

NCTI
City Telecom (H.K.) Limited

TEN BROTHERS
UNITED STRENGTH

Magic Jewels and C&B strategies from City Telecom



Bonnie Chan
Manager – Learning & Development
HR Magazine's Next HR Conference
Hong Kong, February 23, 2012



Your Choice please

About City Telecom Group



Champion of HR (Mr. William Yeung) 2010

Best **Leadership** Development 2010

Best **HR Team** 2010

Champion of **HR** (Mr. NiQ Lai) 2009

Innovation in Recruitment 2009

Best **Retention** Strategies 2007

Our Talents Advantage

- Power in Unity



2011: WOWing our customers



2010: Service with Heart



2009: Call to War



2008: Overcoming Challenges – Mr Chong Chan Yau



2007: Corporate Vision Day



2006: Ocean Park Business Recovery Celebration ⁵

Talent Development

- Learning Rather Than Training

Corporate Sales Incentive Trip to the States in 2011



Management Annual Trip – Germany Experience in 2010



Customer Engagement Singapore Reward Trip in 2010



Residential Customer Engagement Incentive Trip to Macau in 2011



Standard Chartered Marathon



Annual X'mas Dinner Party

6

Challenge to High Potentials



“How can you help the company double your pay in next 2-3 years?”

7

Next Station: University



Diploma Graduation Ceremony in Hong Kong and Guangzhou in 2010

A platform for 48 talents to realize a degree DREAM and inspire 3,000+ talents to go for their DREAMS.



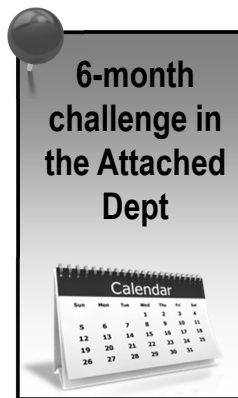
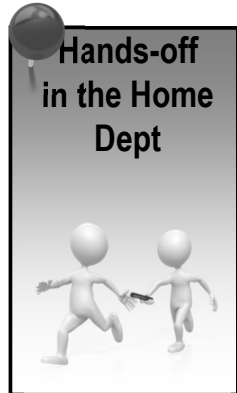
Learning progress sharing and reflection in 2011



CEO sharing session in 2010

“PowerBar”

Career Rotation Program



9

“PowerBar”

- Participant's Reflection



BEFORE	AFTER
Left Brain Dominance	Think Differently & Balanced Thinker
Provide Training	Encourage Development
Push Strategy	Pull Strategy
Routine	Challenging
Subordinates Work Dependently	Subordinates Work Independently
Lack of Backup or Support	Increase Job Diversification



Cecilia Lo
Senior Manager,
International Business

10

Change is Our Only Constant

*“We regularly **change whatever can be changed** after a certain period of time, even though we may not foresee any gain at the moment. We encourage **“Attempts”**.”*

... extract from City Telecom Vision Statement 2006

11

Paint Our Dreams

- Talent Experiential Trip to Cambodia



- 94 Talents from Hong Kong and Guangzhou visited Cambodia in Nov/Dec 2011
- 6-day trip with social service and cultural visit
- Helped ourselves and others to Dream



12

Paint Our Dreams

- My Dreams in Cambodia



2009

To: My Lovely CTI
I really happy when you came to CCT. I like you. When u go back I wish you have good luck, good health, good friend, good family, good job and good successful in your life.
Love: Srey Oun



2011

13

Paint Our Dreams

- "POD" Momentum



Drawing Class



Personal Sharing by Mr. John Lee

...After: Donation, Team Sharing, "Dream" Chat, Charity Sale, Photo Exhibition, etc...

14

Paint Our Dreams



Paint Our Dreams

- Talents' Reflection



A girl said she wanted to be a lawyer in the future. Asked why, she seriously replied: "...not many people know about law after all the historical incidents. She wants to be a lawyer, so she can [protect] this country and its people". This 10+ year-old girl used the phrase 'protect the country', and it moved me and earned my deep respect.

Ivy Lau, Director - Talent Engagement



It has inspired me with the strength to move forward and grow as a better individual.

May Fung,
Sales Manager



After visiting Scott Neeson at Cambodian Children's Fund, I was inspired by their actions and results, i.e. my thinking changed from just rhetorically asking "What can I do?" to actioning "What will I do to make an impact?".

NiQ Lai, Chief Financial Officer & Head of Talent Engagement

Inspiration > Motivation

Inspiration	Motivation
2-3x productivity gain	20-30% efficiency gain
Mindset -upgrade	Skillset -upgrade
Talent-IN	Company-OUT

17

$$5^5 = 3,125$$

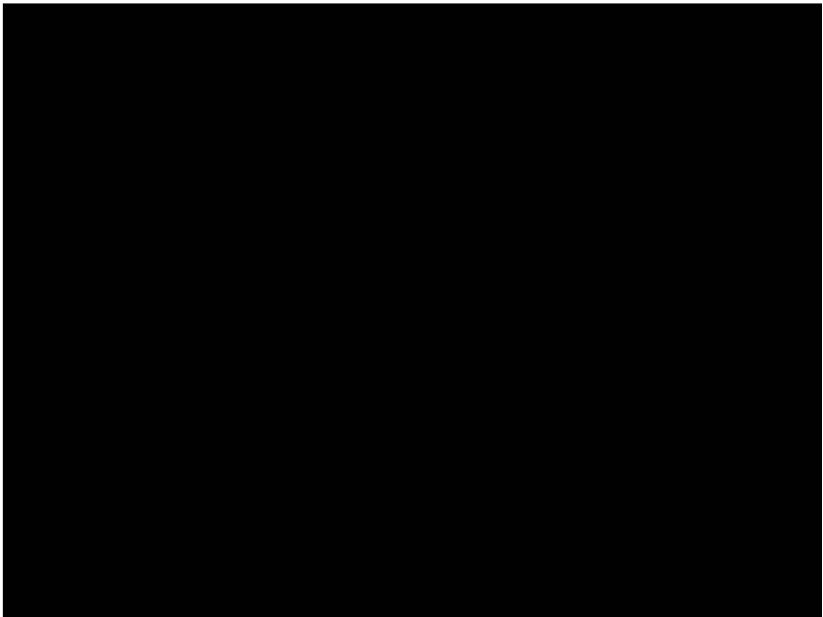


Inspiration
by Multiplying Effects

18



**Create your
own Jewel**



∴ END ∴

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Photo from All Talent Meeting in Hong Kong,
2.00pm, Thursday 22 Sept 2011

