



Aged & Community Services  
SA & NT Inc



DALE CARNEGIE®  
TRAINING

## How to Build Trust Credibility and Respect

**Date:** Wednesday 19 August 2009

**Time:** 9.00 am–4.30 pm

**Venue:** ACS Training Room, 246 Glen Osmond Rd, Fullarton

**Presented by:** **Dale Carnegie Training** – a global provider of locally-delivered behavioural development programs

**Designed for:**

Managers, supervisors, team leaders, project leaders and anyone who wants to improve performance results, increase productivity and maintain a high-trust

**Contents:**

Some statistics say that 40% of employees don't trust management ...a staggering number that can lead to serious erosion of productivity and motivation. Without trust, employees feel a sense of uncertainty, insecurity and worry that creates a barrier to performance effectiveness.

Now you can learn a proven set of techniques to build trust, credibility and respect in the workplace. Explore how you can cultivate a safe environment for learning that fosters employee growth and commitment. Learn how you can transform a fear-based environment into one where people feel acknowledged and appreciated. Gain skills that will help you break the cycle of distrust and rebuild the relationship. Create a high-trust, high-performance workplace where employees participate willingly and enthusiastically.

**You will learn how to:**

- ◆ Recognise the power of trust, credibility and respect in the workplace
- ◆ Capitalise on our core values and attributes to develop self-respect and a code of ethics
- ◆ Apply principles and tactics to build trust-based relationships
- ◆ Break the fear–distrust cycle and restore broken trust
- ◆ Build a workplace culture of trust, credibility and respect



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*Please complete the details below and FAX to (08) 8338 7077.*

### Registration fee (inc. GST)

ACS Members Single Registration  \$ 297

ACS Members Multiple Registration (3 or more staff from the same organisation)  \$ 275

Non Members  \$ 440

**Organisation:** \_\_\_\_\_

Name of attendee	Position	Email	Phone	Dietary Requirements

### Terms & Conditions

**Bookings:** Must be made prior to the workshop on the registration form provided and FAXED back to ACS SA&NT 8338 7077. (Please note no telephone bookings will be accepted.)

**Payment:** An invoice will be issued upon receipt of registration and payment can be made by: **Cheque** – cheques should be made payable to ACS SA&NT and mailed to 246 Glen Osmond Road, Fullarton SA 5063 **Direct Credit** – payment can be deposited into ACS SA&NT bank account ANZ Bank Hutt Street BSB 015 056 Account 1001 04624. The relevant Invoice Number must be quoted to enable identification.

**Registration transfer or cancellation:** Cancellation of registration can be made up to five working days before an event. Cancellations made less than five working days before an event will be charged a 50% cancellation fee. A Credit Note will be issued if the account has been paid. Full payment is due for 'no shows' except in exceptional circumstances. Transfer of a registration is permitted to a colleague within the same organization, or another organisation that is an ACS SA&NT member. Notice must be received by ACS in writing (email, fax, mail) at least five working days before the event. A 10% administration fee will be charged if the request for transfer is received 5 or less days before an event.

**Course cancellations:** ACS SA&NT reserves the right to cancel events if sufficient numbers are not achieved. In the case of a cancellation by ACS SA&NT all registration fees will be refunded in full.

**Please note this registration is not an invoice.**

**ACS SA&NT will forward a confirmation and invoice for payment upon receipt of this registration.**