



Leadership Series

REVISED FORMAT



Being a leader takes skill, patience and perseverance. This tailored series will take a comprehensive look at what it takes to be a leader and provide very helpful tips on how to be a leader who inspires, participates and respects others. All sessions can be attended individually. Become the leader you want to be!

PLEASE REFER TO THE REGISTRATION FORM.

All Modules will be held at ACS SA&NT Training Room, 246 Glen Osmond Road, Fullarton SA 5063.

Module 1: Performance Development

Wednesday 8 October 2008 (9 am–12.30 pm)

This module discusses the critical impact feedback can have on performance and how to effectively deliver this in a range of situations with a range of different people. This module emphasises the importance of creating a culture where staff are utilised effectively, recognised for their efforts and where work is linked to greater goals.

Module 2: Strategic Planning

Wednesday 8 October 2008 (1 pm–4 pm)

This module will discuss and define the Strategic Planning process.

The session will address the following:

- ◆ Situation Analysis
- ◆ Prioritising the issues
- ◆ What is meant by a key result?
- ◆ Key Result Analysis – The Goals
- ◆ Strategic Analysis – The Strategies
- ◆ Next steps in the planning process

Module 3: Change Management

Friday 17 October 2008 (9 am–12.30 pm)

This course is designed for busy managers who need some new ideas, tips and encouragement for working with teams during times of change. The course is designed to provide participants with practical, valuable ideas and tools they can incorporate with their teams, and also provides some time to reflect.

Participants will consider the following question:

“How can I manage myself and my people through an ever-changing environment?”

Module 4: Conflict Management

Friday 17 October 2008 (1 pm–4 pm)

This module will provide tools, techniques and processes to confidently deal with and minimise workplace stress caused by difficult behaviours. Topics covered will include:

- ◆ Appropriate assertiveness
- ◆ Managing emotions
- ◆ Sources of conflict at work
- ◆ The circles of influence
- ◆ Strategies for challenging and resolving conflict
- ◆ Understanding the other party
- ◆ Identifying unproductive conflict approaches

Module 5: Communications

Friday 31 October 2008 (9 am–12.30 pm)

Communication skills are a core topic for OzTrain learning programs. Key topics to be covered:

- ◆ The difference between verbal and non-verbal communication skills
- ◆ Assessing the audience for your message
- ◆ Ensuring congruence between verbal and non-verbal messages
- ◆ Choosing the right language
- ◆ Checking your message has been understood
- ◆ Understanding and managing differences in the way people send messages

Module 6: Understanding Different Working Styles

Friday 31 October 2008 (1 pm–4 pm)

One of the key aspects for people working together is the ability to use the diversity of members constructively. By using the ‘disc personality styles’ as a foundation to understand different working styles, participants will:

- ◆ gain insights into how different personalities think and approach problems, and thus ensure that people respect and learn from these different ways of thinking and seeing;
- ◆ create a profile of the various teams and make explicit some of these team’s potential blind spots so members can build in processes to manage these blind spots; and
- ◆ gain insights into how these personality differences play out and practise valuing the diversity of team members.

Module 7: Project Management

Thursday 6 November 2008 (9 am–12.30pm)

This module will be broken down into the following sections:

- ◆ Introduction to project management
- ◆ Defining the project
- ◆ Planning the project
- ◆ Implementing the project
- ◆ Completing the project

Module 8: Time Management

Thursday 6 November 2008 (1 pm–4 pm)

Topics to be covered include:

- ◆ Effective time management – goals, tasks and priorities
- ◆ Efficient time management



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Registration Form

Name _____

Name of Employer/Facility _____

Address _____

Phone _____ Fax: _____

Email _____

Special Requirements (access, dietary requirements) _____

Catering will be provided at all sessions.

REGISTRATION FEES (GST Inc):

ACS Members

Non Members

Full day (two modules) 1–2, 3–4, 5–6, 7–8 \$230.00 \$300.00

Half day \$120.00 \$200.00

For two or more registrations from one provider, a 10% discount will apply.

FULL SERIES \$800.00 \$1,050.00

Please tick below the modules you wish to attend.

- All 8 Modules** (four days)
- Module 1:** Performance Development – Wednesday 8 October 2008 (9 am–12.30 pm)
- Module 2:** Strategic Planning – Wednesday 8 October 2008 (1 pm–4 pm)
- Module 3:** Change Management – Friday 17 October 2008 (9 am–12.30 pm)
- Module 4:** Conflict Management – Friday 17 October 2008 (1 pm–4 pm)
- Module 5:** Communication – Friday 31 October 2008 (9 am–12.30 pm)
- Module 6:** Understanding different Working Styles – Friday 31 October 2008 (1 pm–4 pm)
- Module 7:** Project Management – Thursday 6 November 2008 (9 am–12.30 pm)
- Module 8:** Time Management – Thursday 6 November 2008 (1 pm–4 pm)

Registration Information

- 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.)
- Confirmations:** A confirmation letter and tax invoice will be sent upon receipt of the registration to the contact details detailed above.
- 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 and quote Invoice Number.
- Refund Policy:** Should any delegate withdraw from the seminar in less than 5 working days prior to its commencement, no refund will be given. A substitute delegate is welcome. Please notify ACS SA&NT of substitute delegates as soon as possible.
- 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.

Aged & Community Services SA&NT Inc
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