



# 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

20-21 February 2019 • Brisbane  
21-22 March 2019 • Sydney

23-24 October 2019 • Perth  
30-31 October 2019 • Melbourne

## 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

## 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.

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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.

*"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**

*"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 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, 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

### 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
- Recruiting the right team members
- 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 disciplinary proceedings

### 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 4454 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

**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

	Location	Course Dates	Super Early Bird price valid until BR - 11 Jan 19 SY - 8 Feb 19 PE - 13 Sep 19 ME - 20 Sep 19	Early Bird price valid until BR - 1 Feb 19 SY - 1 Mar 19 PE - 4 Oct 19 ME - 11 Oct 19	Standard price valid after BR - 1 Feb 19 SY - 1 Mar 19 PE - 4 Oct 19 ME - 11 Oct 19	4+ Dels Discount	
P19GC10BR	Brisbane	20-21 Feb 19	\$2,095 + \$209.50 GST <b>\$2,304.50</b>	\$2,295 + \$229.50 GST <b>\$2,524.50</b>	\$2,395 + \$239.50 GST <b>\$2,634.50</b>	\$1,836 + \$183.6 GST	<b>\$2,019.60</b>
P19GC10SY	Sydney	21-22 Mar 19	\$2,095 + \$209.50 GST <b>\$2,304.50</b>	\$2,295 + \$229.50 GST <b>\$2,524.50</b>	\$2,395 + \$239.50 GST <b>\$2,634.50</b>	\$1,836 + \$183.6 GST	<b>\$2,019.60</b>
P19GC10PE	Perth	23-24 Oct 19	\$2,095 + \$209.50 GST <b>\$2,304.50</b>	\$2,295 + \$229.50 GST <b>\$2,524.50</b>	\$2,395 + \$239.50 GST <b>\$2,634.50</b>	\$1,836 + \$183.6 GST	<b>\$2,019.60</b>
P19GC10ME	Melbourne	30-31 Oct 19	\$2,095 + \$209.50 GST <b>\$2,304.50</b>	\$2,295 + \$229.50 GST <b>\$2,524.50</b>	\$2,395 + \$239.50 GST <b>\$2,634.50</b>	\$1,836 + \$183.6 GST	<b>\$2,019.60</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:

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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