

LEADING & MANAGING TEAMS

From the Leadership at Work team

REGISTRATION FORM

2021	Day 1	Day 2	Day 3	Day 4	Day 5
Ballarat	20 th May	3 rd Jun	17 th Jun	1 st Jul	15 th Jul
Ballarat	11 th Aug	25 th Aug	8 th Sep	22 nd Sep	6 th Oct

DETAILS

Participant	Name _____ Organisation _____
Contact	Phone _____ Email _____
VENUE	<input checked="" type="checkbox"/> To be confirmed

MODULES

<input type="checkbox"/> Complete Program (5 days)	<input type="checkbox"/> Day 1 Understanding Leadership & Management <input type="checkbox"/> Day 2 Creating & Communicating Performance Standards <input type="checkbox"/> Day 3 Understanding & Managing Behaviours <input type="checkbox"/> Day 4 Conflict Resolution <input type="checkbox"/> Day 5 Effective Team Meetings
PAYMENT METHOD	<input type="checkbox"/> Cheque <input type="checkbox"/> Electronic Funds Transfer

Please note an invoice will be raised and sent to you once registration is received.

INVESTMENT

- Complete set of five days - \$2875 (ex. GST) payable on registration
Per stand-alone days - \$650 (ex. GST) payable on registration

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CANCELLATION POLICY:

Terms and conditions for training refunds require written notification of cancellation five working days prior to the course date and a 20% service fee will be charged to cover administrative costs. Later cancellations will incur a charge of 50% of the fee to cover lost revenue. Participants may be substituted at any point prior to commencement of the program at no additional cost.

LEADING & MANAGING TEAMS

Leadership and management are two very different (complementary) skill-sets that are crucial for people in supervisory and leadership roles to possess if they are to safely guide their teams to the expected destination.

The Proven Group team are excited to offer newly appointed and experienced Managers the opportunity to establish (and reaffirm) these skills within a series of single day professional development sessions.

Each session incorporates key learnings from the Leadership at Work course including a blend of theory and practical coursework that is the trademark style of our course delivery.

COURSE CONTENT

Day 1 – Understanding Leadership & Management

The role of the team leader and manager
Leadership and management styles
Giving and receiving feedback

Day 2 – Creating & Communicating Performance Standards

Role Clarity
Performance Counselling
Effective Communication
Time Management

Day 3 – Understanding & Managing Staff Behaviour

Using DISC to understanding behaviour
Using Behavioural profiles in Recruitment
Using DISC in the Performance Management process

Day 4 - Conflict Resolution

Nature and causes of conflict
Conflict resolution Styles
The dialogue approach
Ten steps in conflict resolution

Day 5 – Effective Team Meetings

Understanding & Creating Purpose
Planning and creating objectives
Roles and responsibilities of the Leader

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