

## In-house Training Plan for 2019

Quarter	No.	Category	Included in New Staff Program	Course Title	Target	Duration (hours)
Q1 Jan ~ Mar	1	Communication		Techniques on Complaint Handling 處理投訴技巧	Admin. Staff	12
	2	Health & Safety		Adult First Aid Refresh Training 成人急救員重溫課程	Admin. Staff	12
	3	Practice on Administration & Related Laws		ISO 9001:2015 & ISO 14001:2015 Internal Auditor Training ISO 9001:2015 及 ISO 14001:2015 內部審核員培訓	Internal Auditor / Admin. Staff	12
	4		✓	ISO 9001:2015 & ISO 14001:2015 Awareness Training ISO 9001:2015 & ISO 14001:2015 認知培訓	New Staff / Admin. Staff	12
	5		✓	Personal Data Protection 個人資料保護	New Staff / Admin. Staff	12
Q2 Apr ~ Jun	6	Language	✓	Applied Chinese Writing 中文公文寫作	New Staff / Admin. Staff	20
	7	Management		Performance Management and Effectiveness in Conducting Performance Appraisal 績效管理與績效評核	Supervisory / Admin. Staff	12
	8			Leadership Techniques 領導技巧	Supervisory / Admin. Staff	12
	9	Practice on Administration & Related Laws		Public Finance 公共財政管理制度	Admin. Staff	20
	10			Techniques for Organization and Coordination of Activities 活動安排及籌劃技巧課程	Admin. Staff	12
	11	Self-Development		Problem-solving Skills 解決問題技巧	Admin. Staff	12
	12		✓	To Enjoy Your Job - Passion at Work 如何享受你的工作 維持工作熱情	New Staff / Admin. Staff	12
Q3 Jul ~ Sep	13	Communication		Interpersonal Relations and Communication 人際關係與溝通	Admin. Staff	12
	14	Health & Safety		First Aid Training 急救技巧培訓	Admin. Staff	20
	15	Language	✓	Applied English Writing 英文公文寫作	New Staff / Admin. Staff	20
	16	Management		Effective Meeting Skills 有效會議技巧	Supervisory / Admin. Staff	12
	17			Management and Cooperation with Staff of All Generations 與不同世代員工的合作與管理	Supervisory / Admin. Staff	12
	18			Coaching Techniques 督導技巧	Supervisory / Admin. Staff	12
	19	Practice on Administration & Related Laws		Practice on Public Administration - Government Procurement 公共行政實務 - 政府採購	Admin. Staff	30
Q4 Oct ~ Dec	20	Management		How to Manage Challenging Employees 如何管理不適任員工	Supervisory / Admin. Staff	12
	21	Practice on Administration & Related Laws		Government Applied Chinese Writing 政府中文公文寫作	Admin. Staff	20
	22			Filing Management 行政檔案管理	Admin. Staff	20
	23	Self-Development	✓	Fostering Respect in a Diverse Workplace 多元工作環境中互相尊重	New Staff / Admin. Staff	12
	24			Career Planning 認識職業生涯規劃	Admin. Staff	12

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