

The Chinese Actuarial Club

Presenting ...

Communicating With Conviction

3:30-6:30pm November 14th, 2005
Hilton Hotel, 1335 Avenue of the Americas
New York, NY 10019-6078
Phone 212-586-7000

How are Asian professionals perceived in boardrooms and corporate halls? Does being Asian affect your workplace persona? How can you work with your non-Asian colleagues to achieve optimum workplace interactions? Or, as a non-Asian, do you work with Asian colleagues and would like to know more about their values? These are the critical questions that need to be addressed as you navigate your career in today's multicultural workplace.

As a professional, do you come across as assertive and confident or unsure and tentative? How effective are you at interfacing with internal/external clients and managing up, down, and across the corporate hierarchy? Are there cultural influences that impact the way you relate with your colleagues? If so, how can you manage them and develop a relational style that is effective yet does not undermine your deeply ingrained values?

Objectives of the Seminar

This seminar is uniquely designed to promote leadership and communication skills for those with Asian cultures and for those who would like to know more about them in the corporate world. It will be in the same hotel at the same time as the SOA 2005 Annual Meeting in New York City in Hilton New York on Nov 14, 2005.

In this seminar, you will get an overview of leadership qualities and competencies required to survive in today's workplace and how the Asian values fit in. You will learn to overcome communication and cultural barriers that may be keeping you from showcasing your accomplishments. It will help you understand cultural influences and communicate effectively.

You will also learn how to use questioning techniques, assertive communication behaviors and "phrases", anecdotes, and other client management skills -- to assist you in developing meaningful relationships with your friends and colleagues, as well as current and potential clients!

This is a hands-on seminar for you to practice the skills immediately. It provides a great opportunity to work with other participants and share real-life experiences.

Seminar Agenda

3:30PM – 3:45PM	Introduction/Overview of Seminar
3:45PM – 4:15PM	Cultural Values and Impact on Workplace Behaviors <ul style="list-style-type: none"> ▪ Asian values vs. Mainstream American values ▪ Stereotypes/Perceptions ▪ Leadership Competencies in Today’s Multicultural Global Workplace ▪ Interactive Exercise to evaluate communication knowledge ▪ Barriers to Effective Communication/Cultural Influences
4:15 -- 4:30PM	Elements of Assertive Communication <ul style="list-style-type: none"> ▪ Definitions of passive, aggressive, and assertive behaviors ▪ Role Play/Interactive Exercises done in smaller groups ▪ Recap and Review of Interactive Exercise (need flip chart and 6-7 markers)
4:30PM – 4:40PM	Break/Q&A
4:40PM - 5:30PM	Responding to Challenges in a Meeting <ul style="list-style-type: none"> ▪ Learning the appropriate “phrases” and conversation starters to respond to difficult statements or challenges ▪ Case study : Understanding challenges from senior managers/clients and developing an appropriate response ▪ Critique and Presentation of small group responses to larger group (need flip chart and 6-7 markers)
5:30PM – 6:00PM	Developing and Using your Personal Marketing Pitch <ul style="list-style-type: none"> ▪ Building your personal “value proposition” ▪ Elements of an effective pitch (content, tone, delivery) ▪ Group breakout: critique and refine partner’s pitch ▪ Using Pitches in Relationship Development
6:00PM - 6:30PM	Key Learnings <ul style="list-style-type: none"> ▪ Elements of communication ▪ Competencies for advancing your career ▪ Cultural influences on personal relating style ▪ Communicating with Conviction ▪ The 3 “P”s of the Leadership Toolkit Q&A

6:30PM

Meet the Author/Book event/signing

About the Speaker and Seminar Leader

Jane Hyun, Principal and Founder of Crossroads Associates, is an executive coach, speaker, and diversity strategist to Fortune 500 companies, schools, and professional associations. Previously, she was a Vice President of HR at JP Morgan, and Director of Recruiting at Deloitte & Touche and Resources Connection. She has written for and has served as an advisor to Monster.com, and is a senior career coach at the Five O'Clock Club.

She has appeared on CNN, CNBC, CBS Marketwatch, Newsweek, Fortune, Crains, Working Mother, and other national media. A graduate of Cornell University with a degree in Economics/International Studies, she serves on the Boards of the Johnnetta B. Cole Diversity and Inclusion Institute at Bennett College and the Asian Women Leadership Network. She has been an adjunct professor of Career Planning at City University of NY. Her groundbreaking book, *Breaking the Bamboo Ceiling: Career Strategies for Asians*, was released by HarperCollins in May 2005. Jane lives in New York City.

How Does This Work:

Participation will be limited to 30 individuals only to allow for effective role-playing in small groups. We will take registration on a first-come-first-served basis. The deadline for registration is November 1, 2005.

This seminar is eligible for 3 hours of continuing education credits as an organized activity from the Academy of Actuaries. The SOA is currently reviewing it for the potential Professional Development credits.

Registration:

1. Complete the Registration form and e-mail it to Cathy Li at Cathy.Li@hartfordlife.com
2. Choose one of the two Payment Options:
All payments should be sent to CAC treasurer Shi Ji.
 - ❑ Through Paypal: payment should be made to shi.ji@prudential.com and in the subject line please write: For CAC Fall 2005 Seminar.
Instructions: When you are logged into your account, click the Send Money tab. Then enter your recipient's email address and the amount you would like to send. You can pay by credit card, debit card or from your checking account. To see a demo, please go to <http://www.paypal.com/cgi-bin/webscr?cmd=p/ema/index-outside>.
 - ❑ Via a personal check payable to Shi Ji. In the memo line, please write: For CAC Fall 2005 Seminar. The check should be mailed to: Ms. Shi Ji, Two Gateway Center 7th Floor, Newark, NJ 07102

The Chinese Actuarial Club

Registration Form

CAC Seminar: *Communicating With Conviction*

Email back to Cathy Li at Cathy.Li@hartfordlife.com by November 1, 2005

3:30-6:30pm November 14th, 2005
Hilton Hotel, 1335 Avenue of the Americas
New York, NY 10019-6078
Phone 212-586-7000

Eligible for 3 hours of Continuing Education Credits from the Academy of Actuaries as an “organized” activity.

Name

Title

Company

Address

City

State

Zip

Phone

Fax

E-Mail

Specialty Area (s)

Preferred Name on Badge

Registration Fee: \$30 (seminar only); \$40 at the door if seats are still available.

- Through **Paypal**: payment should be made to shi.ji@prudential.com and in the subject line please write: For CAC Fall 2005 Seminar.
- By **check**: check should be made payable to Shi Ji (CAC Treasurer). In the memo line, please write: For CAC Fall 2005 Seminar. The check should be mailed to

Ms. Shi Ji
Two Gateway Center 7th Floor
Newark, NJ 07102
