

COMMUNICATION & EMOTIONAL INTELLIGENCE MASTERCLASS

2-Day Training Course: Learn how to make effective communication come naturally
Build & refine your skills as a negotiator & communicator, & your ability to respectfully influence others to deliver organisational & personal objectives.

29-30 April 2019 • Brisbane | 30-31 May 2019 • Sydney | 26-27 June 2019 • Melbourne



Our Expert Course Instructor



Andrew Lee

Andrew has extensive experience of over 30 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

- ▶ **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 natural 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**

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ABOUT THE COURSE

Regardless of the level of technical expertise your organisation possesses, it will be emotional expertise that takes you to the highest levels of performance.

The concept of emotional intelligence first broke into mainstream management in the mid 1990s. In the last 13 years, there have been major advances. Organisations who have used emotional competencies have demonstrated substantial bottom line improvements as a direct result of these efforts.

And now, you can do the same.

You will spend time revising behaviours, beliefs and attitudes and the principles of effective communication to help develop your ability to communicate, negotiate, influence, persuade, 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 communicator. They will help create, and maintain productive working relationships with colleagues. It will also help contribute to agile team performance.

WHO WILL BENEFIT

This course is relevant for all those looking to improve their personal performance, productivity, communication, negotiation and influencing skills in the workplace. This can include managers, leaders, specialists, directors and C level management.

"Relaxed atmosphere created by the instructor made me comfortable to ask the "silly" questions and therefore get the most out of the course."

Environment Advisor, **QLD Rail**

"The information was presented in a style and quantity that made it easy to digest. I learnt to be more selfaware and to evaluate my behaviour and the behaviour of team members to facilitate better communication."

Business Development Manager, **Optus**

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 4454** to discuss your customised learning solution, or email training@informa.com.au

EXPERT COURSE INSTRUCTOR



Andrew Lee

Passionate about people, curious about behaviour, Andrew Lee has extensive experience of over 30 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, Andrews'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

Practical opener

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

Next, a bit of science

The human brain, emotion and peak performance

- Basic brain structure – dominant and non-dominant hemispheres, their functions and implications
- The Reticular Activation System (RAS) – the human success radar – how it works and how we can use it more effectively in leadership
- The Limbic Hypothalamic System – what it is, its importance for communication, and how to use it

Self-awareness and self-regulation

- Understanding the development of emotions and behaviour and learning how to develop awareness of them in you and others
- Learning and applying the skills of self-control, particularly in emotion charged business situations
- Trustworthiness – an essential emotional competence – what is it and how do we develop it?
- How to develop personal flexibility

The art and science of effective communication

- The art of empathy
- The art of advanced sub-conscious rapport building
- Becoming 'service orientated' – a trusted adviser to stakeholders
- Developing others by sensing what they need and helping them to build their abilities
- The art of (positive) politics – recognising power relationships and social networks, and using persuasion and complex relationship strategies to build consensus and rapport
- Instilling a sense of purpose and guiding by example
- Emotionally intelligent conflict management and managing difficult people using the technique of 'pacing and leading'
- The art of replacing compromise with collaboration

Applying effective communication and questioning skills

- How memory affects communication
- Understanding learning preferences
- Adapting your communication style to ensure your message is received
- Why listening and questioning skills are such a valuable tool

Rapport – the core of all great communication and influence psychology

- The centrality of rapport to business relationships, effective negotiation, and outstanding selling
- (to internal and external stakeholders)
- Mirroring and matching in principle and practice
- Understanding the difference between warranted and unwarranted conflict – and why one extends rapport and one destroys it

Motivation

Motivation and self-motivation

- The art of maintaining the drive to achievement in oneself and those one leads
- The four levels of commitment and how to achieve the higher and more effective levels
- The inspiring power of optimism – driving towards the hope of achievement rather than away from the fear of failure

Motivation in action

- Understanding and applying emotional intelligence in communication scenarios
- 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

Don't forget the customer – a vital stakeholder

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 yourself

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

Delegation and improving performance

Effective delegation and managing the performance of others

- Guaranteed techniques to engender responsibility and accountability
- Giving instructions and clarifying meaning
- Who is likely to complete tasks on time, on cost and on performance and why?
- Selecting appropriate methods of improving performance
- Developing your own confidence and assertiveness
- Promoting positive behaviours within your team
- Encouraging self-reliance

The Final Steps

Examining the enneagram

The enneagram is an ancient tool of still currently applicable wisdom. Learn how this is an outstanding tool for understanding human personality differences and developing ourselves to our maximum potential

Bringing it all together – personal action plan

Development of a personal action plan – participants will draw upon their responses to the various course exercises, and upon their workload ahead to prescribe a personal action plan for developing specific emotional competencies in the weeks immediately following the course. They will also set personal key performance indicators by which they can measure their own progress against their personal action plan.

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Easy Ways to Register

1 Web
www.informa.com.au/emotionalintelligence

2 Telephone
+61 (02) 9080 4395

3 Email
training@informa.com.au

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Communication & Emotional Intelligence Masterclass

	Location	Course Dates	Super Early Bird price valid until BR - 22 Mar 19 SY - 19 Apr 19 ME - 17 May 19	Early Bird price valid until BR - 12 Apr 19 SY - 10 May 19 ME - 7 Jun 19	Standard price valid after BR - 12 Apr 19 SY - 10 May 19 ME - 7 Jun 19	4+ Dels Discount
P19GC13BR	Brisbane	29-30 Apr 19	\$2,095 + \$209.50 GST \$2,304.50	\$2,295 + \$229.50 GST \$2,524.50	\$2,395 + \$239.50 GST \$2,634.50	\$1,836 + \$183.60 GST \$2,019.60
P19GC13SY	Sydney	30-31 May 19	\$2,095 + \$209.50 GST \$2,304.50	\$2,295 + \$229.50 GST \$2,524.50	\$2,395 + \$239.50 GST \$2,634.50	\$1,836 + \$183.60 GST \$2,019.60
P19GC13ME	Melbourne	26-27 Jun 19	\$2,095 + \$209.50 GST \$2,304.50	\$2,295 + \$229.50 GST \$2,524.50	\$2,395 + \$239.50 GST \$2,634.50	\$1,836 + \$183.60 GST \$2,019.60

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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:

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

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