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# RESILLIENCE TRAINING

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Talent Development Programme Series

2025





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The Brand Story of TreeholeHK  
Start with Our Business Motto

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To ignite the courage to **transcend** oneself  
and **live truthfully**.

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Who Are We

# TreeholeHK

## ‘A Movement in Business Transformation’

At TreeholeHK, we lead a movement that empowers businesses **to transcend traditional boundaries of leadership and teamwork**. Decision-makers who work with us don't simply support their teams—they grow as leaders, inspiring their people to excel in any situation.

Beginning with a focus on individual well-being, our mission extends to enhancing the health of entire organisations. Rooted in **the science of psychology**, our approach drives **lasting change for individuals and organizations** alike.



# A Growing Movement: The Power of Collective Change

TreeholeHK has cultivated a vibrant and engaged community, **reaching over 140,000 followers on Youtube**, highlighting the strong resonance of our mission with decision-makers and staff.

YOUTUBE SUBSCRIBERS



140,000+

INSTAGRAM FOLLOWERS



50,000+

BUSINESS PARTNERS

220+

This growing network of is driving positive change across different industries, **integrating TreeholeHK's philosophy into their work environments and beyond.**



# Testimonials

## At TreeholeHK

We are proud to witness the transformative power of our programs firsthand.

We are trusted by clients included:



Over the years, we have gathered thousands of positive testimonials from businesses across industries. Decision-makers and managers consistently express the profound impact our training has on both themselves and their teams.

## CLIENT: Multinational Corporation



### THEIR NEEDS

Frontline retail employees often rotate locations, requiring them to **quickly build rapport**. Management is therefore seeking experiential learning solutions to **boost team morale**.

### WE ACHIEVE

Mindful Cooking Workshop: The relaxed, collaborative setting helps team members **understand each other's personalities** and **improve teamwork**. Participants complete tasks simulating a real work environment, fostering a more efficient team.

## CLIENT: Publicly Listed Company (Diversified Business) Enterprise - HK Stock Exchange



### THEIR NEEDS

**Rapidly changing business environment** has put significant pressure on the group's middle management. To support its strategy, the group is seeking training to **help managers manage stress and drive innovation**.

### WE ACHIEVE

Q4, we delivered a **Full-day mindfulness-based stress management** workshop, tailored for executives. In Q3, the **Growth Mindset** training to strengthen managers' **mental resilience** and promote a culture of learning and innovation.



# Testimonials

## CLIENT: ACEHK YMC

Association of Consulting Engineers Young Members Committee

### BACKGROUND



A **Consultative Selling Workshop** was held in August 2024. The client aims to enhance the selling techniques of the participants through an **impactful and lively** approach for their participants.

### CLIENT'S FEEDBACK

Our instructor, from THK, kicked off the workshop by sharing insights on consultative selling to our participants. Concepts on **how to effectively understand client needs** and devise engineering **design solutions** accordingly were also shared with our participants.

The workshop concluded with a role play session engaging all participants. We are pleased to see that **our participants are able to utilise** the freshly learned consultative selling techniques.

## CLIENT: HKUST Business School (MBA)

Christopher Yip , Head, MBA Career & Alumni Development

### BACKGROUND



"Numerous reflection point which promoted attendees to think deeper."

### CLIENT'S FEEDBACK

Our team had the opportunity to attend a workshop on skills for handling clients. Peter has demonstrated himself as a dedicated trainer and consultant with great understand of client needs and had in-depth preparation.

His workshop was highly interactive and inspiring, with numerous reflection point which promoted attendees to think deeper. Our team thoroughly enjoyed Peter's workshop.





# **Evidence-Based Program Design:** How We Work with Human Nature (aka Psychology)



# What Global Learning & Development Trend Tell Us

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By offering ‘bite-sized & on-demand modules’

## ‘The Lean Learning Mindset’

Lean learning lies in a fundamental shift in mindset – a departure from traditional, rigid approaches to training and development in favor of a **dynamic, adaptive, and customer-centric model**.

This mindset is rooted in the very principles that have driven the success of lean transformations across industries, and it is essential for organizations seeking to unlock the full potential of their learning initiatives.

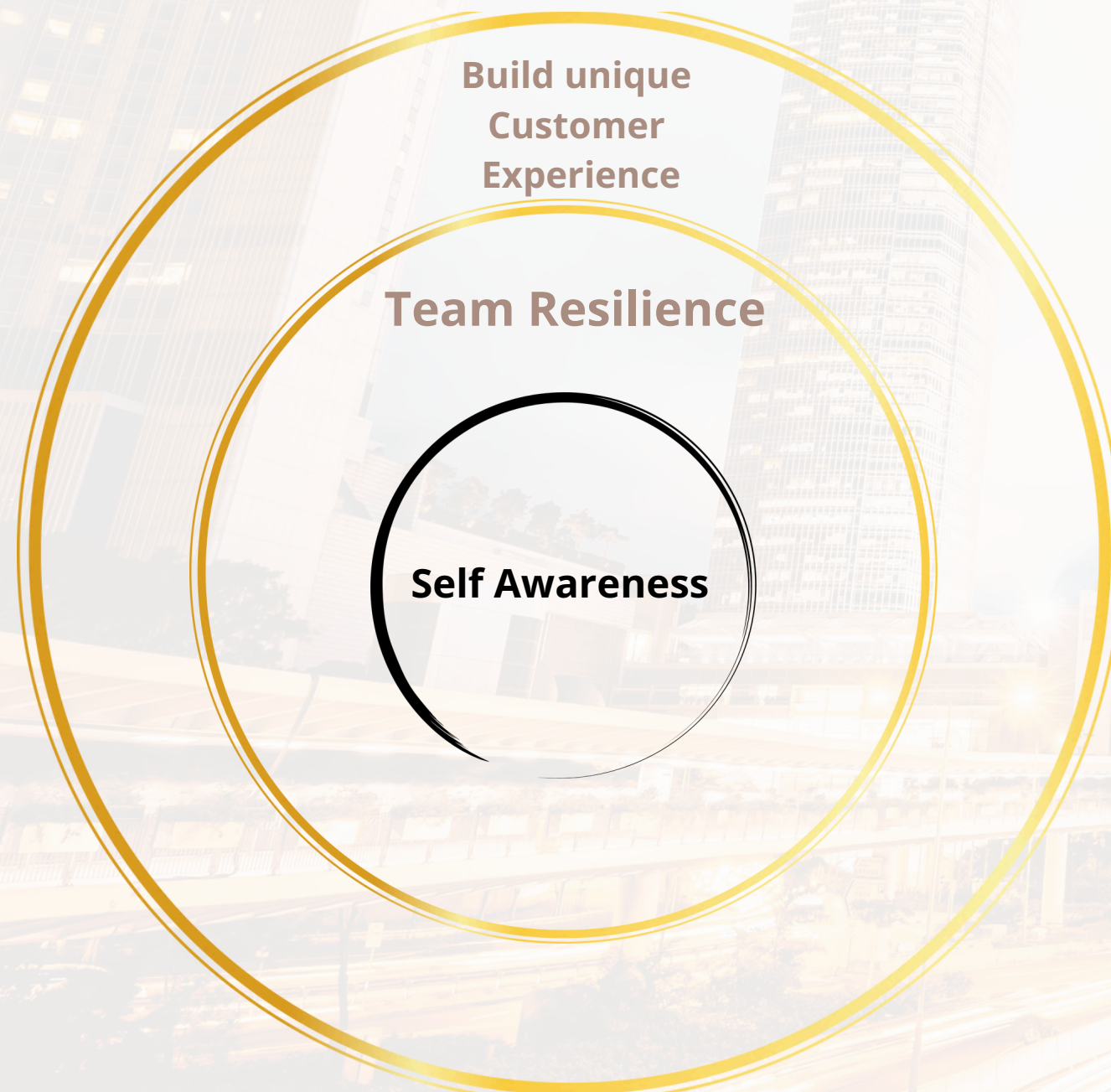
Ref: ‘Where Companies Go Wrong with Learning and Development?’





# Programme Rationale

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**Achieving Business Goal**



樹洞香港  
RESILIENCE FOR THE TIMES



# Programme Rationale

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It's a deeply personalized experience for every customer—investing in the well-being and resilience of your team is essential to maintaining a competitive edge in an ever-evolving market. Our training program is designed to support Corporate in building a culture of positive psychology and resilience, starting with each team member. Here's how our program aligns with your needs

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## **Enhancing Self-Awareness and Cultivating a Growth Mindset**

- Objective: Improve understanding of personal strengths and resilience.
- Methods: Personality assessments, self-reflection, and growth mindset training.
- Benefits: Increases job satisfaction, performance, stress management, and motivation.

## **Building Team Resilience**

- Objective: Strengthen team dynamics and communication.
- Methods: Non-violent communication training, team-building exercises.
- Benefits: Enhanced collaboration and adaptability.

**More details on  
Appendix 2:  
Psychology Research  
References**



# Programme Rationale

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## **Creating Unique Customer Experiences**

- Objective: Leverage personal and team growth to enhance customer service.
- Methods: Consultative selling, presentation skills, leadership training.
- Benefits: Improved customer interactions aligned with Corporate's standards.

## **Key Takeaway:**

- Comprehensive Approach: Integrates evidence-based methods to boost personal and professional growth, significantly increasing ROI and enhancing Corporate's customer service excellence.





# **Flexible Program Structure:** Lean Learning in Details



# Programme Structure

## Core Training

## Elective Training

Self Awareness

**Growth Mindset**

**Personality  
assessment**

**Mindfulness**

**Stress  
Management**

**Coaching**

Team Resilience

**Growth Mindset**

**Team Building**

**Non-violent  
communication**

**Conflict  
Management**

**Performance  
management**

**Upward  
Management**

**Leadership Skills**

Build Unique  
Customer  
Experience


**Consultative Selling**

**Negotiation skills**

**Presentation skills**



# Growth Mindset and Resilience (Core Training)

 2 Hours

## Workshops

### The Path to Success

Participants will form teams to complete a time-limited task. Teams who are willing to accept trial and error often perform better. This task delivers the concept of fostering growth by failure.

### Growth Mindset vs Fixed Mindset

Participants will learn the differences between a Growth Mindset and a Fixed Mindset by comparing their behaviors and principles. They will be more aware of different mindsets and explore ways to apply a Growth Mindset in various situations through personal reflections and group exercises.

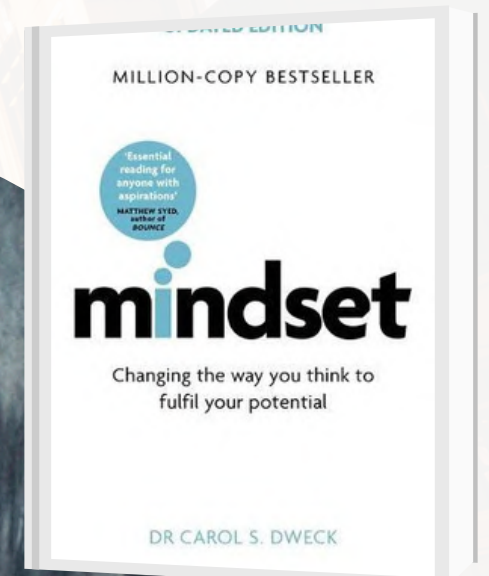
### Integrating into Life and Work

Participants will learn to adopt a Growth Mindset in adversity and integrate it into daily communication through group exercises, enabling the team to work together positively.

Growth Mindset

## Training Objectives:


- Enhance psychological resilience with Growth Mindset
- Learn different mindsets and transform from a Fixed Mindset to a Growth Mindset
- Promote individual growth in team development by integrating Growth Mindset principles into team interactions and daily lives





# Consultative Selling Workshop (Core Training)

Consultative Selling

 2 Hours

## Workshops

### Connecting With Your Clients

Participants will learn to establish rapport with clients and identify their needs with a consultant mindset, thus building sustainable work relationships and creating mutually beneficial solutions.

### The Acoustic Mirror

By practicing techniques like voicing, mirroring, and asking calibrated questions, participants will learn to enhance their influence in selling, helping them to build better work relationships and improve sales.

### Creating the Exclusive Language

Participants will analyse their clients' needs with psychology concepts and develop a customised sales approach based on the products or services they are responsible for. With more practice, participants can aim for higher selling goals.

## Training Objectives:

- Cultivate a consultant mindset and prioritise clients' interest in selling
- Increase conversion rates with psychology-based influencing tactics
- Develop client-centric sales strategies





# Know Thyself (Elective Training)

 1 Hour

## Workshops

### Knowing Oneself

Participants will better understand their unique personalities and behavioural tendencies through The Big Five personality test. During sharing sessions and group discussions, they will also understand each others' personalities and behaviours.

### Discovering Strengths

Utilise the Big Five as a foundation to help participants discover their unique strengths. It encourages participants to look for more opportunities at work and utilise their strengths and skills to improve their performance.

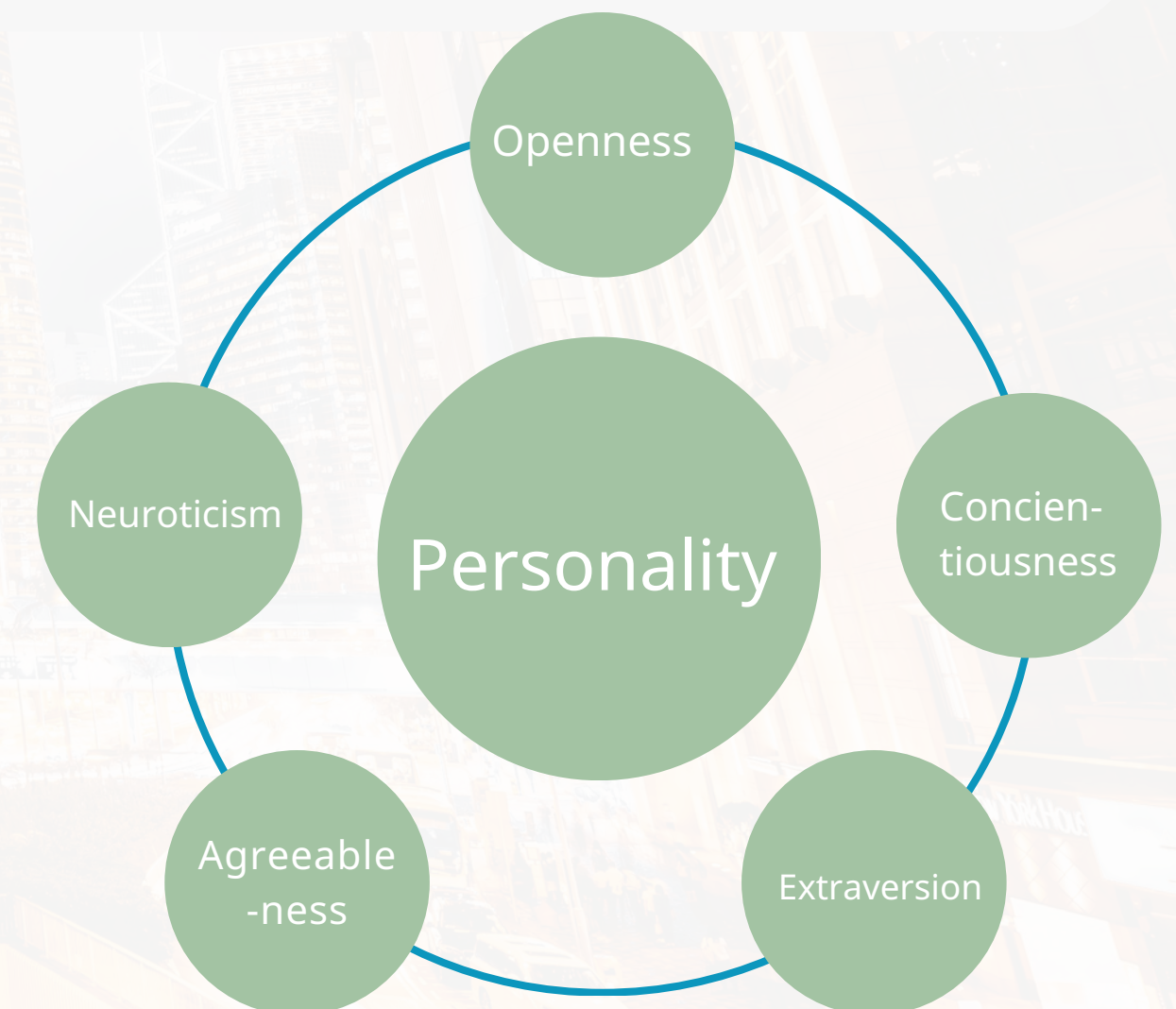
### Finding Motivation

With various drawing and self-reflection exercises, participants will connect their strengths with work motivation, demonstrating the concept of "Beginning With The End In Mind"(以終為始). It encourages participants to stay committed, and find joy and fulfillment in work they find personally meaningful, thus enriching job satisfaction.

## Personality Assessment

## Training Objectives:

- Gain a deeper understanding of oneself by using the Big Five personality test
- Recognize one's strengths and discover opportunities to showcase their abilities in work
- Discover personal motivation with the concept of "Beginning With The End In Mind"(以終為始) to enhance job satisfaction





# Plant Well, Plan Well (Elective Training)

 1 Hour

## Workshops

This team building exercise revolves around the collaborative creation of miniature terrariums, which are self-contained, closed ecosystems housed in glass containers.

The activity is typically conducted in an indoor setting, such as a conference room or dedicated team building space, with all necessary materials and supplies provided.

Teams of 4-6 participants work together to design and construct their own unique terrariums, which can include a variety of plants, rocks, moss, and other decorative elements. The process involves multiple steps, such as: selecting the appropriate plants and materials, layering the substrate (soil, gravel, etc.), arranging the elements in an aesthetically pleasing manner and caring for and maintaining the terrarium.

**Mindfulness**

**Non-violent  
communication**

**Stress  
management**

**Team Building**





# Mindful Architect (Elective Training)

 1 Hour

## Workshops

Trainer will be introducing mindfulness techniques and practices to promote relaxation and focus in the workshop.

Participants will be divided into small teams of 2-3 people. Each person will be provided with a 3D printing pen and a set of materials (e.g., colored filaments, templates, sculpting tools). The teams will be tasked with a series of individual and collaborative activities using the 3D printing pens, such as: creating a personal sculpture that himself or the team and collaboratively designing and 3D printing a product or object that symbolizes their team's shared experience and support for one another.

By combining the mental health and stress management components with the engaging 3D printing activities, this team building exercise provides a unique and holistic experience that can have a lasting positive impact on the team's dynamics, individual well-being, and collective performance.

**Mindfulness**

**Non-violent  
communication**

**Stress  
management**

**Team Building**





# Cityhunt

## (Elective Training)

 1 Hour

### Workshops

A city hunt is a type of team-building activity where a group of people explore and navigate a city or urban environment to complete a series of challenges and tasks.

Participants are divided into small teams (typically 6-10 people per team). Each team is given a list of tasks or challenges to complete within a set timeframe.

The tasks can involve finding specific landmarks, answering trivia questions about the city, taking group photos at designated locations, or completing interactive activities. Teams use their collective problem-solving, communication, and navigation skills to plan their route and efficiently complete the tasks.

**Team Building**

**Non-violent  
communication**

**Conflict  
Management**

**Negotiation  
Skills**





# Reimagine Teambuilding (Elective Training)

 1 Hour

## Workshops

This team building exercise typically takes place in a closed, indoor setting, such as a conference room or dedicated team building space.

The activity is designed to leverage principles of psychology to foster deeper connections, understanding, and collaboration within the team. It may involve a combination of individual, paired, and group exercises that are structured to encourage self-reflection, interpersonal communication, and collective problem-solving.

This type of indoor, psychology-based team building activity can be a powerful tool for organizations to improve team dynamics, foster mutual understanding, and create a more cohesive and effective work environment.

**Team Building**

**Non-violent  
communication**

**Conflict  
Management**

**Negotiation  
Skills**





# Negotiation & Persuasion (Elective Training)

 1 Hour

## Workshops

### Seek First to Understand

Through various role-play, participants will learn and practise multiple listening and questioning techniques. It ensures a proper understanding of others' perspectives before expressing their own opinions to avoid communication barriers and misunderstandings.

### Shaping the Discourse on Space

Participants will learn to build a constructive dialogue space and establish psychological safety in challenging communication situations. Participants will also engage in actual-work-based scenario discussions to apply negotiation skills in workplaces.

### Go Far, Go Together

Participants will learn the steps for preparing negotiations, including strategies for setting personal boundaries and handling opposing viewpoints. With different role-playing scenarios, participants can practise techniques like Non-Violent Communication(非暴力溝通) and Expectation Management(期望管理) to achieve a desirable negotiation outcome.

**Negotiation  
Skills**

**Non-violent  
communication**

## Training Objectives:

- Lay the foundation for effective communication and negotiation by learning active listening and questioning techniques
- Learn the elements of establishing a constructive communication platform
- Set personal boundaries and handle diverse opinions in negotiations to achieve mutually beneficial outcomes






# Psychology x Public Speaking & Presentation

## (Elective Training)

Presentation  
Skills

 1 Hour

### Workshops

#### Start with Why

Participants will understand the audience's point of view with visual aids. It helps participants to identify audiences' needs to prepare meaningful speech content. Participants will also study speech samples to gain insights into preparing their speeches.

#### Speech in Structure

Participants will understand the general public's tendencies when receiving information by playing various games. Participants will then utilise such tendencies in organising speeches, using techniques such as the Hamburger Model, Pixar Pitch, and Universal Intangible Concepts to leave a lasting impression on audiences.

#### Show Time!

By utilising the techniques they learnt, participants will deliver a speech individually. They will also learn additional tips for interactive speaking and relaxing exercises to enhance their confidence in public speaking.

### Training Objectives:

- Prepare impactful presentation content by understanding the audience's needs
- Create a profound impression on the audience by learning the process of how the general public perceives information
- Develop presentation techniques and boost confidence in public speaking





# Team Building in Nature

## (Elective Training)

 1 Hour

### Workshops

#### Getting Close to Nature

With a series of team activities, participants will immerse in a comfortable natural environment. For instance, they may collect natural materials to create unique team photos. Throughout the task, participants will learn to recognize and appreciate each other.

#### Walking With You

Participants will be divided into groups to go on a relaxing and short trail together. During the journey, there will be team activities for them to express their feelings and needs freely, encouraging them to notice each other's needs and take care of everyone in the team.

#### Taking Care of Each Other

In the final session, teams will share their achievements and personal reflections with their teammates. Participants will reflect on their learnings, gain new perspectives, and commit action to building a stronger team.

Team Building

Mindfulness

### Training Objectives:

- Understand other team members with team building activities in nature
- Adopt perspective-taking and pay attention to members' needs to foster team bonding
- Empower participants to express their opinions to reinforce team cohesion





# Nurturing Future Leaders (Elective Training)

 1 Hour

## Workshops

### Transformation: Level Up!

Participants will understand the differences between general staff and management roles and successfully explore the transition from a junior position to a management position. Through case studies and group activities, participants will learn to adapt to the responsibilities and expectations of the role and develop a management perspective in their approach to work.

### Understanding Motivation: The Drive Behind

With group discussions and case analysis, participants will learn to understand the motivations of other staff and delegate tasks to them effectively. They will gain a basic understanding of motivation in psychology and learn how to develop appropriate delegation methods, enhancing their management skills and building an effective team.

### Essentials for New Managers: Growth Mindset

As future management professionals, participants need to cultivate a Growth Mindset personally and bring such an attitude to the team, leading everyone to face challenges together. With a Growth Mindset, participants will unleash their team member's highest potential and establish a feedback-seeking culture.

Upward  
Management

Leadership  
Skills

## Training Objectives:

- Understand the primary responsibilities of management to establish the foundation for future high-level management duties
- Master basic management skills comprehensively, including understanding staff's motivation and delegation
- Cultivate a Growth Mindset for management





# Management Psychology: Building Leadership Excellence (Elective Training)

 1 Hour

## Creating Psychological Safety

Participants can use creative games to develop their strategic thinking skills and apply them to improve team working efficiency. Besides, participants will learn to create a psychologically safe environment in their teams and encourage members to be innovative in their ideas.

## Situational Leadership: How to Lead & Manage?

By having self-reflection and group discussion, participants will learn about the Situational Leadership Model and adopt different leadership styles to manage their teams flexibly. Thus, it helps the managers to develop the team at total capacity.

## Feedback That Works: SBI

By using the SBI (Situation-Behavior-Impact) feedback model, participants can understand how to give feedback to their subordinates effectively. They will learn to describe behaviour and impact accurately, offer feedback precisely, and encourage them to keep improving.

**Upward  
Management**

**Non-violent  
communication**

**Conflict  
Management**

**Leadership  
Skills**

## Training Objectives:

- Build a team with Psychological Safety where people are free to express their ideas and concerns without being judged by team members
- Learn the Situational Leadership Model to adopt various leadership styles flexibly
- Apply feedback techniques in managing team performance and addressing communication challenges





# Executive Management: Tailored Coaching & Seminar (Elective Training)

 1 Hour

## Leader's Self-reflection

By using Motivational Imagery (動機想象練習) exercises, participants will better understand their leadership styles and growth potential. Participants will share their experiences and feelings as leaders and explore how to develop their strengths and improve their weaknesses.

## Vision Planning & Storytelling

Under the guidance of trainers, participants will learn to plan for their vision and how to present it vividly through storytelling techniques. It helps participants develop common goals, ultimately increasing the cohesion and performance of the company.

## GROW Coaching Model: Rejuvenate Organisation's Growth

Participants will learn how to establish goals, analyse current situations and explore possible solutions by learning the GROW model. In the face of challenges, they will develop effective strategies to sustain the team's motivation, thus unleashing its potential.

**Conflict  
Management**

**Coaching**

**Leadership  
Skills**

## Training Objectives:

- Examine opportunities and challenges in an open environment and explore solutions to overcome hardships
- Improve senior management skills, including vision planning and change management
- Use the GROW coaching model to motivate oneself and the team and promote participants' continuous personal growth





# Performance Management: Delivering Results with OKR (Elective Training)

 1 Hour

## Blueprint to Setting Goals

With mini-games, participants will learn about the critical elements of goal-setting and the benefits of setting better goals for individuals and teams.

## First Taste of OKR

Through case studies and discussions, participants will learn about the principles of OKR and its differences with other performance management tools, e.g., KPIs. Hence, participants will learn to set personal goals with OKRs.

## Extension of OKR: Systematic Goal-Setting

Participants will gain a deeper understanding of OKR and learn and apply it at both team and company levels, ensuring the personal OKRs are aligned with company goals so that everyone will focus their energy on the company's most critical tasks.

Performance  
Management

Coaching

Leadership Skills

## Training Objectives:

- Learn the principles of setting reasonable goals to ensure the goals align with company direction
- Apply and understand the principles and advantages of OKRs
- Apply OKR at team and company levels to strive for a shared vision





# Ikigai – Discovering Your Unique Strengths (Elective Training)

 1 Hour

Personality  
Assessment

To build a strength-based organisation, it is important to know the strengths of each employees.  
This training will explore participants' personal motivation using the Japaneses Ikigai framework.  
Through a facilitator-led approach, participants are eased into discovery of themselves and their teammates.

Key highlights:

- 1) Using the Ikigai framework, helping them align their personal values with their professional roles for greater fulfillment and purpose.
- 2) fostering a sense of purpose that enhances motivation and contributes to long-term career satisfaction.





# Time Mastery: Importance vs Urgency Matrix (Elective Training)

Performance  
Management

Coaching

🕒 1 Hour

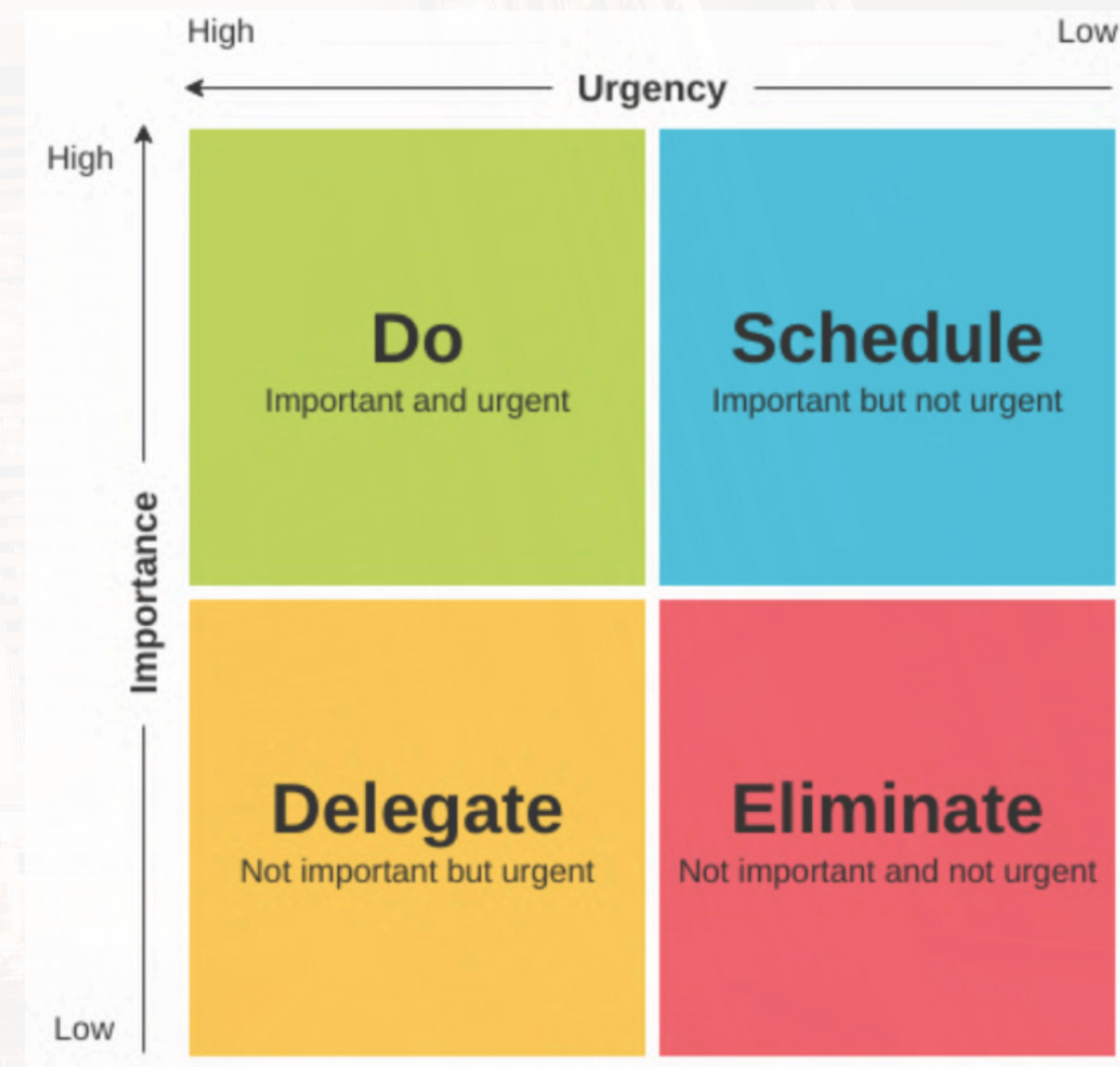
## Key Highlights

### 1) Understanding the Quadrants: Prioritizing Tasks Effectively

This segment focuses on how to categorize tasks into four quadrants to make better decisions about where to allocate time and energy.

### 2) Practical Application for Daily Workflow:

The session will include real-world examples and guided exercises, helping participants apply the matrix to their own task lists.







# **Building a Resilient Culture:** Total Wellness Program



# Videos Production

## Self-Paced Learning



Varies

TreeholeHK has proven experience in producing high-quality video content that fits into local culture and has gained mass popularity.

TreeholeHK can tailor videos for your organization's unique needs:

1) To provide bite-sized videos for employees' self access

Especially helpful for frontline staff or staff on shift rosters to sync with the training content

2) Practical Application for Daily Work:

The session will include real-world examples and guided exercises, helping participants apply while they are on the go, anywhere, anytime.



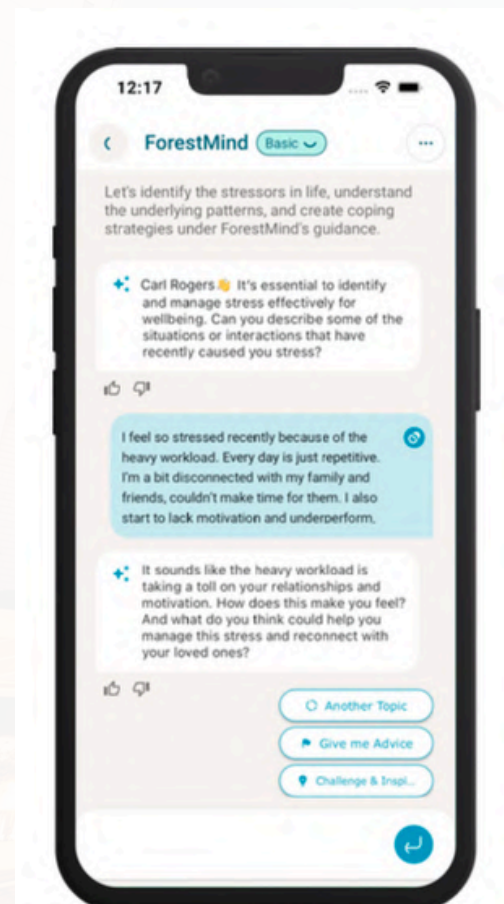
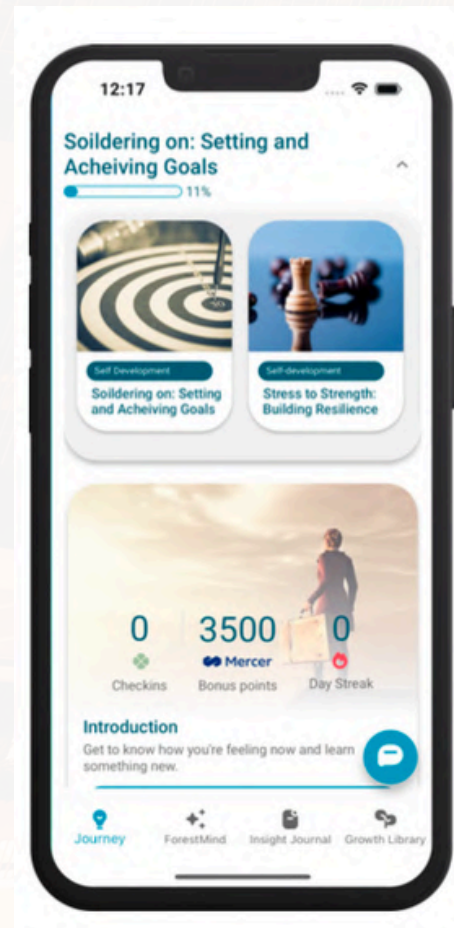


# MindForest

## AI App as Your Pocket Coach



Varies



A More Accessible EAP

MindForest can act as a 24/7 support to help your employees manage stress and enhance motivation, replacing traditional Employee Assistance Program (EAP) and offloading parts of the workload of HR, allowing HR to focus on strategic initiatives.

Platform for Learning

From resilience to negotiating skills, we offer our interactive journeys and educational modules to specifically enhance skills and traits that are crucial to you. MindForest can also complete your employee onboarding cycle through modules infused with your branding, values, and DNA.

Data-Driven Insights

With in-app psychometrics like the Brief Resilience Scale and BIG 5 Personality Test, MindForest gives aggregate data and insights into your team's well-being and developments, with snapshots of results and trends aiding every step of your HR planning.

Easy Orientation & Support

Through hands-on training sessions led by our professional trainers, employees are given a first-hand taste of the power of MindForest.



# MindForest

## Pre- and Post-training Assessment



◀ BRS 心理復原力測試

1 / 6

請在每個問題中選擇您的同意程度。請在回答時保持開放和誠實。

我能很快從困境中振作起來。

非常不同意

不同意

中立

同意

非常同意

◀ PHQ9 抑鬱症狀測試

4 / 9

在過去兩個星期，你有多經常受以下問題困擾？

覺得疲倦或活力不足

完全不會

幾天

一半以上的天數

近乎每天

One of the most common methods of training evaluation is a pre- and post-test design. MindForest offers an array of **psychometrics** such as the Brief Resilience Scale and the Patient Health Questionnaire (PHQ-9).

With our integrated system, these scales provide an accurate metric to **measure the impact of our trainings** through comparing pre-training and post-training scores, ensuring our training is effective and scientific.



# Communcation Consultancy

## Supplementary service



Varies

Leverage TreeholeHK's experience in psychology-based communication. We provide consultancy to your internal communication that fits into your company culture with sensitivity.

Examples of application in a resilience-building program:

### Activation Campaign EDM

- Advisory on how to craft to build company's psychological safety and maximize engagement

### Milestone Video

- Shooting and production of video to cultivate interest for employees to participate in the program continuously e.g. Kickstarter, midway celebration, certification





# Executive Coaching

## Supplementary service



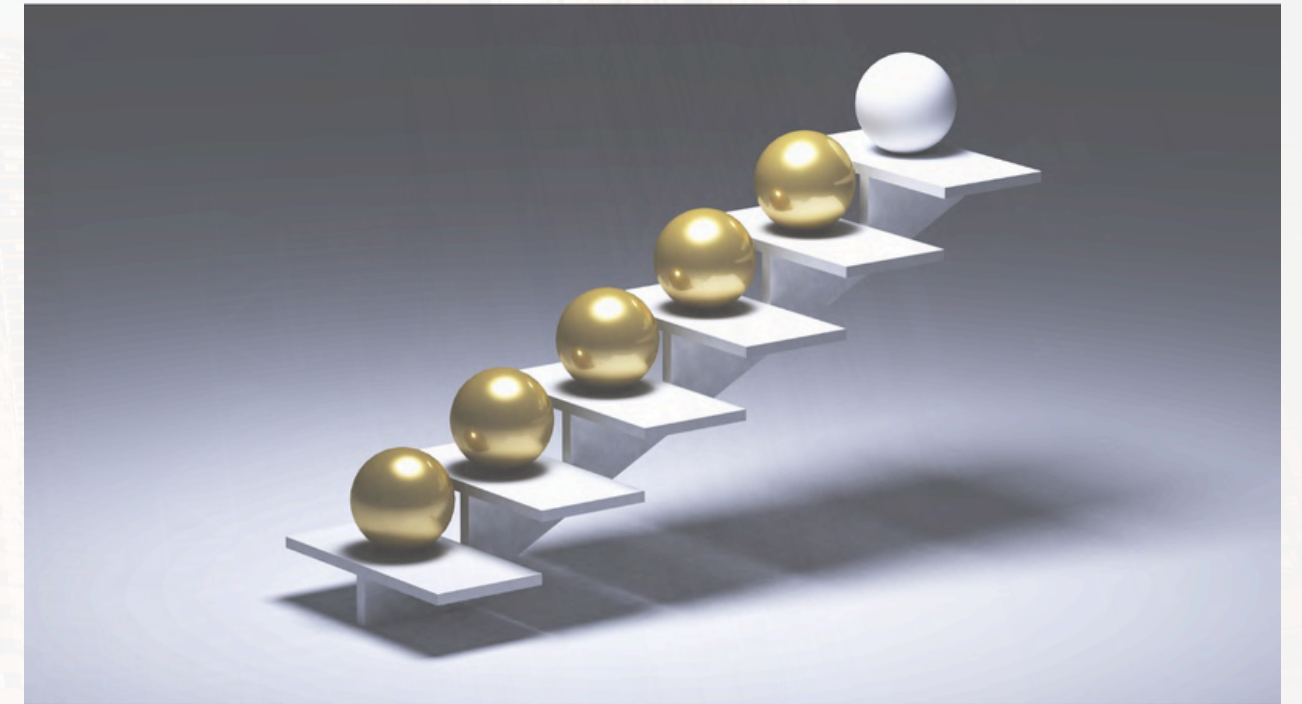
Varies

### 1-on-1 coaching for leader / Small group coaching

This is a professional coaching service for aspiring leaders to sharpen their leadership skills. Guided by our coach, the participant will be guided to explore their goal and how to achieve it step-by-step.

#### Possible topics:

- Mindful communication/ Empathic communication/ Active listening
- Constructive feedback delivery: Radical Candor
- 2-way communication to generate win-win situations
- Negotiation and influence
- Public speaking and presentation
- Charisma and assertiveness
- Effective meeting techniques







# Proposed Timeline and Package

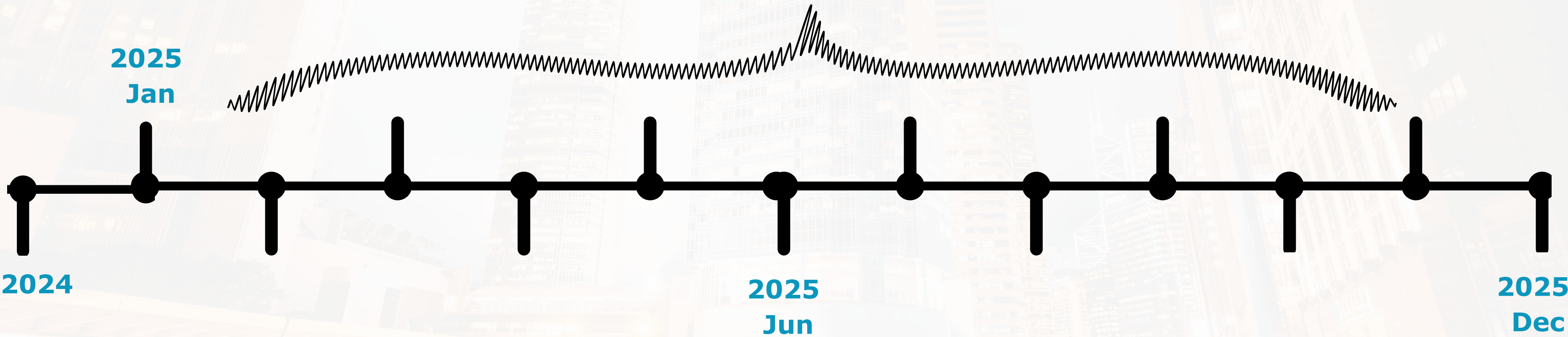


# Proposed Timeline

Kickoff  
Start trial of MindForest  
Core training  
(Growth mindset) (2 hr)

Each eligible employee complete 3 - 6 elective  
trainings during the year.  
Suggested to happen bimonthly to build the  
momentum of resilience culture building

1)Celebration  
2)Completion of the  
Resilience program  
for the organization



Finalization  
&  
Preheat

Consistent reinforcement through  
MindForest app & revisit of video  
recordings of the trainings



# Programme Structure

## Core Training

## Elective Training

Self Awareness

**Growth Mindset**

**Personality  
assessment**

**Mindfulness**

**Stress  
Management**

**Coaching**

Team Resilience

**Growth Mindset**

**Team Building**

**Non-violent  
communication**

**Conflict  
Management**

**Performance  
management**

**Upward  
Management**

**Leadership Skills**

Build Unique  
Customer  
Experience

**Consultative Selling**

**Negotiation skills**

**Presentation skills**





# Appendix

1) Trainer Profile

2) Psychology Research References



# Trainer Profile

## **Peter Chan - Managing Director & Chief Consultant**

Mr. Peter Chan is the founder and chief consultant of TreeholeHK, a social enterprise aimed at promoting psychology for well-being in Hong Kong. Starting his company from scratch, in five years short he accumulated over 200,000 followers on various social media channels and collaborated with multinational enterprises, including Apple, Deloitte, and HSBC. He achieved this through his expertise in psychology, influence, management, and mindset change. Mr. Chan is an executive-level consultant with extensive experience working with senior management and consultancy, blending his deep understanding of psychology, business, and entrepreneurship.



## **Annie Tai - Corporate Consultancy Lead**

Ms. Annie Tai is a seasoned corporate executive and consultant, blending her experience in regional management with a passion for coaching, counselling, and facilitation to drive behavioural changes. With over a decade of experience in corporate settings and entrepreneurship, she has overseen initiatives in corporate culture management and vision communication. She is a Certified Coach, an Inside Cards Certified Facilitator (Level 1), and a Certified Professional in Facilitation from the Association for Coaching and Facilitation (ACF). She is currently pursuing a master's degree in counselling at City University of Hong Kong.





# Trainer Profile

## **Samantha Man - Training Consultant**

Ms. Samantha Man is a professional practitioner of psychology with a master's degree in guidance and counselling and a corporate trainer served in MNCs, focusing on coaching-based leadership, workplace communication and team-building events with lasting impact. With a strong background in psychological counselling, she has witnessed numerous life transformations through her dedicated work. Ms. Man specialises in personal growth and development, interpersonal relationships, work-related stress, mental breakthroughs, and various emotional distresses. Utilising growth mindset in many of her training sessions, she always has the vision to empower and transform workers into their better selves, and believes in the growth potential of everyone, and is dedicated to bringing out the best of such potential.



## **Justin Wong - Psychology Specialist (Corporate Effectiveness)**

Mr. Justin Wong is an organisational psychology practitioner trained at the London School of Economics and Political Science (LSE), where he completed an MSc in Organisational and Social Psychology. He holds a first-class honours degree in BSSc Psychology from CUHK. His specialties include team dynamics analysis, employee engagement, and selection. His training strength lies in delivering scientifically-based advice on stress management, mindset change, and team building in an interactive and practical manner. Prior to joining TreeholeHK, he served in mental health think tanks, giving him acumen in broader societal and business settings.





# Trainer Profile

## Toby Lee

Toby Lee combines his extensive experience in business management and counseling to provide specialized advice to both individuals and organizations. With several master's degrees—including in Quality Management, Global Supply Chain Management, International Shipping and Transport Logistics, and counseling (with practicum) —and a strong foundation in business and supply chain management, Toby is well-prepared to assist a diverse clientele. As an organizational consultant, Toby applies his Six Sigma Green Belt to boost operational efficiency, with a special focus on employee well-being. His active participation in social research and professional counseling groups broadens his approach, enabling him to seamlessly combine corporate and therapeutic strategies.





# Psychology Research References

At Corporate, where Service is more than a product—it's a deeply personalized experience for every customer—investing in the well-being and resilience of your team is essential to maintaining a competitive edge in an ever-evolving market. Our training program is designed to support Corporate in building a culture of positive psychology and resilience, starting with each team member. Here's how our program aligns with your needs:

## Enhancing Self-Awareness and Cultivating a Growth Mindset:

Our program integrates personality assessments and self-reflection with growth mindset training to help employees better understand themselves and enhance their resilience. By recognizing their own strengths and viewing challenges as growth opportunities, employees can align their work to their natural abilities and adapt more easily to change. This not only increases job satisfaction and performance but also significantly improves their ability to manage stress and stay motivated. Research from Harzer & Ruch (2014) and studies by Yeager & Dweck (2012) support this multifaceted approach, showing that combining various mental health strategies leads to a return on investment of more than double the amount spent. Our comprehensive program uses these evidence-based methods to boost both personal and professional growth.



# Psychology Research References

## Building Team Resilience:

Our program focuses on strengthening team resilience by fostering positive relationships and effective communication within teams. We use methods like non-violent communication training and team-building exercises to develop a supportive team culture, which improves collaboration and adaptability (Rosenberg, 2015; Dutton & Heaphy, 2003). Research shows that mental health initiatives are more impactful in organizations, likely because more employees participate.

## Creating Unique Customer Experiences:

Our training connects employees' increased self-awareness and team resilience to Corporate's goal of providing exceptional customer service. We offer modules in consultative selling, presentation skills, and leadership to help your team use their personal growth to enhance customer interactions, aligning with Corporate's standards. Research shows positive results from various interventions like physical activity, coaching, mental health training, and resilience building. We include these proven methods in our program to improve effectiveness and create unique customer experiences.

By addressing these key elements of positive psychology in the workplace, our program aims to create a thriving organizational culture that supports both individual and collective flourishing at Corporate. This holistic approach to employee well-being and engagement will ultimately translate to superior business performance and unparalleled customer experiences.



# Psychology Research References

## References:

Dutton, J. E., & Heaphy, E. D. (2003). The power of high-quality connections. *Positive organizational scholarship: Foundations of a new discipline*, 3, 263-278.

Harzer, C., & Ruch, W. (2014). The role of character strengths for task performance, job dedication, interpersonal facilitation, and organizational support. *Human Performance*, 27(3), 183-205.

Rosenberg, M. B. (2015). *Nonviolent communication: A language of life: Life-changing tools for healthy relationships*. PuddleDancer Press.

Yeager, D. S., & Dweck, C. S. (2012). Mindsets that promote resilience: When students believe that personal characteristics can be developed. *Educational psychologist*, 47(4), 302-314."



# Disclaimer

This Training Contract (the “Contract”) states the terms and conditions that govern the contractual agreement between TreeholeHK Limited having its principal place of business at 4/F Chinachem Johnston Plaza, 178 Johnston Road, Wan Chai (the “Trainer”), and Corporate (the “Client”) who agrees to be bound by this Contract.

WHEREAS, the Trainer offers training services for which the Client would like to engage the Trainer according to the terms and conditions herein.

NOW, THEREFORE, In consideration of the mutual covenants and promises made by the parties within this Contract, the Trainer and the Client covenant and agree as follows:

1. TRAINING. The Trainer shall conduct training following the schedule attached hereto as “TRAINING SESSIONS” of the proposal.
2. PAYMENT. The total cost to be paid to the Trainer by the Client for the services hereunder shall be in accordance with the “TRAINING COST” section of the proposal. Costs that are below HKD 30,000 shall be paid within 30 days after the training session(s). For training sessions HKD 30,000 or above and/or those that require the rental of external venue and/or recruitment of external trainer(s), a 25% deposit is required upon signing the Training Agreement. The rest of the payment shall then be settled within 30 days after the training session(s). The training cost is inclusive of trainer’s fee and training materials, but is exclusive of venue rental fee, lunch arrangement, transportation arrangement, Client’s internal marketing materials, Client’s internal recruitment process, insurance purchase, photo shooting and video recording, and consultancy report unless specified otherwise.
3. CANCELLING OR RESCHEDULING THE TRAINING SESSIONS. The Client agrees and acknowledges that a change in the schedule may a significant burden for the Trainer and thus the Client shall pay 25% of the training fee if the Client must cancel the training services within 30 days of the date on which the training services are to be scheduled. However, the Client may request to reschedule the training sessions to not later than 6 months after the scheduled training date upon the mutual agreement of the Trainer and the Client at no extra fees, excluding the loss incurred to the Trainer due to the reschedule, such as non-refundable venue rent, depreciation of training material.
4. PUBLICITY AND MARKETING. The Client authorizes the Trainer to utilize the Client’s logo and associated trademarks as well as any media, photos, or footage from any training session solely to market the Trainer’s services.
5. NO MODIFICATION UNLESS IN WRITING. No modification of this Contract shall be valid unless in writing and agreed upon by both Parties.
6. FORCE MAJEURE. Neither party shall be liable for failure to perform, nor be deemed to be in default, under this Agreement for any delay or failure in performance resulting from causes beyond its reasonable control, including but not limited to failure of performance by the other party, acts of state or governmental authorities, acts of terrorism, natural catastrophe, fire, storm, flood, earthquake, riot, insurrection, civil disturbance, sabotage, embargo, blockade, acts of war, or power failure. In the event of such delay, the date of delivery or time of completion will be extended by a period of time reasonably necessary, but not more than 180 days, to overcome the effect of such delay.
7. FAILURE TO PERFORM OBLIGATIONS. Failure by either party to comply in any material respect with any of its obligations in this Agreement shall entitle the other party to give notice to the party in default requiring it to cure such default. If such default is not cured within 60 days after receipt of such notice, the notifying party shall be entitled to terminate this Agreement by giving notice of such termination to take effect immediately. The right of either party to terminate this Contract, as herein provided, shall not be affected in any way by its waiver of, or failure to take action with respect to, any previous default.
8. INDEMNITY CLAUSE. The Trainer shall not indemnify and hold the Client harmless from any cost, loss, liability, or expense, including court costs and reasonable fees for attorneys or other professionals, arising out of or resulting from any claim or demand brought against the Client or its directors, employees, or agents by a third party arising from or in connection with (a) any breach by the Trainer of the terms of this Training Agreement, (b) any internal decisions or changes made by the Client in result of the training session, (c) the development, marketing, distribution or promotion of the Trainer’s products or services, (d) any negligent or willful act or omission by the Trainer, or the Trainer’s employees including, but not limited to, any act or omission that contributes to (i) any bodily injury, sickness, disease, or death; (ii) any injury or destruction to tangible property or loss of use resulting therefrom; or (iii) any violation of any statute, ordinance or regulation.
9. Extreme Weather Policy. By signing this agreement, the Client acknowledges that they have read and understood the Extreme Weather Policy, which can be accessed at the following link: <https://treehole.hk/wp-content/uploads/Extreme-Weather-TC.pdf> or by scanning the QR code provided. The Client agrees to comply with the terms outlined in the policy. The Trainer reserves the right to change or update the Extreme Weather Policy at any time.