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– **Winning Ways:101  
Tips for Leadership  
Effectiveness**



# Leading and Motivating **High Performing Teams**

9 & 10 August 2010, Mercure Hotel, Auckland  
16 & 17 August 2010, Museum Hotel, Wellington

**TRAINER:** Craig Lewis



*"We very much enjoyed Craig's interactive approach and all indentified closely with the vision and values of the Kiwis. The messages of confidence, courage, trust, resilience and the team approach were applicable to the Rebel Sport business values."* **Lynda Webb - Briscoe Group**

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# Leading and Motivating High Performing Teams



Team leaders play an integral role in leading, managing and driving the team to achieve common goals for which team members hold themselves mutually accountable.

## LEADING YOUR TEAM TO GREATER SUCCESS

Leadership is a complex issue. It is about the ability to direct people and have people accept that direction. It possesses at its foundation an example of professional practice and behaviour but its true evolution is through inspiration and process.

Essential to effectiveness in a team is the leader's skill in conveying meaning through messages that are both concise and insightful. **Leading and**

**Motivating High Performing Teams** culminates in the identification of key characteristics that form the nucleus of the participant's on-going leadership framework. By encouraging business professionals to seek their own self-knowledge in matters of leadership, in essence the course guides them to a realisation of leadership performance indicators that will require constant reviewing and appraisal.

This dynamic course is designed to help you integrate the practical and intellectual principles of teamwork with your own leadership style. You will discover how to best develop your team and how to maximise their capability so that optimal performance becomes a reality. You'll explore ways to build trust, confidence and co-operation, to stimulate energy and innovation.

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## INSTRUCTOR PROFILE

Craig Lewis



Craig Lewis holds a Masters degree from the University of Western Australia. He has been Performance Coach to a large number of New Zealand athletes, including the 1994 Lillehammer Winter Olympic Games team. He was the inaugural director of the New Zealand Squash Institute, and has been Performance Coach to world champions and world record holders. He was Performance Coach to the New Zealand Kiwis rugby league team where he played a critical role in assisting the team to break a forty-six year old Sydney losing streak against Australia and ultimately claim the 2005 Gillette Tri-Series in one of rugby league's greatest ever upsets and this country's most memorable victories.

Craig's first book, *Lead to Succeed: What It Takes To Be The Best*, was published in August 2007, and has received significant acclaim from both business leaders and sport coaches alike. His second book, *Winning Ways: 101 Tips For Leadership Effectiveness* presently awaits publication.

Craig has become the speaker of choice for many New Zealand companies seeking a competitive edge over their rivals, where his successful and enduring strategies form the foundation of leadership and personal development training. More recently, he is gaining a burgeoning reputation as one of New Zealand's leading business leadership coaches, working with high calibre business professionals from some of New Zealand's most prolific business houses.

**All delegates will receive a free digital copy of the book *Winning Ways: 101 Tips for Leadership Effectiveness***

This book is about enhancing your commitment to learn how to drive your team through comprehensive process and systems development, how to play to your strengths whilst aligning your team's work performance with a significantly greater appreciation of process-oriented thinking.

**Winning Ways: 101 Tips For Leadership Effectiveness** is the ultimate companion for all aspiring business leaders and managers. A carefully crafted compilation of suggestions and recommendations, it is designed to aid judicious business leaders in the creation of a more meaningful and rigorous leadership framework. Written so as to succinctly capture all the essential components that constitute effective leadership, it is a definitive handbook that will serve as a guide to business leaders establishing their unique and decisive leadership presence.

*“Craig Lewis has achieved Conferenz's highest rating conference speaker for 2009/10, our delegates can't get enough of him.”*

**Paula Cleghorn, Director, Conferences & Training, Conferenz**

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# PROGRAMME STRUCTURE

## Leadership perspectives: Lead by example v.s. inspiration v.s. process

- The leadership repertoire
- The big picture – know the leader you want to be
- Strategies for inspiring others to success
- Knowing your point of difference
- The importance of WOW factors
- Systems thinking in leadership
- Understanding and developing a core group relationship
- Reinforcing and aligning people to values
- Affiliation and the rapport build
- Operator v.s. Manager v.s. Leader
- Practical exercises, including:
  - Pattern Ball
  - The Leadership Report card
  - Leadership Style Scale

## Harnessing emotional intelligence in the workplace

- The EQ Framework
- Knowing the leader you want to be
- The role of self-awareness in performance
- Self-assessment and self-regulation
- Caring is a motivational force on any team
- Becoming a refined listener
- Working with quality feedback
- Guidelines for using assertiveness effectively
- Conveying positivism
- Voice inflection
- Practical exercises, including
  - My guiding principles
  - Signals
  - Honesty session
  - The EQ exercise

## The leadership framework

- Creating time: the importance of systems
- The importance of frameworks – problem-solving, decision-making and change behaviour
- Meeting protocol
- Showing the face your team needs to see
- Performance reviewing
- Benchmarking
- Position descriptors as evolving documents
- Becoming process oriented thinkers
- Prioritising for greatest value
- Playing what's in front of you
- Practical exercises, including:
  - Benchmarking
  - The Leadership Framework

## TRUST as a high performance essential

- TRUST as a psychological performance skill
- Characteristics of the peak performer
- Knowing “why” beats knowing “how”
- The preparation to execution relationship
- The function of quality induction in high performance
- Monitoring progress
- The star performer
- Efficiency and small teams – leanness in the operation
- Reflection matters – removing yourself from the operation to oversee the business
- The leader as a salesman
- Practical exercises, including:
  - Adaptive Social Skills
  - The Concentration Grid
  - The Peak Performance Narrative
  - The Performance Development Plan

## Coaching and mentoring: The power of persuasion

- Understanding the importance of emotion
- Maslow's hierarchy of needs
- Schema theory
- Enhancing learning through triggers
- The power of story-telling
- Coaching people not content
- Making high performance a concrete concept
- Personalization as a high performance essential
- Hot buttons
- The expertise to persuasion relationship
- Practical exercises, including
  - Memory recall
  - Who am I?
  - Developing the pledge
  - White Things

“Craig has an interesting perspective; he brings the world of sport into the workplace. He inspires his audience with his passion, energy and real life examples of how winning principals are applied.”

**Jeanine Scholey - Learning & Development Manager, BDO Spicers**

## CUSTOMISED IN-HOUSE TRAINING

If you have a number of staff in your organisation who require training, Conferenz offers customized in-house training solutions. Contact us now to discuss how you can SAVE UP TO 40% on public training costs. Call Michael Earley on (09) 912 3610 or email [mike@conferenz.co.nz](mailto:mike@conferenz.co.nz)

# Leading and Motivating High Performing Teams

9 & 10 August 2010  
Mercure Hotel, Auckland

16 & 17 August 2010  
Museum Hotel, Wellington



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SEMINAR: SD060 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

## 1st Delegate

Name (Mr/Ms/Mrs/Miss/Dr) \_\_\_\_\_  
First name Last name

Position \_\_\_\_\_ Email \_\_\_\_\_

Select City

Auckland  Wellington

## 2nd Delegate

Name (Mr/Ms/Mrs/Miss/Dr) \_\_\_\_\_  
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Auckland  Wellington

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Name (Mr/Ms/Mrs/Miss/Dr) \_\_\_\_\_  
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## Company Details

Company Name \_\_\_\_\_

Postal Address \_\_\_\_\_

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Approving Manager \_\_\_\_\_

Job Title \_\_\_\_\_ Email \_\_\_\_\_

Name of Booking Contact \_\_\_\_\_

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## Course Details

	<b>EARLY-BIRD SAVER</b> <small>Register &amp; Pay BEFORE date below*</small>	<b>FULL PRICE</b> <small>Register &amp; Pay AFTER date below*</small>
<b>Leading and Motivating High Performance Teams</b>	\$1895 plus GST <b>SAVE \$100</b> (21 June 2010*)	\$1995 plus GST (21 June 2010*)

## Team Discounts

Book 2 team members and save \$500 off total price  
Book 3 team members and save \$1000 off total price

For groups of 4 or more people contact Michael Earley (mike@conferenz.co.nz) on (09) 912 3610 to discuss group discounts or in-house training options

(Total price will be based on early-bird or full price depending on booking date. Applies to two day seminars only)

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**TELEPHONE:** (09) 912 3616

OR

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OR

### POST:

Send your registration form to:  
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A tax invoice will be issued upon receipt of registration. **Payment must be received before the event to secure your place.**

**Registration is for named delegate only and cannot be shared.**

## HOW TO PAY

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BANK: The National Bank, North Shore Corporate  
ACCOUNT NAME: Conferenz Ltd  
ACCOUNT NUMBER: 060273-0228588-25

- PAY BY CHEQUE**  
Post a crossed cheque payable to Conferenz Ltd

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Should you be unable to attend, a substitute delegate is welcome. Alternatively, a full refund less \$300+GST service charge, per registrant, will be made for cancellations received in writing (letter, fax or email) up to ten working days prior to the event. Regrettably, no refund can be made less than ten working days prior to an event. Delegates are responsible for their own travel/accommodation bookings and no compensation will be made should the seminar be rescheduled or cancelled.

Please Note: Conferenz Ltd reserves the right to make any amendments that we may deem to be in the best interest of the seminar.

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