

Challenges and Opportunities

Management Trainees at City Telecom

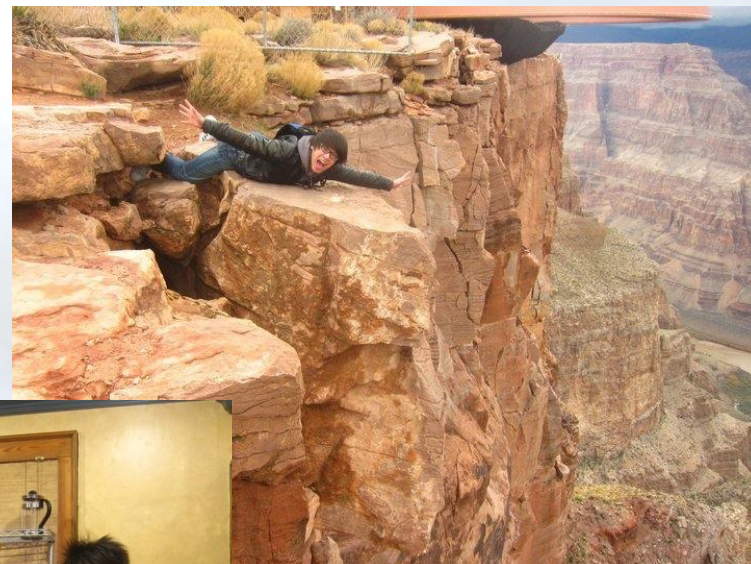
Mingo Tsang & Kiana Shek
Vintage 2011
2 February, 2012

BACKGROUND - MINGO

Summer Internship at Australia



Debate Team Captain



Exchange program
at USA



City Telecom Group

BACKGROUND - KIANA

Academic

Non-academic

Professional exams

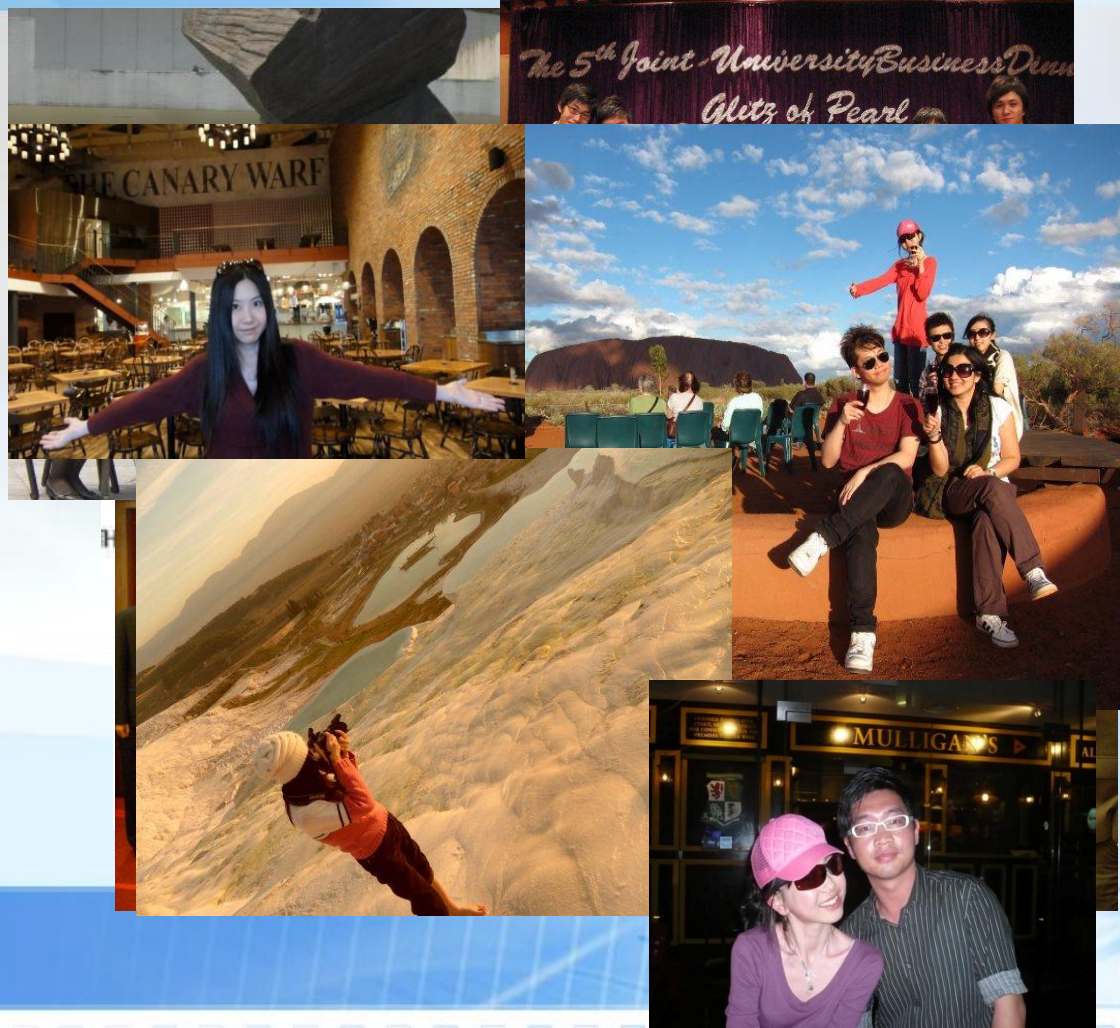
Global exposure

Translation minor

Job experience

Business major

Extra-curricular activities



INTERNAL EXPERIENCE

Poster design (horizontal)

Size : A1



GZ Call centre



Free TV



News reporter

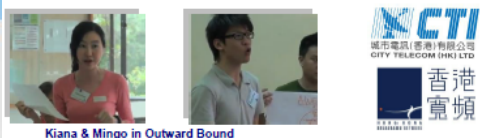


Frontline operation



City Telecom Group

EXTERNAL EXPOSURE



Kiana & Mingo in Outward Bound

*Study without reflection is a waste of time;
Reflection without study is dangerous [old Chinese proverb]*
學而不思則罔 思而不學則殆



Answering Enquiries in Call Centre

MC in Talent Meeting



Serving our Customers

Promoting Broadband Service

The First 5 Months of Kiana & Mingo

CXOs of the Future – Vintage 11

May – Sep 2011

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A. Executive Summary

Proud to be Proud – Kiana Shek
My CXO Journey – Mingo Tsang

B. Reflection by Kiana Shek

Book and Video Reflections

01. Winning – Jack Welch
02. Execution – Larry Bossidy & Ram Charan
03. Pour your heart into it – Howard Schultz
04. Technology is for People by Jack Ma
05. Six Thinking Hats – Edward De Bono
06. Getting More – How to Achieve Your Goals in the Real World by Wharton Professor Shu Diamond
07. The Search: How Google And Its Rivals Rewrote The Rules of Business And Transformed Our Culture – John Battelle
08. What I Wish I Knew When I Was 20 – Tina Lynn Seelig

External Exposure

01. CPA Sharing session
02. Corporate Day of Goldman Sachs
03. Kellogg Impact Series
04. Team Leadership Training
05. HR conference – HR Trends and
06. Round Table Investor Relation Series
07. Digital Marketing Workshop – Te

C. Reflection by Mingo Tsang

Book and Video Reflections

01. The Present – Spencer Johnson
02. 馬雲內部講話 (The Internal speech)
03. 敢想，敢做 (Dare to Imagine, Dare to Do)
04. Getting More – How to Achieve Your Goals in the Real World by Wharton Professor Shu Diamond
05. Execution – Larry Bossidy & Ram Charan

External Exposure

01. Business Leader Essential General
02. EMBA Alumni Event
03. Corporate Day of Credit Suisse
04. HR conference – HR Trends and

A16

5 August 2011

CarerTimes

HR CORNER

Only the best need apply

Telecommunications employer stands firm on hiring goals

by Grace Chan

I pay to hire the right persons. Leading IP services provider City Telecom (HK)

which a handful of carefully selected CXO hopefuls engaged in a series of simulation activities that were both physically and mentally stimulating.

In order to stretch the future CXOs' potential to the full and cultivate a business mindset, CTI arranges for them to be mentored by some of the company's senior managers and to step into the role of personal assistant to the group chairman. Here is a chance to shadow CEO living.

Exposure to the highly charged business world is core to the CXO training. Mr. Lai says, "As future capacity to turn ideas into action is expected of our CXOs," he remarks.

Only one month into the programme, for example, Mr. Tsang had already been given chance to accompany Mr. Lai to a Kellogg-EMBA alumni event during which he utilized shoulders with senior executives (see various articles).

"That was an exceptional opportunity for me to exchange with business gurus from a cross sector of industries," he says, adding that CTI focuses on "making corporate culture no longer a buzz word."

Mr. Shek too was tasked with presenting the corporate profile to investors in a Goldman Sachs Corporate Day alongside Mr. Lai not long after she signed on for the CXO programme in May. "The experience would be invaluable as a professional," he reveals.

Post-training employment is not a foregone conclusion. The CXOs must follow a standard job application process. "In other words, they must submit a cover letter and resume for consideration for the position they wish to take," notes Mr. Lai.



Ms. Qianqian Lai (right), chief financial officer and head of talent management, City Telecom (HK) Limited, with the company's future "CXOs" Kiana Shek (left) and Mingo Tsang (center).

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City Telecom Group

PUBLIC EVENTS – CO-PRESENTERS



Shue Yan University



HKIHRM Conference

TALENT MEETING – MC OF GEM CONCERT



City Telecom Group

HKBN x Joey Concert – VIP USHER



City Telecom Group



MANAGEMENT TRIP - CAMBODIA



City Telecom Group



HK & GZ X'MAS PARTY - AUCTIONEER



CTI FUN – CHARITY RUN



CHALLENGES – 4As



FRUSTRATION 1



....idle days at certain
departments ????

MINDSET CHANGE



Passive learning



Active learning



FRUSTRATION 2

Heavy workload suddenly



Poor Time Management



Collapse !



RECONSTRUCTION OF LIFE

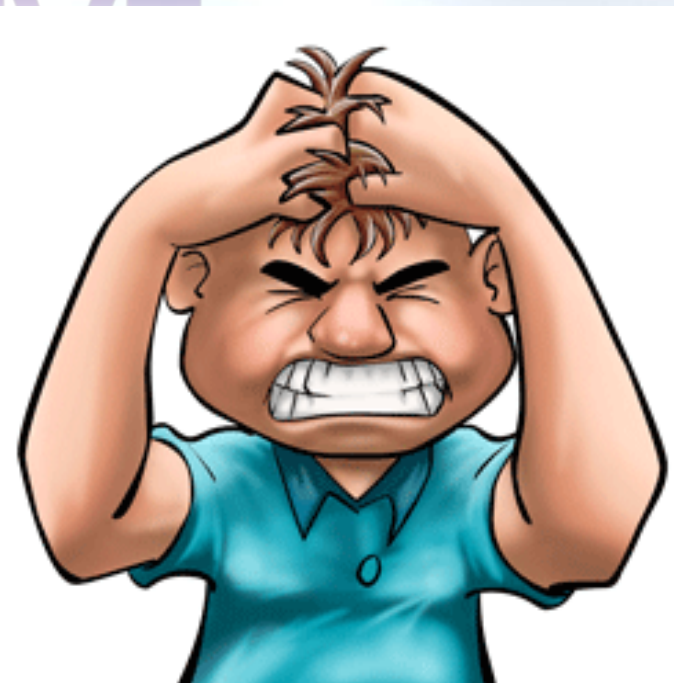


Action	Target
Work	Never leave the thing that I can finish today to tomorrow
Sleep	At least 6-7 hours
Family Gathering	3 Times a week
Dating	3 Times a week
Best Friend gathering	2 groups a month
Church meeting	Sat night + Sun morning
Sports	2*2 hours a week
Reading	Daily News + 1 Management Book + HK Economic monthly journal + Leisure magazine + 2 Novels
Gaming	> 3 hours a week

Only after the targets are achieved would I find some more entertainments!

FRUSTRATION 3

LOW INFLUENTIAL POWER...



ACTIVE INVOLVEMENT



FAILUREsss

facebook Search

激安 zone

Wall Info Photos Boxes HKBN 大激賞

Galaxy Tab大激賞!

自選登記站大抽獎
「網上登記」寬頻 自動參加抽獎

每星期送出1部
Samsung GALAXY Tab

完成以下任務，即有機會獲取：
分享這大激賞

- 1 激賞
- 2 邀請5位朋友參加

Share

Group Buying

會員登入 | 新會員登記

香港站

- 累計節省金額 \$590282
- 累計訂購優惠券數 7842

每日熱賣 Today's deal 最近精選 Recent deals 用戶指南 User Guide 我的優惠 My Account 討論區 Forum

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*如需於不同日子使用，必須分可訂單，訂單上顯示的優惠券數目必須同時使用。

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KEY SUCCESS FACTORS



Synchronization with
all departments

Real corporate
experiences

Time management &
Prioritization

UPCOMING CHALLENGES



最新消息 渣打馬拉松2012 尚有5日

渣打馬拉松即將於今個星期日(2012年2月5日)舉行，你準備好未呢？

為齊齊響應馬拉松此盛事，現誠邀所有渣打馬拉松的選手於馬拉松T恤日上班時間穿著「new balance® 公司T恤及風褸」

選手物資包分發，簡報會

日期：2/2/2012(星期四)
時間：下午3:30-下午5:00
地點：FreeZone

馬拉松T恤日及健兒餐

日期：3/2/2012(星期五)
時間：11:30am-5:00pm
地點：FreeZone



如有任何疑問，請聯絡行政部 Chris Fung (chris@ctihk.com) / 3145 5198



Thank You!