

Professional Certificate – Future Skills in Aviation Leadership Excellence (For General Staff and Technical Staff)

CONNECTION 裝備未來
TECHNOLOGY
FUTURESKILLS

MATF
Approved

Course Fee: HK\$20,000 (May apply up to HK\$16,000 subsidy)

*Maximum saving, with the final grant subjects to approval

This professional programme is designed for Middle/High and Elementary levels of staff (both technical and non-technical) in the aviation industry, with an aim to **promote their leadership skills** and **unleash the human capital potentials of teams** by equipping them with proven best-practices in the service industry.

MATF “Professional Training and Examination Refund Scheme (Aviation)” Training Grant Application

Applicant should complete and submit their MATF training grant application form **within four months** after completing the course (Type 1 Applicant); or **on or before 31 March 2022** (Type 2 Applicant) along with supporting documents **by post** to the *Maritime and Aviation Training Fund, Transport and Housing Bureau at 20/F, East Wing, Central Government Offices, 2 Tim Mei Avenue, Hong Kong.*

Please refer to:

www.thb.gov.hk/eng/whatsnew/transport/2014/20140401-09.htm for Applicant Types and reimbursement detail.

Programme code	10012415-01 (For General Staff) 10012415-02 (Technical Staff)
Date and time	15 Feb 2022 – 24 Mar 2022 (6 weeks)
Venue	HKPC Building, 78 Tat Chee Avenue, Kowloon Tong
Medium	Cantonese, supplemented with English terminology (English course materials)
Course fee	HK\$ 20,000 (May apply up to HK\$16,000 subsidy)
Certificate	"Professional Certificate for Future Skills in Aviation Leadership Excellence" will be awarded to participants who have completed the full programme requirement with 75% or above attendance rate and obtained an overall pass (50%) in the assignments.

Programme Structure

MATF Approved Courses	<ul style="list-style-type: none"> Future Skills in Aviation Leadership Excellence (For General Staff) (AC 247) Future Skills in Aviation Leadership Excellence (For Technical Staff) (AC 248) <p><i>*Please select relevant programme either General Staff or Technical Staff according to your job nature.</i></p>
Delivery Format	Total 6 modules of each programme (1.5 days, consist of total 12 hours per module)
Teaching Methodology	Lecture, Group Exercise, Case Analysis, Experts Sharing, Group Presentation, Feedbacks

This course is MATF approved training programme under “Professional Training and Examination Refund Scheme (Aviation)” with **up to 80% course fee reimbursement** upon successful applications. For details: <https://www.thb.gov.hk/eng/whatsnew/transport/2014/20140401.htm>.

Modular Curriculum & Class Schedule

Each module lasts for 1.5 days (weekday), consist of 12 hours in total:

Day 1 - Lecture + Case Analysis + Exercise

Day 2 - Guest Speaker Sharing Group + Group Presentations & Feedback

Date	Module	Learning Hours	Time
15, 16 Feb 2022	1. Crew Relationship Management	12 hours	9:00 am – 6:00 pm (Day 1) 9:00 am – 1:00 pm (Day 2)
23, 24 Feb 2022	2. Effective Delegation And Motivation Skill	12 hours	9:00 am – 6:00 pm (Day 1) 9:00 am – 1:00 pm (Day 2)
28 Feb 2022 1 Mar 2022	3. Advanced Communications in the Cross-cultural Context	12 hours	9:00 am – 6:00 pm (Day 1) 9:00 am – 1:00 pm (Day 2)
9, 10 Mar 2022	4. Problem Solving Skills for Aviation Technician (<i>"For Technical Staff" programme only</i>)	12 hours	9:00 am – 6:00 pm (Day 1) 9:00 am – 1:00 pm (Day 2)
10, 11 Mar 2022	4. Positive and Growth Mindset (<i>"For General Staff" programme only</i>)	12 hours	2:00 pm – 6:00 pm (Day 1) 9:00 am – 6:00 pm (Day 2)
17, 18 Mar 2022	5. Complain Handling	12 hours	9:00 am – 6:00 pm (Day 1) 9:00 am – 1:00 pm (Day 2)
23, 24 Mar 2022	6. Stress Management	12 hours	9:00 am – 6:00 pm (Day 1) 9:00 am – 1:00 pm (Day 2)

Module Outline

Module	Objectives	Content
1. Crew Relationship Management	This module aims to enable the participants to lead, develop and analyze strategies to manage their crew. The skills of building an effective team and coping with difficult staffs would be discussed in the course to help aviation managers to build higher productivity with mix of skills and personalities in teamwork-based aviation environment.	<ul style="list-style-type: none"> Managing team via DISC behavioral style Effective cross team collaboration Humble inquiry for building teamwork-based environment
2. Effective Delegation And Motivation Skills	This module aims to enable the participants to understand crucial factors that affect work performance and enthusiasm, in order to enhance their working motivation.	<ul style="list-style-type: none"> Understand types of Motivation and application in the workplace 9 Steps for Successful Delegation PDCA (plan, do, check, act) to ensure performance
3. Advance Communication in the Cross-cultural Context	This module aims to enable the participants with essential skills and techniques for communication in the light of the increasing importance of cross-cultural elements for HK as the international hub of aviation.	<ul style="list-style-type: none"> Overview on Global culture and differences Quick way to identify others DISC behavioral style Effective communication for different DISC style and culture context
4. Problem Solving Skills for Aviation Technician <i>("For Technical Staff" programme only)</i>	This module aims to equip technical staff problem solving skills which is essential for them to tackle challenges in the aviation industry.	<ul style="list-style-type: none"> IDEAL Model: Identify, define, explore, action, lookback Root cause analysis and critical path The importance to identify parties involved and their role
4. Positive and Growth Mindset <i>("For General Staff" programme only)</i>	This module aims to provide sound advice for aviation professionals to create a positive working attitude and build up a promising career plan. It helps to keep energized and competent people in the aviation industry.	<ul style="list-style-type: none"> Overview of Growth Mindset and the science behind Understand the benefit of Growth Mindset and how it is valued in corporates Effective tips for cultivate Growth Mindset for self and team

Module	Objectives	Content
5. Complain Handling	This module aims to equip technical staff to understand why customers have complaint and to learn effective steps to handle complaint.	<ul style="list-style-type: none"> • To understand what customers' requests or complaints are • To learn how you can respond to customers' requests independently and successfully • To improve your techniques in handling customers' request or complaints through practice • To enhance customer satisfactions and turn into Win-Win situations
6. Stress Management	This module aims to educate the participants how to handle stress in the aviation workplace. The participants will leave with an enhanced sense and understanding of how stress develops, and their own reaction to a stress situation. The enhanced awareness and positive attitude towards the concept awareness and positive attitude towards the concept of stress will provide a better and positive work environment as well as increased productivity.	<ul style="list-style-type: none"> • Understand stress via psychological approach • The positive side of stress and how it's help with productivity • Mindfulness practices for stress management

Trainers Profile

Wilson has over 8 years of experience in Talent Learning & Development. He is a seasoned Learning & Development professional with experience in frontline and backoffice staff training, covering topics on coaching, communication skills, customer service and experience, DISC, sales & closing deal, supervisory skills and team building.



Wilson Tay

Wistina is a passionate and skilled retail training specialist with over 20 years of experience in different industries. Her key focus is designing and delivering programs and workshops for frontline training, which topics cover Customer Service, Grooming Standard, Handling Difficult Customers and Objection Handling, Effective Presentation Skills, Coaching Skills, Emotional & Adverse Management, Effective Communication with Elderly and Person with Special Needs, etc.



Wistina Wong

Trainers Profile

Amito is a facilitator in the making with over 10 years' experience in training industry working with clients and managing teams and business across Hong Kong, Shenzhen, Shanghai, Beijing and Bangkok. She worked her way up from consultative selling, business development, & key account management to General Manager and Managing Director in training consulting firms. She has worked with client in diverse industries including pharmaceuticals, technology, insurance, investment banking, airlines, telecommunications, fintech, startup incubation, property development, hotel, manufacturing, etc.



Amito Li

Award of Certification

"Professional Certificate for Future Skills in Aviation Leadership Excellence" will be awarded to participants who have completed the full programme requirement with 75% or above attendance rate and obtained an overall pass (50%) in the assignments.

Who Should Attend?

Those who are interested to **join or re-join, as well as already working in, the aviation sector** to raise individual professionalism and competency, and acquire relevant professional qualification(s). Successful applicants will be refunded 80% of the fees for completing pre-approved courses/examinations.

Eligible Applicant to apply the training reimbursement under the Scheme must be a Hong Kong resident and lawfully employable in Hong Kong; and

- (1) be in full-time employment in the aviation sector with an organization/company in Hong Kong at the time of application ("Type I Application"); or
- (2) have left his/her employment in an organization/company of the aviation sector in Hong Kong on or after 1 March 2020, and re-employed full-time by an organization/company of the aviation sector in Hong Kong at the time of application, which must be submitted on or before 31 March 2022 ("Type II Application"). For detail, please refer to: <https://www.thb.gov.hk/eng/whatsnew/transport/2014/20140401.htm>.

Enrolment method

1. DescriptionScan the QR code to complete the enrolment and payment online; or
2. Mail the crossed cheque with payee name "Hong Kong Productivity Council" (in HK dollar) and the application form should be mailed to HKPC Academy, Hong Kong Productivity Council, 3/F, HKPC Building, 78 Tat Chee Avenue, Kowloon (attention to Ms Amanda John). Please indicate the course name and course code on the back of the cheque and envelope. Enrolment form can be downloaded at:

<https://www.home.hkpcacademy.org/enrollment/>

IMPORTANT: Applicants have to submit relevant supporting documents (i.e. business card) to prove that they intend to expand their businesses to or work in the ASEAN region.



(For General Staff)



(For Technical Staff)