

# FROM TECHNICAL PROFESSIONAL TO MANAGER & LEADER

## 2-Day Training Course: What Leadership Skills will Actually Make a Difference?

This course teaches a carefully researched, optimal blend of the basket of skills you need when transitioning from being a specialist in your career to a leader of projects, strategies & staff. Build your emotional intelligence & ability to respectfully influence others to deliver organisational & personal objectives.



23-24 March 2020	Brisbane
29-30 April 2020	Canberra
26-27 May 2020	Sydney
25-26 June 2020	Melbourne
16-17 September 2020	Brisbane
22-23 October 2020	Sydney
26-27 November 2020	Melbourne
3-4 December 2020	Perth
10-11 December 2020	Canberra



Use this course to help fulfil your Continuing Professional Development (CPD) educational requirements to retain your professional status.

### Our Expert Course Instructor



#### Andrew Lee

Andrew has extensive experience of over 31 years as a management consultant, trainer, facilitator and coach throughout Australia, New Zealand and South East Asia, with a great deal of expertise in adult learning approaches.

### Key Learning Objectives

- ▶ Interpret the key challenges for technical professionals moving into management roles
- ▶ Gain an insight into emotional intelligence, human behaviour and team dynamics
  - Acquire a practical framework to help you understand and influence the behaviour patterns of different types of people
  - How to avoid the common mistakes managers make with extrinsic motivators
  - Apply behavioural techniques to help breakdown interpersonal barriers and resolve conflict
- ▶ Acquire convincing motivation, communication and influencing skills
  - Understand why questioning skills are a manager's number one tool
- Identifying the various sources of power at your disposal and how you can strengthen them
- Identify what motivation strategies work best with different people
- ▶ Develop a leadership style that gains buy-in and respect
  - Effectively use your personal power, rather than relying on authority, or positional power
  - Understand the relationship between good leadership and good "fellowship"
  - Tactfully provide useful feedback both positive and negative
- ▶ Guaranteed techniques to engender responsibility and accountability - and why most managers cultivate the opposite

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## ABOUT THE COURSE

The critical element that differentiates the successful manager is the application of effective interpersonal skills. All too often, people have taken on management responsibilities on the strength of their technical or specialist skills. However, a management role depends on achieving results through others which requires a significantly different skill set.

How can you ensure you have the right mix of emotional intelligence and leadership skills to: meet corporate objectives, keep your team motivated, inspired AND performing?

Designed specifically for technical people with new management responsibility, this course will help you build emotional intelligence and your skills in leading, managing, empowering, influencing and driving the performance of others to meet organisational and personal objectives.

You will spend time revising behaviours, beliefs, values and attitudes, and then use this awareness to help develop the skills to enable you to manage, lead and motivate others to meet and exceed objectives.

You will take away a portfolio of realistic, relevant and immediately usable models, techniques and approaches that will dramatically improve your performance as a manager, help sustain productive working relationships with colleagues and build a committed and highly performing team.

Our instructor boasts vast experience in both management, leadership and behavioural psychology to provide you with meaningful insights, skills, tools and tactics.

## WHAT OUR CLIENTS SAY

*"The examples used grabbed my attention and were excellent. It was unlike any other course I have attended, Andrew explained and structured the course in a very relatable and interesting manner."*

Program Delivery Support Manager, **V/Line Corporation**

*"Andrew is fantastic in what he does, keeps the group very involved. The depth of the concepts were made really easy to understand using specific techniques which was interesting."*

Data & Systems Manager, **PTV**

## OUR EXPERT COURSE INSTRUCTOR



**Andrew Lee**

Passionate about people, curious about behaviour, Andrew Lee has extensive experience of over 31 years as a management consultant, trainer, facilitator and coach throughout Australia, New Zealand and South East Asia, with a great deal of expertise in adult learning approaches.

After early employment in construction and mining, Andrew's career interests led him to Europe where he worked in the Entertainment and Hospitality industries, and explored the art of stone masonry as an apprentice in France and then to China where he worked at the Red Cross Hospital as a Doctor of Traditional Chinese Medicine. He then returned to Australia to study.

During study and a period teaching computer skills and working as a volunteer with unemployed youth, in 1991, Andrew made the transition into corporate training and since then has facilitated a diverse range of behavioural and attitudinal trainings throughout South East Asia, Australasia and the Middle East, while continually educating himself and building his knowledge base. Andrew's near obsession with quantifiable results and learning transfer, along with his experience with diverse cultures and people with varying educational backgrounds, has led him to develop a pragmatic training style that produces measurable and sustainable results.

Andrew now works internationally as a keynote speaker, facilitator and coach. His unique ability to engage with audiences from all walks of life and present a message that cuts to the core of the issue at hand leaves his audiences inspired, thoughtful and entertained.

Andrew's familiarity with technical thinking has enabled him to create a niche in assisting technically trained professionals make the move into management and leadership roles - translating complex theory into easily understood examples and stories inspires his audiences to take a fresh look at the problems they may be confronted with.

Andrew has also developed groundbreaking work in developing curiosity. A precursor for problem solving, learning, creativity, engagement and intrinsic motivation, curiosity is rarely employed as much as it should be. Developing a team's Curiosity Quotient provides a springboard to solving most workplace problems. Curious by nature and always looking for more effective ways to engage, explain and educate, Andrew focuses on cultivating curiosity as a catalyst for learning, problem solving and change. In 2010 he delivered a plenary on "Cultivating Curiosity" at the International Conference on Thinking in Kuala Lumpur and in 2013 attended an Adaptive Leadership Program at the Kennedy School of Management, Harvard.

With his focus on performance, Andrew has run organisational development programs that deal with change, culture, leadership, management and an array of interpersonal skills including communication, presentations, conflict resolution, collaborative goal setting and giving feedback. The universal nature of his work has enabled him to achieve success in a broad range of industries including, finance, oil and gas, IT, mining, education, creative, public sector and NFP. While Andrew offers a range of common one or two day programs a large part of his current work is spread out over longer periods and has the look and feel of intensive coaching.

Andrew has a Certificate IV in training and assessment, is a master practitioner of Neuro Linguistic Programming (NLP), has a Diploma of Traditional Chinese Medicine and is currently completing an MBA.

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## 2-Day Intensive Course Outline

### Becoming an effective manager

- Understanding management paradigms and the dilemmas of modern management
- What are the key challenges for technical professionals moving into management roles?
- Dovetailing your role purpose with your organisation's goals
- Identifying the strengths and weaknesses of different management styles
- What causes some managers to fail – and how to avoid it

### Acquiring a practical framework to help you understand and influence the behaviour patterns of different types of people

- During this session you will acquire a simple yet powerful psychological model which can be used to understand why people behave as they do. There will be an opportunity for discussion on how you can apply this to your specific circumstances

### Identifying the real key to motivation: proven techniques for motivating your team

- Understanding and applying emotional intelligence
- Neutralising negative behaviours and changing attitudes
- How to avoid the common mistakes managers make with extrinsic motivators
- Identifying what motivation strategies work best with different people

#### Case Studies

*Managing different personality types to improve your effectiveness as a manager*

### Workable strategies for resolving conflict

- Develop strategies for addressing interpersonal management issues you face in your workplace
- Adopting a joint problem solving approach to reviewing achievements and areas for improvement
- Promoting positive interaction between you, as a manager, and your staff
- Using behavioural techniques to help breakdown interpersonal barriers

#### Case Studies

*Effectively handling conflict situations*

### Identifying your customers and their needs

- Defining your role in terms of your customers – whatever the purpose of your organisation
- Customer focus and purpose
- Understanding the 6 elements of customer satisfaction

### Developing your personal leadership style

- Effectively using your PERSONAL power, rather than relying on authority or positional power
- Understanding the relationship between good leadership and good 'fellowship'

- Developing 'fellowship' skills in your staff
- Motivating and inspiring your team
- Putting purpose back into work
- Vision and mission statements – what works and what doesn't

### Using your power and influence to inspire confidence and achieve your objectives

- How persuasive are you?
- Identifying the various sources of power at your disposal and how you can strengthen them
- Building successful interpersonal relationships with your staff, colleagues and superiors

### Applying effective communication and questioning skills

- How memory affects communication
- Understanding learning preferences
- Adapting your communication style to ensure your message is received
- Why questioning skills are a manager's number one tool

### Developing your people through effective delegation and performance management

- Guaranteed techniques to engender responsibility and accountability – and why most managers actually cultivate the opposite
- Giving instructions and clarifying meaning
- Selecting appropriate methods of improving performance
- Understanding the applications

### A step by step guide to avoiding the delegation traps: Building a high performance team

- Task assignment and delegation – what should you delegate to whom and why?
- Who is likely to complete tasks on time, on cost and on performance and why?
- Developing your own confidence and assertiveness
- Promoting positive behaviors within your team
- Encouraging self-reliance

### Preparing an action plan for your team

- One of the most popular, premium quality new leader programs in Australia

## Would You Like To Run This Course On-Site?

### Informa Corporate Learning: On-site & Customised Training

If you have **8+** interested people, an onsite course can be an ideal solution. Speak with **Anton Long** or **Holly Baldwin** on **+61 (02) 9080 4455** to discuss your customised learning solution, or email [training@informa.com.au](mailto:training@informa.com.au)

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## Easy Ways to Register

 **Web**  
www.informa.com.au/technicalprofessional

 **Telephone**  
+61 (02) 9080 4395

 **Email**  
training@informa.com.au

## Stay Connected



## From Technical Professional to Manager & Leader

Course Codes	Location	Course Dates	Super Early Bird price valid until		Early Bird price valid until		Standard price valid after		4+ Dels Discount	
			BR - 14 Feb-20	CA - 20 Mar-20	BR - 6 Mar-20	CA - 10 Apr-20	BR - 6 Mar-20	CA - 10 Apr-20		
P20GC06BR	Brisbane	23-24 Mar 20	\$2,095 + \$209.50 GST	<b>\$2,304.50</b>	\$2,395 + \$239.50 GST	<b>\$2,634.50</b>	\$2,495 + \$249.50 GST	<b>\$2,744.00</b>	\$1,916 + \$191.60 GST	<b>\$2,107.60</b>
P20GC06CA	Canberra	29-30 Apr 20	\$2,095 + \$209.50 GST	<b>\$2,304.50</b>	\$2,395 + \$239.50 GST	<b>\$2,634.50</b>	\$2,495 + \$249.50 GST	<b>\$2,744.00</b>	\$1,916 + \$191.60 GST	<b>\$2,107.60</b>
P20GC06SY	Sydney	26-27 May 20	\$2,095 + \$209.50 GST	<b>\$2,304.50</b>	\$2,395 + \$239.50 GST	<b>\$2,634.50</b>	\$2,495 + \$249.50 GST	<b>\$2,744.00</b>	\$1,916 + \$191.60 GST	<b>\$2,107.60</b>
P20GC06ME	Melbourne	25-26 Jun 20	\$2,095 + \$209.50 GST	<b>\$2,304.50</b>	\$2,395 + \$239.50 GST	<b>\$2,634.50</b>	\$2,495 + \$249.50 GST	<b>\$2,744.00</b>	\$1,916 + \$191.60 GST	<b>\$2,107.60</b>
P20GC06BR	Brisbane	16-17 Sep 20	\$2,095 + \$209.50 GST	<b>\$2,304.50</b>	\$2,395 + \$239.50 GST	<b>\$2,634.50</b>	\$2,495 + \$249.50 GST	<b>\$2,744.00</b>	\$1,916 + \$191.60 GST	<b>\$2,107.60</b>
P20GC06SY02	Sydney	22-23 Oct 20	\$2,095 + \$209.50 GST	<b>\$2,304.50</b>	\$2,395 + \$239.50 GST	<b>\$2,634.50</b>	\$2,495 + \$249.50 GST	<b>\$2,744.00</b>	\$1,916 + \$191.60 GST	<b>\$2,107.60</b>
P20GC06ME02	Melbourne	26-27 Nov 20	\$2,095 + \$209.50 GST	<b>\$2,304.50</b>	\$2,395 + \$239.50 GST	<b>\$2,634.50</b>	\$2,495 + \$249.50 GST	<b>\$2,744.00</b>	\$1,916 + \$191.60 GST	<b>\$2,107.60</b>
P20GC06PE	Perth	3-4 Dec 20	\$2,095 + \$209.50 GST	<b>\$2,304.50</b>	\$2,395 + \$239.50 GST	<b>\$2,634.50</b>	\$2,495 + \$249.50 GST	<b>\$2,744.00</b>	\$1,916 + \$191.60 GST	<b>\$2,107.60</b>
P20GC06CA02	Canberra	10-11 Dec 20	\$2,095 + \$209.50 GST	<b>\$2,304.50</b>	\$2,395 + \$239.50 GST	<b>\$2,634.50</b>	\$2,495 + \$249.50 GST	<b>\$2,744.00</b>	\$1,916 + \$191.60 GST	<b>\$2,107.60</b>

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### Informa Corporate Learning – On-site & Customised Training

Informa Corporate Learning has a long-standing track record of delivering very successful customised learning solutions achieving real and measurable value for our clients through our senior training consultants.

If you have 8+ interested people, an on-site course can be the ideal solution – giving you the opportunity to customise our course content to your specific training needs, as well as attracting significant savings compared to public course costs.

### Why Choose On-site With Informa Corporate Learning?

- 1. Custom design** – Together, we will identify the best blended learning solution for your culture, your people and your training objectives.
- 2. Quality Assured** – We design market-leading training programs, concepts and methodologies, with a 400+ course portfolio. Our rigorously selected 900+ instructor faculty are recognised experts in their field. Quality of their content and delivery methods is assured through continuous monitoring and evolution.
- 3. On-site training** is a cost effective way to train your people and achieve your defined outcomes.

### Our Long Standing Clients Include:

ActewAGL, Ajilon, Ambulance Victoria, ANU, Arrow Energy, Australian Super, Barrick, BHP, Chevron Australia, Coffey International, ConocoPhillips, CSIRO, Dalrymple Bay Coal Terminal, Department of Education, Department of Planning, Electricity Generating Authority of Thailand (EGAT), ENI Australia, EY, Fortescue Metals Group, Health Purchasing Victoria, IBM, IP Australia, Jemena, Litmus Group, Metro Trains, Office of the National Rail Safety Regulator, Origin Energy, Pacific National, PT Freeport, Public Transport Authority – WA, QGC – BG Group, Queensland Rail, Rio Tinto, Romgaz, SA, South Australia Health, Telstra, Transport & Infrastructure, UBS, Woodside and more...

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