

TRAINING FOR PERSONAL DEVELOPMENT

Developing Assertiveness and Self Confidence at Work

25 & 26 October 2011 – Wellington
3 & 4 November 2011 – Auckland

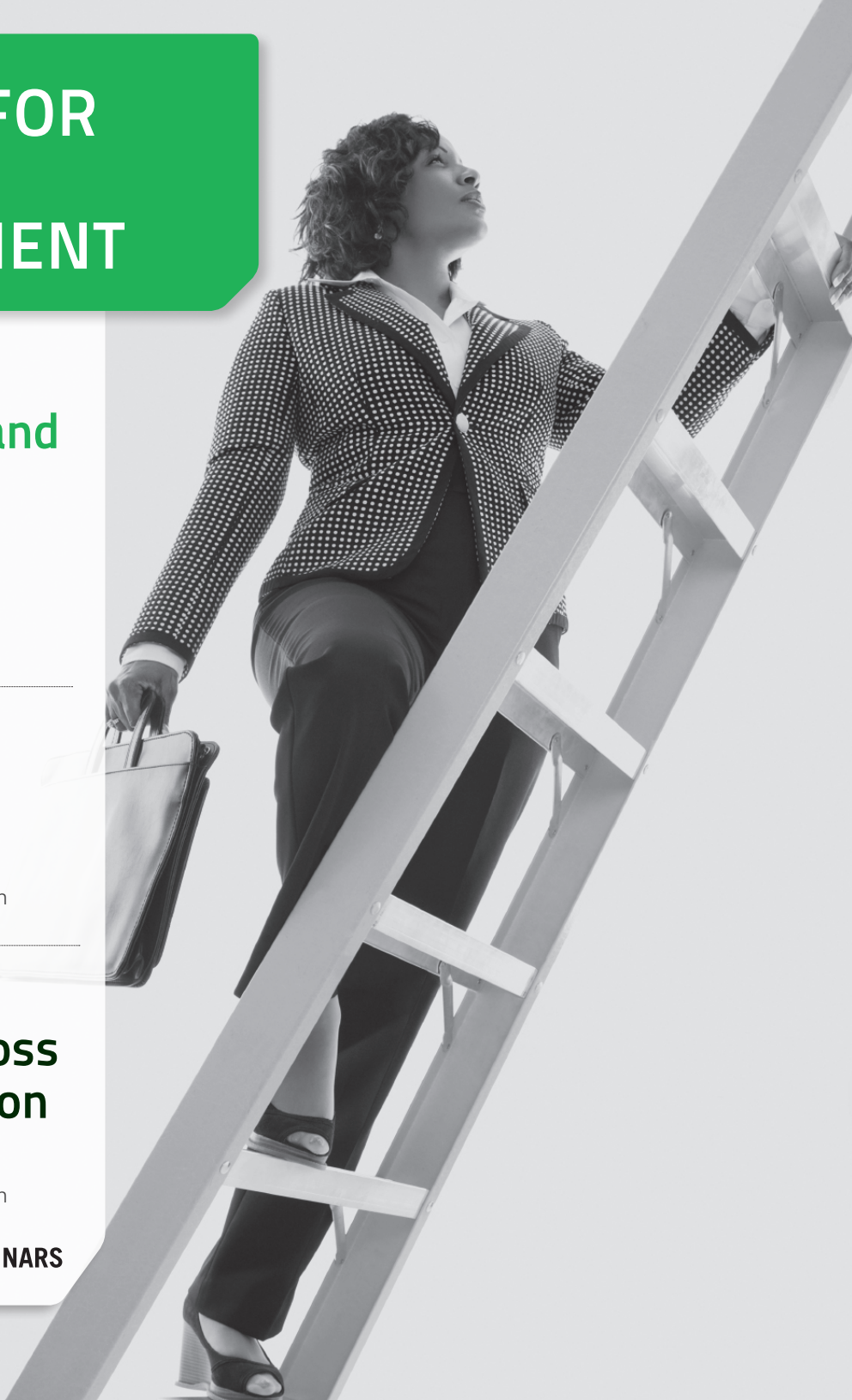
Increasing Your Resilience

2 & 3 November 2011 – Auckland
16 & 17 November 2011 – Wellington

Strategically Influencing Across your Organisation

8 & 9 November 2011 – Auckland
15 & 16 November 2011 – Wellington

SEPARATELY BOOKABLE SEMINARS



Facilitators:

Keith
McGregor



Jamie
Ford



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Conferenz
Management Training

Developing Assertiveness and Self Confidence at Work



Auckland

3 & 4 November 2011
Rendezvous Hotel

Wellington

25 & 26 October 2011
Amora Hotel

Facilitator:
Keith McGregor

Understanding the purpose of a contract Understanding your personal styles

- Understanding the role of self-concept in managing relationships
- How do people cope when things go against them
- Identifying your own underlying values and beliefs
- Understanding psychological defence mechanisms

Understanding the role of communication in assertiveness and self-confidence

- Recognising the hidden forms of communication
- Assessing your own communication style
- Understanding the power of intimidation
- Crazy-makers – understanding frustrating non-verbal communication strategies
- Why we say 'yes' when we mean 'no'
- Recognising the communication styles in your organisation
- Individual activity: Mapping the communication styles of colleagues, bosses, and friends

Psychological aspects of interpersonal behaviour

- Understanding how people influence and change our behaviour
- Learning how what we communicate may be the opposite to what we mean
- Understanding the role of 'splitting' in destroying relationships
- Using 'pairing' to build powerful messages
- Recognising deception in communication
- Mini-skills development: Questioning and listening

Building a confident and assertive personality

- Moving from negative to positive ways of thinking
- Using psycho-cybernetics to create the right outcomes
- Turning your intentions into actions
- Gaining control over your non-verbal communication
- Reprogramming the behaviour of others

Assertiveness skills for increasing your influence

- The key principles of assertiveness
- Differentiating between assertiveness and aggression
- How to say 'No' in a non-confrontational way

- Effectively managing 'guilt trips' and 'emotional blackmail'
- Voicing your opinion: Do's and don'ts
- Mini-skills development: Small group practice of assertiveness techniques

Taking the bite out of criticism

- How to give or accept criticism positively and without conflict
- Learning to talk frankly about other people's behaviours without causing offence
- Using criticism as a problem solving process, rather than as a punishment or conflict
- Encouraging self development – learning how to receive criticism in a way that enables you to make improvements

Managing conflict and anger in the workplace

- Identifying potential sources of conflict
- Understanding how anger works and how it can be managed easily
- Employing active listening skills and reading the signs
- Managing conflict in meetings

Confronting and resolving difficult or sensitive issues

- Planning the interaction
- Communicating your needs in an assertive but sensitive manner
- Getting to the heart of the issue without probing
- Ensuring long term buy-in and commitment to a good outcome
- Mini-skills development: Small group application of the Seven Step model

Your ongoing assertiveness development

- Identifying areas for on-going personal development
- Building a communication plan to use with superiors, colleagues, staff, friends and family
- Thinking about where you want to go in life
- Establishing your goals and a plan of action for implementation on your return to work

CUSTOMISED IN-HOUSE TRAINING

If you have a number of staff in your organisation who require training, Conferenz offers customised 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

Increasing Your Resilience



Auckland

2 & 3 November 2011
Rendezvous Hotel

Wellington

16 & 17 November 2011
Museum Hotel

Facilitator:
Jamie Ford

The explanatory style theory of motivation

- Why it matters
- Dr. Seligman's research
- How to measure it
- Testing your explanatory style
- Why Kiwi's have a Pessimistic Explanatory Style and how it limits resilience, and predicts less than optimum results

Exploring your automatic reactions to adversity and success

- What adversities and success have you encountered and how did you react
- Where do moods and motivation come from
- How explanations affect mood and motivation
- Lessons from cognitive psychology
- Why no-one can upset you, or make you angry or stressed

Key dimensions of optimism and pessimism

- The Seligman model of optimism
- 3 Dimensions of Reactions to Adversity and Success
- Understanding the origins of Hope and Hopelessness
- The role of language
- Thought catching and thought changing

7 Key skills for thriving in adversity

Back to Basics I

- Describing events that cause a rush of emotion
- Documenting the emotions and actions
- Identifying habits of thinking

Back to Basics II

- Testing assumptions
- Disputing erroneous thinking
- Building momentum

Clearing the fog of untested thought distortions

- Where's the real evidence that would persuade a judge and jury
- Trying out alternative explanations
- Running the Most Constructive Explanation up the flagpole of motivation
- Testing your thinking for Usefulness and Helpfulness
- De-personalising intentions (If they had a flip top head ...)

Reality checking the probability of best and worst outcomes

- How Kiwi's love to "Catastrophise" and what you can do about it

Facing down the dirty dozen habits of negativity

- Giving up childish thinking concepts
- Powering up adult thinking concepts

Digging out and replacing harmful and hurtful beliefs

- If it's not working – stop it
- Living above the line and taking ownership

Finding your wall, and moving beyond it

- We all have one – what's yours; that really big stumbling block

Action planning

- The 21-day process for new habit formation

Jamie Ford



Jamie Ford is NZ's foremost attitude coach. He has an extensive career in the field of Learning & Development, having worked in industries ranging from Public Health to the Dairy Industry. He has a broad range of clients across the spectrum of industry and commerce.

A specialist in attitude change, Jamie has many coaching clients who make use of his deep understanding of how to make personal changes, and how to develop more Emotional Intelligence (EQ). He was the first person in the Southern Hemisphere to be accredited in EQ by the International EQ consulting firm, Essi Systems of USA.

Through his close alliance with the Optimism Project Team at the University of Pennsylvania, Jamie is able to demonstrate the practical application of the ongoing

Strategically Influencing Across your Organisation



Auckland

8 & 9 November 2011
Mercure Hotel

Wellington

15 & 16 November 2011
Intercontinental Hotel

Facilitator:

Keith McGregor

Overview and objectives

We begin by providing an overview of seminar and ask participants to identify specific outcomes they would like to focus on during the two days. This helps to keep the content of the seminar relevant and practical.

Understanding the realities of organisations

- Using "creeping intelligence" to get your manager working for you
- Avoiding being disempowered by positional chauvinism
- Filling the vacuum created by the attentional vortex
- Understanding and using emotion

Freeing up your time and gaining your freedom

- Clarifying the difference between leadership, teamwork and followership
- Learning how to gain control of the timing and content of your work
- Simple steps to gain high levels of autonomy
- Gaining influence across and beyond your immediate work unit
- Group exercise: Influence in a minute

CEO to CEO - operating your own business

- Understanding the true customer supplier relationship
- Market research - profiling customer needs and wants
- Setting up an advertising campaign
- Conducting your own customer satisfaction survey
- Focusing on the 10 key elements of quality service delivery
- Managing upwards

Re-programming the mind - the cornerstone of personal influence

- Understanding how the conscious and subconscious mind interact
- Using re-programming to quickly change behaviours and attitudes
- Simple and effective techniques to overcome interpersonal differences
- Making public speaking enjoyable and rewarding
- Changing the attitudes and behaviours of others
- Individual exercise: What I did yesterday – an influential future vision

What lies beneath - understanding the processes that shape behaviour

- Using trial and error learning to increase or decrease behaviour
- Employing feedback strategically
- Avoiding the hidden traps of praise
- Understanding how people "split" relationships
- Interpreting the hidden messages that reveal how others see you
- Group exercise: Exploring individual drivers

Uncommon techniques to influence unwanted behaviour

- Differentiating between genuine and pseudo resistance
- A step by step process to overcome resistance
- Understanding the power of questioning
- The introvert's guide to gaining control without confrontation
- Writing your way to being a superb listener
- Group exercise: Effective communication skills

Resolving problems - having 'that' conversation

- Understanding the power of problem ownership
- Simple techniques to deal with insistent and persistent people
- Applying the Seven Step model to resolve difficult issues
- Knowing when and how to defend yourself against unfair or incorrect comments
- Group exercise: "I don't want to appear rude but you smell" - dealing with those difficult situations

Where to from here

At the conclusion of the seminar participants are encouraged to develop a plan to apply the skills to the issue they identified at the beginning of Day One.

Keith McGregor

Personnel Psychology NZ Ltd



After completing his psychology degree in 1974 Keith joined the Royal New Zealand Air Force as an industrial psychologist. During 12 years in the RNZAF, Keith was involved in a wide range of organisational and personnel psychology including such areas as selection test development, interviewing, training development, selection validation, personal counselling, large scale survey work and statistical analysis. Also during this time Keith represented the New Zealand Defence Forces in behavioural sciences projects with psychologists and researchers from the British, Canadian, Australian and American armed forces.

Keith is recognised for his executive assessment work and in particular for his extensive knowledge of interview techniques, testing and test development. Large scale survey research work also remains a focus, as does staff training, organisational development, career related counselling. He is also the developer of Selector-PA, E-Profiler and Career-Step computer programs for employee selection and management.

About these courses

DEVELOPING ASSERTIVENESS AND SELF CONFIDENCE AT WORK

Achieving successful working relationships with colleagues is not always easy. Many people fall into the trap of aggressive behaviour that results in antagonism. Others play a passive role and do not contribute with the confidence that is needed to reflect their talents. However, there is a balance where you can attain the best from colleagues, earn their respect and create a more constructive working atmosphere. By taking this middle-ground you can learn to be more assertive and project a confident, positive self-image.

This seminar will provide practical guidance on how to handle and manage a wide range of workplace situations, so that you can contribute to your organisation's success with a more confident approach.

KEY LEARNING OBJECTIVES:

- Identify the best approach to use when voicing ideas and opinions to colleagues and senior managers
- Deal with criticism, confrontation, anger, negativity and praise effectively and positively
- Forge more productive working relationships and avoid offending or alienating others

INCREASING YOUR RESILIENCE

This exciting programme has been developed with the specific aim of equipping you with a much greater degree of control over your drive, energy, moods and motivation.

Few would disagree that the pace of change in business and society will not slow down, and that the pressures coming on business and community leaders will increase rather than lessen in the future.

There is no silver bullet for solving these problems, but through application of proven principles you can begin developing a psychological immunity to the damaging effects of pressure and stress. That will enable you to quickly rise above the otherwise damaging consequences of demanding objectives and hectic schedules, and to make more valuable contributions to your organisation and to the quality of your own lives.

KEY LEARNING OBJECTIVES:

- Apply a range of psychological skills to everyday situations
- Bounce back quickly from adversities and setbacks
- Overcome "Learned Pessimism"

STRATEGICALLY INFLUENCING ACROSS YOUR ORGANISATION

Paramount to success in the corporate world is the ability to understand, manage and influence interpersonal relationships at all levels of the organisation.

Important issues such as understanding organisational roles and relationships, grasping the processes that shape behaviour and understanding the role of emotion in the workplace must be carefully considered by those executives that want to make it to the top.

Strategically Influencing Across Your Organisation is one of our most popular courses and has been specifically designed to help executives at any stage in their career to more effectively perform in their role.

KEY LEARNING OBJECTIVES:

- Understand the political dynamics and motivations of your organisation
- Learn how to gain recognition and visibility for your ideas and efforts
- Develop the ability to network effortlessly for strategic advantage

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Increasing Your Resilience

Strategically Influencing Across your Organisation

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SEMINAR: SE055/SE056/SE057 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) _____
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Auckland Wellington

Course Details

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EARLY-BIRD SAVER

Register & Pay BEFORE date below*

FULL PRICE

Register & Pay AFTER date below*

Course	Early-Bird Saver	Full Price
Developing Assertiveness and Self Confidence at Work (SE055)	\$1895 plus GST SAVE \$200 (6 Sept 2011*)	\$2095 plus GST (6 Sept 2011*)
Increasing Your Resilience (SE056)	\$1895 plus GST SAVE \$200 (14 Sept 2011*)	\$2095 plus GST (14 Sept 2011*)
Strategically Influencing Across your Organisation (SE057)	\$1895 plus GST SAVE \$200 (20 Sept 2011*)	\$2095 plus GST (20 Sept 2011*)

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

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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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