

# 2011 Management Essentials Program

## Overview

This program is designed to give comprehensive development in the essentials of management. The program consists of 4 workshops – Motivation and Influence, Managing Teams, Managing Performance; Project and Change Management. Each of the four workshops is a stand-alone workshop and combine together to form a comprehensive management program. We conduct this and other programs in-house in organisations throughout Australia and the Asia Pacific.

## High take home value

### Return on investment (ROI) for training

Recent studies show that, on average, every \$1 spent on management training results in \$3.86 in benefits to the company. This figure is much higher for programs of high take home value.

### Presenters are practitioners not just lecturers

The presenters at Management Training Australia are not only highly experienced presenters but are also current Senior Managers. This means that are not only professional trainers but also have a wide range of experience in organisational and personal topics. What this means for workshop participants is they receive a highly practical experience. We are experienced across all industries and have trained people from hundreds of different organisations throughout Australia

### Participant's real work scenarios in every section of every workshop

Each section of every workshop brings the participant's actual work scenarios into the training room and participants decide on the changes they will implement from their learning before they leave the workshop.

### Workshops utilise a variety of learning approaches

Participants not only receive highly relevant material with engaging presenters, but we also use video, discussions, role plays, training games, assessments and team exercises to ensure that participants are engaged and learning throughout the whole day.

## The Presenters



Wayne Back is the Managing Director of Management Training Australia. He has held a range of management positions from frontline manager to CEO as well as positions on several boards. He trains frontline, middle and senior managers throughout Australia and the Asia Pacific. Wayne

has spent 25 years in training and management in business, government, educational and NFP sectors. Originally trained as a physicist, he then completed three other degrees including a Masters in Management.



**Melbourne** - Erin Sciola is a former CEO at The Oaktree Foundation, a fast-growing aid and development organisation with over 350 staff. She has a background of international relations, and psychology. Erin has had extensive experience in

management training and managing teams. She has presented to groups from 10 to 1000 both in Australia and overseas.



**Sydney** - Amanda Antcliff speaks at workshops and conferences in Australia and overseas with particular experience in the health and environmental industry. Amanda is a dynamic communicator and her style is entertaining, interactive and practical.

Amanda is also an experienced business coach and has helped people to perform at higher levels. She is the Managing Director of [yourcafecoach.com.au](http://yourcafecoach.com.au) which specialises in one-on-one and group coaching sessions.



**Brisbane** - Barton Castley is a Managing Director of a highly successful recruitment company. He has led highly successful sales and management teams at a national level. Barton consults to medium size companies specifically in the

executive business to business sales sector. Barton has dynamic, practical and down to earth presentation skills that not only motivate and educate participants, but also leave them equipped to achieve greater results.

# 2011 Management Essentials Program

## Day 1: Motivation and Influence

- Dealing with diversity
- Managing generation Y
- Giving effective verbal recognition
- Money and motivation
- Understanding people's needs and satisfiers
- How a sense of equity affects performance
- Making the link between effort and valued rewards
- What makes goal setting work
- Redesigning jobs to make them more motivating
- The 6 principles of influence
- The importance of liking and helping people
- Influencing without authority
- Understanding and using the 5 types of influence currency
- Managing up, down and across
- Influencing your boss

## Day 2: Managing Teams

- 5 team essentials
- Using the RACI chart to improve processes and communication
- How and what to delegate effectively
- Delegation of responsibility, accountability and authority
- Team and individual performance goals
- How to increase team accountability
- How to deal with difficult team members
- Understanding team roles – relational, task and self roles
- Running effective meetings
- Developing an agenda that flows
- General meeting rules
- Leading discussions
- 6 dimensions of a workplace climate
- Symptoms of a poor climate
- Lifting workgroup climate
- How management styles affect climate

## Day 3: Managing Performance

- Performance management essentials
- Performance appraisals and reviews
- Setting SMART goals for your team and each team member
- 4 arenas of employee quality
- Measuring subjective objectives
- The difference between outcomes, measures and indicators

- Dealing with low performers
- Conducting performance development meetings
- 7 biases in giving performance appraisals
- How to fire and how not to fire
- Listening and asking good questions
- The coaching process
- Improving your diagnostic skills
- How to use the GROW coaching model
- Micromanagement – what, when and why
- Avoiding micromanagement
- Giving and receiving feedback

## Day 4: Project and change management

- The project management process
- Nine key knowledge areas for project management
- Project charters
- Work breakdown structures
- Cost and quality management
- Make or buy analysis
- Communication plans
- Risk analysis
- Stakeholder analysis
- Managing stakeholders
- Gantt and load charts
- Organisational vs personal change
- Reactions to change
- Change readiness assessments
- Communicating change

### In-house or off-site

- We can arrange a fully catered off-site location if required

### Cost

- \$2400 (GST incl.) per workshop for 10 people (plus \$50 per person for groups over 10 people)
- \$8600 (GST incl.) for the 4 day program for 10 people (plus \$100 per person for groups over 10 people)

### What's included

- Comprehensive manuals & assessments
- Supply of A/V equipment
- Each day carries 7 CPD/ CPE/ CLE/ MCLE/ CE hours

### Contact

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