

Careers just don't happen all by themselves. Some people advance in organisations at a far greater rate than others. These people often have a key set of skills that enable them to perform better than their contemporaries, even with the same technical, people and thinking skills. Every organisation is different and progressing your career in any given organisation begins with an understanding of its culture and includes learning how to influence, getting along with your boss and establishing workplace credibility. The key facets of this workshop are

- This workshop is designed for front line and middle managers who are interested in the development of their careers
- One or two day versions. The two day version of this workshop has greater scope and depth.
- Includes supply of career assessments. The implications of the assessments will be discussed as a part of the workshop
- This workshop is highly interactive, has role playing, discussion, video, assessments, templates with high take home value
- Each participant receives a comprehensive manual of our normal highest quality material

The Program

Adapting to your organisation's culture

- Learn how to recognise the elements of your organisation's culture and how to transmit that culture to others.
- There are 7 aspects of organisation's culture and learning what your organisation values will help you to put the appropriate emphasis on these 7 aspects

Influencing without authority

- Whether or not you have authority over people, learning how to influence people without authority will help you as you relate to people in all levels of your organisation.
- You will learn about the principle of reciprocation, discover what "currencies of exchange" you have and understand the difference between influence and manipulation

Establishing workplace credibility

- Learn how to establish credibility in your workplace, contribute to your organisation's success and have an attitude that impacts positively on others.
- A person who models a positive attitude, achieves their goals and networks effectively will be given far greater clout in the organisation.
- Learn how to apply impression management.
- Learn the 5 essentials necessary to become the obvious choice for promotion

How to get along with your boss

- and help them get along with you
- help you understand, work as a team with and motivate your boss.
- You will learn how to have that difficult talk with the boss as well as what to do when you have a problem boss

Caring for your customers

- World-class service is more than just employees smiling and making good eye contact.
- It is an all-encompassing approach to making service delivery excellence your "business as usual."
- Learn what customers actually want and what words make a difference with customers as well as dealing with threats from customer

Planning your career

- Learn how to create a career plan
- Learn how to identify your work strengths and weaknesses and how to find or create the right role for you.
- People who engage with their organisations by seeing themselves as an active contributor in a productive relationship rather than a passive player meet with far greater career success

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