangri-La Int'l Hotel Management

Shiseido Hong Kong

Simatelex Manufactory

Sony Interactive Entertainment

Sun Hung Kai Properties

Swarovski

Swire Coca-Cola

Teva Pharmaceutical

The Hong Kong and China Gas Company

The Hong Kong Electric

The Hong Kong Mortgage Corporation

The Hong Kong Polytechnic University

The Swatch Group

Thermo Fisher Scientific

Tung Wah Group of Hospitals

University of Macau

Venetian Macau

Wheelock Properties

... and many other organisations

What our Participants says

Since 1997,

 **50,000** participants from over **4,000** workshops have been inspired by our facilitators

 We are one of the first to offer Corporate Online Learning in Hong Kong since 2020. Over **2,900** participants continued learning with us through more than **160** interactive sessions online!



“以老師的經驗分享給我們從中學習到溝通的靈活性和技巧”

... Venus Ng, KYOCERA Document Technology Company (H.K.) Limited
Influencing & Working with Internal Business Associates Successfully

“One that teaches you how to present effectively and teaches what you didn't think you needed to know.”

... Sean Lee,
Nano and Advanced Materials Institute Limited
“Quick Steps to Present Effectively” Workshop for Nano and Advanced Materials Institute

“CHRISTINA TANG HAS PREPARED THE COURSE WELL. HER ADVICE IS VERY USEFUL”

... participant,
Achieving Excellence through Self & Team Leadership

“The workshop was incredibly practical and fruitful. The real-life examples made it easy to understand and apply the concepts. Despite being in a different time zone and having to wake up at 4am, I thoroughly enjoyed this session. The engaging content and interactive discussions made it worthwhile, and I'm glad I made the effort to participate.”

... Annie Lai, Airport Authority Hong Kong
How to Train Your Boss ~ Free Sharing Session

“I like the topics on slang guessing, breakdown of “SOFAR” demonstration, AI assisted email writing demonstration. If you want an interesting instructor about email writing course, it would be “Samuel Chen” from WorldBridge (HK).”

... Martin Chow, BOC Group Life Assurance Co. Ltd
Writing CLEAR ACTIONable® Emails

“This workshop helps me to think broader in different ways/angles. Anticipation is so important and we need to spend time/effort in this aspect. The technique of how to summarise appropriate content to different stakeholders. To learn how to listen & ask questions. Lots of real case studies which is relevant to our daily work.”

... Katharine Chow,
OBI Group Sourcing Hong Kong Limited
Managing Communication with Stakeholders ~ ACTION® Managers

“Lots of cases, sharing and stories. Question and answer makes everything clear.”

... Wong Chung Hang, LGT Bank
Customer Service through Better Communication

Content

Join a WorldBridge Program
to Help You Stay Competitive



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Business Writing Skills Series

Fine-Tuning Your Business English Grammar in ONE day

FACILITATOR • SAMUEL

Introduction

This workshop highlights the **common English grammar errors** that appear in Hong Kong business writing and gives you practical tips and skills to avoid them. Through work-related exercises, you will learn to write clear and concise sentences to:

- help your reader understand your meaning quickly
- portray a professional image of your organisation

Outline

1. Why is English Different?
 - Beyond the English/Chinese dictionary
2. The Building Blocks of English Grammar
 - Subject/verb agreement
3. Forming Clear and Concise Sentences
 - Pronoun, tenses, split infinitives, prefer the active voice
4. Facilitating Reader's Understanding
 - Articles: a definite use
 - Prepositions: those pesky 'in', 'on', 'at'
 - Punctuations: quick tips on the pitfalls
 - Conjunctions: co-ordinating ideas
 - Abbreviations: in short, how and when to use them
 - Homophones: what spell checks don't catch
5. Proofreading for Common Grammar Errors
 - Common grammar errors challenge

"The writing workshop is very useful and helpful. And it's very interesting and impressive."

... Katerina Bao, CITIC Telecom International CPC Limited
Writing CLEAR ACTIONable® Emails

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NEW



Scan or click for workshop dates

Creating Livelier Newsletters, Ezines & Flyers (1 Day)

FACILITATOR • SAMUEL

Quick Steps to Effective Business Writing (1 Day)

FACILITATOR • CHRISTINA

Introduction

This workshop helps you breathe new life into lacklustre English newsletters, ezines and flyers. You will learn to identify what is "news" and how to make your promotional materials relevant, entertaining and amusing to your audience. You will write from the perspective of the reader and structure your news story like a professional writer.

Outline

1. The Basics (Audience, Purpose, Content)
 - What is of News Value
 - Types of newsletter/ezine stories
 - Exercise 1: APC challenge
2. Brain Gym of Spinning Mundane Stories
 - Brainwriting for generating ideas
 - Mind map for organising ideas
3. Winning the Attention of Your Readers
 - Writing Headlines and Intro
 - Writing the story as a set of answers
 - Ezines Tips
 - Exercise 2: HIS challenge
 - Exercise 3: Dramatic Story challenge
4. Creating an Effective Flyer
 - Six steps to readability and response

Writing CLEAR ACTIONable® Emails (1 Day)

FACILITATOR • SAMUEL



Introduction

Come and learn the techniques of **writing emails** that get read and achieve the results you want. Learn through real-life examples where you will write in clear effective English.

Outline

1. Academic Writing vs. Business Writing
2. One-step Ahead
 - Planning and writing
 - Structure of a document – SO FAR
3. Writing CLEARly
 - Cutting meaningless words
 - Keeping sentences short and simple
 - Writing in complete English sentences
4. Writing vs. Re-writing
5. Writing with K.I.S.S.
6. Writing for A.C.T.I.O.N.
 - The art of GREAT subject lines
 - Meaningless phrases to avoid
 - Writing clear, action-oriented statements
7. Exercises: Opening, Requests, Apologies, etc.
8. Putting A.C.T.I.O.N. in action
9. Working with A.I.
 - What is Artificial Creative intelligence?
 - What are the "W" and "H" and what are they important
 - The Do's and Don'ts when working with A.I.

Introduction

This popular one-day exercise-based workshop helps participants to produce impactful and succinct written communication such as emails, letters, reports and minutes.

You will be able to:

- Write clear, concise, correct, complete business communications
- Show your professionalism by adopting the appropriate tone and style that suits the readers

You will be asked to bring a sample of your written communication to obtain personalized feedback from the facilitator.

Outline

1. Apply the 4 Cs + A Principle to achieve the purpose of your writing
2. Know your reader
 - Understand readers' needs and connect with them
 - Structure and plan your writing to suit the reader
3. Write as you speak
 - Eliminate redundancies, outdated phrases, jargons and clichés
 - Improve your clarity and keep your writing simple
4. Engage your reader
 - Use positive language
 - Adopt an Active vs Passive voice
5. Write first, Edit Later
 - Request for response/action
 - Confirm agreement
 - Answer inquiries, complaints
 - Make suggestions/recommendations
 - Choose appropriate template/format – email, report, minutes
 - Correct common grammatical mistakes

Mastering Customer Service Writing: Responding to Complaint Letters with Confidence (1 Day)

FACILITATOR • SAMUEL

NEW

Introduction

When customers write complaint letters, they are usually upset. At the same time, it is a sign for continued business opportunities with the customer, and a valuable gift for the company to review our operations, services or even product design. Attend this workshop and learn how to write response letters that rebuild your company's reputation while recovering the goodwill of your customers. After this workshop, you will understand what customers want when they write and obtain a writing model for responding to customer's letters while learning how to edit your writing for clarity by following four simple and proven principles.

Outline

- Analysing real-life writing examples
 - Identifying areas for improvement
 - Tips on how to start writing quickly
 - Strategies for effective reading and writing skills for E.S.L. (English as a second language) writer
- Expectations when customers write
 - The 2 W's in feedback
 - What we typically missed and how to spot them before we start writing
 - Review of more writing samples vs your writing exercises
- Introducing the AESC concept to Customer Service Writing
 - What is AESC
 - Samples and short exercise using AESC concept
 - Application of AESC concept to write your replies
- Comprehensive writing exercise on preparing and responding to a letter from customer
- Extra tips! Enhance efficiency and effectiveness in response preparation by using A.I.

"The model used to apply in writing and the knowledge on old-fashioned words replacement is useful."

... Lily Yeung,
Prince of Wales Hospital
"Top 10 Business Writing Tips"
Workshop for
The Prince of Wales Hospital



Communication, Influencing and Presentation Series

"I like the way the speaker present on how to communicate with people and the words we should use."

... Priscilla Tong, Public Bank (Hong Kong) Limited
"Influencing and Working with Your Team Members Successfully" Workshop for Public Bank Hong Kong

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Scan or click for workshop dates

Daily Team Briefing Skills (1 Day)

FACILITATOR • AUDREY

Introduction

This team briefing skills workshop teaches you to give instructions, relay corporate messages and communicate with your team on a daily basis. You will learn to design the key messages, arrange the sequence of information and deliver them in a convincing way to achieve the desired results. You will also practise **handling questions and challenges from your team members to turn the situation around positively**. You are encouraged to bring in your own cases to share and obtain immediate recommendations.

Outline

- Experience sharing session
 - Challenges faced during briefing sessions
 - Quick sharing on body language, facial expressions, tone and delivery style
 - Individual role-play I: 2-minute briefing session
 - Video review and feedback session



- Structuring team briefing sessions
 - Planning: content vs audience and time
 - Obtain buy-in, learning, involvement and action
 - Type of messages and how to deliver corporate messages, operational decisions, unexpected cases, regular feedback and required action
- Handling objections and challenges
 - Anticipating response to your message
 - Group role-play on challenging cases with solutions to handle them
 - Individual role-play II: handling Q&As during briefing

Influencing and Working with Internal Business Associates Successfully (1 Day)

FACILITATOR • AUDREY



Introduction

Business executives spend more than 50% of their working time convincing and negotiating with internal working partners every day. Thus, having the ability to influence people efficiently and effectively is extremely important for you to achieve working goals while at the same time maintain the relationships. Through practical role-play cases, this workshop will help you improve by re-looking at the way you Ask, Listen, Observe, Talk and stay Silent.

Outline

1. What is Wrong with These People?
 - Role-play I – communication techniques when talking to peers and bosses
 - Developing ways to handle difficult people
2. Listening to Your Counterpart
 - Role-play II – what are they trying to say
 - Listening to the hidden messages
 - Asking the right questions
 - Building rapport and trusting relationships
3. Designing Your Message
 - Talking to your bosses, peers, customers and suppliers
 - Preparing your message and preparing them
 - Handling reluctant working partners and objections
4. Delivering Your Message
 - What to say and how to say it
 - Watching your words, tone and expression
 - Role-play III – getting to the 'yes' answer

“ There are many case studies for students to participate and I can learn more skills and find out my weakness. It can help myself to improve ”

... Bliss Tai,

Henderson Land Development

Company Ltd

“Influencing & Working with Internal Business Associates Successfully”

Managing Communication with Stakeholders - ACTION[©] Managers (2 Days)

FACILITATOR • AUDREY



Introduction

This workshop aims to share various communication and influencing skills including **ancient Chinese sovereign strategies** to help managers achieve business goals through real ACTIONS. You will learn how to A-Anticipate, C-Communicate, T-Tune, I-Interact, O-Observe and N-Nisten during the workshop. The skills learned will enable you to manage working relationships to maximise winning situations for everyone. The role-play sessions will provide practical skills that you can apply immediately at work. And you can also explore how your communication behaviour can influence the attitude of your peers and how you can engage all stakeholders more effectively at work.

Outline

1. Introduction to the ACTION manager
 - Forming partnership ~ how to utilise your partner and solve problems at work [role play on a real business case at work]
2. A – Anticipate
 - Getting commitment ~ strategy applicable to internal and external stakeholders
 - Anticipating reaction before influencing [discussion and case application]
3. C – Communicate
 - Identifying and managing communication barriers [discussion]
 - Did we really say what we meant [5 role-play cases – handling difficult situations during meetings with your business associates]
 - Do you know what I mean [5 role plays - reporting to your boss with results]
 - Meeting your boss's expectations
4. T – Tune
 - Making people work for you ~ do not under-utilise your counterpart
 - Using Features and Benefits to help you engage your stakeholders
 - How to say No when you need to
5. I – Interact
 - Building a trusting relationship ~ developing your network [activity]
 - Dealing with reluctant working partners [case sharing and discussion]
6. O – Observe
 - Ways to observe effectively ~ what to look at and how to analyse
 - Behaviour during information exchange or conflicts
 - Convincing my boss, peer, staff and business associates [4 role-play sessions]
7. N – Nisten
 - Nisten – the new way to listen [group role-play on Q&A during meetings, negotiation and managing communication with various stakeholders]
 - What is active listening and how to do it [final role play – 3 business cases]

Quick Steps to Present Effectively (1 Day)

FACILITATOR • AUDREY



Introduction

This insightful and powerful one-day workshop aims to provide practical and useful techniques you can apply to overcome fear and improve your presentation style. You will learn how to prepare and present professionally in front of audience from various background at different company functions. The emphasis is on your body language, voice, eye contact, content planning and interaction with audience. At the end of this workshop, you will increase your confidence to present effectively.

Outline

1. Planning your presentation
 - Experience sharing session – get all the answers you have been wanting to know about how to do good and how to avoid poor presentations
 - The H.A.T. of planning: your Heart, your Audience, your Timing
 - Role-play session 1
2. Review and feedback on role-play 1
3. Platform skills to increase confidence and professional image on stage
 - Stage image – appearance, body language, movement, voice and expressions
 - Group practice session on your platform skills
 - Quick tips on dressing and grooming for presentation
4. Making the best of your visual aids and material design
 - Visual aids control and example sharing on 20 worst mistakes made
 - Content design and time control
 - Quick tips and group role-play on Q&A handling – learn how to handle challenging, sensitive and situations when you have no answer to the question



Share with Your Friend



Presentation Skills... The Secrets! (2 Days)

FACILITATOR • AUDREY



Introduction

This highly effective and popular workshop equips you with practical techniques to make successful business presentations. The emphasis is on building confidence, improving platform skills and handling questions. You will learn techniques to maximise your comfort and reduce your fear of presenting to a group of people. You will increase your confidence to handle all Q&A sessions by using the six secrets to handle tough questions or objections. You will also learn to develop effective PowerPoint to highlight the key points of your presentations.

Outline

1. Planning your presentation
 - Experience sharing session – get all the answers you have been wanting to know about how to do good and how to avoid poor presentations
 - The H.A.T. of planning: your Heart, your Audience, your Timing
 - Role-play session 1
2. Review and feedback on role-play 1
3. Platform skills to increase confidence and professional image on stage
 - Stage image – appearance, body language, movement, voice and expressions
 - Group practice session on your platform skills
 - Quick tips on dressing and grooming for presentation
4. Making the best of your visual aids and material design
 - Visual aids control and example sharing on 20 worst mistakes made
 - Content design and time control
5. Polishing your answering skills
 - Six steps to a successful Q&A session
 - Answering in a positive manner
 - Positive choice of words
 - Taking control of the session
6. Final role-play on your company's business case and feedback
 - Recommendations on business scenario will also be given according to the needs of the individual, industry and audience

" very engaging and really interesting. I found a lot of new information that could be useful in future. "

... Aki Zhang,

Nano and Advanced Materials
Institute Limited

"Quick Steps to Present Effectively"
Workshop for Nano and Advanced
Materials Institute



" Through numerous role plays (in different roles), we can easily understand & alert other people's needs & concerns (which is important to know the other's top worries!) "

... Crystal Leung, Nestle Hong Kong Ltd - Nespresso Division
Managing Communication with Stakeholders ~ ACTION® Managers



Customer Service Series

Achieving Total Customer Satisfaction for Supervisors (1 Day)

FACILITATOR • AUDREY

Introduction

This workshop is designed to show you the updated consumer behaviour psychology to:

- understand what the customer expects
- educate the customers on what they shouldn't expect when complaining
- turn a negative situation around

You will learn to support your staff during customer disputes to keep them motivated and ultimately to keep your customers happy. Through role-play cases from different industries, you will improve your skills and help your team to talk, 'negotiate' and convince your customers.

Outline

1. Customer Service Trend and Standards
 - The ten rules to service excellence in Hong Kong
 - Eight performance standards to meet customer expectations
2. What Would You Say to These People?
 - Role-play I: can you handle these complaints
 - Typical answers and complaint handling style that might worsen the case
 - What's behind these complaints
3. Preparing Your Team to Handle Difficult Situations
 - Understanding what makes customer difficult, and sometimes, even more difficult after talking to your staff
 - What you need and how to prepare yourself, your team and your customers
 - Staff motivation and feedback techniques
 - How to make offers, make 'NO' offers and how to avoid over-offers
 - Role-play II: delivering the message
4. The Customer Education Process
 - Customer education and its benefits
 - Getting the whole organisation involved in customer service
 - Helping your subordinates to help you

"It helps me to know how to maintain positive relationships with colleagues, while expressing my own thoughts and comments."

... participant,

"Adding Value to Yourself through Better Communication" Seminar for Sha Tin College



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"Thank you for the course, it doesn't feel like 2 hours because it was interactive and attracts my attention."

... Participant,

"Adding Value to Yourself through Better Communication" Seminar for Sha Tin College

Customer Service through Better Communication (1 Day)

FACILITATOR • AUDREY



Introduction

This workshop gives you the skills you need to communicate professionally, gain respect and enhance customer relationships. You will use various communication techniques to secure an overall competitive advantage by ensuring customer satisfaction and strengthened customer loyalty. You will learn how to use positive phrases, ask the right questions and avoid verbal tics during your conversations with customers to project a professional image of yourself and your company.

Outline

1. Customer Service and Experience sharing
 - What went right and what went wrong
 - Typical Hong Kong communication blockers and how to lower the barriers
2. Handling face-to-face customers
 - Creating a conducive environment (physical setting and atmosphere)
 - Dressing, handshake, body language, posture, gesture, eye contact and movement
3. Handling telephone calls
 - Listen to the hidden problems (video case studies)
 - Dos and don'ts over the telephone
 - Group role-play sessions
4. Communication techniques for better service
 - Your style and the impact on your service
 - 30 Golden phrases in three languages
 - Listening skills and how it can be improved
 - Asking effective questions to win customers
 - Individual role-play sessions
5. A complaint is a gift
 - Turning complaints into business opportunities
 - Walking the extra mile

Phone Behaviour for Effective Communication (1/2 Day)

FACILITATOR • AUDREY

Introduction

This intensive workshop focuses on advanced telephone techniques and effective communication skills to handle difficult situations. Through video case-studies and experience sharing, you will learn to:

- calm down irate caller
- create a positive first impression using verbal cues
- develop a professional pride to provide service excellence over the telephone
- release stress and improve self-motivation at work

Outline

1. Customer service trend
 - Sharing phone call experience
 - Saying what's right and avoiding what's wrong
2. Reinforce professional image through the phone
 - Creating a positive and professional first impression
 - Verbal cues
 - Placing and receiving calls effectively (video case-studies)
3. Positive communication skills to avoid traps
 - Vague and negative phrases you must never use
 - Controlling the conversation and time spent
 - Effective questioning techniques
4. Handling special situations
 - Handling angry callers
 - How to get relief from stress and improve self-motivation at work



Register Now



Call us at 2519-9018



or email:

training@worldbridge.ws

"DISC. It can apply to all team members, not only for top management people. I will know how to work with different people of different characters"

... Chris Li, Teva Pharmaceutical Hong Kong Limited
Project Management Essentials For Success



Join Our Corporate Plan for Special Rate



Mini-MBA Series

Achieving Excellence through Self & Team Leadership (2 Days)

FACILITATOR • CHRISTINA



Introduction

Now more than ever, managers need to build their own resilience and that of their team to rise to the challenge of leading themselves and others through a tough and uncertain business environment. This two-day workshop aims at helping managers develop the mindset, skills and knowledge needed to lead themselves and their team members in delivering, sustaining high performance so they may thrive as a team.

Outline

1. The Think Model and Your Role as Leader
2. Think Self – Choose Your Own Attitude
 - Build resilience
 - Know your purpose, values, and capabilities
 - Build your self-awareness on whether you are at your best
 - Choose your attitude and decide how you 'show up' as a leader
3. Think Team – Align the Team
 - Delegate to build your own and your team's capabilities
 - Set success measures for individual and team performance
 - Help your team to be proactive
 - Synergize your team
4. Think Feedback – Facilitate Learning
 - Ask questions, escalate and challenge assumptions
 - Encourage your team to ask for feedback regularly
 - Provide feedback on the what and the how
 - Model curiosity and courage to voice the unspoken
5. Think Relationships – Know and Engage Your Team
 - Build trust with your team
 - Create an inclusiveness in your team
 - Know your team and help them add value to the team
6. Think Performance – Strive for Performance Excellence
 - Help team perform through effective and timely conversations
 - Champion that top individual and team performance
 - Learn through ongoing outcome and process reviews

"I enjoyed the class a lot. Especially the role play part, when we can role play as sales and buyer. Audrey helps to spot out our mistakes and share comments for our improvement. Also, she shared a lot of her daily / working experience which helps us to think more and pay more attention to our communication skills! Thank you!"

... Michelle Ng, Kao (Hong Kong) Ltd,
Quick Steps to Win Negotiations



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"Thank you so much for sharing so many interesting stories to us. I really like this course"

... Gaby Leung,
Hong Kong Aircraft Engineering Co Ltd
Train-the-Trainer
(Facilitation Skills for Managers)



Effective Problem-solving with DMAIC Lean Approach (1 Day)

FACILITATOR • TANNIE

Introduction

This workshop will help you perform your role as project manager effectively & strategically. In applying core techniques of DMAIC - Lean Six Sigma for project management from initial stage till the end - Define, Measure, Analyse, Improve and Control. In a nutshell, DMAIC will guide you to solve problems strategically by mapping the issues and problems, its root causes and pain points, thus enable you to generate pragmatic solutions and fulfil stakeholders and management requirements and expectations.

Outline

1. What is DMAIC and what's in it for effective problem-solving in the context of project management?
 - Positive mindsets for successful problem-solving & thinking out of the box
 - Maximize values using Lean Six Sigma for project continuous improvement
 - Overview and objectives of each phase (Define, Measure, Analyse, Improve, Control)
2. Define the problem
 - Define problem and scope (objectives & skills)
 - Apply & practice the tool: Problem/Goal statement and Project Charter (with simulated case)
3. Measure
 - Explore the boundaries
 - Measure the baseline & questioning techniques (SWIH)
 - Determine facts and assumptions for next phase of analysis
 - Map current process and visualize the problems and pain points
 - Envision the Future State - Value Stream Map (VSM)
 - Apply & practice the tools: Process Map & Value Stream Map
4. Analyse
 - Identify gaps between current performance and goal performance and its root causes
 - Tool application: Fishbone Diagram (for analysing its root causes)
 - Infer patterns & trends in data collected
5. Improve
 - Brainstorm effective solutions and take preventive measures (Tool application: Mind-map technique)
 - Evaluate solution effectiveness & determine priority (Tool application: Impact/Effort Grid)
6. Control
 - Ensure effective control
 - Inspiring & working others with DiSC application
 - Implement an ongoing monitoring plan and monitor results
 - Share the lesson learnt by sharing and developing system of documentation

"All topics are useful, those skills not just for interviews, but they can be applied in different occasions"

... Participant,
"Virtual Interviewing Skills ~ Getting the RIGHT Candidate"
Online Workshop for MTR

Inspiring Your Team for Peak Performance with MBTI (1 Day)

FACILITATOR • TANNIE

Introduction

This workshop will help you inspire your team for peak performance with extraordinary results and enhancing team spirits. It will navigate you along wisdoms of Myers Briggs Type Indicators (MBTI), the personality inventories based on ground-breaking Type theory of Carl Jung, the world's renowned Psychologist to understand people's motives and preferences. Over the years, millions of people had taken the MBTI assessments, and it is widely used for understanding self and team work behaviours, preferences for effective communication, motivation, building and leading the team.

Outline

1. Introduce the fundamentals of different types of MBTI and keys of motivation
 - Walk through & discuss different MBTI types: attributes, motivation and preferences at work
 - Discover the dichotomies of Introversion vs Extroversion, Judging vs perceiving, and sensing and intuitive
2. Inspiring & Engaging the team for peak performance with MBTI
 - Managing self & emotions
 - Presenting with impact
 - Effective skills of Inspiring & engaging the team
 - Communicating with the team
 - Discuss the core values and psychological needs of different MBTI types
 - Map the team using MBTI team temperament for effective interactions at work
 - Matching the teams' temperament and communication preferences
 - Discuss the application of motivating different MBTI types for peak performance
 - Learn & practice the communication tactics: Connect-Inspire-Transform
3. Case Applications
 - Apply the learnt skills and MBTI types temperament and communication tactics
 - Debrief skills of inspiring the team with MBTI in addressing team communication & motivation

Interviewing Skills ... Did you ask the right question? (1/2 Day)

FACILITATOR • AUDREY

NEW

Introduction

Managers ~ did you realised that the time spent on coaching, training, supervising and correcting your staff can be substantially reduce if you had identified the right candidate during the job interview session?

This practical and interactive workshop help you design questions to obtain useful and sounder information you can use to determine the suitability of the job applicant. You will also learn to work with your panel interviewers to avoid "over-selling" the position and raising wrong expectations. {This workshop will focus on questioning techniques and will leave out HR or Labour law related issues}

Outline

1. Experience sharing
 - Typical questions asked during interviews vs your expected results
 - Designing questions according to 5 Needs (co, prod, team, venue and you)
 - Group practise on questioning techniques
2. Interactive session I
 - Individual practise sessions according to your recruitment needs
 - Feedback and observations
 - Tips on behaviour and non-verbal signals
 - Challenging interviews - Hostile and Sensitive Persons
3. Interactive session II
 - Panel interviews - preparing your partners on what to say and ask vs what not to say and ask
 - Group role-play and feedback
 - Learning and summary



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Learn to Coach GEN Z with Effective Results (1 Day)

FACILITATOR • MING LOK

Introduction

You are from Mars, they are from Venus. If your GEN Z subordinates are bringing you much headache, there is actually a better way out.

Cross-Generation management is much more than just bridging the generation gap. It is a valuable chance for both of you to transform and upgrade yourself into a "better me".

Learn to coach and reunite with GEN Z into one universe, and your life will be much different thereafter.

Outline

Nurture and empower your Gen Z. Apply Coaching in Cross-Generation Management.

1. The 4 must know "keywords" of Gen Z: what overwhelms them?
 - Judgement: What would people think when I do this and that?
 - Comparison: I can never be the best...
 - Acceptance: Will you still like me if I am not good enough?
 - Insecurity: I am making a fool of myself...
2. Do(s) and Don't(s) working with Gen Z
 - Role play/Games
 - Case studies: Your pain points with Gen Z
 - All you need to know in one concise mind-map
3. Coach first, Friend Second, Boss third: How to do it?
 - Gen Zs vs Me: turn conflicts into chances
 - Effective coaching skills and Improvisation practice
 - Experience sharing
4. How to talk so Gen Z will listen, how to listen so Gen Z will talk (The 4 Cs)
 - Care: Verbal and non-verbal expressions
 - Communicate: What you have done and what you can do differently
 - Co-create: Making things happen together and share success
 - Co-own: Develop mutual ownership and be proud of each other

" A practical workshop on project management. The facilitator is very professional and knowledgeable "

... Tatton Chung,
Civil Service Training &
Development Institute
Project Management Essentials
For Success

Negotiate for Better Deals! (2 Days)

FACILITATOR • AUDREY



Introduction

This practical and interactive workshop helps participants to **get a better deal than the one on offer**. Through case studies and role plays, you will learn to manage the whole negotiation process and avoid the errors that are commonly committed. You will learn to identify underlying patterns, improve your judgement, think clearly about the choices you must make and manage the stress of negotiation. Learn to develop creative alternatives for exchange and train yourself to identify and remove indirect aims leading to unsuccessful negotiations.

Outline

1. Why negotiate? Experience Sharing
 - Find out what is Multi-Win and when to lose during negotiation
 - Role-Play I & Feedback
2. Preparation before negotiation
 - Setting objectives and ways to achieve it
 - Direct and indirect aims of negotiations
 - Everything you need to know and prepare before negotiating
 - Developing creative alternatives for exchange
 - Role-Play II & Feedback
3. Find out The Other Side's worries
 - What, when and how to ask and listen for the information you want
 - Prepare your answers in advance
 - Body language and its impact
 - Role-Play III & Feedback
4. Closing the deal
 - The Emotional Negotiation ~ Role-Play IV
 - Negotiating bottomlines and price movement
 - Controlling time and building relationship
 - Role-Play V & Feedback

Quick Steps to Win Negotiations (1 Day)

FACILITATOR • AUDREY



Introduction

This one-day effective negotiation workshop uses eight keys to help you close deals swiftly and positively. At the end of the workshop, you will learn to:

- improve your preparation and planning
- avoid the basic negotiating errors
- close the deal positively and efficiently

Outline

1. Experience sharing session and answers to questions you have been wanting to know about negotiation
2. The Eight Keys to a Successful Negotiation
 - Setting objectives, analyse your negotiation partner and relationship building
 - Understanding differences and how to present the "multi-win" message
 - Creating new trade-off points and handling the "No" answer
3. Role Play - 3 practical business cases on creative deals, matrix negotiation and internal negotiation. Everyone will receive feedback on areas for improvement
4. Closing the deal
 - Importance of notes, summary and choice of words when closing
 - Watch for opportunity to close or negotiate further
 - How to avoid post sale/purchase dissonance and maintain relationship
 - Making small exchanges that make your counterpart look like a BIG winner



*Share with
Your Friend*



SEE Profits by Streamlining Operations (1 Day)

FACILITATOR • JIMMY

Introduction

This hands-on practical workshop shows you how to review your business processes to achieve dramatic improvements in productivity, cycle times and quality. You will get tools and practical insights to organise your planning, resource and service processes around outcomes, not tasks. You will learn to put the decision points where the work is performed, and build quality controls into the processes; rather than just doing quality checks at the end. Overall, you will deliver more value to your customers and get willing participation of all employees involved in the operational redesign.

Outline

1. Business Excellence Framework
 - Case Discovery: Speed Ball
 - Faster, Better, Cheaper: perspectives and options
 - LEAN: Produce better results with less
2. SEE Improvements to Profits
 - SCAN current environment, issues and opportunities
 - EXPERIMENT value streams mapping
 - EVOLVE to continuous improvements
3. The Value Proposition for Customers
 - Key Value Driver Tree
 - Voice of Customer (VoC) analysis
4. Business–People Matrix to Get Buy-in
 - Emotional engagement – people first
 - Putting FUN into learning and continuous improvement
 - Moving Changes
5. Practical Application using Case Studies

Smart Decision Making to Max Business Results (1 Day)

FACILITATOR • JIMMY

Introduction

This practical workshop uses real-life case-studies to show you how to systematically organize your own logical thinking to make better decisions. You will learn to judge which information is relevant to the decision at hand and to create an action plan for implementation. Most importantly, you will learn to **quickly** choose a course of action that could maximise business results among competing priorities, resources and stakeholders.

Outline

1. Decision Identification
 - The Critical Four Questions That Count
 - Situation Appraisal for decision making
 - Situation Appraisal: “Hello! How bad is it?”
2. Decision Analysis
 - OODA Loop for uncertain and ambiguous situations
 - OODA Loop explained
 - Reflection: Why is OODA Loop important?
3. Decision Making Process
 - Decision Definition of objective and constraints
 - Decision Map of solutions
 - Decision Map Group Work:
 - ~ Case 1: To increase or not to increase?
 - ~ Case 2: How do I tell her?
 - ~ Case 3: Participant’s Choice
4. Decision Implementation
 - The Power of 2: OODA Loop + Decision Maps
 - Potential problem analysis: Taking a step further
 - Group Case 4: What could go wrong?

Selecting the Best Fit with Competency-Based Interviews (1 Day)

FACILITATOR • TANNIE

Introduction

This workshop will inspire you with Competency-based interview techniques that provides a comprehensive roadmap and clear guide to find the “best fit” people for your roles. It enables you explore and apply effective skills of S.T.A.R questioning and probing one’s past work behaviours, which are brilliant indicators of future performance and success, and thus will minimize the risks of hiring the wrong person.

Outline

1. Highlight Recruitment & Hiring Traps:
 - Recruitment Problems
 - The common mistakes in hiring and selection
 - Explore effective hiring process
 - Discuss effective selection tools methods (to identify & verify candidates have the right competencies)
2. Discuss what is competency framework and competency-based interviews
3. How competency framework will provide a clear guide to finding the best fit people
4. Skills of conducting competency-based interviews:
 - Plan a good interview structure & flow of questions
 - S.T.A.R Questioning: create great questions based on core competencies, skills, attributes, personality traits and motivations required for the role
 - Skills of conducting professional competency-based interviews
 - Important reminders: Mind your own “language” in the interviews
 - Closing
5. Case Applications (Role Plays)
 - Apply the learnt skills of Competency-Based interviews
 - Skills debrief
 - Questions and Answers

“Trainer is nice, can deliver the important message. Approach is interactive and raise our participation in the lesson”

... Eddie Wan,

Nestle Hong Kong Ltd -

Nespresso Division

Project Management Essentials

For Success

Successful Project Management with Agile Approach (1 Day)

FACILITATOR • TANNIE

Introduction

This workshop will guide you through successful and interactive approach of project management using Agile approach and pragmatic project management tools. With the basket of PM tools, it will help you manage project critical timelines, business requirements and stakeholders’ expectations effectively.

Outline

1. What is an agile approach and effective process for project Management?
2. Overview of Successful Project Management using Agile approach (Tool: PM Process Map)
 - Initiate & Define
 - Plan
 - Execute
 - Monitor & Control
 - Close
3. Initiate & Define
 - Define business scope, requirements & outcomes (Tool - Project charter)
 - Analyse investment feasibility & costs
 - Identify risks & document risks (Tool issues & solutions log)
 - Walk through documentation, data and records management
4. Plan
 - Set up project teams and clarify each party roles & responsibilities
 - Manage stakeholders’ expectations (Tool: DiSC)
 - Engage stakeholders with effective presentation (Tool: Presentation templates)
 - Sign off by management and project sponsors (Tool: project plan with deliverables & scope)
 - Identify project activities & manage critical activities
 - Work breakdown structure (Tool: WBS)
 - Critical path (Tool: Critical Path & Milestone Checker)
 - Schedule project activities (Tool: Gantt Chart)
5. Execute
 - Design implementation & resources allocation plan
 - Manage budgets and resources
 - Identify & manage risks effectively
6. Monitor & Control
 - Monitor Progress & manage changes in projects (Tool: change logs)
 - Manage & solve problems effectively
7. Close
 - Sign off all agreed outcomes and deliverables
 - Summarize project closure & Budgets (Tool: Project-Close Out Review Summary & Project-Close Out Template)
 - Handover & Conclude lessons learnt
 - Post project evaluation & plan of next step



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The Making of a New Supervisor in One Day

FACILITATOR • AUDREY



Introduction

This practical program aims to prepare all new team leaders on your new roles as a manager/supervisor. You will learn how to handle various situations on what you expect, what others expect of you and what you did not expect.

The learning sessions will cover three sessions, namely A, B and C comprises of A – Anticipating, Adapting and Approaching, B – to Be or not to BE and C – Command, Collaborate and Coordinate. *You will also learn concepts from Chinese philosopher Laozi and historical cases of Chinese emperors and apply in the real-life business world.*

Outline

1. Anticipate, Adapt and Approach
 - Sharing of experience – the real world of management
[Participants will share real-life cases and challenges faced as a new supervisor and attain Chinese strategies and solutions to handle the situations in a better manner]
 - Anticipating and adapting to the life of a new supervisor
[Learn how to behave, social, get help and work with their new peers at a higher level]
 - Approaching your new role – knowledge and skills you need
[Find out how you can learn quickly and apply the skills effectively at work – looking broader and beyond the job title]
2. To Be or not to BE
 - To Be or not to BE
[Find out when you can change and how to change to obtain optimal results]
 - Handling performance issues
[Learn how to re-build trust and get the support you need for better performances]
 - Handling staff conflict
[Identify the many sides of conflict and conflict handling in a constructive manner]
 - Handling target beyond you
[Balancing between your eagerness to perform vs you and your team's readiness to perform and learn how to reject in a supportive and accommodating manner]
3. Command, Collaborate or Coordinate
 - When to command
[Command when you need to and ways to lower the damage]
 - Who to collaborate with
[Differentiate the relationship you build and expand your ally team]
 - Going back to your “coordinate” role
[Why Coordinate - your ultimate role in the organisation]

Time Management ... The Secrets! (1 Day)

FACILITATOR • AUDREY



Introduction

We all have 24 hours a day but for some of us, their output generated are way above the curve. This workshop will show you the secrets to time management by going through 10 different time related factors that will reshape how you can better utilise your precious 24 hours. You will also pick up ideas and tactics to deal with people, work and events that has been stealing your time. Instead of reading countless time management books or depending on fallible gadgets, we are going to show you techniques on how to simplify your life by using simple items available on your working desk! Please come ready to change if you want more quality time now or in the near future in life!

Outline

1. Starting from the Letter P!
 - Phobia – better time management = more work and responsibilities?
 - Priority – understanding and resetting priority. Not yours but others
 - Procrastinate – Learn how to overcome fatigue, how to minimize the scale of the problem, how to create solutions to solve problems immediately
 - People – making friends, getting help and getting more help
 - More Ps – stop looking for perfection
2. Dealing with Surprises
 - Unexpected disruptions – emotion handling and making the best out of the situation
 - Unfamiliar tasks – getting help, advice or permission to stop
 - Unprepared incidents – accept or reject, handle now or later
3. Multiply your Hours
 - Have a routine for everything
 - Do and delete – do eat the frog and delete the obstacles
 - End with Ps – Use your pen and paper, phone and alarm

Train-The-Trainer (Facilitation Skills for Managers) (3 Days)

FACILITATOR • AUDREY



Introduction

This is one of the **BEST TTT Workshop in town!**

Within 3 days, you will gain the in-depth knowledge, skills and pragmatic approaches to deliver practical and successful training. You will learn through real-life training situations on how to communicate positively with your participants, in-class or online. Learn to handle challenging situations, give constructive feedback, organise and deliver training that is meaningful and fruitful for participants, company and yourself! Come and get answers to all the issues faced during your training session and find out how to bring your training to a new height.

Outline

1. Moving from a ‘teacher’ to ‘facilitator’
 - Subverting all you have learned about training
 - Getting buy-in from Chinese audience – Western theories plus Chinese wisdom
 - Techniques to increase desire to learn
 - Getting the Generation XYZ to nod
 - Quick tips on platform skills – In-class and Online Training
2. Finding out the reasons for your slip-ups – In-class and Online Training cases
 - Using questions to achieve learning
 - Learn to listen before you teach
 - Goodbye to “conventional” training practices
 - How to “knock on their heads” through feedback
3. A 5-Star program starts at the design stage – both In-class and Online Training
 - Content design that achieves learnings within 30 minutes
 - Learn to set the agenda for a 雞精班
 - Games trainers play – learn 1st and fun 2nd
 - Debriefing skills that bring learning to a new height



Share with Your Friend

Online Series

10 Phrases Any Employee Should Not Say to Your Boss! (3 Hours)

FACILITATOR • AUDREY

Introduction

十句唔想升職嘅員工都唔應該講的說話!

- 「...」
- 「做唔到囉...」
- 「我唔知/我唔識/我記性唔好。」
- 「但係我有好多嘢做緊...」
- 「點解其他同事...」
- 「我知我係唔啱...」
- 「其他同事都有/冇意見...」
- 「其實對方嘅睇法都唔係冇道理嘅...」
- 「公司有咁嘅先例。」
- 「我做開唔係咁啱!」

Over the last 30 years, I have met many unhappy employees going to work every day, complaining about their bosses or companies. Maybe it's time for us to do some self-reflection. Not from your career perspective but from our own perspective; and take this opportunity to review our life – where we aspire to go and where we long for our next generation to be. It all begins from US!

Outline

1. Why NOT?
2. Why should I speak to please others? Or speak to help myself?
3. What can I say instead? (10 case studies)
4. Positive speaking techniques
5. Learning and summary

15 Phrases Smart Leaders Never Say to Their Employees (3 Hours)

FACILITATOR • AUDREY

Introduction

This interactive and practical online workshop helps you understand why your words didn't achieve its expected results, instead, the opposite at times. Find out what is wrong with using the above phrases and obtain immediate answer on what to say. Smart managers motivate employees through positive communication skills and do not the annual teambuilding activity! Come join us for a fruitful and interactive learning session!

Outline

1. Why NOT?
 - Group discussion on the implications, consequences, reasons, hidden agenda, impact and reactions when managers use the 15 phrases
2. How to and should you motivate your employee? Or Employees?
 - What can I say instead? (15 case studies)
 - Role play and individual feedback
3. Positive speaking techniques
 - How to say exactly what you mean positively (group practice session)
 - Common practices that are wrong and classic mistakes to avoid
4. Learnings and summary

“Thank you WorldBridge for arranging this training session to us! The training delivers a positive message that the key to "Train My Boss" is actually to train myself to fit my boss's style. It is important for us to plan and organize our messages and take note on our tone when talking to our bosses. Thank you very much for the tips provided by Audrey. I will bear in mind her suggestions to us and apply it in my work, so as to have a better communication with my boss! ”

... Winnie Poon, Nameson Holdings Limited
How to Train Your Boss ~ Free Sharing Session



Scan or click for workshop dates

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20 Powerful Icebreakers for Online Meetings and Training (3 Hours)

FACILITATOR • AUDREY

Introduction

Ice-breaking activities are very simple and effective ways to warm up participants and get them acquainted at the start of an online meeting or a training session. What's the difference when managers/trainers execute an ice-breaking activity in a virtual environment? What are the possible challenges as compared to a regular face-to-face meeting or in-class training? This fun and interactive session will walk you through 20 different ice-breaking activities you could use immediately in your next online meeting or training!

Outline

- 15-minute self-learning session
- Ice breaking Activity!
 - Let's have some fun starting with two activities
 - Challenges of online ice-breaking activities and how to avoid pitfalls
 - Techniques to prepare/handle/avoid these situations
- Individual practice session on ice breaking activity
 - Leading an ice-breaking activity
 - Individual comments, discussion and immediate feedback from trainer
- Ice breaking Activity Online
 - Sharing of ice-breaking activity in connection with your training topics
 - How to maintain the fun factor with learning objectives
 - What you must know and do before the session
 - Preparing yourself and your participants
- Creating learning using an interactive approach
 - Role-play – work in groups and facilitate an ice-breaking session
 - Summarising learning outcome with feedback from trainer
- Learning and summary

Create Effective Facebook Advertisements from Meta Ad Manager (3 Hours)

FACILITATOR • CHARMAINE

Introduction

There are currently 6.5 million Facebook users in Hong Kong, and if you would like to curate effective Facebook Ads and learn from successful Facebook Advertisement case studies from global brands, improve the ROI/ROAS of your Facebook Ads, join us for this workshop where the trainer will share best practices, share how A/B testing helps you optimize your advertising budgets and reach your advertising goals.

Outline

- Latest updates with Facebook Advertisement
- The anatomy of an effective Facebook Advertisement
- Best Practices with Facebook Advertisements
- Facebook Advertisement Success Case Study
- ROI/ROAS of Facebook Advertising
- Discuss: Are Lead Generation Ads on Facebook effective?
- Setting up an A/B Test for Facebook Ads
- Q&A with Trainer



Effective Presentation Skills for Technical Professionals (3 Hours)

FACILITATOR • AUDREY

Introduction

This 3-hour online session will give you insightful and practical pointers that can be used immediately at work! Get answers to all the questions that you have about technical, project, proposal selling, data sharing and technical product presentations!

Outline

- Presenting Technical Data and Information
 - Experience Sharing Session ~ what you need to know when you: reveal technical information, speak to clients, management, peers, juniors, answer questions and feel nervous during presentation
 - Individual role-play practise on introduction and agenda (1-min per person)
 - Individual feedback and recommendations on areas for improvement
- Preparation before Presentation
 - Content design ~ nice to know, need to know and backup plans
 - Quick tips on Q&A handling
 - Mini group role-play on difficult Q&A handling
- Learning and Summary

Boost Performance with a Multi-Generational Workforce (3 Hours)

FACILITATOR • EILEEN

Introduction

In this half-day workshop, we will focus on how reverse mentoring can help speed up the technological and social media adoption in Baby Boomers and increase the emotional awareness of the Gen X and millennials towards the former.

Outline

- Discover how high performing teams thrive with diverse age groups
- Identify the sources of conflict
- Try out simple but powerful approach to narrow the language & technology gaps
- Anticipate and plan for each stage that the team undergoes to smoothen the transition and accelerate performance

Designing Online Training to Deliver Results! (3 Hours)

FACILITATOR • AUDREY

Introduction

This 3-hour practical online workshop will walk you through 4 to 6 different popular training topics down to each single minute on the rundown. It will teach you how to take care of the weakened attention span of participants and the lack of physical interactions online. You are welcome to send in your organisation's training topics for discussion and instant transformation!

Outline

- 15-minute preparation and self-learning session
- Quick Introduction
 - Experience sharing ~ online content design challenges and ideas you can use
 - Example sharing on an actual training rundown ~ identify the source of boredom, find out how to reshuffle content to increase learning motivation and effectiveness and how to replace lecture time with self-learning!
- Content design guidelines, cases and examples
 - ICT (In-class Training) training content vs online content design
 - Removing the crammed and nice-to-know facts with practical, useful and interactive content that can be used immediately back at work
 - 15 Key points to GOOD content design: 5 objectives, 4 time management rules, 3 secrets to motivation, 2 learning sections and 1 goal
- Presenting your outline
 - Breakout sessions on outline design – 4 to 6 soft or technical skills content
 - Presentation and feedback from trainer and recommendations on the design
- Learning and summary

How to be Happy in Bad Times (3 Hours)

FACILITATOR • EILEEN

Introduction

Did you know that we have 2 vital roles to perform at the workplace?

One is the functional role and the other is the psychological one.

The 1st is to do with your main job that you're hired for.

The 2nd is the overall well-being of the 3 states i.e. mental, emotional and behaviours functioning together to support your 1st role.

Equipping yourself with the right coping skills in anticipation of bad times to help future-proof your success.

Outline

- Discover the Happiness Formula and levels of happiness that existed for centuries
- Know how our brains play tricks on us
- Identify the source of stressors
- Learn simple but power tactics to stay resilient mentally, emotionally and in our actions



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for Special Rate

Improve Business Productivity to SEE Profit (3 Hours)

FACILITATOR • JIMMY

Introduction

This workshop provides quick sharing, methods and ideas on how you can review your business processes to achieve remarkable improvements in productivity, cycle times and quality.

You will learn to put the decision points on the right task, set quality controls in the business processes and ultimately, deliver more profits and value to all stakeholders.

Outline

1. Business Excellence Framework
 - LEAN: Produce better results with less
 - Discussion: Does your current business process produces the results you are looking for?
2. SEE Improvements to Profits
 - SCAN current environment, issues and opportunities
 - EXPERIMENT value streams mapping
 - EVOLVE to continuous improvements
 - Reflection: Am I ready to SEE improvements to my business profitability?
3. Group Discussion: Case Study

Maximise Profit from Good Decision (3 Hours)

FACILITATOR • JIMMY

Introduction

This 3-hour practical online workshop explains and provide insights how you can organise your decision-making process systematically. You will learn to review and utilise relevant information to formulate decision and create action plans for execution.

Quick decision making is most critical during the business plan development process. Join this workshop to find out how you can select the best course of action to help you maximise business results among completing priorities, resources and stakeholders.

Outline

1. Decision Identification
 - The Critical Four Questions That Count
 - Situation Appraisal for decision making
2. Decision Analysis
 - OODA Loop for uncertain and ambiguous situations
 - OODA Loop explained
3. Decision Making Process
 - Decision Definition of objective and constraints
 - Decision Map of solutions
 - Decision Map Group Work:
Case: To increase or not to increase?
4. Decision Implementation
 - The Power of 2: OODA Loop + Decision Maps

Leading an Interactive Online Training Session (3 Hours)

FACILITATOR • AUDREY



Introduction

Getting participation and involvement during an online training session poses new challenges for trainers as compared to a regular in-class training. During this 3-hour practical online training session, you will learn to lead an online discussion and handle challenges to instill learning. Come ready to practise your online facilitation skills with a live class where you could learn from each other to improve your training design and delivery skills. Instant individualised feedback will be given to all trainers.

Outline

1. 15-minute self-learning session
2. Quick Introduction
 - Testing your voice and introduction of your topic
 - What do you foresee are the challenges of online training delivery
 - Techniques to prepare/handle/avoid these situations
3. Individual practice session on a selected topic (Role-play 1)
 - Leading a discussion and summarising outcome
 - Individual comments, discussion and immediate feedback from trainer
4. Online interactions vs ICT (In-class Training)
 - Things to note – trainer and participant preparation
 - Other potential challenges and how to overcome them
 - Methods to create interactions, time control and topic control
 - Briefing on Role-play 2
5. Creating learning using an interactive approach
 - Role-play 2 – work in pairs and lead a discussion session
 - Summarising learning outcome within 3 mins
 - Individual comments, discussion and immediate feedback from trainer
6. Learning and summary

Law of Contract Simplified! (3 Hours)

FACILITATOR • DANNY

Introduction

This is a concise online workshop bringing you through all the basics of contract law in a digestible, user-friendly format to give you a 'bird's eye' overview of the entire subject.

Outline

1. What is a Promise in contracts?
2. How to build a contract
3. Understanding contracts and what to watch out for
4. What makes a contract illegal
5. Ending a contract
6. Remedies for Breach of Contract

Organic Instagram Marketing Strategies for Business (3 Hours)

FACILITATOR • CHARMAINE

Introduction

There are currently 3.6 million Instagram users in Hong Kong, and with Instagram rolling out many new features the past 2 years, including Instagram Guides and Reels, how can business, brands and government agencies use Instagram more effectively to communicate their messages to customers and the public? Join us at this workshop where we share the best practices for organic and paid Instagram Advertising strategy for success.

Outline

1. Latest updates with Instagram Advertisement
2. Organic vs Paid Instagram Marketing and Advertising Strategy
3. The anatomy of an effective Instagram Advertisement
4. Best Practices with Instagram Advertisements
5. Instagram Advertisement Success Case Study
6. How to create an Instagram Advertisement for Lead Generation
7. ROI/ROAS of Instagram Advertising
8. Q&A with Trainer

The WWW to Win Negotiation (3 Hours)

FACILITATOR • AUDREY

Introduction

In this interactive online training session, you will learn three most important elements to WIN negotiation! Through the effective use of mental and factual preparation, smart tactics and influencing skills, you will improve your ability to convince your counterpart. Join this online workshop to increase your confidence and strengthen your negotiation skills. Participate with a willingness to learn and share your ideas and experience.

Outline

1. W ~ Why?
 - Why your company? Why them? Why you?
 - Interactive discussion to help strengthen your confidence during preparation and learn how to find out the other side's bottom-line
 - Q&A – Answers to the top 10 questions you want to know about negotiation
 - 知己知彼增強底氣
2. W ~ Who?
 - Who will you be talking to?
 - How to build relationships – traditional and new relationships
 - 一問一答見功力 – individual and group online practice session
3. W ~ What?
 - Understanding the WHAT clearly – negotiable items listed/not listed
 - What are the possible objections – learn to prepare and handle 10 most frequently heard objections
 - 有備而來百發百中
4. Learning and summary

Top 10 Business Writing Tips (3 Hours)

FACILITATOR • CHRISTINA

Introduction

This workshop provides the Top Ten principles and best practices in effective business writing. Participants will be able to follow simple rules and guidelines to help them plan, structure, compose, edit their writing and achieve the purpose of their written communication.

Outline

1. 4 Cs + A Principle
2. Know Your Purpose
3. Know Your Reader
4. Set Context to Gain Readers' Attention
5. Organise the Contents to Meet Readers' Expectations
6. Write as You Speak
7. Choose Right Style & Tone
8. Clarify, Confirm and Summarize
9. Use Positive Language to Engage Readers
10. Edit Your Writing



Register Now



Call us at 2519-9018



or email:

training@worldbridge.ws

"Apart from the theory, the trainer has shared numerous real-life negotiation stories. Moreover, she recommended books and videos for our further learning on this topic"

... Participant,
Negotiation Skills:

Mastering "STEM Approach" to Achieve Results Workshop for MTR

Talent Development Series

"有趣實用及有得著，不單止在工作上，生活上也可活學活用"

... Phoebe Chan,
Estee Lauder Hong Kong Ltd
Customer Service through Better Communication

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Scan or click for workshop dates

Business Talk and Networking with English Speakers (1/2 Day)

FACILITATOR • SAMUEL

Introduction

Learn practical conversational English that you could use at work. This workshop is a refresher of what you have learned in school and will cover the:

- 'must have' phrases that you could use in your everyday English conversations
- phrases to highlight what you want to tell the other person
- phrases to clarify and ensure that you have received the right message
- everyday English slang used by native English speakers which might not be what they literally mean

Outline

1. Personal Assessment
 - Activity: A cross-cultural experience
 - Game: Myth or Fact
 - KISS in communication
2. Meeting, Greeting and Parting
 - Meeting new and old business acquaintances
 - Making an introduction
 - Saying goodbye politely
 - Role plays and practices
3. The English We Speak
 - Quiz: Strange phrases and what native English speakers meant
 - Interesting phrases like brain fade, fib, cough up, hot under the collar, eat your heart out, milk it, etc
 - Conversations: Highlighting your points
 - Conversations: Clarifying your understanding

Happiness at Work to Increase Productivity (1 Day)

FACILITATOR • EILEEN

Introduction

Get tools and techniques to create positivity and HAPPINESS at work and be able to:

- improve your productivity while being HAPPY at work
- attract happy talent by building a happy work environment
- design HAPPY programs and team to enhance job satisfaction and results

Outline

1. Introduction to Happiness
 - History of Happiness and its definition
 - Global and country initiatives
 - Case study: Kingdom of Happiness
2. Happy Habits as an Employee
 - Linking Happiness to job satisfaction and the power of collaboration
 - My Happy Map
 - Case study: Happiness Ambassador
3. Happy as a Team
 - Linking teamwork and performance to Happiness
 - Happy Team Map
 - Cheerful conversation techniques
 - Case study: Happy Manager
4. Happy Work Environment
 - Linking Happiness to employee engagement
 - Happy Company Map
 - Case study: Model Workplaces

Event Organising Skills for Event Organisers (1 Day)

FACILITATOR • AUDREY

Introduction

This workshop helps secretaries and administrators plan and organise corporate events more effectively. Participants will be taught to plan from the audience and manager's perspective. They will have a good understanding of what is involved when organising seminars, talks, presentations, cocktail parties, dinners, openings, press conferences and all types of company functions. Come and share experiences and learn from other professional event organisers.

Outline

1. Experience sharing on various events
 - What makes a great event
 - How to avoid hiccups
 - Quick tips for "Master of Ceremony"
2. The Five Ws and One H to start
 - Setting objectives ~ what do people look for in events
 - Time control ~ planning the agenda for your event
 - Gathering resources ~ get help and get automatised!
 - Seating arrangements ~ everything can go wrong with this
3. Type of events and what you must know
 - Meeting/Seminar/Exhibition
 - Conference/press conference
 - Cocktail party, lunch and dinner
4. International events
 - Timing ~ how timeline differs from a local event
 - Co-ordination ~ remote control
 - Cultural Gaffe
5. Your role as a
 - Planner ~ being prepared to manage hiccups
 - Organiser ~ duties on the actual day
 - Manager/Host ~ helping your guests to socialise
 - Consolidator ~ getting credit from your work

Gen X and Baby Boomers - Reverse Mentoring for a Better Team (1 Day)

FACILITATOR • EILEEN

Introduction

Learn how you could revitalise your older work force through a reverse mentoring program where generation X and baby boomers are encouraged to learn from the younger generation Y and millennials. Through the mentoring program, the senior work force is encouraged to learn and to stay relevant in today's internet and social media world. You will learn to design successful mentoring programs that encourage the different generations to cross-learn and appreciate each other's strengths better; thus fostering collaboration across an inter-generational workforce. And by getting the different generations to mentor each other, you will have a happier and synergised team that constantly yields higher business results.

Outline

1. Workplace Challenges Today
 - Definition of age groups
 - Shrinking young work force and its challenges
2. Reverse Mentoring Program
 - Mentoring origins and forms
 - Benefits and challenges of reverse mentoring
 - Case Study: Model Company
3. The Mentoring Process
 - Stages of mentoring process
 - Common challenges, critical success factors, resources & practical tips
4. The Gen X or Baby Boomers' Role
 - Getting involvement and engagement
 - Mindset towards mentoring by Gen Y or Millennials
5. The Gen Y or Millennials' Role
 - Selecting a good mentor
 - Learning styles and mentoring skills to foster acceptance
 - Why Gen X or Baby Boomers are challenging
6. Measuring for Success
 - Success factors, criteria and measuring

Providing the Right Support to Your Boss (1 Day)

FACILITATOR • AUDREY



Introduction

This workshop has been designed to help you understand your boss's leadership style, show your value, enhance your career path or may be just give you a peace of mind at work every day. While career might not be your top priority, being wiser, making personal growth and being more productive in all aspects could be something that will help us have more quality time and a better life.

For bosses – this 1-day practical workshop helps you by letting your staff know the stress and challenges you are facing and how you would like them to support you better

For staff – active participation during the workshop will help you add value to your job by becoming more productive and effective from your boss's perspective. Learn how to support bosses better by anticipating their needs, solving problems creatively and resolving conflicts tactfully. You will also learn to enhance communicate skills and not waste your boss's time.

Outline

1. Your Boss as Your Client
 - Understanding what's on your boss's mind
 - Analysing your working style and its impact on your communication style
 - Creating value for yourself and how to present your value
2. Enhance the Communication Process
 - How to say "No" or say "Yes" – role play on handling to boss's requests
 - Are you listening – effective listening skills to resolve issues at work
 - How to prepare your recommendations and convince your boss
 - Quick tips on managing time, deadline, interruptions and difficult situations
3. Your Boss's Success = Your Success
 - What is my role and benefits in organisational success
 - Managing my brand vs the believe of "More work = More liabilities"

“我學到聆聽的技巧，聽出別人的心思，對事情及控制局面起著決定性的作用”

... Chan Chung Chiu,
KYOCERA Document
Technology Company (H.K.)
Limited
Influencing & Working with
Internal Business Associates
Successfully

