



What do our
clients have
to say?

CLCA

Education



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 feedback received was very positive with many participants commenting on CLCA's professionalism, enthusiasm for the subject area, ability to relate their 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)



I personally think your terrific skill sets were integral to making the student team operational as best as possible given the challenges of this being a first of its kind, in such circumstances. Well done.

Angela DiFabio, Business Engagement Coordinator



Really informative, with current data to support Jing's presentation. Gave a much deeper appreciation and understanding of our International Boarders culture and how best to support and care for these students moving forward and their families.

Brian Sullivan, Head of Boarding



This course was invaluable in establishing a greater understanding of Chinese culture and its relationship with the west and particularly Australia. It definitely made me realise that we need to spend more time and energy on establishing connections and making our Chinese Boarders feel welcome and a part of our community.

Kirsty Nugent, Deputy of Operations

Food and Beverage



JACOBS CREEK

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



**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



The Export Accelerator Project has fast-tracked our entry into the Chinese market. The wealth of experience we were able to harness through the XPotential, Export Connect and CLCA teams provided us the insight and guidance we required to be able to tailor our market entry, brand strategy and communications to meet the demands of this highly specialized market.

Robert Burbury, CEO



YALUMBA
FAMILY WINEMAKERS 1849

Knowing I was embarking on my first visit to China many industry colleagues recommended 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

**Wine
Australia**

Thank you for your support and contribution to the Export and Regional Wine Support Package (the \$50m Package). By making your significant expertise and knowledge available to grantees, you've encouraged them to pursue their projects with openness and enthusiasm. Your contribution and willingness to share your wisdom is appreciated by those who participated in the program and by the \$50m Package team.

Amanda Moretta, Grants Program Manager

Tourism and Retail



Adelaide Airport recently engaged CLCA to deliver customised 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



We recently engaged CLCA to deliver training for a targeted group of employees - with extremely positive results. The feedback confirmed that CLCA'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 Scoop, Learning & Development Specialist



Many thanks to you, the session was informative and entertaining!
Dianne Kanagalingam, Learning & Development Manager



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.
Matthew Webber, Head of International Supply Chain



Thank you so much for being a conference speaker of our State Tourism Conference for all these years. It was fantastic to have your company and sharing your expertise.
Anneliese Powell, Tourism Industry Council of South Australia

Professional Services



"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



Anyone who has the pleasure to have dealings with Chinese clients or have Chinese employees will find CLCA's programs 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



I really enjoyed the virtual course on understanding the Chinese mind. It helped with the marketing approach with a new product.

Darren Walford, Continental Sales Manager APAC, Europe, Russia & CIS



CLCA is very professional and efficient in their approach and provision of coaching. We have found CLCA to be invaluable in assisting our staff with appropriate skills and knowledge enabling overseas assignments to be purposeful and successful. The facilitator is very experienced both in Western & Eastern Culture and as a master trainer will give you unique insights into Chinese business practices to assist your business need.

Kevin Hewish, Learning & Development Coordinator



CLCA 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

Government



Tasmanian
Government

The training we received was excellent. It was tailored to our needs and provided hugely informative and fascinating insights. 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

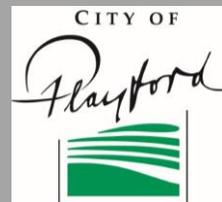


Government
of South Australia

Our department recently engaged CLCA to deliver some training program for a targeted group of employees who frequently engage with China in their course of work. The program 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 way of doing business.
Steve Ward, Executive Director



I would like to sincerely thank all the CLCA team for their outstanding work helping us with a recent international bid. 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.
Andrew Houey, Account Manager



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



We wanted an introductory session on the dos and don'ts of dealing with Chinese 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

**How can we
help you?**

info@clca.com.au

A person wearing a dark suit and a light-colored shirt is holding a white rectangular card. The card features the CLCA logo in red, stylized, block letters. The background is dark and out of focus.

CLCA