

10. Odilia KWOK – Education and Training - Assistant HR Learning & Development Manager

We work in the office

Even if we are working on training

We belong to a department of a company

So the normal working hour is from nine to six

What is our work about?

It can actually be arranged by ourselves

My work can be divided into two areas

First is management

I need to manage a year plan of training

Another is teaching

These two areas can be arranged by ourselves

How to manage well actually?

What do we manage?

This depends on what the company's target is

The staff will be interviewed via questionnaire each year

In order to understand their level of satisfaction towards work

And which area of knowledge they want to learn

Then we match them with the company's target

For example, the company wants to enhance effectiveness

Or improve communication among senior staff and colleagues

As the company's target

My role is like a doctor

Prescribing medicine for patients

What kind of training we should provide

What kind of activities we should plan for the colleagues

Or how to advocate company's culture in order to achieve the target

These are my job duties

Including hiring internal trainers

Since some companies might have more resources

They might have the ability to hire professional trainers to give speeches in different areas

I may teach the areas which I am good at

And share my profession

These are two different levels

We will prepare different training programs in different periods annually

The colleague will know the timetable of different training programs

Colleagues can apply depending on their needs or

By request from their superiors

The schedule of my classes is arranged by myself

There are training classes in certain months

And it is scheduled to be an eight-hour class

Will there be only me to teach?

Definitely not

Since many colleagues need to listen to you for the whole day

Even after working outside

They will fall asleep

So what should I do in these eight hours

What is the objective

For example, I will talk for 45 minutes

Then I must arrange some in-class activities for them to participate

So that they can apply what they learn

After that, I will be talking again

And alternate lecture with activity

The arrangement of training is usually like this

There can be more future development

If you like the environment of the company

You will stay there for promotion
To the management level and so on
You may look at the performance of the company
If you really like teaching
You can be an independent consultant
Or start your own consultancy company
Then you can put your knowledge into education
If you need to teach
It would be very busy at work in the company
You got no time to prepare for the lesson
You need much time to prepare for lessons at the weekends
You must love your job a lot
Since you need to spend lots of time in learning
I have some thoughts about other impacts
Because we get to know many training tools and knowledge
The knowledge can be applied in life
Your friends and family will be interested
You are able to broaden their horizons
This knowledge and the tips can help them
Like communication between people
How do you communicate with people with different characters
How do you communicate with clients who are analytic
For the clients who are more dominating
How should you communicate and work with them
So as to make it work well between you
So much knowledge can be applied in life
It might be a small tip when chatting with friends
This might help them

I didn't think that passion can be the reason to help me to find this industry when I was young
Therefore, I think that the young people of now or in the future
If they want to work in this industry
They have to be interested in many things
Since you can establish more topics
When you are interested in different things
You also need to be passionate
And find what you like to do
Then you should try your best working in it
This is very beneficial
Because you have made an effort
And spent your time on it
Then your work will be worth it
The output will not be bad
If I have to give a suggestion to young people
If they really like to train other people
I think that they should enhance their ability of Chinese and English languages
This will be very helpful to them
They may improve their ability of expressing themselves
This will also be helpful