

# Personal Effectiveness Program

## Overview

This program is designed to bring development in the key areas of being effective at work. The program consists of 4 workshops – Excellent Customer Service, Time and Stress Management, Effective Communication and Building a Career. Each of the four workshops is a stand-alone workshop and combine together to form a comprehensive Personal Effectiveness 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



**Perth** - John Finkelde has successfully led organisations into growth and expansion as a CEO and frontline manager. His expertise lies in strategic leadership, organisational change and people development. He has served on various boards and understands leadership from both governance and operational levels. His training style is primarily interactive, engaging with the needs of his clients through story, humour and practical insights.



**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.



**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 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.



**Canberra** - Tim McNevin has more than 20 years experience in management and training in business, government, education and not-for-profit sectors. Tim's experience in management in the hospitality industry saw him leading and developing teams with high performance and strong customer service emphasis. Tim has graduate qualifications in further education and has been a tertiary lecturer in the areas of management as well as the management and operational service areas of the hospitality industry.

# Personal Effectiveness Program

## Day 1: Excellent Customer Service

- Seeing the customer as the most important person in your business
- Good and bad customer service
- Understanding what your customers want
- Customer satisfaction versus customer loyalty
- Attitudes and skills for good customer service
- Up-selling can be good customer service
- Capturing sales and the next sale
- Communication skills for customers
- Telephone skills for customers
- Handling complaints
- Dealing with difficult customers
- Creating a positive company image
- Creating and maintaining a good impression
- Setting standards for service
- Engaging customers
- Planning good customer service
- The 80/20 rule for customers

## Day 2: Time and Stress Management

- 4 aspects of time management
- Prioritising with organisational goals
- The Pareto principle
- Distinguishing urgent and important issues
- Dealing with deadlines
- How to say no appropriately
- How to schedule your time
- Batching tasks
- Time saving techniques – for phone and email
- Dealing with excessive paperwork
- Setting up systems of files
- Handling interruptions
- Recognising stress symptoms and patterns
- Changing thinking patterns that cause stress
- Building your stress resistance
- Stress relief techniques including breathing and muscle relaxation

## Day 3: Effective Communication

- How to overcome communication barriers
- Mindsets and perceptions
- Active listening
- Asking effective questions
- Being assertive without being aggressive
- How to build and repair trust
- Communicating with difficult people
- Understand when to use (and not to use) phone, email and other types of communication

- Social media and work
- Recognising & understanding the 4 personality types
- Communicating to the 4 personality types
- Understanding non-verbal communication
- Detecting lying
- Reading facial responses
- Understanding emotional reactions
- Managing your and others emotions

## Day 4: Career Development

- Understanding your work objectives
- Getting along with your boss
- Motivating your boss
- Mapping your job
- Taking personal initiative
- Becoming promotable
- Getting along with others at work
- Understanding your work strengths
- Identifying threats and opportunities inside and outside the organisation
- Understanding your organisation's values and culture
- Doing a personal SWOT analysis
- Building personal influence
- Understanding personal values
- Developing a personal mission statement
- Developing a career plan
- Setting SMART career goals
- Effective development plans

### In-house or off-site

- We can arrange a fully catered off-site location if required
- Depending on location, there may be travel and accommodation costs

### Cost

- \$2400 (GST incl.) per workshop for 10 people (plus \$50 per person for groups over 10 people)
- \$9000 (GST incl.) for the 4 day program for 10 people (plus \$100 per person for 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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