

EFFECTIVELY MANAGING PEOPLE & TEAMS

2-Day Training Course: The Essential Practical Skills Course for all New Managers

Discover how you can effectively integrate excellent planning & organisational skills with the “people” skills of communicating expectations, motivating, delegating, coaching & leading your team to reaching organisational objectives

19-20 February 2020 • Brisbane
21-22 October 2020 • Perth

30-31 March 2020 • Sydney
26-27 October 2020 • Melbourne

29-30 June 2020 • Melbourne



Our Expert Course Instructors



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.



Sandi Givens

Sandi has over 28 years of professional experience in training & management. Sandi inspires people to incorporate new behaviours and attitudes in their daily lives.

Key Learning Objectives

- ▶ Identify a manager's unique responsibilities and qualities
- ▶ Appreciate the changes in your style needed to inspire and influence others
- ▶ Learn to set tangible, accountable and manageable expectations with your manager and team
- ▶ Understand the difference between leadership and management
- ▶ Appreciate the importance of EQ vs IQ in becoming an effective people manager
- ▶ Mastermind your transition; build new relationships, managing vs doing and 'managing upwards'
- ▶ Recognise and adopt motivational and influential communication styles
- ▶ Discover how to manage difficult conversations
- ▶ Acquire the necessary skills to manage staff performance, coach and develop
- ▶ Develop skills in delegating, prioritisation, problem solving and able decision making

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ABOUT THE COURSE

This intensive 2-day program is designed to provide individuals with the skills and techniques necessary in their transition to a management role.

The adjustment from being managed to 'being the manager' is the biggest challenge in today's demanding business environment. With the diverse mix of generations in the workforce, the ability to bring people together, maintain motivation, address performance and deliver results is a challenge that cannot be underestimated.

Learn how to create, empower and lead a cohesive team to achieve results through delegation, coaching, effective prioritisation and able decision-making.

You'll learn how best to approach each individual in your team – and how to juggle the multiple demands on you as a manager, whilst maintaining the focus on the efforts of both you and your team.

Develop a greater level of personal effectiveness in the performance of your management role through a better understanding of your personal communication style and how to influence others to achieve desired outcomes.

Become more confident in confronting difficult people and situations and learn to resolve problems quickly whilst building sustainable and beneficial relationships with both internal and external stakeholders.

Armed with a portfolio of management techniques, you will return to your workplace well-equipped to build on your strengths as a manager, and to identify areas where you can improve both your efficiency and your working relationships.

WHO WILL BENEFIT

This program has been developed specifically for those managing the transition into their first management role and overseeing work done by others to achieve organisational goals.

It will be of particular value to newly appointed managers, supervisors, team leaders and project managers who wish to strengthen their management skills.

"Andrew engaged with us all in an excellent manner. His delivery of the course content was made easy to understand. Huge thumbs up. Excellent course!"

Manager, **Spinks Group**

"Great use of two days, it opened my eyes and helped me think differently."

State Manager, **Spendless Shoes**

"I was impressed with this course and its ability to motivate me to think about other people in a manner I have not done previously."

Plant Manager, **Austral Bricks**

EXPERT COURSE INSTRUCTORS



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.

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.

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.



Sandi Givens

Sandi has a unique ability to connect with, engage and enthuse her entire audience, irrespective of size, demographic or skill level. Exceptional communication and interpersonal skills, and leading-edge educational and learning technologies enable Sandi to inspire people to incorporate new behaviours and attitudes in their daily lives.

With over 26 years of professional experience in training and management, her primary goal is to help people learn, rather than merely tell them what to do. For the past 15 years, Sandi has worked as a consultant and director of her own company, Knowledge-Able Pty Ltd.

Sandi is skilled in the areas of needs analysis, program design and development, customisation for individual clients and post-program coaching to ensure application of new skills and behaviours in the workplace.



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2-Day Intensive Course Outline

The role of a manager

- Identify the attributes of a competent manager
- Define the expectations of your role from your peers, subordinates and seniors
- Opportunities and limitations – where does my role stop and my manager's start?
- What needs to change
- Effective delegation
- Typical challenges and anxieties during early stages of transition
- Your learning curve
- Building and managing new relationships

Practical activity

- Defining my role as manager, identifying differences in past and present expectations
- Develop your personal delegation plan

Building a supportive, productive team

- Attributes and components of a successful team
- Matching organisational needs with skill sets
- Understanding behavioural characteristics of personality types
- Team dynamics

Practical activity

- Analysis of team models, assess your current team strengths and weaknesses, group review of case scenarios

Managing and motivating the team

- Establishing boundaries and expectations
- Maintaining motivation of individuals within your team
- Creating a cohesive team culture
- Managing team performance
- Learning to address 'change fatigue'
- Managing vs doing – art of delegation – getting things done through others

Practical activity

- Develop workable group and individual strategies to maintain motivation across diverse teams to build a strong performance culture

Retaining and developing people

- Foster accountability and empower your team
- Mentoring or coaching – what do your team members need?
- Understanding different adult learning styles
- One size doesn't fit all – formulate learning and development pathways
- Managing diversity within the team

Practical activity

- Manage diversity across the generations, develop pathways for the team

Effective communication and communicating 'change' with your team

- Listening and questioning skills
- Developing an assertive and influential communication style
- The principles of effective negotiation
- Communicating with 2 way feedback
- Communicating change with your team

Practical activity

- Domino questioning principles, exercise in communicating feedback

Competent problem solving and decision making

- Develop confidence with crucial confrontations and conversations
- Adopting a problem solving approach
- Making decisions and managing consequences
- Managing politics
- Handling grievances
- Doing the 'tough' stuff – taking action and making difficult decisions
- Conducting accountability conversations

Practical activity

- Case scenarios and group role plays, identify difficult situations in the workplace and development of action plans

Mastering workflow and productivity

- Task organisation and execution
- Managing your workflow and productivity
- Prioritisation methods
- Managing other people's priorities
- Personal habits that hinder

Practical activity

- Prioritisation exercise, self-audit of personal effectiveness

Action orientated meetings that deliver results

- The real role of a Chair
- Using an agenda
- Positive and objective participation

Personal action plan

- Conduct self-analysis based on learnings
- Devise a personal action plan to start making real and implementable changes to make a difference

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

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Easy Ways to Register

1 Web
www.informa.com.au/managingpeople

2 Telephone
+61 (02) 9080 4395

3 Email
training@informa.com.au

Stay Connected



Effectively Managing People & Teams

Course Codes	Location	Course Dates	Super Early Bird price valid until		Early Bird price valid until		Standard price valid after		4+ Dels Discount	
			BR - 10 Jan 20 SY - 21 Feb 20 ME - 22 May 20 PE - 11 Sep 20 ME2 - 18 Sep 20	\$2,095 + \$209.50 GST	\$2,304.50	BR - 31 Jan 20 SY - 13 Mar 20 ME - 12 Jun 20 PE - 2 Oct 20 ME2 - 9 Oct 20	\$2,395 + \$239.50 GST	\$2,634.50	BR - 31 Jan 20 SY - 13 Mar 20 ME - 12 Jun 20 PE - 2 Oct 20 ME2 - 9 Oct 20	\$2,495 + \$249.50 GST
P20GC10BR	Brisbane	19-20 Feb 20	\$2,095 + \$209.50 GST	\$2,304.50	\$2,395 + \$239.50 GST	\$2,634.50	\$2,495 + \$249.50 GST	\$2,744.00	\$1,916 + \$191.60 GST	\$2,107.60
P20GC10SY	Sydney	30-31 Mar 20	\$2,095 + \$209.50 GST	\$2,304.50	\$2,395 + \$239.50 GST	\$2,634.50	\$2,495 + \$249.50 GST	\$2,744.00	\$1,916 + \$191.60 GST	\$2,107.60
P20GC10ME	Melbourne	29-30 Jun 20	\$2,095 + \$209.50 GST	\$2,304.50	\$2,395 + \$239.50 GST	\$2,634.50	\$2,495 + \$249.50 GST	\$2,744.00	\$1,916 + \$191.60 GST	\$2,107.60
P20GC10PE	Perth	21-22 Oct 20	\$2,095 + \$209.50 GST	\$2,304.50	\$2,395 + \$239.50 GST	\$2,634.50	\$2,495 + \$249.50 GST	\$2,744.00	\$1,916 + \$191.60 GST	\$2,107.60
P20GC10ME02	Melbourne	26-27 Oct 20	\$2,095 + \$209.50 GST	\$2,304.50	\$2,395 + \$239.50 GST	\$2,634.50	\$2,495 + \$249.50 GST	\$2,744.00	\$1,916 + \$191.60 GST	\$2,107.60

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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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