

#### **Accolade Wines**

"The full day customised CLCA workshop was not only very relevant but also interesting and engaging. Even those of us who had working in Asia learnt so much. The trainer answered all our questions with confidence and we will be using the team at CLCA again and again!"

Leah Harris, Group Learning & Development Manager

#### **Adelaide Airport Ltd**

"Adelaide Airport recently engaged CLCA to deliver customised Chinese Cultural Awareness training, and we were not disappointed. From the first contact, CLCA were flexible and worked to ensure we were given a program that was not only relevant, but also engaging. Our staff took away various valuable insights on how to better understand and communicate with our Chinese clientele."

Carmen Walker, Training Manager

#### **Adelaide Casino**

"We recently engaged CLCA to deliver Chinese Cultural Awareness training for a targeted group of employees - with extremely positive results. The feedback confirmed that Yu Tianyun's relaxed facilitation style made participants want to learn more about the Chinese people and how we can make their experiences at Adelaide Casino truly great. CLCA team are friendly, informative and efficient in everything they do."

Abbie Scroop, Learning & Development Specialist

#### **Adelaide Convention Bureau**

"On behalf of the Adelaide Convention Bureau I would like to sincerely thank all the team at Chinese Language and Cultural Advice for their outstanding work helping us translating a recent international bid into simplified Chinese. The Bureau is increasingly having to submit bids for international events in Chinese, and having the support of the CLCA has been crucial in allowing us to provide a quick turnaround for these clients looking to host their events in Adelaide. CLCA delivered exceptional service on this occasion - translation a 16 page document over the weekend and quickly providing additional translations on a short deadline."

Andrew Houey, Account Manager

#### **Amcor Glass Australasia**

"Following visits to China, our team had a desire to learn more about the Chinese language and culture. This training has now been an essential part of the way we go about doing business there. Also as a team, we are always on the move and we appreciated the flexibility shown by the CLCA team to train us at times and locations that suited us. They have shown great customer service and an ability to deliver the training in a way that builds our confidence."

Tim Johnson, Group General Manager

#### **Australia China Business Council, Northern Territory Branch**

"The feedback I have received during the day tells me that your work and insights were appreciated. It was a very useful exercise for the people who attended as it gave them much greater insight into what is involved in working with China. This has helped the ACBC NT achieve our objectives in engaging with Government and the business community."

Daryl Guppy, Vice President

**Australian Tourism Export Council**

"We wanted an introductory session on the dos and don'ts of dealing with Chinese language guests and business contacts and that's exactly what we got. Everyone left with something new to hang their hat on."  
Kent Rossiter, Branch Manager SA/NT

**Braemar ACM**

"Chinese Language and Cultural Advice has provided a number of exceptional training courses for our staff. They have enlightened us in many different aspects of conducting business with our Chinese clients in order that we ensure we conduct business in an effective and respectful manner. We would strongly recommend CLCA prior to developing any relationship with Chinese companies."  
Peter Malpas, Group Research Manager

**City of Playford**

"A Chinese delegation visited the City of Playford. We utilised the services of Yu Tianyun from Chinese Language and Cultural Advice. Yu's services were excellent, thorough and provided for a smooth transition of dialogue throughout the day. We look forward to using Yu's services to assist our Council in the future and would gladly recommend his services to anyone within South Australia."  
Glenn Docherty, Mayor

**Department for Manufacturing, Innovation, Trade, Resources and Energy, South Australia**

"DMITRE recently engaged CLCA to deliver a half-day China Literacy workshop for a targeted group of DMITRE employees who frequently engage with the Chinese people (in mainland China) in their course of work. The overwhelming feedback from the workshop participants confirmed that Yu Tianyun's relaxed, charismatic and personable style was very well received. The workshop delivered had the right amount of anecdotes and stories, visuals and humour to engage the participants and keep their attention; and an excellent learning experience about the Chinese culture. Yu Tianyun had also stimulated interests in some of the colleagues to learn more about the Chinese language. "  
Steve Ward, Executive Director (Investment Trade and Strategic Projects)

**Department of State Growth, Tasmania**

"The training we received was excellent. It was tailored to our needs and provided hugely informative and fascinating insights into Chinese language and culture. The number of errors we could inadvertently make and were steered away from was sobering! More than that, however, were the 'extras' that really gave us incredible value for money: resources we can use well into the future and the entire CLCA team's ongoing care and support. If you are doing business with China, you need the professionalism and expertise that a company like CLCA can provide."  
Fiona Chapman, Project Manager

**GHD**

"By the time we found CLCA and their range of programs, many of our senior engineers had been working for some time with our Chinese clients and they had many questions that needed answers. Without exception, the participants in the program emerged with a level of confidence and awareness that was remarkable. In my many years in L&D I have not experienced such a level of excitement and fascination with a new program. CLCA will certainly become a regular part of our annual Training Calendars."  
Margaret Collins, Senior Training Consultant

### **Grange Resources**

"Thank you for the training, everyone thought it was fantastic & got a lot out of it."  
Gilbert Charles, Senior Operations Manager

### **HATCH**

"Anyone who has the pleasure to have dealings in China, with Chinese clients or friends in their home country or has Chinese employees will find CLCA's Cultural Awareness workshops invaluable. The workshops were eye-opening and had the right amount of humour and personal stories to more than keep our attention."

Denis Pesci, PDG Hub Director, Western Australia

### **Kmart**

"The training that CLCA provided to our team was excellent. The program was practical, was delivered with context and opened the teams mind to learning more about how to do better business in China. I have no doubt that the learning's will be applied and will provide great outcomes for our business. CLCA has also provided a great personal development opportunity for members of our team."

Matthew Webber, International Supply Chain Manager

### **Liquefied Natural Gas Limited**

"Cao Jing gave an excellent workshop which was interactive and very well explained. I definitely learnt a substantial amount of new information about etiquette and interaction with Chinese business managers. Clearly many Australian companies must make such courses compulsory to attend before entering into China for business."

Andrew Gould, General Manager Special Projects

### **Minemakers Limited**

"I would like to thank you for the terrific information you presented, I thought it was one of the best developed, interesting and educational seminars that I have ever attended. The information you provided will be invaluable to the organisation I work for and to my own personal understanding of Chinese culture and its people."

Dean Richardson, Corporate Business & Investor Relations Manager

### **Pernod Ricard Winemakers**

"CLCA training has been an invaluable and worthwhile experience for our team at Jacob's Creek. From our learning's we have gained great insight into the customs, traditions and respectful nature of our clients from this important region."

Robert Raffa, International Business Manager Asia

### **Schneider Electric Australia Pty Ltd**

"A 10-week language program was conducted in-house for nine staff members. It quickly became obvious from a business perspective that learning the vocabulary in isolation would not be sufficient. An understanding of the culture was also necessary and offered by the program."

Jeff Jeanes, Electronic Product Development Supervisor

### **University of Adelaide**

"The Adelaide Graduate School of Business has used the services of CLCA over several years. CLCA has helped us to respond more effectively to the needs of Chinese students, and to other colleagues with whom we interact. CLCA has provided effective training in cultural understanding for both academic and

administrative staff. This training included practical tips and methodologies to improve the educational outcomes for our diverse group of students."

Dr Jill Thomas, Associate Head Academic (The University of Adelaide Business School)

#### **University of South Australia**

"Just a personal word of thanks for your excellent presentation. I had gaps in both my personal and my professional knowledge filled. I particularly valued the way you wove the picture - setting out context but attending to detail too. Perhaps a measure of how your work 'connected' with me is not only that it happened at many levels but, also, that it has given me much to reflect on. I came along to learn how to better engage with my students but it was the less tangible philosophical, political and cultural richness that grew on me too."

Steve Keirl, Lecturer, School of Education

#### **University of Wollongong**

"The feedback received was very positive with many participants commenting on Leonie's professionalism, enthusiasm for her subject area, ability to relate her experiences to the subject matter, knowledge of Chinese culture and practical strategies, which they could implement."

Lorraine Denny, Learning and Development Consultant (Career Development Unit)

#### **Wine Australia**

"We found this tailored workshop an invaluable experience, which was well worth attending. Not only did we have a better understanding of how to conduct business in China and what cultural sensitivities we needed to be aware of, but by the end of the day we also understood the necessary basic sentences and words to get us through."

Ali Hogarth, Executive Officer for Emerging Market

#### **Wine Communicators of Australia**

"On behalf of the WCA committee, a big thanks again for your presentation last night. The content was both broad and tailored for the audience."

Chad Elson, Sales & Marketing Manager for Seppeltsfield

#### **Yalumba and Hill-Smith Family Vineyards**

"Knowing I was embarking on my first visit to China many industry colleagues recommended Chinese Language and Cultural Advice (CLCA) for an introduction to the China; the country, culture and people. It was excellent advice and in a short time I felt much more confident about the trip. Much of what I learnt I would never have known to ask about! "

Louisa Rose, Head of Winemaking

#### **ZF Lemforder Australia Pty Ltd**

"CLCA is very professional and efficient in their approach and provision of Chinese Cultural Training. As a business dealing with affiliates in China, ZFLA (ZF Lemforder Australia) have found CLCA to be invaluable in assisting our staff with appropriate skills and knowledge enabling overseas assignments to be purposeful and successful. Trainer Cao Jing is very experienced both in Western & Eastern Culture and as a master trainer will give you unique insights into Chinese business practices and cultural behaviour to assist your business need."

Kevin Hewish, Learning & Development Coordinator