

Courses organized by HKCSS Institute

I. Management Courses (93 Courses)

No.	Course Name	Target participants	Contents	Hour	Fee/Head
A.	Personal Effectiveness				
A-01	Be a Competent Team Leader	NGO staff who are responsible for supervision	<ul style="list-style-type: none"> ● building a team ● understanding your teammates ● managing crisis in a team ● sustaining a strong team ● roles and obligations in conducting a meeting ● conducting effective meetings ● the arts in encouraging active participation ● handling conflicts in a meeting 	6.5hrs	880
A-02	Creative Problem Solving	Management level of NGO Staff	<ul style="list-style-type: none"> ● Using creative thinking exercise ● Ideas generation techniques ● Applying creative problem solving models ● Stimulating innovation in workplace ● Making effective decisions 	6hrs	800
A-03	Effective Decision Making for NGO Executives	Managerial Staff	<ul style="list-style-type: none"> ● Decision-Making Process ● Comprehensive Evaluation Criteria ● Risk Assessment and Management ● Apply Decision Making in Different Context 	6hrs	800
A-04	Workshop on Social Innovation	Managerial Staff	<ul style="list-style-type: none"> ● Innovative Mindset and Process ● Innovation Statement and Idea Generation ● Real-life Application in Social Service 	3.5hrs	480
A-05	Facilitation: Key to Effective Meeting	NGO Staff who need to facilitate meetings	<ul style="list-style-type: none"> ● Role and key tasks of a facilitator ● Six key competencies a facilitator need ● Four stages of facilitation ● Facilitators toolkit – pick the right facilitation framework 	6hrs	800

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No.	Course Name	Target participants	Contents	Hour	Fee/Head
			<ul style="list-style-type: none"> ● Intensive practice and feedback 		
A-06	Enhancing Performance with Better Time Management	Centre supervisors, Service Managers and NGO staff at managerial position	<ul style="list-style-type: none"> ● Skills and methods on effective time management ● Means to increase work effectiveness and efficiency ● Developing personal productivity philosophy ● Organizing your paper work and other areas of work ● Goal setting for peak performance ● Working effectively with technology ● Effective use of meeting time ● Removing obstacles and eliminating time wasters 	6hrs	800
A-07	Effective Presentation Skills Workshop	Managerial Staff	<ul style="list-style-type: none"> ● Success Factors for Effective Presentations ● Owning your Presentations and Overcoming Stage Fright ● Delivering your Presentation ● Intonation in action ● Delivering Narrative Stories ● Handling questions, Overcoming objections & Coping with management issues during presentations ● Handling emotional audience during public forums, Managing challenging confrontational audience & Presenting with the presence of public media 	12hrs in 2-day	1600
A-08	English Made Easy for NGO Executives	NGO Staff at managerial positions	<ul style="list-style-type: none"> ● Business Writing Etiquette ● Writing Effective Emails and Memos ● Writing Effective Reports ● Agenda Writing and Minutes Taking 	14hrs	1820
A-09	Train-the-Trainer Workshop - Training and Facilitation	Professional Staff who Need to Deliver Trainings	<ul style="list-style-type: none"> ● Part I: Learning Methods and Training Design <ul style="list-style-type: none"> ➢ Different learning components of knowledge, skills and attitude ➢ Training design and session plan ● Part II: Training Delivery and Facilitation Skills 	12 hrs	2880

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No.	Course Name	Target participants	Contents	Hour	Fee/Head
			<ul style="list-style-type: none"> ➢ 10 steps instruction planner ➢ 10 critical skills in giving presentation and instruction ● Part III: Evaluating Training Effectiveness <ul style="list-style-type: none"> ➢ Learning evaluation and reinforcement ➢ Individual development plan to become a more confident and professional trainer 		
A-10	Understand Behavior Preference through MBTI and Develop Coaching Skills	Managerial Staff	<ul style="list-style-type: none"> ● What is MBTI ● Team Dynamic and Team characteristics ● Our behavior preferences, strength and weakness ● Leadership Roles in an organization ● Importance of using “coaching” ● The 4 core coaching styles ● The essential skills in coaching – questioning, listening, feedback and forwarding skills ● Role play and skill practices 	12hrs	1600 + \$400 (Cost of Form M to be confirmed)
A-11	EQ and Stress Management	Centre supervisors, Service Managers and NGO staff at managerial position	<ul style="list-style-type: none"> ● The five pillars of EQ ● Seeing the link between personality types and emotions ● Use of positive and negative emotions ● Coping with anger and other emotions during communication ● Changing personal perception with Zen philosophy ● Breathing exercise in stress management 	6hrs	800
A-12	正向心理－迎向快樂人生	社會服務機構同工	<ul style="list-style-type: none"> ● 何謂快樂？ ● 正面情緒為何這麼重要？ ● 如何提升正能量？ ● 正向心理學的應用：個別輔導/成長小組/社區計劃 	6hrs	800
B.	Working with Others – Workplace Management				
B-01	Mastering Your Workplace Communication Skills	Staff of NGO	<ul style="list-style-type: none"> ● The benefits of powerful communication skills ● Understanding the 4 different Communication Styles 	6hrs	800

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			<ul style="list-style-type: none"> • Communication process • Say 'No' Skills • Resolving conflict through Influencing Skills 		
B-02	Team Building – Leadership Workshop with MBTI Personality Indicators	Managerial Staff	<ul style="list-style-type: none"> • The basic understanding of MBTI type • Self-estimation and use of Form M • Understanding team dynamics and characteristics • Use activities to understand behavior preferences • The process of “Aware, Adjust and Adopt” to make conscious change • Leverage individual strengths in team formation process to build a stronger team • Develop appreciative mindset to handle differences • Value differences and always look for a better solution 	12hrs	1600 +\$400 (Cost of Form M to be confirmed)
B-03	激勵員工、打造活力工作間	中心主任、服務經理及前線管理人員	<ul style="list-style-type: none"> • 講解各種推動及激勵理論 • 員工失去工作動力的主要原因 • 如何推動 Y 世代及年長員工 • 不同機構推動員工及打造活力工作間的方法 	6 hrs	800
B-04	Conflict Management – “The Nine” Model	Senior Management Staff of NGOs	<ul style="list-style-type: none"> • The Nature and Common Beliefs of Conflict • Causes and Sources of Workplace Conflict • Conflict Handling Models • Managing Team Conflicts – The four principles • Techniques in Managing Conflict Cases 	6 hrs	800
B-05	Coaching & Mentoring	Managerial Staff	<ul style="list-style-type: none"> • Identifying, Planning and Making Coaching Opportunities • Critical Steps of Coaching as an Effective Intervention • Difficult Coaching Situation: Conflict Preference and Resolution • Mentoring On-going Progress 	6hrs	800
B-06	Disciplinary Management	Managerial Staff	<ul style="list-style-type: none"> • Appropriate disciplinary action – What exactly is it? i.e. Handling disciplinary case, Potential criminal offences etc. 	7hrs	940

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No.	Course Name	Target participants	Contents	Hour	Fee/Head
			<ul style="list-style-type: none"> ● Performance improvement plan for substandard performers ● The sentiment issue ● Employment law relating to disciplinary action ● How to avoid common pitfalls 		
B-07	建立企業伙伴工作坊系列	Officers, event organizers, administrators and social workers who need to organize / co-coordinate events with corporations; Staff with fundraising duties; Service supervisors with responsibility for resources mobilization	A series of courses: <ul style="list-style-type: none"> ● Fundraising other than flag selling (3hrs) ● Corporate Social Responsibility (CSR) ● Partnership Building (3hrs) ● Where to Find Your Prospects? (3hrs) ● Preparing and Submitting Proposals to Corporate (3hrs) ● Effective Presentation of ideas to Corporate (3hrs) ● Relationships Cultivation – Keeping New Supporters and Maximizing Values (3hrs) 	18hrs	2400
C.	Results/Tasks Orientation				
C1	Results/Tasks Orientation : HR and Performance Management				
C1.1	Overview: HR Functions & HR Strategy	NGO staff at managerial or supervisory level	<ul style="list-style-type: none"> ● The Human Resources Function in an Organization ● From Administrative HR to Business Partner ● The Recent HR Challenges in HK & its relations with your organization ● Develop your Human Resources Strategy and Human Resources Plan in your Organization 	6hrs	800
C1.2	Recruitment Tools	Managerial Staff	<ul style="list-style-type: none"> ● Overview of Assessment Tools, their Effectiveness and Pros and Cons ● Emerging Issues in Personnel Assessment 	3hrs	400

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No.	Course Name	Target participants	Contents	Hour	Fee/Head
C1.3	Interviewing skills & exit interview	NGO staff at managerial or supervisory level	<ul style="list-style-type: none"> ● The Different Forms of Interview, Its functions and applications ● The 3 Stages (Prepare, Conduct and Close) ● Essential Skills for Conducting an Effective Interview ● Using Competency Base Interview to Develop Consistent Selection Criteria ● Essential Elements of Exit Interview and its uses 	6hrs	800
C1.4	Employee Engagement and Compensation & Benefits	NGO staff at managerial or supervisory level	<ul style="list-style-type: none"> ● Base Pay and Benefits Management ● Surveys and Analysis ● Employee Engagement in the Contest of reward Management ● Role of HR and Line Managers ● Linking Reward with Performance 	6 hrs	800
C1.5	Employment Law	NGO staff at managerial or supervisory level	<ul style="list-style-type: none"> ● Employment Related Legislations ● Equal Opportunities Legislations ● Personal Data (Privacy) Legislations ● Employee Relations Related Legislations 	6 hrs	800
C1.6	Training & Development for NGOs – Needs Identification	NGO staff at managerial or supervisory level	<ul style="list-style-type: none"> ● Analyzing Performance Gap(s): From Organization Needs to Employee competencies ● Training Need Analysis and Identification: Organization level, Employee Category and Job Level ● Employee Development through Performance Management Cycle 	6 hrs	800
C1.7	Supervisory Skills – Supervising Frontline Workers	Managerial Staff	<ul style="list-style-type: none"> ● Concepts: Values and Beliefs ,Needs and motivation in Supervision ● Skills: Team Supervision for Frontline Workers ● Supervising New Staff and Team Development ● Issues and Problems : Case Study and Discussion 	6hrs	800
C1.8	Supervisory Skills – Supervising Professional Workers	Managerial Staff	<ul style="list-style-type: none"> ● Concepts: Values and Beliefs ,Needs and motivation in Supervision ● Skills: Professional Supervision Model for Social Workers 	6hrs	800

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No.	Course Name	Target participants	Contents	Hour	Fee/Head
			<ul style="list-style-type: none"> ● Supervision in Local context: Coaching, Live Supervision and Leadership ● Issues and Problems : Case Study and Discussion 		
C1.9	How to Conduct a Meaningful Appraisal	Managerial Staff	<ul style="list-style-type: none"> ● The techniques of developing a correct mindset - “win-win” in the performance appraisal ● The different stages of performance appraisal and their importance ● Practice the effective questioning, listening and giving feedback skills to achieving a meaningful appraisal ● Understand why appraisees become difficult and learn how to deal with the situation 	6.5hrs	880
C2	Results/Tasks Orientation : Financial & Resources Management				
C2.1	Basic Financial Management for Non-financial Professionals of NGOs	Non-financial Professionals of NGOs	<ul style="list-style-type: none"> ● Regulatory framework of financial reporting and basic financial accounting principles and applications ● Structure of financial statements: income statement, balance sheet and cash flow statement ● Financial analysis: interpretation and analyzing financial statements ● Fundamental corporate finance, principles and applications ● Budgetary planning and control: master, operation, capital and cash budgeting ● Break-even analysis ● Divisional performance evaluation through budgeting and key performance 	6hrs	800
C2.2	Essential Management Accounting for NGO Accounting Staff	NGO Accounting Staff	<ul style="list-style-type: none"> ● Management and accounting information for planning and control ● Break-even analysis ● Budgeting planning, process and budgetary control in NGO 	6hrs	800

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No.	Course Name	Target participants	Contents	Hour	Fee/ Head
			<ul style="list-style-type: none"> ● Divisional performance evaluation through budgeting and key performance indicators ● Implementation of management control systems in NGO 		
C2.3	Advanced Accounting Knowledge for NGO Accounting Staff	NGO Accounting Staff	<ul style="list-style-type: none"> ● Regulatory framework of financial reporting and accounting standards relating to NGO ● Periodic measurement of financial statements and reporting in NGO ● Mastering practical skills and applications for SWD's Annual Financial Reports ● Cost information and determination for financial control 	6hrs	800
C2.4	Financial Decision Making for Non-financial Professionals of NGOs	Managerial Staff	<ul style="list-style-type: none"> ● Financial planning and control framework in NGO environment ● Contemporary financial decision-making principles and methodologies ● Costs and benefits for decisions ● Pricing analysis and decision for self-finance operations 	6 hrs	800
C2.5	Managing Enterprise Risk through Internal Control	Non-financial Professionals of NGOs	<ul style="list-style-type: none"> ● Driving forces in contributing an excellent corporate governance ● The value and function of Internal audit (IA) and internal control (IC) in NGO ● Setting up and managing an IA or IC function in NGO ● IC - general methodology and work approach ● The role of IA or IC in Enterprise Risk Management (ERM) ● ERM framework, methodology, and common language to be used ● Implementing ERM in practice 	6hrs	800
C2.6	Output Costing for Non-finance Managers and Professionals	Non-finance NGO Managers and Professionals	<ul style="list-style-type: none"> ● Understanding basic accounting and cost management ● Practicing the preparation of financial statements for services ● Introducing output costing, its application for social service, the methodology, key steps and tools ● Sharing real life examples of applying output costing in agencies 	6hrs	800

No.	Course Name	Target participants	Contents	Hour	Fee/Head
			<ul style="list-style-type: none"> Using real life example to practice analysis on output costing information 		
C2.7	改善流程·節流·增效益	中心督導主任、服務經理或管理人員	<ul style="list-style-type: none"> 從流程角度來節省成本及提升效益的概念 進行快速改善的步驟 改善的案例與範本 改善專案的標準工具集 機構經驗分享 	6hrs	800
C2.8	參與競爭性投標之部署及標書撰寫策略	中心主任、服務經理及前線管理人員	<ul style="list-style-type: none"> 服務投標及其 10 年演變 落標部署 標書撰寫策略及技巧 將參與投標過程的經驗應用在日常服務範疇中 真勝利之道 	3 hrs	400
C2.9	基金計劃書之撰寫	中心主任、服務經理及前線管理人員	<ul style="list-style-type: none"> 探索香港現時各類基金及特質 如何透過計劃書凝聚團隊而非累積怨氣和帶來破壞 一份完備基金申請書的框架及內容 面對得失的良好心理質素培養 	3 hrs	400
C3	Results/Tasks Orientation : Knowledge Management				
C3.1	Knowledge Management: How to Formulate an Effective KM Strategy	Centre Supervisors, Service Managers, Management staff responsible for Knowledge Management, staff training or IT system	<ul style="list-style-type: none"> Aligning KM objectives with business goals Developing Roadmap and Framework of KM Prioritizing KM initiative 	3hrs	400
C3.2	Knowledge Management: Promoting and Nurturing Knowledge Sharing Culture	Centre Supervisors, Service Managers, Management staff responsible for Knowledge Management, staff training or IT system	<ul style="list-style-type: none"> Assessing Knowledge Sharing Culture Analyzing Organizational Culture Understanding Different Change Management Model Promoting Knowledge Sharing Culture 	3hrs	400

No.	Course Name	Target participants	Contents	Hour	Fee/Head
C3.3	Knowledge Management – Capturing Critical Knowledge of Your Organization through KM Diagnosis	Managerial Staff	<ul style="list-style-type: none"> What is a knowledge audit and what can they be used for? Planning and conducting knowledge audits The process of developing and analyzing activity-based knowledge map Identifying KM opportunities from knowledge maps Developing recommendations for practical interventions to support tactical KM needs 	3 hrs	400
C3.4	Knowledge Management – Developing a Clear Classification Scheme of Your Knowledge to Enhance Job Efficiency	Managerial Staff	<ul style="list-style-type: none"> Defining taxonomies and identifying different taxonomy forms The different kinds of value that taxonomies and taxonomy work can bring within organizations Taxonomy building: scoping a taxonomy project Taxonomy design principles Taxonomy testing techniques Taxonomy deployment - metadata and search The importance of taxonomy governance 	3 hrs	400
C3.5	Certificate in KM	Centre Supervisors / Services Managers Management Staff responsible for Knowledge Management, staff training or IT system development	<ul style="list-style-type: none"> Module 1: Introduction of KM Module 2: Strategic Planning of KM Module 3: Knowledge Management Systems Module 4: Knowledge Management Tools Module 5: Implementation of KM 	30hrs	4000
C4	Results/Tasks Orientation : Good Practices on Customer Relations and handling complaints				
C4.1	優質客戶服務工作坊－櫃台服務及電話應對（基礎篇）	前線服務同工	<ul style="list-style-type: none"> 優質客戶服務的重要性 優秀客服人員的素質 針對不同的客戶情況採取相應的行動 致歉及拒絕的藝術 專業的面談及電話處理技巧 	6hrs	800

No.	Course Name	Target participants	Contents	Hour	Fee/Head
			<ul style="list-style-type: none"> 服務技巧示範及練習: 角色演練、小組討論及案例學習等 		
C4.2	優質客戶服務工作坊－櫃台服務及電話應對（進階篇）	前線服務同工	<ul style="list-style-type: none"> 客戶讀心術 瞭解不同客戶溝通模式的喜惡及魔術語 針對不同的客戶情況採取相應的行動 探尋技巧的類型，使用不同的詢問技巧，發現客戶的需求 高效聆聽的藝術 服務技巧示範及角色扮演: 角色演練、小組討論及案例學習等 	6hrs	800
C4.3	Customer Relations Management – Elderly Service	Management staff of NGO	<ul style="list-style-type: none"> Mega trend perspective for building customer relationship Impacts of strong CRM on Elderly Service Elements and pillars for strong customer relationship Policies for supporting the CRM Challenges and strategies for CRM in welfare sector CRM in action 	12hrs	1600
C4.4	服務挑戰工作坊－如何處理投訴（基礎篇）	前線服務同工	<ul style="list-style-type: none"> 投訴 vs 惡夢 在言語上表現出對客戶關注點的理解 如何與客戶說“不”而又不會因此失去一個客戶 處理投訴的技巧 技巧練習 	6hrs	800
C4.5	服務挑戰工作坊－如何處理投訴（進階篇）	前線服務同工	<ul style="list-style-type: none"> 常見或非常見的投訴情況及種類分析 透過互動溝通理解「麻辣顧客」們的要求 加強顧客服務投訴發難及應變意識 如何隨機應變，有危機感地解決日常顧客服務「惹火」問題 學會實用、實戰的服務問題拆彈方法 技巧練習 	6hrs	800

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C4.6	Complaints Handling – Turning Dissatisfaction to Satisfaction	Managerial Staff	<ul style="list-style-type: none"> • Relationship of Agency Image with Complaints Handling • Legal Aspects in Complaint Handling <ul style="list-style-type: none"> ➢ Understanding of Some Legal Issues ➢ Interpretation of the Applicable Laws Related to NGO Services • Attitudes in Complaint Handling • Knowing of the “Self” in Complaint Handling • Skills Required for Complaint Handling 	7 hrs	940
C5	Results/Tasks Orientation : Good Practices Occupational Safety and Health				
C5.1	「院舍職業安全及健康」管理課程	安老院舍及康復服務院舍的管理及督導人員	<ul style="list-style-type: none"> • 「職業健康及安全」相關條例的要求 • 預防工傷意外的發生 <ul style="list-style-type: none"> ➢ 風險評估程序及風險控制措施 ➢ 環境巡查計劃及結果分析 • 工傷意外調查及分析 • 選購合適的職安輔助設備 • 職業安全的優化建議 	6hrs	800
C5.2	「院舍前線工作人員職業安全及健康」實務工作坊 – 前線人員工作坊	廚師、工友、庶務員及常務員等	<ul style="list-style-type: none"> • 「職業健康及安全」條例的理念及要求 • 人體功效學 – 正確搬運及工作姿勢 • 化學品安全 • 個人防護裝備 • 環境安全 • 食物安全 • 預防意外方法 	3hrs	400
C5.3	「院舍前線工作人員職業安全及健康」實務工作坊 –	安老院舍及康復服務院舍的前線護理人員	<ul style="list-style-type: none"> • 「職業健康及安全」條例的理念及要求 • 人體功效學 – 正確搬運及工作姿勢 	3hrs	400

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	護理人員工作坊		<ul style="list-style-type: none"> ● 個人防護裝備 ● 醫療廢物處理 ● 輪班工作 ● 預防意外方法 		
C6	Results/Tasks Orientation : Effective Projects and Events Management				
C6.1	Large Scale Event Planning & Management	NGO staff	<ul style="list-style-type: none"> ● What are the objectives for the event? ● Who are to be involved to ensure success? ● How to plan and implement the event (the cycle of event management)? ● What to do in time of unexpected outcome at any stage of the cycle? ● Who are the ideal event organizers? 	6hrs	800
C6.2	Effective Project Management Skills for NGOs	Managerial Staff or project leader	<ul style="list-style-type: none"> ● Introduction to Project Management ● Five phases and six constraints of a project ● Nine knowledge areas of a project ● Requirement analysis and project planning ● Time management techniques ● Risk management techniques ● Case study and application 	12hrs	1600
C6.3	Certificate in Project Management for NGOs	Managerial Staff	<ul style="list-style-type: none"> ● Framework for Project Management ● PMBOK® Knowledge Areas: <ul style="list-style-type: none"> ➤ Integration Management ➤ Scope Management ➤ Time Management ➤ Cost Management ➤ Risk Management ➤ Procurement Management 	41 hrs	6600

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			<ul style="list-style-type: none"> ➤ HR Management ➤ Communications Management ➤ Quality Management 		
C6.4	Designing and Planning Projects in International Development Work	Project managers, Program coordinators, Key HQ and field staff involved in designing and planning projects, Managers supervising project development and implementation	<p>Project design: Concept</p> <ul style="list-style-type: none"> • Introducing the RBM concept • Defining the result chain: Impact, outcome, output, input activities • Designing a project with the RBM approach <p>Process</p> <ul style="list-style-type: none"> • Step 1: Problem Identification and analysis <ul style="list-style-type: none"> ➤ Problem analysis: importance and challenges ➤ Stakeholders Analysis • Step 2: Choosing the operational strategy <ul style="list-style-type: none"> ➤ Defining priorities according to problem analysis ➤ Linking priorities to the mandate of the organization • Step 3: Designing the project <ul style="list-style-type: none"> ➤ Introduction to Logical Framework Approach (LFA) ➤ Defining project activities • Step 3: The Intervention logic <ul style="list-style-type: none"> ➤ Analyzing risks (assumptions) linked to the project ➤ Identifying indicators and baseline • Step 4: Planning the project implementation <ul style="list-style-type: none"> ➤ Sequencing and scheduling project activities ➤ Planning the resources ➤ Planning a successful project monitoring system 	21hrs	6400
C7	Results/Tasks Orientation : Managing Communication Skills				

No.	Course Name	Target participants	Contents	Hour	Fee/Head
C7.1	機構刊物製作實務技巧	社會服務機構內有需要與內外部人士作溝通傳意的同工	<ul style="list-style-type: none"> 透過示例剖析電子宣傳刊物及印刷刊物 (如通訊、機構雜誌) 的特性 掌握機構刊 	6hrs	800
C7.2	機構刊物之特稿寫作	社會服務機構內有需要與內外部人士作溝通傳意的同工	<ul style="list-style-type: none"> 人物訪問及故事寫作要點 透過示例剖析當中的寫作特點及技巧 	3hrs	400
C7.3	機構年報成功之道	社會服務機構內有需要與內外部人士作溝通傳意的同工	<ul style="list-style-type: none"> 主題與年報的關係及其重要性 從主題、內容設計、編、採及寫作不同角度解構成功年報的要訣 	3hrs	400
C7.4	說服性訊息與材料的處理	社會服務機構內有需要與內外部人士作溝通傳意的同工	<ul style="list-style-type: none"> 設計說服性訊息 寫作要訣,例: 籌募信及謝函 	3hrs	400
C7.5	見報不難 - 新聞稿全攻略	社會服務機構內有需要與內外部人士作溝通傳意的同工	<ul style="list-style-type: none"> 從「採訪邀請」談起,從中掌握傳媒運作,知己知彼,減少誤區 提供採訪邀請/新聞稿寫作的「五大忌」及「五大必殺技」 案例分享 	3hrs	400
C7.6	創意寫作及傳訊設計	社會服務機構內有需要與內外部人士作溝通傳意的同工	<ul style="list-style-type: none"> 創意寫作要訣 廣告傳訊設計 各項宣傳寫作特點 機構定位及個案分析 	3hrs	400
C7.7	運用新媒體工具傳意	社會服務機構內有需要與內外部人士作溝通傳意的同工	<ul style="list-style-type: none"> 如何在視覺傳達設計上成功有效地運用文字、圖像及影像 研究以錄像為例的宣傳途徑及推廣形象之具體策略 	3hrs	400
C7.8	創意及有效溝通之道	社會服務機構內有需要與內外部人士作溝通傳意的同工	<ul style="list-style-type: none"> 增加溝通創意的的方法 增強語言及非語言表達技巧 善用你的人肉 PowerPoint : 說話有力量也有重點 	6hrs	800

No.	Course Name	Target participants	Contents	Hour	Fee/Head
C7.9	建構一個動人的故事—講故事技巧及實習	中心督導主任、服務經理及管理人員	<ul style="list-style-type: none"> ● 生命故事，自我重整 ● 透過故事認識世界 ● 引爆故事的功能 ● 說好故事技巧與原則 ● 儲備故事銀行 ● 故事行銷術 ● 使用故事傳承機構使命與願景 	12hrs	1600
D.	Strategic Planning				
D.1	Strategic Planning – Organizational Management				
D1.1	Improving Corporate Governance	Senior Management of NGOs	<ul style="list-style-type: none"> ● Role of a CEO and his/her responsibilities ● Decision making ● Accountability to stakeholders ● Robustness of internal control ● Change of policies, strategies, practices and procedures ● Change management ● Risk management 	12hrs	2000
D1.2	Strategic Planning and Execution for NGOs	Managerial Staff	<ul style="list-style-type: none"> ● Common perception and fallacies of strategic planning ● Importance of strategic planning for NGOs ● Strategic thinking and strategic thinkers ● Developing and implementing a strategic plan <ul style="list-style-type: none"> ➢ Preparation and staff engagement ➢ Review mission and core values ➢ Stakeholders analysis ➢ External environment analysis ➢ Benchmarking ➢ SWOT analysis 	12hrs	1600

No.	Course Name	Target participants	Contents	Hour	Fee/Head
			<ul style="list-style-type: none"> ➤ Strategic issues and strategic goals ➤ Change management ➤ Annual planning and monitoring 		
D1.3	Leading Change	Managerial Staff	<ul style="list-style-type: none"> ● Leading Organization Change ● Transition Management Model 	6hrs	800
D1.4	Using Balance Score Card in NGO Development	NGO Management Staff	<ul style="list-style-type: none"> ● The scope of performance within a non-profit making organization; ● Use measurements to establish high performance team in an organization; ● Establish manageable measurement systems to align with KPIs; ● Lagging KPIs versus Leading KPIs; ● Establish an effective balance between cost, quality and service; ● Development of performance management system; ● Translate measurement into performance improvement 	12hrs	1600
D1.5	Management Audit System - A tool tailored for NGO Management	Agency Heads, Agency Board Members, Senior Management Staff	<ul style="list-style-type: none"> ● Design philosophy of the MAS ● Process and procedures ● Measurement scheme ● Good practice guidelines ● Benchmarking concepts ● Gap identification ● Action planning 	12hrs	1600
D1.6	國家「調解員」專業培訓證書	<ol style="list-style-type: none"> 1. 希望學習調解技巧的社福機構職員，並運用在工作上遇到的爭議 2. 有志投身調解專業的人士 	<ul style="list-style-type: none"> ● 調解概論、歷史、背景 ● 調解程序 ● 調解技巧：提問、PPS、聆聽、促進(身體語言)、重塑、充權、談判 BATNA/WATNA、現實測試/創造方案 ● 程序及技巧示範 ● 合約法、和解協議書 ● 個案實習(共 9 個個案) 	40 hrs	7000

No.	Course Name	Target participants	Contents	Hour	Fee/Head
			<ul style="list-style-type: none"> 筆試 (2 小時) 預備實習考試 實習考試 (每考生 1 小時) 		
D2	Strategic Planning – Crisis and Risk Management				
D2.1	處理服務單位突發事故應變	中心主任、服務經理及前線管理人員	<ul style="list-style-type: none"> 單位處理突發事件的應變原則及機制 不同事件的應變處理方程式，包括服務對象受傷及死亡事故、員工衝擊、集體食物中毒、環境安全及財務失誤 結合單位硬件及軟件之管理策略 在單位推動「員工處理突發事故」培訓 	6 hrs	800
D2.2	Crisis Management - an Agency Level Approach	Senior Managerial Staff	<ul style="list-style-type: none"> What is Crisis? Conducting Crisis Audit to Analyze Potential Threats Crisis Scenarios and Contingency Planning Key Elements of Crisis Management Plan Steps in Managing Crisis Strategic Plan on Crisis Communication 	6hrs	800
D2.3	Essentials for Crisis Management	Staff at middle to senior managerial level of NGOs	<ul style="list-style-type: none"> Session 1: Crisis Prevention Session 2: Protection from Reputation Damage Session 3: Responses to Crisis Session 4: Recovery from Crisis 	12hrs in 2-day	1600
D2.4	Certificate in Certified Risk Planner	Staff at middle to senior managerial level of NGOs	<ul style="list-style-type: none"> Session 1: Corporate Asset Management Session 2: Enterprise Operational Risk Management Session 3: Six Sigma Approach to Risk and Crisis Planning Session 4: Strategic Crisis Management Session 5: Financial Management in Corporate Decision Making Session 6: Business Ethics, Professional Code of Standards and Social Responsibility 	24hrs	6800

No.	Course Name	Target participants	Contents	Hour	Fee/Head
D2.5	Crisis Management and Media Handling	NGO managerial staff	<ul style="list-style-type: none"> Major characteristics of Local Media Environment The PR Hierarchy of NGO Develop Communication Tactics Preparing to Meet the Media Winning Formula of ABC Role- the PIAO Hats The Golden Rule of the Message House Do's & Don'ts for Smart Spokesperson Case Study of Crisis Management Interviews Practices and Reviews 	6hrs	800
D2.6	傳媒關係與傳訊	社會服務機構內有需要與內外部人士作溝通傳意的同工	<ul style="list-style-type: none"> 認識傳媒 如何建立吸引傳媒興趣和報導的消息和活動 如何建立和保持與傳媒間的關係 撰寫傳媒資料包 	3hrs	400
D3	Strategic Planning – Public Relations & Branding				
D3.1	Developing Public & Corporate Relations	Managerial and supervisory staff in NGOs responsible for external affairs	<ul style="list-style-type: none"> Relationship between corporate relations and NGO development Essentials in public relations and corporate relations Developing win-win relationship and strategies Translating corporate relations into strategic plans Retention and extension of win-win relationships 	12hrs	1600
D3.2	有效推廣及品牌建立之道	社會服務機構內有需要與內外部人士作溝通傳意的同工	<ul style="list-style-type: none"> 有效市場推廣要訣 成功建立品牌之方法 	3hrs	400
D3.3	Effective Marketing Strategies in Service Promotion	Centre supervisors, Service Managers and NGO staff who are responsible for	<ul style="list-style-type: none"> Functions of marketing management in service promotion The planning process Diagnose your organization 	12hrs	1600

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Appendix 1

No.	Course Name	Target participants	Contents	Hour	Fee/Head
		marketing functions	<ul style="list-style-type: none"> The use of 4Ps Calculations on budgetary plan 		
D3.4	Developing Corporate Communications Strategy for NGOs	Managerial Staff, especially for those who are responsible for public relations and corporate communications	<ul style="list-style-type: none"> Establishing Image and Brand for Agencies – Rationale and Tactics Formulating Corporate Communications Strategies and Implementation of Tactics – Identification of Stakeholders and Development of Stakeholder Relations Developing Media Relations and Conducting Activities in Positive and Negative Times – Media Interview Skills 	12 hrs	1600
D4	Strategic Planning – Self-Financing Projects				
D4.1	Making Decision to Start-up Self-financing Project on Organization Level & Social Needs	Managerial Staff	<ul style="list-style-type: none"> Board and Senior Management Involvement Positioning of the Self-finance Project Internal, External & Industry Analysis Identify Social Needs Converting Social Needs into Business Opportunities 	3hrs	400
D4.2	Making Financial Decisions for Self-financing Projects	Finance Professionals	<ul style="list-style-type: none"> Fundamental Finance Principles and Applications Budget Planning and Process Interpretation and Analyzing Financial Statements Financial Sustainability and Budgetary Control Breakeven Analysis Pricing analysis and decision for self-financing operations 	12hrs	1600
D4.3	Development of Strategic Business Plan for Self-financing Projects	Managerial Staff	<ul style="list-style-type: none"> Selection of Business Models Elements in Forming Business Plan Importance of Stakeholders / Partners Engagement Monitoring, Control & Evaluation 	6hrs	800
D4.4	Branding & Business Sustainability for Self-financing Projects	Managerial Staff	<ul style="list-style-type: none"> Constructing a Good Brand Branding: Organization Brand or New Service Brand Business Sustainability: Your Target Customers and Services The Power of Differentiation 	6hrs	800

No.	Course Name	Target participants	Contents	Hour	Fee/Head
E.	小型社福機構				
E01	機構負責人的使命	小型社福機構主管	<ul style="list-style-type: none"> 機構負責人對內及對外的使命 對內及對外的關係建立 義工管理 	4hrs	520
E02	與董事會成員建立為策略性伙伴	小型社福機構主管	<ul style="list-style-type: none"> 董事會的角色與義務 籌組穩健董事會要訣及有效管理 董事經驗分享: 董事的角色、與機構主管合作、帶領機構發展及注入資源 	4hrs	520
E03	機構發展策略	小型社福機構主管	<ul style="list-style-type: none"> 檢視機構的目的及發展方向 從機構目的到訂定策略計劃及執行 	4hrs	520
E04	人事管理	小型社福機構主管	<ul style="list-style-type: none"> 聘請要訣 主要勝任能力、督導及績效評估 定立機構薪酬架構的基準 	4hrs	520
E05	財務管理及資料披露	小型社福機構主管	<ul style="list-style-type: none"> 會計法律與規則 制訂監控政策: 建立內部及外部審核要素 基金資助的「特別計劃」財務管理 – 財政報告及注意事項 小型社福機構的良好管治: 資料披露與公眾交待 	4hrs	520
E06	舉辦籌款活動	小型社福機構主管	<ul style="list-style-type: none"> 小型機構籌募策略與實戰經驗分享 利用網上媒介作籌款渠道 基金及捐獻者的分享: 挑選伙伴機構的考慮因素及撥款申請的注意事項 	4hrs	520
E07	知識管理與 ICT 的應用	小型社福機構主管	<ul style="list-style-type: none"> 資訊科技與管理工具應用與發展趨勢 管理工具與方法介紹 實用管理系統簡介 	4hrs	520
E08	建立企業伙伴	小型社福機構主管	<ul style="list-style-type: none"> 企業伙伴的物色、建立及維繫 企業伙伴的分享: 挑選伙伴機構的考慮因素, 機構的成功和失敗例子 	4hrs	520

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Appendix 1

No.	Course Name	Target participants	Contents	Hour	Fee/ Head
E09	建立機構形象及與傳媒建立關係	小型社福機構主管	<ul style="list-style-type: none"> • 如何建立機構形象及訂定機構的公關策略 • 與傳媒的溝通技巧 • 危機處理 • 就機構的公關形象及包裝工具提出改善意見 	4hrs	520

Category A	12
Category B	7
Category C	45
Category D	20
Category E	9
Total	93

Courses organized by Information Technology Resource Centre Limited (ITRC)

2. ITRC Training Course Details (25 Courses)

No.	Course Name	Target Participants	Contents	Hours	Fee per head (HK\$)
F. Adobe					
F01	Illustrator CS5	All NGO staff	1. 認識全新的 Adobe Illustrator CS5 介面 <ul style="list-style-type: none"> - 新增文件的設定 - 繪圖工具及基礎運用 - 選取及填色應用 - 多種工作區域增強功能 - 漸層與透明度 - 繪圖增強功能 2. 圖形繪畫及設定 <ul style="list-style-type: none"> - 旋轉/放縮等方法 - 鋼筆的應用 - 透視繪圖 - 毛刷筆刷 - 形狀建立程式工具 	6 hours	490
F02	InDesign CS5	All NGO staff	<ul style="list-style-type: none"> - 認識全新的 Adobe InDesign CS5 介面 - 基本版面及選項設定 - 尺標及基線格點設定 - 配合可自訂的連結面板尋找、排序及管理所有置入檔案 - 強化智慧型參考線(Smart Guide) 介紹及運用 - 簡化物件選擇與編輯 - 使用顏色控制版及建立色票 - 特別色應用 (Pantone Color) 	6 hours	490

			<ul style="list-style-type: none"> - 各圖像 (psd/ai/jpg...etc) 檔案輸入 - 動態標題 - 圖像剪裁路徑 - 連結控制板 - 重新設計的圖層面板 - 繞圖排文效果 - 錨點物件效果 - 多種頁面尺寸 - 建立電子書 (於行動電話及其他裝置) 		
F03	Dreamweaver CS5	All NGO staff	<ul style="list-style-type: none"> - 認識全新的 Adobe Dreamweaver CS5 全新使用者介面/工具 - 基礎 HTML code 認識 - 簡易架站 - 插入圖片 - 認識 Table 的運用 - 即時檢視功能 - 更簡易設計CSS - CSS 檢查 - Adobe BrowserLab 整合 - 加入FLV 檔案設計可在全新的即時檢視中播放 	6 hours	490
F04	Premiere CS5	All NGO staff	<ul style="list-style-type: none"> - The Premiere Interface - The Project Window - Creating Dynamic Titles - The Clip Window 	2 days, 6 hours per day	980

			<ul style="list-style-type: none"> - Capturing and Editing with DV - Transparency - Transitions - Editing in the Timeline - Adding Video Effects - Stop Motion - Creating Cuts-only Videos - Adding Motion Effects - Storyboarding with Stills - Adding Video Transitions 		
F05	Photoshop CS5	All NGO staff	<ul style="list-style-type: none"> - 認識全新的Adobe Photoshop CS5 Extended 介面 - 更佳的媒體管理Adobe Mini Bridge - 選取及填色應用 - 圖層認識 - 流暢畫布旋轉功能 - 內容感應縮放 - 內容感應填滿(Content-Aware Fill) - 使用Adobe Repousse 建立3D 立體效果 - 3D 物件和屬性編輯 - 革命性的3D 上色和構圖功能 - 增強的3D 真實性與豐富材質 - 筆刷功能 - 出色的繪圖效果 	6 hours	490
F06	Photoshop CS6	All NGO staff	<p>Adobe Photoshop CS6 Extended 軟體提供許多突破性功能，提供優越的影像選取範圍、影像潤飾、逼真的繪圖效果和 3D 立體效果。在您的工作流程中體驗 64 位元支援提供的高效能以及數十種省時妙方更順暢地互動。</p> <p>1. 認識全新的 Adobe Photoshop CS5 Extended 介面</p>	6 hours	490

			<ul style="list-style-type: none"> - 更佳的媒體管理 Adobe Mini Bridge - 選取及填色應用 - 圖層認識 - 流暢畫布旋轉功能 - 內容感應縮放 - 內容感應填滿(Content-Aware Fill) <p>2. 基礎圖像處理</p> <ul style="list-style-type: none"> - 自動對齊圖層 - Clone Stamp/Healing Brush 應用 - Patch Tool 應用 - Blending Mode 的應用 - 多圖層不透明度 - 輕鬆完成複雜選擇 - 操控彎曲(Puppet Warp) 		
F07	Adobe Acrobat 9	All NGO staff	<p>1. 認識Adobe PDF</p> <p>2. 認識Adobe Acrobat</p> <ul style="list-style-type: none"> - 建立Adobe PDF - 運用PDF 文件 - 開啟及檢視PDF 文件 <p>3. 了解Adobe PDF 文件標準</p> <ul style="list-style-type: none"> - PDF /A - PDF /E - PDF /X 	6 hours	490

			<p>4. 比較Acrobat 9 的不同版本</p> <p>5. Acrobat 9 的工作介面</p> <ul style="list-style-type: none"> - 檢視工作區域 - 使用導覽版面 <p>6. 管理PDF 文件</p> <ul style="list-style-type: none"> - 文件管理器視窗概覽 - 調整文件管理器視窗 - 組織PDF 收藏 - 使用偏好位置類別組織文 - 在類別窗格中展開視圖 - 從文件管理夾檔案窗格啓動任務 - 清除開啓的PDF 記錄 <p>7. 結合Microsoft Office 及Acrobat PDF</p> <ul style="list-style-type: none"> - PDF Maker - 轉換Microsoft WORD 檔案至Adobe PDF 文件 - 轉換WORD 標題及樣式至PDF 書籤 - 轉換WORD 註解至PDF 註解 - 轉換WORD 或 Excel檔案 - 轉換及合併多個Office 檔案 <p>8. 合併檔案至PDF 文件夾</p> <ul style="list-style-type: none"> - 關於PDF 文件夾 - 建立PDF 文件夾 - 管理文件夾中的文件 - 自訂PDF 文件夾 		
F08	Acrobat PDF 電子文件及表格檔案製作	All NGO staff	<p>真正的『電子文件 PDF』是可讓閱讀者在不同電腦系統平台上，都能閱讀到與作者相同的效果，不再因語言、文字、及製作軟體版本的不同而煩惱。『電子文件 PDF』可調校成不能修改及列印、亦可設計成表格讓閱讀者填入部份內容，加插圖像及錄影片段亦能連結在同一檔案中，特別是電腦中文字碼有不</p>	2 days, 6 hours per day	890

			<p>同的標準，加上不同的字款及可達八萬多字的造字庫等，會做成檔案不能開啓及漏失文字或不能顯示等障礙。如所有電腦資料轉成『電子文件』後透過電子郵件傳送，或造成 E-Book 光碟取代書籍可令世界更環保。</p> <ol style="list-style-type: none"> 1. PDF簡介 <ul style="list-style-type: none"> - 何謂PDF檔案 - 甚麼是Acrobat - Acrobat的成員 - 如何觀看及列印PDF檔案 - 製作PDF的工具介紹 2. 製作PDF電子文件 <ul style="list-style-type: none"> - 製作電子文件的作業流程 - 轉換檔案的方法 - 將Word文件轉成PDF文件 - 將其它文件轉成PDF文件 - 設定PDFMaker的內容 - Acrobat Distiller選項設定 3. 使用Acrobat主程式 <ul style="list-style-type: none"> - Acrobat的畫面 - 開啓、列印、處理PDF文件 - 使用縮圖(Thumbnail)、書籤(Bookmarks)、文章(Articles)、連結(Links) 4. 注釋功能 <ul style="list-style-type: none"> - 注釋功能簡介 - 使用「注釋」調盤 		
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			<ul style="list-style-type: none"> - 編輯PDF文件 <p>5. 其它Acrobat功能</p> <ul style="list-style-type: none"> - 檢視工作區域匯出文字和圖形至其它應用程式 - 選擇表和格式化文字 - 頁面處理 - 轉換網頁為Adobe PDF - 設定網上查看PDF文件 - 在Acrobat中下載網頁 <p>6. 製作PDF電子文件</p> <ul style="list-style-type: none"> - 製作電子文件PDF檔的作業流程 - 利用Word/Excel/PowerPoint製作表單文件樣板 <p>7. Adobe PDF製作應用</p> <ul style="list-style-type: none"> - 把紙張表格變成PDF表格 - 加入表單控制項 - 匯出表格資料 - 製作電子訂購表格 - 表格資料處理 <p>8. Adobe LiveCycle Designer</p> <ul style="list-style-type: none"> - 製作新表單 <p>9. 加入多媒體動態影像音效項目</p> <ul style="list-style-type: none"> - 媒體片段整合到PDF中 <p>10. 利用Reader開啓及列印PDF表格</p> <ul style="list-style-type: none"> - 開啓及列印PDF 		
F09	Illustrator & Photoshop 平面設計初階	All NGO staff	Illustrator 和 Photoshop 是現今流行的向量圖形設計軟件和圖像處理軟件，廣泛應用於平面設計、出版印刷、包裝裝飾等多個工作領域。平面設計作品常常需要結合文字編排、圖形繪畫與相片修葺，設計師同時用到 Illustrator 和 Photoshop 兩款軟	2 days, 6 hours per day	890

			<p>件是常有的事，本課程兼具概念與實作，運用循序漸進的方式，讓你學會 Illustrator 和 Photoshop 的操作技巧、設計概念與方法，經由實際操作，學習製作各式各樣的平面設計作品。</p> <ol style="list-style-type: none"> 1. 基本概念與操作 <ul style="list-style-type: none"> - 介紹Illustrator及Photoshop兩款軟件 - 各自的特色、工作環境、基本操作技巧與工具的使用。 2. Illustrator工具的應用 <ul style="list-style-type: none"> - 繪圖基礎—各種繪圖工具的應用； - 填色方法—單色、漸層、圖樣及半透明等各種填色方法； - 物件重新造型及編輯；文字與標誌繪製 3. Photoshop工具的應用 <ul style="list-style-type: none"> - 基本修圖及修補技巧； - 選取範圍，疊圖，去背及合成照片； - 濾鏡的應用 4. Photoshop和Illustrator的混合應用 <ul style="list-style-type: none"> - 品商標繪製 - 海報單張創作 		
G. Microsoft					
G01	Outlook 2010	All NGO staff	<ul style="list-style-type: none"> - What is Outlook? - Add an e-mail account - Create a new e-mail message - Forward or reply to an e-mail message - Add an attachment to an e-mail message - Open or save an e-mail message attachment - Open an attachment - Save an attachment - Add an e-mail signature to messages - Create a signature 	3 hours	350

			<ul style="list-style-type: none"> - Add a signature - Create a calendar appointment - Schedule a meeting with other people - Set a reminder - For appointments or meetings - For e-mail messages, contacts, and tasks - Create a contact - Create a task - Create a note - Print an e-mail message, contact, calendar item, or task 		
G02	Word 2010 (Basic)	All NGO staff	<ol style="list-style-type: none"> 1. File Management <ul style="list-style-type: none"> - Open a File - Save a File in 2010 and Previous Version - Save a File in PDF Format - Set Save Options - Set Default File Save Location 2. Viewing and Navigation <ul style="list-style-type: none"> - Different Views in Word - Use Zoom Slider and Zoom Dialog Box - Show or Hide Paragraph Marks 3. Working with Selection <ul style="list-style-type: none"> - Select Text and Paragraph by using Mouse - Select Text and Paragraph by using the Keyboard - Select Entire Document 4. Formatting <ul style="list-style-type: none"> - Change Text Format - Change Paragraph Format - Use Bullets and Numbering - Use Tab - Use Indentation - Line Spacing and Alignment 5. Using Find and Replace 	6 hours	490

			<ul style="list-style-type: none"> - Find Text - Find and Replace Text <p>6. Working with Table</p> <ul style="list-style-type: none"> - Create Table - Draw Table - Insert and Delete Rows, Columns and Table - Format Table <p>7. Header and Footers</p> <ul style="list-style-type: none"> - Insert Header and Footer - Format Header and Footer <p>8. Mail Merge</p> <ul style="list-style-type: none"> - Create Print Letter - Create Mailing Labels <p>9. Printing</p> <ul style="list-style-type: none"> - Preview a Document - Set Print Options - Print a Document 		
G03	Word 2010 (Advanced)	All NGO staff	<p>1. Section Break</p> <ul style="list-style-type: none"> - Insert a Section Break - Delete a Section Break - Different Headers and Footers <p>2. Track Changes and Comments</p> <ul style="list-style-type: none"> - Use Track Changes - Review Track Changes - Set Track Changes Options - Print a Document with Track Changes - Insert a Comment - Delete a Comment - Protect Document with Track Changes - Use Compare and Merge <p>3. Working with Styles</p> <ul style="list-style-type: none"> - Use Quick Styles 	6 hours	490

			<ul style="list-style-type: none"> - Apply a Style - Create a Style - Delete a Style - Change the style format <p>4. Footnote and Endnote</p> <ul style="list-style-type: none"> - Insert a Footnote and Endnote - Delete a Footnote and Endnote - Convert Footnote to Endnote - Convert Endnote to Footnote <p>5. Table of Contents and Index</p> <ul style="list-style-type: none"> - Set up Document for Table of Contents and Index - Create a Table of Contents and Index - Update a Table of Contents and Index <p>6. Working with Templates and Building Blocks</p> <ul style="list-style-type: none"> - Create a Template - Use a Template - Add a Building Block - Use the Building Blocks <p>7. Working with Forms</p> <ul style="list-style-type: none"> - Create a Form - Add Form Fields to Document - Fill-in a Form - Protect the Form 		
G04	PowerPoint 2007	All NGO staff	<p>1. PowerPoint 2007 新功能的使用及新界面導覽</p> <p>2. 基本操作技巧</p> <ul style="list-style-type: none"> - 熟識PowerPoint 工作區 - 建立簡報 <p>3. 美化簡報技巧</p> <ul style="list-style-type: none"> - 設定文字格式 	6 hours	490

			<ul style="list-style-type: none"> - 設定佈景主題 - 版面配置 - 使用背景圖片、色彩或浮水印 4. 插入表格、圖片及圖像 <ul style="list-style-type: none"> - 插入表格、文字藝術師、美工圖案、圖片、圖案、圖表、SmartArt - 圖片樣式效果 - 建立相簿 5. 插入其他物件 <ul style="list-style-type: none"> - 插入Excel 物件 6. 整合多媒體 <ul style="list-style-type: none"> - 插入聲音、影片Flash、動畫 - 錄製旁白 7. 使用超連結及動作按鈕 <ul style="list-style-type: none"> - 插入超連結、動作按鈕 8. 投影片母片 <ul style="list-style-type: none"> - 投影片母片 - 插入頁首頁尾及編號、日期 9. 使用範本 <ul style="list-style-type: none"> - 建立範本 - 以範本建立新簡 10. 動畫製作 <ul style="list-style-type: none"> - 投影片切換 - SmartArt 圖形畫效果 - 移除及自訂動畫 11. 投影片播放技巧 <ul style="list-style-type: none"> - 播放簡報 		
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			<ul style="list-style-type: none"> - 建立自訂放映 <p>12. 簡報分享</p> <ul style="list-style-type: none"> - 準備發表簡報 - 檢查簡報資訊 - PowerPoint Viewer 播放器 - 簡報CD 光碟 <p>13. 演說技巧</p> <ul style="list-style-type: none"> - 如何利用簡報吸引觀眾 - 如何有效地製作簡報 		
G05	Excel 2007 (Advanced)	All NGO staff	<p>1. 公式及函數的應用</p> <ul style="list-style-type: none"> - 建立算式 - 自動加總 - SUMIF 及SUMIFS 函數 - 日期函數、文字函數 - 查閱與參照函數 - 絕對參照 - 範圍名稱 <p>2. 製作專業統計資料圖表</p> <ul style="list-style-type: none"> - 圖表概觀 - 圖表類型 - 建立圖表 - 設定圖表格式 <p>3. 資料排序及篩選</p> <ul style="list-style-type: none"> - 篩選範圍或表格中的資料 - 篩選唯一值或移除重複值 	6 hours	490

			<ul style="list-style-type: none"> - 使用進階準則進行篩選 <p>4. 資料匯入及匯出</p> <ul style="list-style-type: none"> - 匯入、匯出資料 - 建立Web 查詢 - 建立框線及網底 <p>5. 小計及合併彙算</p> <ul style="list-style-type: none"> - 小計 - 合併彙算 <p>6. 樞紐分析表應用</p> <ul style="list-style-type: none"> - 建立樞紐分析表 - 在樞紐分析表中調整數列 - 設定樞紐分析表版面選項 - 樞紐分析表篩選 - 常用樞紐分析表篩選功能 - 樞紐表分析中的空白數據處理 - 樞紐分析表下拉選單 - 樞紐分析表格式設定 - 自訂樞紐分析表格式 - 樞紐分析表群組 - 樞紐分析表中的項目個數 - 樞紐分析表計算與公式整合 - 建立樞紐圖表 <p>7. 公式製作</p> <ul style="list-style-type: none"> - 目標搜尋 - 顯示公式與儲存格間的關 - 評估及審查公式 - 選擇性貼上 <p>8. 互聯網與保安</p> <ul style="list-style-type: none"> - 存成網頁文件 - Web 查詢 		
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			<ul style="list-style-type: none"> - 加密設定 - 資料驗證 - 巨集保安 		
G06	Access 2007	All NGO staff	<ol style="list-style-type: none"> 1. Access 2007 操作及應用技巧 <ul style="list-style-type: none"> - Access 2007 功能介紹 - 為何選用 Access 2007 ? - Access 2007 快速入門技巧 2. 資料庫的設計及全方位應用 <ul style="list-style-type: none"> - 資料庫設計的基本概念 - 資料庫的規劃及結構 - 在資料庫中建立資料表 - 建立資料表的檢視模式 <ul style="list-style-type: none"> - 資料工作表檢視 - 設計檢視 - 在資料表中加入新欄位 - 欄位的資料類型的設定 - 主索引鍵的認識及設定 - 建立、編輯或刪除關聯性 - 新增、更改、刪除資料技巧 3. 資料查詢及整理技巧 <ul style="list-style-type: none"> - Access 2007 資料查詢方式 - 建立簡單的選取查詢 - 執行查詢 - 資料的排序及搜尋 - 篩選和排序資料的方法及技巧 	2 days, 6 hours per day	890

			<ul style="list-style-type: none"> - 基本 SQL 語法的認識 - 利用 SQL 語法進行資料查詢 <p>4. Access 2007 匯入及匯出技巧</p> <ul style="list-style-type: none"> - 匯入或連結另一個 Access 資料庫的資料從 Microsoft Office Outlook 2007 匯入連絡人記錄 - 匯入或連結 Excel 活頁簿的資料 - 匯入或連結文字檔的資料 - 匯出資料至 Excel - 匯出資料至文字檔 或 Word - 將資料表轉換為 PDF 或 XPS 		
G07	Word and Excel 2010	All NGO staff	<p>1. 中文Word文書處理應用</p> <ul style="list-style-type: none"> - 基本操作應用 - 版面設定 - 文字及符號的輸入 - 文章的儲存及取出 - 其它輸入的技巧 - 文章印出及預視 - 自動圖文集 - 其它修正指令 <p>2. 文書格式變化</p> <ul style="list-style-type: none"> - 基本格式設定 - 段落的變化 - 項目符號及編號 - 框線及網底 - 頁首及頁尾處理 	2 days, 6 hours per day	890

			<ul style="list-style-type: none"> - 一般通告及記錄的製作例 <p>3. 製作圖文並茂的文章</p> <ul style="list-style-type: none"> - 加入圖片 - 使用美工圖案 - 文繞圖樣式 <p>4. 表格製作</p> <ul style="list-style-type: none"> - 製作表格 - 表格樣式處理 - 分割表格 - 儲存格合併及分割功能 - 活動章程及時間表的製作例 <p>5. 中文Excel試算表應用</p> <ul style="list-style-type: none"> - 基本操作應用 - 資料的輸入及編輯 - 加入特殊符號 - 選取資料技巧 <p>6. 基本編輯功能</p> <ul style="list-style-type: none"> - 儲存及更新Excel資料檔 - 複製、移動及刪除各種資料 - 自動加總(AutoSum) - 資料排序 - 其它編輯指令 		
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			<ul style="list-style-type: none"> - 為工作表命名 <p>7. 公式及函數</p> <ul style="list-style-type: none"> - 基本運算及邏輯公式的應用 - 基本格式設定 - 自動格式設定(AutoFormat) - 儲存格位置的參照 - 何謂函數 - 平均數、最大及最小數 - 邏輯及進位函數 - 活動收支賬目明細表的製作例 <p>8. Word與Excel合併應用</p> <ul style="list-style-type: none"> - Excel簡易資料表管理 - 資料表管理簡介 - 篩選與排序 - Word合併列印功能 - Word文件與Excel資料表合併列印 		
G08	Excel 函數與公式應用	All NGO staff	<p>函數是試算表事先定義的公式，它能直接處理複雜的計算及繁複的工作，應用範圍相當廣泛，如找到合適的函數來建立運算公式，可大幅度縮短公式的設計時間，對函數相當瞭解人士更可直接輸入來建立，而無須透過「插入函數」對話方塊來找尋合適的函數。</p> <p>1. 公式及函數</p> <ul style="list-style-type: none"> - 基本運算及邏輯公式的應用； - 相對及絕對儲存格參考功能和配合複製指令的應用 <p>2. 常用與查表函數的應用</p>	2 days, 6 hours per day	890

			<ul style="list-style-type: none"> - 計算函數(SUMIF、COUNTIF、ROUND、...) - 日期及時間相關函數(TODAY、DAY、MONTH、YEAR、...) - 財務函數(FV、PMT、IPMT、PPMT、...) - 邏輯及查表函數(IF、HLOOKUP、VLOOKUP、MATCH、...) <p>3. 設計應用公式技巧</p> <ul style="list-style-type: none"> - 利用名稱簡化複雜公式，在名稱中使用公式 - 意想不到的特殊功能—陣列公式(Array) - 在格式化條件中應用公式 - 在條件驗證中應用公式 		
G09	中文 Microsoft Office 2010 (New Features & New Functions)	All NGO staff	<p>1. MICROSOFT OFFICE 2010 概覽</p> <ul style="list-style-type: none"> - WORD 2010 的列印和預覽列印 - 自訂功能區 <p>2. MICROSOFT WORD 2010</p> <ul style="list-style-type: none"> - 使用範本 - 文字效果 - 圖片效果 - 尋找及取代文字和其他資料 - 並排比較文件 - 受保護的檢視 <p>3. MICROSOFT EXCEL 2010</p> <ul style="list-style-type: none"> - 將活頁簿或工作表另存為範本 - 設定格式化的條件 - 走勢圖 - 樞紐分析表或樞紐分析圖報表 - 交叉分析篩選器 	6 hours	490

			<ul style="list-style-type: none"> - 在 OFFICE 2010 中復原未儲存版本 - 與其他使用者共同處理工作表資料 <p>4. MICROSOFT POWERPOINT 2010</p> <ul style="list-style-type: none"> - 將投影片組織成章節 - 閱讀檢視 - 內嵌視訊或從簡報連結至視訊 - 新增或移除音訊及視訊剪輯的書籤 - 新增海報圖文框至視訊 - 修剪視訊 - 套用特殊效果至視訊 - 套用美術效果至圖片 - 變更圖片的色彩、透明度或重新著色 - 簡報動畫 		
Others					
H01	Corel Video Studio X5	All NGO staff	<ul style="list-style-type: none"> - 高清HD 影片及攝影機簡介 - 不同高清過片技巧 - 影片色彩修正 - 快速影片剪輯 - 多重影片剪輯 - 懷舊影片製作 - 局部馬賽克應用 - 畫中畫製作 - Flash 動畫匯入 - 快慢鏡製作技巧 - 卡拉OK 字幕製作 - 旁白字幕製作 	6 hours	490

			<ul style="list-style-type: none"> - 動畫字幕製作 - 手繪文字及圖畫 - 影片聲音處理 - YouTube 網上分享 		
H02	海報及會員通訊製作	All NGO staff	<p>利用Office中的Word及PowerPoint配合一些進階的應用方法，加上數碼相機及掃描器的協助，使機構能利用現有軟件製作精美海報、會員通訊等刊物。</p> <ol style="list-style-type: none"> 1. 海報製作簡介、基本規劃 <ul style="list-style-type: none"> - 一般文字指令及設定文字效果 - 標題特效文字製作 - 使用文字藝術師建立變型字 - 認識Office繪圖功能 - 修改繪圖物件 - 從數碼相機及掃描器加入相片 - 香港口語字及繁簡體字的處理 - 打印海報技巧 2. 各類型海報製作 3. 會員通訊製作 <ul style="list-style-type: none"> - 中文電腦排版的概念 - 排版前環境設定 - 版面規劃及欄位設定 - 欄位應用例—報紙式 - 建立連結的文字方塊 - 讀入各式應用軟件檔案(包括文字及圖片) - 中英文橫直式混合編排技巧 - 文字樣式 - 編輯排版樣式的運用 - 應用各類列印技巧 	6 hours	490
H03	Facebook Multi-media Application 應	All NGO	<ol style="list-style-type: none"> 1. 將FACEBOOK添加到你的營銷策略 	6 hours	490

	用 Facebook 多媒體程式	staff	<ul style="list-style-type: none"> - Facebook 的營銷之路 - 集中注意力在Facebook功能 - 開發一個 Facebook營銷計劃 <p>2. 建立你的Facebook</p> <ul style="list-style-type: none"> - 為您的企業創建Facebook頁面 - 建立你的粉絲團 - 建立你的群組，促銷和活動 - 測量你的Facebook頁面 <p>3. 運用Facebook廣告</p> <ul style="list-style-type: none"> - 檢查廣告的選擇和戰略 - 測量和優化廣告活動 <p>4. 美化Facebook頁面</p> <ul style="list-style-type: none"> - 將Facebook頁面加入其它應用程序 - 對Facebook's讚好按鈕讚好 - 加入其它插件 		
H04	Marketing through Social Media 如何通過社交媒體營銷	All NGO staff	<p>1. 社交媒體組合</p> <ul style="list-style-type: none"> - 社交媒體的商業案例 - 繪制個人社交媒體營銷策略 - 管理個人網絡社交活動 <p>2. 網絡社交工具</p> <ul style="list-style-type: none"> - 尋找有用的網絡社交工具 - 利用社交媒體的搜索引擎優化 (SEO) - 使用的社交書籤和社交新聞 <p>3. 博客(Blogs), 播客(Podcasts)及視頻博客(Vlogs)</p> <ul style="list-style-type: none"> - 開發個人社交媒體組合 - 建立個人博客 - 創建播客 - 製作個人視頻博客 - 測量博客，播客和視頻博客指標 <p>4. Twitter</p>	6 hours	980

			<ul style="list-style-type: none"> - 關於 Twitter - Twitter 與志同道合的人溝通 - Twitter 應用程序 - 使用 Twitter 與其他社交媒體進行營銷用 - 測量 Twitter 的指標 <p>5. Facebook</p> <ul style="list-style-type: none"> - 關於 Facebook & 逛逛 Facebook - 使用 Facebook 的功能 - 分析 Facebook 的指標 <p>6. LinkedIn</p> <ul style="list-style-type: none"> - 關於 LinkedIn & LinkedIn 的用途 - 強化 LinkedIn & 測量你的結果 <p>7. 如何測量你的結果從而邁向成功</p> <ul style="list-style-type: none"> - 深入研究數據 - 從不同的營銷技巧比較指標 - 設定底線 - 從數字上作決定 - 如何培增影響力 & 如何保持領先的優勢 		
H05	Basic Photography for Workplace	All NGO staff	<ul style="list-style-type: none"> - 認識光圈及快門 - 使用白平衡及+/-ev - 分析及使用卡片機(傻瓜機)、半專業機及單鏡反光機 - 數碼單鏡反光相機的操作 - 數碼單鏡反光相機攝影步驟 	6 hours	490

			<ul style="list-style-type: none"> - 應用測光模式及對焦模式 - 分析焦距變化 - 應用安全快門 - 應用閃光燈 - 構圖及人像攝影之技巧 - 拍攝實習 		
H06	CAP Financial Management System (Oracle E-business Suite 11i) Training	Users of CAP Financial Management System	Usage and administration of CAP Financial Management System	3 days , 6 hours per day	4,000 (min. 15 students per class)
H07	CAP Human Resource Management System (Oracle E-business Suite 11i) Training	Users of CAP Human Resource Management System	Usage and administration of CAP Human Resource Management System	3 days , 6 hours per day	4,000 (min. 15 students per class)

* All ITRC courses should have at least 10 participants to form a class; except "CAP Financial Management System (Oracle E-business Suite 11i) Training" and "CAP Human Resource Management System (Oracle E-business Suite 11i) Training"