

## LEADING & MANAGING TEAMS

From the Leadership at Work team

### REGISTRATION FORM

2021	Day 1	Day 2	Day 3	Day 4	Day 5
Ballarat	25 <sup>th</sup> Aug	8 <sup>th</sup> Sep	22 <sup>nd</sup> Sep	6 <sup>th</sup> Oct	20 <sup>th</sup> 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
<b>PAYMENT METHOD</b>	<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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