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FedEx Express is the world's largest express transportation company, providing fast and reliable delivery to more than 220 countries and territories. FedEx Express uses a global air-and-ground network to speed delivery of time-sensitive shipments, by a definite time and date with a money-back guarantee.*

(* Subject to relevant terms and conditions)

In Asia Pacific, FedEx currently serves more than 30 countries and territories in the region with more than 15,000 employees. Operating its own wide-bodied MD-11 and A310 aircraft, FedEx offers over 400 flights per week to 19 Asian cities. In Hong Kong, FedEx has over 1,100 employees, utilizing 232 delivery vehicles and operating three FedEx World Service Centers, eight FedEx Stations and eight FedEx Drop Boxes to ensure shipments are delivered on time, every time.

THE IMPORTANCE OF TRAINING AND DEVELOPMENT

Bringing out the best in our talents

"While companies are busy balancing corporate budgets during tough times, they should also remember to focus on one important driver of long-term success - employees. During difficult times, management should keep employees engaged through training and career development programmes, as well as open, two-way dialogues. Employers should also communicate assurance and continual commitment to employees to help keep morale and productivity high. This is something that FedEx places as a priority."

Mr Anthony Leung
Managing Director
Hong Kong and Macau
FedEx Express



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The Hongkong and Shanghai Banking Corporation Limited (HSBC) is the largest bank incorporated in Hong Kong and is the Group's flagship in the Asia-Pacific region. It issues more than 67.2% of Hong Kong's banknotes and is the founding member of the HSBC Group.

The HSBC Group is one of the largest banking and financial services organizations in the world, with around 8,500 offices in 86 countries and territories, covering Europe, Asia-Pacific, the Americas, the Middle East and Africa. The Group employs more than 296,000 staff and serves over 100 million customers with 45 million registered for internet banking. As at 30 June 2009, it had assets of US\$2,421 billion.

Through an international network linked by advanced technology, the HSBC Group provides a comprehensive range of financial services for customers ranging from individuals to governments, and from SMEs to global corporations and institutions.

THE IMPORTANCE OF TRAINING AND DEVELOPMENT

"At HSBC, we truly believe that our employees are our greatest asset. Our success depends on the quality of services we provide to our customers, so does our ability to attract, engage and develop our employees. Employee engagement at HSBC is driven by continuous development and career opportunities – by investing in our people and making HSBC the 'Best Place to Work', we are building a long-term sustainable business, the importance of which was evidenced during the global financial crisis.

HSBC is committed to building the capabilities required to deliver business and customers needs for both today and the future. Our Learning and Development function operates as a business within a global framework, appropriately recognizing business, functional and geographical differences. We leverage on the scale of the HSBC Group to maximize efficiency and flex with the changing needs of the business and economic environment. Our learning and development solutions are aligned with the business and Human Resources strategies and delivered for business success. We believe that by enabling our people to maximize their potential, we raise staff capability to deliver stronger and sustained financial performance for HSBC.

It is our staff who bring us success and make HSBC the 'Best Place to Bank'."

Mr Frank Kennedy
Head of Learning, Asia Pacific
HSBC



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Carrying an average of 3.7 million passengers every weekday, the MTR is regarded as one of the world's leading railways for safety, reliability, customer service and cost efficiency.

The MTR Corporation was established in 1975 as the Mass Transit Railway Corporation with a mission to construct and operate, under prudent commercial principles, an urban metro system to help meet Hong Kong's public transport requirements.

Today, MTR Corporation is involved in a wide range of business activities in addition to its railway operations. These include the development of residential and commercial projects, property leasing, and revenue from advertising, telecommunication services and international consultancy services. At present, MTR employs around 13,000 staff.

THE IMPORTANCE OF TRAINING AND DEVELOPMENT

"Our corporate VISION (V) is to be a globally recognized leader that connects and grows communities with caring service. With a MISSION (M) to enhance the quality of life of our customers and to grow with the communities it serves, we are cultivating a committed workforce with a strong emphasis on practice of unique corporate VALUES (V): Excellent Service, Mutual Respect, Value Creation and Enterprising Spirit.

With this direction, our innovative and holistic training strategy of "You have a say" Work Improvement Team (WIT) Scheme which blends empowerment, partnering, coaching and sustainability with contemporary e-learning solutions, has won the HKMA Award for Excellence in Training (Gold Prize) and a number of top-notch local and overseas HR and training awards.

Particularly, we are also excited to receive the Global HR Excellence Award and the American Society for Training and Development (ASTD) BEST Award ranking first in Asia Pacific and second worldwide. This definitely gives due recognition to the professionalism and devotion of our training team and more importantly, our dedicated WIT members.

Human capital is the gateway to achieve our V-M-V. MTR strongly believes that the success of a company relies on the engagement and development of its employees. Therefore, we continuously strive to develop innovative and effective training and development solutions that can unleash the potential of our staff members for enhancing the sustainable development of our businesses."

Mr William Chan
Human Resources Director
MTR Corporation



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The AIA Group is a leading pan-Asian life insurance organization that traces its roots in the Asia Pacific region back more than 90 years. It provides consumers and businesses with products and services for life insurance, retirement planning, accident and health insurance as well as wealth management solutions. Through an extensive network of 250,000 agents and 20,000 employees across 15 geographical markets, the AIA Group serves over 20 million customers in the region.

The AIA Group has branch offices, subsidiaries and affiliates located in jurisdictions including Australia, Brunei, China, Hong Kong, India, Indonesia, Macau, Malaysia, New Zealand, the Philippines, Singapore, South Korea, Taiwan, Thailand and Vietnam.

THE IMPORTANCE OF TRAINING AND DEVELOPMENT

“At AIA, we pride ourselves on being a people-company. Of utmost concern in everything we do are the people we employ and the people we serve.

The two are inextricably linked. By encouraging, nurturing and developing the knowledge, experience and wisdom of our staff, we are able to cater to and anticipate the needs of our customers. We create a holistic work environment in which AIA’s business goals are clearly communicated and where employees understand how they can grow with the company.

Against our objective of building a learning organization, we create ample opportunities for employees to learn and develop their knowledge and leadership skills. In addition to face-to-face training by experienced professionals, AIA’s current leaders also share their insights and expertise. The core of our training is also respect for the individual. Through self-directed programmes utilizing multimedia learning tools, we nurture our employees’ abilities to their full potential. Keeping and developing quality people not only helps us fulfill our corporate commitment, it also engenders a fun, energetic and stimulating workplace.

AIA remains very committed to creating a work environment where employee actions are aligned with business goals, where employees feel valued for what they do, and where their contributions are acknowledged and rewarded.”

Ms Margaret Chiu
Senior Vice President, Group Human Resources
AIA Group



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The Hong Kong Jockey Club

Founded in 1884, The Hong Kong Jockey Club is celebrating its 125th Anniversary in 2009/10 season. Over the past 125 years, it has become one of Hong Kong's best known and respected organizations, providing the public with world-class sporting entertainment as well as being the city's major non-Government community benefactor, now donating more than HK\$1 billion a year to charitable and community projects.

The Club is the city's only authorized operator of horse racing as well as regulated football betting, and also operates the Mark Six Lottery. It is the largest single taxpayer in Hong Kong, contributing some HK\$13 billion a year to the public purse or 6.8% of total taxes collected by the Inland Revenue Department in 2008/2009. The Club is also one of the city's largest employers, with some 5,300 full-time and almost 21,000 part-time staff.

Operating under a unique, not-for-profit business model, the Club donates its surplus funds to charitable and community projects to improve the lives of people in Hong Kong. It has been a part of Hong Kong through good times and bad, sharing the city's growth and development with its people, and is dedicated to enhancing the quality of life for future generations.

THE IMPORTANCE OF TRAINING AND DEVELOPMENT

"Being one of the city's largest employers, The Hong Kong Jockey Club looks on human capital as a key success driver of the organization. We seek to maximize individual as well as team strength, encourage all-round wellness, and develop a harmonious and productive working environment.

Our investment in learning and development initiatives, for both full-time and part-time employees, not only helps the Club achieve its strategic goals and win prestigious awards, it also contributes towards the enhancement of Hong Kong's workforce as a whole.

The Club's latest aspiration to nurture young talents is further demonstrated by the reinstatement of its Management Trainee Programme this year after a nine-year interval. With organized training workshops, action-learning projects as well as business exposures, young people recruited to the Programme will be encouraged to thrive and grow with knowledge and experience that will be useful throughout their whole life."

Mrs Mimi Cunningham
Director of Human Resources and Sustainability
The Hong Kong Jockey Club



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Through continuous innovation and consistent pursuit of excellence, Maxim's Group has grown into the largest catering company in Hong Kong by operating over 70 brands and 590 outlets, while serving more than 540,000 people everyday.

From 1956, Maxim's Group has been grounding its roots in Hong Kong and has always kept abreast of times, led the dining culture in Hong Kong, and will continue to provide a quality dining experience and diversification of catering services to its customers.

The Group offers a diversified service comprising Chinese, Asian and European restaurants, fast food outlets, cake shops, coffee shops, conveyor-belt sushi outlets and institutional catering. The Group also offers a range of festive products, spanning from Chinese New Year Puddings, Rice Dumplings to Chinese Preserved Meals. Maxim's Mooncakes is also the No. 1 mooncake brand in Hong Kong.

THE IMPORTANCE OF TRAINING AND DEVELOPMENT

"Maxim's Group always believes in a people-oriented culture and teamwork, in particular staff training and development, we are dedicated to investing in our staff – the most valuable asset. Maxim's has now built up a dedicated team of 14,000 people and this devoted, professional team has contributed to the Group's success.

Building the best team through an efficient division of labour proves to be the best way to motivate the staff, who can demonstrate their best quality to serve through continuous improvement and innovation.

To accomplish the company's mission of care and responsibility to its staff, Maxim's Group established a training centre in the 1970's, developing a skilled and motivated workforce, enabling all staff to perform their full potential and build their expertise at work.

The Group has also been committed in providing good development opportunities and building staff confidence and ability in providing professional catering services that mutually benefits staff and the company."

Maxim's Group



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SHANGRI-LA

HOTELS *and* RESORTS

Hong Kong-based Shangri-La Hotels and Resorts currently owns and/or manages 67 hotels under Shangri-La and Traders brands with a room inventory of over 29,000. Shangri-La hotels are five-star deluxe properties featuring extensive luxury facilities and services. Shangri-La hotels are located in Australia, Mainland China, Fiji, Hong Kong, India, Indonesia, Japan, Malaysia, Maldives, Philippines, Singapore, Sultanate of Oman, Taiwan, Thailand and the United Arab Emirates. The group has over 30 projects under development in Austria, Canada, Mainland China, France, India, Macau, Philippines, Qatar, Russia, Seychelles, United Arab Emirates and the United Kingdom.

Shangri-La Hotels and Resorts is regarded as one of the world's finest hotel management companies, garnering international awards and recognition from prestigious publications and industry partners. The group is committed to its philosophy of "Shangri-La Hospitality from Caring People".

THE IMPORTANCE OF TRAINING AND DEVELOPMENT

"Developing a Learning Organization is one of the key strategies to enable Shangri-La Hotels and Resorts to be an employer of choice.

The continuous learning culture within all hotels is driven by senior management and cascaded to over 35,000 employees. We are committed to provide our employees with career development opportunities to grow, excel and succeed.

Our commitment to learning means our staff can perform at their full potential and be inspired to delight our guests each and every time. They are creative and continuously seeking better ways to deliver the Shangri-La promise to our guests."

Mr Madhu Rao
Chief Executive Officer and Managing Director
Shangri-La Hotels and Resorts



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Founded in 1978, Synergis Management Services Limited is the leading asset management services provider in Hong Kong and Mainland China. Synergis was the first property services company listed on the Hong Kong Stock Exchange (Stock Code: 2340). Synergis employs over 5,500 staff and manages over 350 properties and facilities throughout China, including over 157,000 residential units and 2.6 million square metres of commercial and industrial properties as well as facilities with both the public and private sectors.

"Synergis" embodies our promise to our customers – that we are committed to creating value for our customers and delivering quality service at world class standards.

THE IMPORTANCE OF TRAINING AND DEVELOPMENT

"Since our formation in 1978, Synergis have progressed to the forefront of asset management services in Hong Kong and Mainland China. We believe the quality and commitment of our team are the most important factors in sustaining our leadership position in the market and we motivate our staff to be passionate about delivering quality services. With the assistance of our human resources management system, we are able to analyze and tailor training programmes covering technical and management skills as well as regulatory and environmental awareness and customer relationship building. Synergis has successfully fostered a learning culture where our employees are motivated and have the opportunity to achieve their full potential whilst navigating a rewarding career path."

Dr C H Fan
Managing Director
Synergis Management Services Limited



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Tao Heung Group established its first restaurant "Tao Heung Seafood Hotpot Restaurant" in 1991, which focused mainly on the hotpot business. "Seeking continuous improvement and diversification through commitment to diligence and creativity" is the philosophy and the spirit of Tao Heung. Besides, Tao Heung has always believed in "Delicious & Value", using the concept of "Quality food, Quality service, Quality environment" (The 3 Qualities) as management guidelines.

To allow the customers to enjoy the unique and exceptional Chinese cuisine, Tao Heung has established 12 flagship brands, including "Tao Heung", "Tao Square", "Pier 88", "Cheers Restaurant", "Ha Ka Hut", "Chao Inn", "Chung's Cuisine", "Shanghai Inn", "TCT", "One Roast", "Hi Tea" and "HIPOT", and has developed into a unique and diversified Chinese catering group.

THE IMPORTANCE OF TRAINING AND DEVELOPMENT

"Tao Heung Group strongly believes that human capital is our most valuable asset and the company's success and sustainable development is attributed to our employees. We are dedicated to develop our employees and maximize their potentials through training. Training can boost employees' productivity, motivation, morale and job satisfaction, resulting in increasing business performance.

Apart from developing talents internally, Tao Heung Group endeavors to enhance the practitioner's professional level and image of the Chinese catering industry. The company has sponsored over 20 million dollars to the Vocational Training Council on the Chinese Cuisine Culture Development Programme, which focuses on Chinese Restaurant Management.

Effective training and development is definitely a way to turn a company, or even an industry, from good to great."

Ms Caroline Li
Director, Human Resources
Tao Heung Group Limited



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MEDIA SPONSOR



Recruit Holdings Limited is a HKSE listed company engaging in three diversified businesses - recruitment advertising in Hong Kong, in-flight magazine advertising/publishing in China and Taiwan, and high-end book printing for global publishers. The Group has been a leading recruitment magazine publisher since 1992, and is complemented by an online platform www.recruitonline.com providing a comprehensive career development channel for the job seekers and a widely casted talent net for employers and intermediaries.

The Group's in-flight magazines representing leading airlines in China and Taiwan are connected to the new generation of travellers. The Group's printing business provides high quality services to renowned publishers around the world, supported by state-of-the-art printing facilities in Huizhou, Guangdong Province.

THE IMPORTANCE OF TRAINING AND DEVELOPMENT

"In 2009, we have just gone through a year of economic roller coaster ride. In the first half-year, employees survived under great pressure, from fear of losing jobs, increased workload due to reduced manpower, to being dragged down by nose-dived performance data imploded on media. Employers that set priorities on interim profits took immediate cost-cutting measures – lay-offs and slashing expenses. Training budget was among the first to be axed. Not anticipated, the economic rebound came much faster in many sectors than previous cycles. Many employers are now starting all over to recruit and train new employees.

A practical issue is now raised – should training be continued to be treated as a luxury during boom times? We have witnessed organizations that operate with long-term plans. During bad times, they did not only keep their most important asset – people, they put more focus on them. Expending on effective training programmes is an investment. Investment during bad times can generate higher impact on employees, thus reaping long-term yields. This is a soft and powerful approach to stay ahead of competition. It is something that has no patent but cannot be copied easily. The P&L may suffer short-term, but the return on human investment will exemplify over time on the Balance Sheet.

Recruit will continue to support HKMA in the promotion of Training and Development. We are honored to be associated with this annual Training and Development Award, an event that is important for the positioning of Hong Kong."

Mr C K Lau
Chairman
Recruit Group



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MEDIA SPONSOR

HR Magazine

Three years ago Paul Arkwright made the bold move of launching HR Magazine in Hong Kong. A new player on the block, with dynamic and innovative editorial, HR Magazine rapidly grew into the region's most respected HR publication within the short space of three years. In Hong Kong, HR Magazine now boasts the largest circulation of any HR publication, and with no membership or organizational ties, we are Hong Kong's only fully independent HR read. The publication has since grown into a HR platform incorporating HR Conferences, HR Online and HR Magazine.

HR Magazine provides the most relevant, comprehensive and down-to-earth coverage of issues, trends and advice from industry heavyweights who help shape the HR community in Hong Kong, Greater China and globally. Packed with practical tips on talent acquisition, staff management and HR training strategies, HR magazine is now regarded as an essential source of information by professionals in the HR field.

HR Magazine is distributed exclusively to HR directors, HR managers, training heads and CEOs. The publication delivers resources including best practices from HR industry leaders, intellectual capital case studies, HR tech reviews, recruitment and legal focus, training strategies, corporate social responsibility and the latest key HR career opportunities.

It's not all work, work, work though and regular features also provide advice on how to de-stress during work and after hours. *HR Events* keeps you up to date on all the HR events that are happening across the region and *HR Community* brings a summary of all the key HR events that you may have missed in Hong Kong.

HR Magazine also runs HR Conferences every quarter. These have become sell-out events as we share candid HR advice and strategies from senior HR practitioners working in renowned MNCs globally.

THE IMPORTANCE OF TRAINING AND DEVELOPMENT

"Today, more than ever, organizations need to be flexible, fast moving and even faster to learn, if they are to survive in the rapidly changing marketplace. Staff dynamics too are changing, as the old school mentality is gradually replaced with millennials favoring technology-based multi-tasking and much higher degrees of mobility between job placements. These factors combine to make staff training and development crucial within any organization. Done right, training not only allows individuals to learn, develop and improve themselves, but also stimulates teamwork, allows best practice sharing, and equips staff with the skills and motivation to bring about organizational changes and enhance the bottom line. Companies that realize the importance of such training stand to benefit in three key areas:

- Best recruitment—as more and more applicants look beyond remuneration for a working environment that also fosters personal growth and development.
- Better retention—as staff who are valued and allowed to develop are more likely to stay on.
- Better deliverables—as trained and valued staff are more productive and motivated.

Best of all ...it doesn't have to cost that much either."

Mr Paul Arkwright
Publisher
HR Magazine



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INTRODUCTION TO THE AWARD

INTRODUCTION

The Award for Excellence in Training has been organized by the Human Resources Development Management Committee of The Hong Kong Management Association since 1990. It is the only award of its kind in Hong Kong that gives public recognition of achievements in training and development to individuals as well as companies, whether large or small and whatever the nature of their businesses or services.

OBJECTIVES OF THE AWARD

- To give due recognition to HRD professionals and trainers for their achievements
- To help improve the quality of training and development in Hong Kong generally by giving examples of good training and development and by sharing experiences
- To continue to improve the extent to which training and development meets business needs, establishes direction and contributes to the success of the business/organization through improving the performance of employees

BENEFITS TO COMPANIES

- The Award will strengthen the reputation of the company within the field of training and development and in the business community at large.
- The winners will be allowed to use the award logo on their stationery, promotional literature and in advertising.
- The Award will provide an excellent opportunity for publicity by the winners.
- The Award could be used as an aid to recruitment.

BENEFITS TO HRD PROFESSIONALS AND TRAINERS

- The Award offers HRD professionals and trainers the opportunity to have their efforts better recognized by their organizations, peer professionals and the community.
- It will provide additional motivation to HRD and training professionals to extend their efforts.

- The Award will help senior management better understand the value HRD professionals and trainers can bring to improving corporate results of the business/organization.

AWARD CATEGORIES, PRIZES AND RECOGNITION FOR WINNERS

Campaign Awards

The following prizes will be granted to the top training and/or development programmes by the Panel of Adjudicators:

- Gold Prize
- Silver Prize
- Bronze Prize
- Excellence Awards

A recipient of Best Presentation Award will be selected by all participants attending the Final Presentation Seminar.

Recipients of the following awards will be selected by the Board of Examiners from amongst all the participating training and/or development programmes:

- **Recruit** Most Innovative Award(s)
- Special Award(s) for SMEs
- Other Special Award(s)
(granted at the discretion of the Examiners to recognize training and/or development programme(s) with outstanding performance in different individual areas. For example: Citation for Career Development, Continuous Performance Improvement, Staff Engagement, etc.)

Individual Awards

The following awards will be granted to outstanding trainers by the Board of Examiners:

- Outstanding New Trainer Awards
- Distinguished Trainer Awards
- Trainer of the Year
(selected by the Panel of Adjudicators from amongst the top three Distinguished Trainer Awardees.)



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INTRODUCTION TO THE AWARD

TRAINING AND DEVELOPMENT AWARDS ORGANIZING COMMITTEE

Mr John Allison (Chairman)

Vice President of Human Resources
Asia Pacific
Fedex Express

Mr Graham Barkus

Head of Organization Development and Learning
Cathay Pacific Airways

Mr Stingo Chan

Vice President – Group Learning and Engagement
American International Assurance Company, Ltd

Ms Iris Cheng

Human Resources Manager
Corporate People Development
The Hong Kong Jockey Club

Mr Steve Chow

Human Resources Director
Hsin Chong Construction Group Ltd

Mr Paul Clark

Group Director of Human Resources
Mandarin Oriental Hotel Group

Ms Sandy Fok

General Manager, Staff Development
John Swire & Sons (H.K.) Limited

Mr Michael Fraccaro

Head of Learning, Talent, Resourcing and
Organization Development
Human Resources - Asia Pacific
HSBC

Mr Ni Quiaque Lai

CFO and Head of Talent Engagement
City Telecom (HK) Limited

Ms Maylie Lee

Director – Human Resources
Hong Kong
American Express International Inc.

Mr Jim Lygopoulos

Vice President - Human Resources
Asia Pacific
The Walt Disney Company (Asia Pacific) Limited

Mr Kelvin Ng

Head of Training and Organization Development
Maxim's Caterers Limited

Ms Jasmine Tang

Director, Human Resources
Fuji Xerox (Hong Kong) Limited

Mr Andy Tsui

Director of Training and Development
Talentstrength Development Limited

IMPORTANT POLICIES

All information and documents supplied by Award participants including their identities and written submissions are kept confidential and will only be used for the judging of the Award.

All Examiners and Adjudicators are required to declare in advance to the Award Secretariat on their conflict of interest. The Examiners and Adjudicators in question would be barred from reviewing the Award participants concerned or handling in any manner the materials submitted by the Award participants involved.

ENQUIRIES

For enquiries, please contact:

Ms Titania Woo, Senior Manager
Ms Sunnie Ma, Assistant Manager
Ms Elaine Lo, Executive Officer

(Tel: 2774 8580 Email: titaniawoo@hkma.org.hk)
(Tel: 2774 8579 Email: sunniema@hkma.org.hk)
(Tel: 2774 8529 Email: elainelo@hkma.org.hk)
Fax: 2365 1000



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CAMPAIGN AWARDS

ELIGIBLE TRAINING AND/OR DEVELOPMENT PROGRAMMES

The Award is intended to cover any training and/or development programmes that are initiated and delivered by Hong Kong companies for their staff in Hong Kong or other places like the Mainland, Macau or other countries. They are designed to address employees' attitude, knowledge and skills with the aim of enhancing people performance and delivering specific business outcomes.

Programmes that include external consultants are also eligible for the competition. Nevertheless, the role of these consultants should be justified and clearly stated.

JUDGING PROCESS

The judging will be in three stages:

The first stage is intended to be as simple as possible in order to minimize the effort needed to enter. More effort will be required when successful participants pass from one stage to the next.

Shortlisting Interview (Please refer to the Guidelines for Shortlisting Interview on Page 16)

All participating companies will be invited to give a simple verbal description of the training and/or development programmes they have given, covering all the Judging Criteria. The verbal description, either in English or Cantonese, will be made to the Board of Examiners comprising members of the Training and Development Awards Organizing Committee and Human Resources Development Management Committee of the Association and be restricted to 20 minutes plus a 10-minute Question-and-Answer session.

Written Submission

Shortlisted companies will be invited to submit a five-page summary of their training and/or development programmes in English which will be reviewed by the Board of Examiners. The written submissions should cover all the Judging Criteria. The best six entries will be selected for the final round of the competition.

Final Presentation Seminar

The final selection of winners will take the form of an experience-sharing seminar open to all executives. The seminar will be held in September 2010. The finalists will be invited to deliver a presentation in English before the Panel of Adjudicators. Presentations will be restricted to 20 minutes plus a 10-minute Question-and-Answer session.

PARTICIPATION FEE

HKMA Member: \$5,800 per programme
Non-Member: \$6,200 per programme
SMEs* Special Rate: \$3,100 per programme

The participation fee covers:

- TWO free seats at the Final Presentation Seminar
- ONE free seat at the Award Presentation Ceremony

* SMEs refer to organizations that run a manufacturing business which employs fewer than 100 persons; or a non-manufacturing business which employs fewer than 50 persons.

CAMPAIGN AWARD SCHEDULE

Briefing Session

Friday, 26 February 2010

Deadline for Entries

Friday, 16 April 2010

Shortlisting Interview

Thursday, 29 April 2010

Deadline for Written Submission (Shortlisted Companies only)

Monday, 31 May 2010

Final Presentation Seminar

September 2010

Award Presentation Ceremony

October/November 2010



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GUIDELINES FOR SHORTLISTING INTERVIEW

- A company can send a maximum of two representatives for the Shortlisting Interview.
- The verbal description should be limited to 20 minutes, followed by a 10-minute Question-and-Answer Session and can be either in English or Cantonese. No marks will be given for the language used.
- The verbal description can be supported with PowerPoint and/or a printed summary of keypoints in English if desired (in PowerPoint printout format), but this is not essential. Judging will be based on the verbal description only.
- The verbal description should cover all the Judging Criteria. (Please refer to the Judging Criteria on page 17)
- The intention is that this first stage will be similar to describing your training and/or development intervention to a senior member of your company who wants to know what you have done.
- The presenter need not be the same person as would be used at later stages including the finals, but he or she should be someone who was directly involved in the training and/or development intervention.
- There will be no marks added or subtracted for the quality of the first stage verbal description, only for the content and the quality of the training and/or development intervention itself.



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CAMPAIGN AWARD JUDGING CRITERIA

MARKS

1 CAMPAIGN OBJECTIVES

20

- 1.1 The Campaign addressed one or more specific business/organizational challenge(s).
- 1.2 The Campaign fully considered the required people performance components, such as employees' knowledge, skills and attitude.

2 CONTENT DESIGN

30

- 2.1 The training and/or development elements in this Campaign were effectively designed to meet the desired learning outcome, such as employees' knowledge, skills and attitude.

3 STAKEHOLDER ENGAGEMENT

10

- 3.1 Relevant stakeholders (e.g. top management, line managers, etc.) were involved and appropriately engaged in the objective setting, design, delivery and post intervention evaluation stages.

4 ORGANIZATION INTEGRATION

10

- 4.1 The Campaign appropriately integrated with relevant HR practices and business processes in the organization to achieve the Campaign objectives.

5 MEASUREMENT AND OUTCOMES

20

- 5.1 The measurement process/metrics of the Campaign was rigorous and reliable.
- 5.2 The Campaign achieved the stated business and learning objectives.
- 5.3 The Campaign was cost effective.

6 CREATIVITY AND INNOVATION

10

- 6.1 The Campaign was innovative in its concept, design, implementation, reinforcement or outcome measurement.

Total 100



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CAMPAIGN AWARD ENTRY FORM

To: The Secretariat, Award for Excellence in Training and Development 2010
The Hong Kong Management Association
16/F, Tower B, Southmark, 11 Yip Hing Street, Wong Chuk Hang, Hong Kong

ACT-42846-2010-2-NL

Attn: Ms Titania Woo, Senior Manager (Tel: 2774 8580 Email: titaniawoo@hkma.org.hk)
Ms Sunnie Ma, Assistant Manager (Tel: 2774 8579 Email: sunniema@hkma.org.hk)
Ms Elaine Lo, Executive Officer (Tel: 2774 8529 Email: elainelo@hkma.org.hk)
Fax: 2365 1000

Dear Sir/ Madam

My company intends to enter the competition for the Award for Excellence in Training and Development 2010.

Name of Training and/or Development Intervention: _____

Name of Organization: _____

Address: _____

Contact Person: _____ Job Title: _____

Telephone: _____ Fax: _____

E-mail: _____

Description of Type of Business: _____

The following representative(s) (A maximum of two) of my company will attend the Shortlisting Interview to be held on Thursday, 29 April 2010 and present the training and/or development programme in English / Cantonese*.
(*Please delete as appropriate)

1. Name: _____ Job Title: _____

Telephone: _____ Fax: _____ Email: _____

2. Name: _____ Job Title: _____

Telephone: _____ Fax: _____ Email: _____

A crossed cheque no: _____ of HK\$ _____ made payable to "**The Hong Kong Management Association**" is enclosed.

[HK\$5,800 (HKMA Member) / HK\$6,200 (Non-Member) / HK\$3,100 (SMEs) for each participating training programme]

Signature: _____ Date: _____

(not later than Friday, 16 April 2010)

(Companies may submit more than one entry. Please complete a separate form for each entry.)



award for
excellence in
**TRAINING AND
DEVELOPMENT**
2010

PAST CAMPAIGN AWARD WINNERS

2009

Gold Prize

MTR Corporation Ltd

Silver Prize

Synergis Management Services Ltd

Bronze Prize

Zurich Life Insurance Co Ltd

Certificates of Excellence

Hang Yick Properties Management Ltd

Hong Yip Service Co Ltd

InterContinental Grand Stanford Hong Kong

2008

Gold Prize

CLP Power Hong Kong Limited

Silver Prize

Maxim's Caterers Ltd and Hospital Authority

Bronze Prize

The Hong Kong Jockey Club

Certificates of Excellence

Canossa Hospital (Caritas)

Hong Kong CSL Limited

InterContinental Hong Kong

2007

Gold Prize

Tao Heung Group Limited

Silver Prize

Kowloon-Canton Railway Corporation

Bronze Prize

The Hong Kong Jockey Club

Certificates of Excellence

Kowloon Shangri-La Hotel

Li & Fung (Trading) Limited

PCCW Limited

2006

Gold Prize

Langham Place Hotel

Silver Prize

Gammon Construction Limited

Bronze Prize

Hang Seng Bank

Certificates of Excellence

Hang Seng Bank

Jones Lang LaSalle - Management Solutions

Shun Hing Electric Service Centre Ltd

2005

Gold Prize

Langham Place Hotel

Silver Prize

CLP Power Hong Kong Ltd

Bronze Prize

The Hong Kong and China Gas Company Ltd

Certificates of Merit

The Hongkong and Shanghai Banking Corporation Ltd

PCCW Limited

Standard Chartered Bank (Hong Kong) Ltd

Special Award for SMEs

KC Maritime Ltd

2004

Gold Prize

The Hong Kong Jockey Club

Silver Prize

The Hongkong and Shanghai Banking Corporation Ltd

Bronze Prize

AXA China Insurance Co Ltd

Certificates of Merit

ACNielsen (China) Ltd

Hong Kong Housing Authority

MTR Corporation Ltd

2003

Gold Prize

Cathay Pacific Airways Ltd

Silver Prize

Circle K Convenience Stores (HK) Ltd

Bronze Prize

The Hongkong and Shanghai Banking Corporation Ltd

Certificates of Merit

Canossa Hospital (Caritas)

Kai Shing Management Services Ltd

Sun Hung Kai Properties Ltd

2002

Gold Prize

Hong Kong Housing Authority

Silver Prize

Hsin Chong Real Estate Management Ltd

Bronze Prize

Allen & Overy (HK) Limited

Certificates of Merit

American International Assurance Company

(Bermuda) Limited

Hong Yip Service Company Ltd

Shangri-La Hotels and Resorts

2001

Gold Prize

Hang Seng Bank Ltd

Silver Prize

Hongkong Post

Bronze Prize

Watson's The Chemist

Certificates of Merit

Giordano International Limited

Hang Yick Properties Management Limited

Hong Yip Service Company Ltd

* The above list shows the Award recipients and their companies during the year of the Award indicated.



award for
excellence in
**TRAINING AND
DEVELOPMENT**
2010

PAST CAMPAIGN AWARD WINNERS

2000

Gold Prize

Standard Chartered Bank

Silver Prize

Hong Kong Housing Authority

Bronze Prize

The Hong Kong Jockey Club

Certificates of Merit

Heraeus Ltd

Hospital Authority

MTR Corporation

1999

Gold Prize

Hang Seng Bank Ltd

Silver Prize

CLP Power Hong Kong Ltd

Bronze Prize

Hang Seng Bank Ltd

Certificates of Merit

Goodwell Property Management Ltd

The Jockey Club Kau Sai Chau Public Golf Course Ltd

Kowloon-Canton Railway Corporation

1998

Gold Prize

Sheraton Hong Kong Hotel & Towers

Silver Prize

Tse Sui Luen Jewellery Co Ltd

Bronze Prize

DHL International (H.K.) Ltd

Certificates of Merit

The Hong Kong Jockey Club

Hong Kong Police

Shell Hong Kong Ltd

1997

Strategic HRD Category**Silver Prize**

Regal Hotels International

Bronze Prize

DHL International (H.K.) Ltd

Skills Training and Development Category**Gold Prize**

Hang Seng Bank Ltd

Silver Prize

Marks and Spencer (HK) Ltd

Bronze Prize

Regal Hotels International

1996

Overall Winner

Giordano Ltd

Strategic HRD Category

Giordano Ltd

Skills Training and Development Category

Mass Transit Railway Corporation

1995

Overall Winner

Hospital Authority

Strategic HRD Category

Hospital Authority

Skills Training and Development Category

Mass Transit Railway Corporation

1994

Overall Winner

Kowloon-Canton Railway Corporation

Strategic Management/Strategic HRD/**TQM Training Category**

Kowloon-Canton Railway Corporation

Management/Supervisory Training Category

Cathay Pacific Catering Services (HK) Limited

Professional/Technical Training Category

Securair Limited

1993

Overall Winner

The Asian Sources Media Group

Strategic Management/Strategic HRD/**Customer Service/TQM Training Category**

The Sino Group

Management/Supervisory Training Category

The Asian Sources Media Group

Professional/Technical Training/Others Category

Hong Kong Aircraft Engineering Company Limited

1992

Service Category

Mass Transit Railway Corporation

Commercial and Industrial Category

Shell Hong Kong Limited

1991

Service Category

Arthur Andersen & Company

Manufacturing Category

Computer Products Asia-Pacific Limited

Construction Category

Franki Kier Limited

Wholesale/Retail/Import/Export Category

Jardine Pacific Ltd - Pizza Hut Division

Utilities and Public Sector Category

Mass Transit Railway Corporation

1990

Multi-National Corporations Category

China Light & Power Company Limited

* The above list shows the Award recipients and their companies during the year of the Award indicated.



award for
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2010

INDIVIDUAL AWARDS

ELIGIBILITY

The Awards aim to recognize the outstanding achievement of trainers who have made significant contribution to the human resource development of their companies as well as the whole community.

There are two categories for individual awards:

1. **Distinguished Trainer Awards**

Executives who have engaged in the human resource and/or training and development profession for a minimum of 5 years and are providing training for staff members of their own company or their clients.

A Trainer of the Year will be selected by the Panel of Adjudicators from amongst the top three Distinguished Trainer Awardees.

2. **Outstanding New Trainer Awards**

Executives who have engaged in the human resource and/or training and development profession for less than 5 years and are providing training for staff members of their own company or their clients.

Trainers from the consulting business may enter the Awards. However, if the training and/or development programmes described in the written submission and in the interview session are those of their clients, endorsement from their clients must be provided.

JUDGING PROCESS

All entrants need their company's nomination to enter the judging process.

Company Nomination

All entrants have to be nominated by their companies which are required to send in the Company Nomination Form on or before Friday, 26 March 2010. A company can nominate a maximum of five trainers in each category to participate in the Award.

The judging process will be in three stages:

Written Submission

All entrants will be required to submit a four-page written submission cover all the Judging Criteria together with a one-page summary of personal information in English. The signature campaign cited in the submission should be conducted and completed within the last five years.

The submission will be reviewed by the Board of Examiners.

Interview Session

Shortlisted entrants will be invited to an interview session.

For Distinguished Trainer shortlisted candidates, the interview session will include a 15-minute presentation and a 10-minute Q-&A session in English by the Board of Examiners. The presentation should cover all the Judging Criteria.

For Outstanding New Trainer shortlisted candidates, the interview session will be divided into two parts. The first part will include a 10-minute presentation, covering all the judging criteria, to be followed by a 5-minute Q-&A session in English by the Board of Examiners. The second part will include a 10-minute short training in English or Cantonese. Participants would be informed of the training topics 30 minutes before the interview session.

Winners of the Distinguished Trainer Awards and Outstanding New Trainer Awards will be selected by the Board of Examiners.



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excellence in
**TRAINING AND
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INDIVIDUAL AWARDS

Final Presentation Seminar

The top three Distinguished Trainer Awardees will be invited to deliver a 5-minute presentation on his/her written submission in English, followed by a 5-minute interview session by the Panel of Adjudicators at the Final Presentation Seminar to be held in September 2010 to compete for the Trainer of the Year Award.

PARTICIPATION FEE

HKMA Member: \$3,800 per nominee
Non-Member: \$4,200 per nominee

The participation fee covers:

- ONE free seat at the Final Presentation Seminar
- ONE free seat at the Award Presentaion Ceremony

INDIVIDUAL AWARD SCHEDULE

Briefing Session

Friday, 26 February 2010

Deadline for Nomination

Friday, 16 April 2010

Deadline for Written Submission

Friday, 14 May 2010

Interview Session

(Shortlisted Candidates Only)
Tuesday, 29 June 2010

Final Presentation Seminar

September 2010

Award Presentation Ceremony

October/November 2010



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2010

OUTSTANDING NEW TRAINER AWARD JUDGING CRITERIA

MARKS

1	SIGNATURE CAMPAIGN	80
	<p>The Trainer can demonstrate he/she has played a key role in contributing to the success of a training and/or development programme. From the programme, the Trainer has demonstrated his/her competencies as a good trainer which include the following areas:</p>	
1.1	Making sure that training is connected to business need and external environment	20
	<p>1.1.1 Meets regularly with sponsors to keep in touch with business needs 1.1.2 Good at helping managers identify what they want their people to be able to do 1.1.3 Establishes direction from sponsors as the first step in any new project 1.1.4 Passionate about making sure that training needs are clearly identified 1.1.5 Maintains relevance by refining training objectives/programme design in response to the business need and changing commercial context 1.1.6 Effective in gaining management buy-in</p>	
1.2	Ability to design purposeful learning processes	20
	<p>1.2.1 Conducts rigorous and holistic analysis and effectively addresses those factors contributing to the performance gap 1.2.2 Actively involve sponsors in the training and/or development process 1.2.3 Focuses on outcomes rather activities when setting training objectives 1.2.4 Rigorous in making sure that courses are designed to be good learning experiences 1.2.5 Makes explicit their assumptions about people and how they learn 1.2.6 Makes sure that trainees can successfully apply new ideas into their workplace 1.2.7 Creatively adapts training sessions to meet the needs of trainees</p>	
1.3	Ability to manage and deliver a designed programme	20
	<p>1.3.1 Listens to and values participant contributions 1.3.2 Illustrates new concepts and ideas with appropriate examples from the learners' workplace 1.3.3 Regards training sessions as an opportunity to role model the behaviours being taught 1.3.4 Encourages trainees to learn at their own pace and can cater for different learning styles 1.3.5 Encourages trainees to be independent and think for themselves 1.3.6 Creates interest and challenge in their approach to training 1.3.7 Integrates training sessions so that trainees can see how it all fits together</p>	
1.4	Ability to evaluate training	20
	<p>1.4.1 Based on trainees' satisfaction levels 1.4.2 Based on improvement in trainees' competence 1.4.3 Based on impact on job performance 1.4.4 Based on improvement in targeted business results 1.4.5 In partnership with managers and sponsors</p>	
2	PERSONAL ACHIEVEMENTS AND CONTINUOUS DEVELOPMENT	20
	<p>2.1 The Trainer has achieved academic or professional awards and other public recognition related to training and development. 2.2 The Trainer has demonstrated continuous self-improvement to further his/her career in training and development.</p>	

Total 100



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excellence in
**TRAINING AND
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2010

DISTINGUISHED TRAINER AWARD JUDGING CRITERIA

	MARKS
1 SIGNATURE CAMPAIGN	100
<p>The Trainer can demonstrate he/she has played a leading role in contributing to the success of a training and/or development programme. From the programme, the Trainer has demonstrated his/her competencies as a good trainer which include the following areas:</p>	
1.1 Making sure that training is connected to business need and external environment	20
1.1.1 Meets regularly with sponsors to keep in touch with business needs	
1.1.2 Good at helping managers identify what they want their people to be able to do	
1.1.3 Establishes direction from sponsors as the first step in any new project	
1.1.4 Passionate about making sure that training needs are clearly identified	
1.1.5 Maintains relevance by refining training objectives/programme design in response to the business need and changing commercial context	
1.2 Ability to design purposeful learning processes	20
1.2.1 Conducts rigorous and holistic analysis and effectively addresses those factors contributing to the performance gap	
1.2.2 Actively involves sponsors in the training and/or development process	
1.2.3 Focuses on outcomes rather activities when setting training objectives	
1.2.4 Rigorous in making sure that courses are designed to be good learning experiences	
1.2.5 Makes explicit their assumptions about people and how they learn	
1.2.6 Makes sure that trainees can successfully apply new ideas into their workplace	
1.2.7 Creatively adapts training sessions to meet the needs of trainees	
1.3 Ability to manage and deliver a designed programme	20
1.3.1 Listens to and values participant contributions	
1.3.2 Illustrates new concepts and ideas with appropriate examples from the learners' workplace	
1.3.3 Regards training sessions as an opportunity to role model the behaviours being taught	
1.3.4 Encourages trainees to learn at their own pace and can cater for different learning styles	
1.3.5 Encourages trainees to be independent and think for themselves	
1.3.6 Creates interest and challenge in their approach to training	
1.3.7 Integrates training sessions so that trainees can see how it all fits together	
1.4 Role in the internal marketing of business-oriented training plans to stakeholders	20
1.4.1 Effective in gaining senior management buy-in	
1.4.2 Authentically engages and inspires diverse group of stakeholders	
1.5 Ability to evaluate training	20
1.5.1 Based on trainees' satisfaction levels	
1.5.2 Based on improvement in trainees' competence	
1.5.3 Based on impact on job performance	
1.5.4 Based on improvement in targeted business results	
1.5.5 In partnership with managers and sponsors	
2 PERSONAL ACHIEVEMENTS AND CONTINUOUS DEVELOPMENT	20
2.1 The Trainer has achieved substantial academic or professional awards and other public recognition related to training and development.	
2.2 The Trainer has contributed to training and development as a profession in the business community.	
3 ACHIEVEMENT IN ENHANCING TRAINING AND DEVELOPMENT CAPABILITY	20
<p>The Trainer has helped improve and enhance the training and development capability of the current and/or previous organizations and contributed to the strategic business direction of the organization.</p>	

Total 140



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excellence in
**TRAINING AND
DEVELOPMENT**
2010

TRAINER OF THE YEAR JUDGING CRITERIA

	MARKS
1. Does this trainer ensure that activities are based on real business and individual need?	20
2. Can this trainer design courses that work well with learners to deliver real results back in the workplace?	20
3. Is this trainer actively engaged in their business in personally designing and delivering courses?	20
4. Is this trainer flexible enough to balance the needs of different trainees and the overall objectives set?	30
5. Can this trainer determine the success of training at the individual, job and business impact levels?	20
6. Overall can this trainer impact individual performance to meet business challenges, and go beyond the classroom to develop organizational capabilities, and even beyond the company to contribute to the development of training as a profession?	20

TOTAL 130



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excellence in
**TRAINING AND
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2010

**INDIVIDUAL AWARD
COMPANY NOMINATION FORM**

To: The Secretariat, Award for Excellence in Training and Development 2010
The Hong Kong Management Association
16/F, Tower B, Southmark, 11 Yip Hing Street, Wong Chuk Hang, Hong Kong

ACT-42846-2101-3-NL

Attn: Ms Titania Woo, Senior Manager (Tel: 2774 8580 Email: titaniawoo@hkma.org.hk)
Ms Sunnie Ma, Assistant Manager (Tel: 2774 8579 Email: sunniema@hkma.org.hk)
Ms Elaine Lo, Executive Officer (Tel: 2774 8529 Email: elainelo@hkma.org.hk)
Fax: 2365 1000

Dear Sir/ Madam

My company would like to submit _____ nomination(s) for the Distinguished Trainer Awards as well as _____ nomination(s) for the Outstanding New Trainer Awards of the Award for Excellence in Training and Development 2010.

Name of Company: _____

Address: _____

Name of Nominator: _____ Job Title: _____

Contact Person: _____ Job Title: _____

Tel: _____ Fax: _____ Email: _____

A. Nomination(s) for Distinguished Trainer Awards

Nominee: _____ Job Title: _____

Tel: _____ Fax: _____ Email: _____

Nominee: _____ Job Title: _____

Tel: _____ Fax: _____ Email: _____

Nominee: _____ Job Title: _____

Tel: _____ Fax: _____ Email: _____

Nominee: _____ Job Title: _____

Tel: _____ Fax: _____ Email: _____

Nominee: _____ Job Title: _____

Tel: _____ Fax: _____ Email: _____

B. Nomination(s) for Outstanding New Trainer Awards

Nominee: _____ Job Title: _____

Tel: _____ Fax: _____ Email: _____

Nominee: _____ Job Title: _____

Tel: _____ Fax: _____ Email: _____

Nominee: _____ Job Title: _____

Tel: _____ Fax: _____ Email: _____

Nominee: _____ Job Title: _____

Tel: _____ Fax: _____ Email: _____

Nominee: _____ Job Title: _____

Tel: _____ Fax: _____ Email: _____

A crossed cheque no: _____ of HK\$ _____ made payable to

"The Hong Kong Management Association" is enclosed.

[HK\$3,800 (HKMA Member) / HK\$4,200 (Non-Member) for each nomination]

Signature: _____ Date: _____

(not later than Friday, 16 April 2010)



award for
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2010

PAST INDIVIDUAL AWARD WINNERS

2009

Trainer of the Year

Ms Elsa Lam

Fortis Insurance Company (Asia) Limited

Distinguished Trainer Awardees

Mr Joseph Chan

HSBC

Ms Elsa Lam

Fortis Insurance Company (Asia) Limited

Mr Thomas Robillard

Fedex Express

Mr Wilkins Wong

Civil Service Training & Development
Institute, Civil Service Bureau

Outstanding New Trainer Awardees

Ms Fanny Chan

HSBC

Ms Effie Cheng

McDonald's Restaurant (H.K.) Limited

Mr Andy Lau

HSBC

Mr Nelson Wong

The Hong Kong Jockey Club

Mr Will Wong

HSBC

2008

Trainer of the Year

Mr Kelvin Ju

AIG Companies

Distinguished Trainer Awardees

Mr Kelvin Ju

AIG Companies

Ms Amy Kwong

CLP Power Hong Kong Limited

Ms May Li

Civil Service Training & Development
Institute, Civil Service Bureau

Mr Frankie Lo

Fortis Insurance Company (Asia) Limited

Mr Vincent Tang

HSBC

Ms Catherine Tong

The Hong Kong Jockey Club

Mr Christopher Yang

HSBC

Outstanding New Trainer Awardees

Mr Jonathan Bok

HSBC

Ms Viola Chan

AIG Companies

Mr Andy Clark

ClarkMorgan Corporate Training

Ms Ivy Poon

The Great Eagle Properties Management
Company Limited

Mr Vincent Woo

PCCW Limited

Ms Susane Yan

HSBC

Mr Lester Yeung

PCCW Limited

2007

Trainer of the Year

Ms Carroll Chu

Island Shangri-La, Hong Kong

Distinguished Trainer Awardees

Ms Carroll Chu

Island Shangri-La, Hong Kong

Ms Selina Kam

HSBC

Mr Kenny Mak

HSBC

Ms Shirley Ng

Hong Kong Disneyland Resort

Outstanding New Trainer Awardees

Mr Mark Chan

HSBC

Mr Peter Cheung

Hong Kong Disneyland Resort

Mr Desmond Ho

HSBC

Mr Badhri Nath Rama Iyer

HSBC

2006

Trainer of the Year

Ms Michelle Yam

Shangri-La Hotels & Resorts

Distinguished Trainer Awardees

Ms Sara Ho

The Hong Kong Jockey Club

Ms Doris Ip

The Aberdeen Marina Club

Ms Jessie Lau

HSBC

Ms Carrie Wong

HSBC

Ms Michelle Yam

Shangri-La Hotels & Resorts

Outstanding New Trainer Awardees

Ms Iris Chow

HSBC

Ms Angela Tsui

CLP Power Hong Kong Ltd

Ms Joyce Wai

HSBC

2005

Trainer of the Year

Mr Shekhar Visvanath

HSBC

Distinguished Trainer Awardees

Ms Marianne Chung

HSBC

Mr Allen Kuo

HSBC

Mr Gary Liu

The Dairy Farm Company Ltd

Ms Theresa Sham

The Excelsior, Hong Kong

Dr Chester Tsang

Hospital Authority / Institute of Health Care

Mr Shekhar Visvanath

HSBC

Outstanding New Trainer Awardees

Ms Elsie Gung

HSBC

Mr King Lee

Kowloon-Canton Railway Corporation

* The above list shows the Award recipients and their companies during the year of the Award indicated.

* The order of presentation of individual awardees receiving the same award is based on the alphabetical order of their surname.



award for
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2010

QUOTES FROM 2009 WINNERS

Gold Prize Winner

"It is our great honour to receive the Gold Prize from the Hong Kong Management Association on our training programme "You Have a Say" Work Improvement Team Training Scheme in MTR. We are glad to share our experience with HR professionals through this HKMA Training Award to help raise the quality of training and development in Hong Kong.

These awards not only recognizes to the professionalism and devotion of our training team and work improvement team members, but also encourages us to bring our Work Improvement Team to the next level. Focus on our vision as a global leader, we are spreading out this WIT spirit to Mainland China and other overseas countries in order to foster a continuous improvement and learning culture, and pave ways for organization growth and business expansion.

We believe human capital is the gateway to excellence. We commit whole-heartedly to advocating an environment of continuous improvement to enable employee to unleash their full potential, and to provide better services for the Hong Kong community. "

Dr Chester Tsang
Management Training & Development Manager
MTR Corporation

Silver Prize Winner

"Synergis believes PEOPLE are the company's most valuable asset. We encourage all our staff to engage in continuous learning and personal development to afford them with practical and relevant skills in order to provide innovative solutions that cater to our customers' needs. Their commitment to excellence and customer service represents the prevailing culture of our company. It sustains Synergis' image and drives our business success.

The Award for Excellence in Training provides us with a strong platform to benchmark our working and training practices against those of other companies. It is our honour to receive the Silver Award in the "Service Pioneer in Macau Property Management" project. The award not only recognizes the success of our "Total Customer Satisfaction Model" but also strengthens our vision of offering our clients the best customer service throughout our markets in China. "

Dr Catherine Chu
Executive Director
Synergis Management Services Limited



award for
excellence in
**TRAINING AND
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2010

QUOTES FROM 2009 WINNERS

Bronze Prize Winner

“Zurich Insurance Group (Hong Kong) is honoured to be awarded the 2009 Award for Excellence in Training. Zurich always trusts that the value of customer-centricity is vital to the insurance and financial planning industry which is people-oriented in nature. To achieve the branding promise of “delivers when it matters”, talent management is one of Zurich’s key initiatives across the world. The training programme “Zurich Academy – Catch the Coaching Habit” is tailored for experienced managers to enhance their skills in coaching the newly-joined, and retain the newly-joined by providing them with proper and quality guidance and advice. In turn, this programme has successfully uplifted quality of services delivered to customers.

The Award for Excellence in Training is a prestigious recognition of commendable training and development practices across different industries. It provides a great learning experience for Zurich to understand the benchmark of quality training, so as to optimize forthcoming training programmes. This honour is definitely an acknowledgement of Zurich’s commitment in talent management, which is key to transform Zurich into an even more customer-centric corporation.”

Mr Dickson Wong
Head of Zurich Academy Distribution Development
Life Insurance Asia
Zurich Insurance Group (Hong Kong)

Trainer of the Year

“ “Your Partner for Professional Success” is the slogan, reflecting the mission of Fortis Financial Services Academy to train and develop our people to excel in business performance of professional standard. The value of our training activities is in the development of their talents and career advancement for achieving personal and corporate objectives and goals. I began my training career with Fortis and am a typical example of a “home-grown trainer” and how Fortis develops her staff.

It is my honor to receive the “Trainer of the Year”. The Award is a positive reinforcement of my passion in helping others to learn better. It is also a milestone achievement in my training career.

Participating in the competition has been a valuable and rewarding experience, which has given me the opportunity to reflect on my past performance and enhance my confidence in meeting future challenges.”

Ms Elsa Lam
Assistant Vice President – Fortis Financial Services Academy
Fortis Insurance Company (Asia) Limited

MAIN SPONSORS

Fedex Express



HSBC



MTR Corporation Ltd



SPONSORS

American International Assurance Company, Ltd



The Hong Kong Jockey Club



香港賽馬會
The Hong Kong Jockey Club

Maxim's Group



Shangri-La Hotels & Resorts



Synergis Holdings Limited



Tao Heung Group Limited



MEDIA SPONSORS

Recruit Advertising Limited



HR Magazine

