

PERSONAL DEVELOPMENT TRAINING

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Train Your Team

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Management Skills for New Managers

1 & 2 September 2011 – Auckland
8 & 9 September 2011 – Wellington

- Develop the core skills required to be an effective manager
- Identify and develop a people management style that works for you
- Learn how to monitor, manage and coach employees to build a high performing team

Elaine McMeeking



Mastering Challenging Interpersonal Management Situations

5 & 6 September 2011 – Auckland
8 & 9 September 2011 – Wellington

- Develop effective conflict management skills in challenging behavioural situations
- Confidently engage in challenging conversations to address sensitive or challenging issues
- Stand strong in challenging work place situations

Ruth Jillings



Mastering Negotiation Skills

13 & 14 September 2011 – Auckland
19 & 20 September 2011 – Wellington

- Refine and develop your existing negotiation skills to improve your credibility, confidence, business relationships and negotiation outcomes

Pam Cronin



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Management Skills for New Managers

1 & 2 SEPTEMBER 2011 – MERCURE HOTEL, AUCKLAND | 8 & 9 SEPTEMBER 2011 – MUSEUM HOTEL, WELLINGTON



COURSE OUTLINE

Identifying the Critical Skills for Management

- Defining the necessary skills for effective management
- What are the main causes of management failure?
- Understanding where you should be applying management skills in your role
- Learning to apply management skills to improve your overall performance

Developing the Assertiveness Necessary for Today's Business Climate

- What is assertiveness and why is it crucial to success and growth in your role?
- Applying assertiveness techniques that will help you achieve your objectives
- Understanding the link between confidence and assertiveness and developing both
- Assertive communication and behaviour without becoming inflexible or aggressive
- How to say 'no' when you need to

The Fundamentals of Project Management

- What should you consider a 'project' requiring project management?
- How is project management different from the key day to day management principles?
- Applying proven project management techniques to better manage and complete non-routine duties
- Setting project objectives
- Building a project plan which focuses on the objectives
- Setting a clearly defined and achievable schedule with deadlines and sufficient detail

Effectively Managing Multiple Priorities

- Distinguishing between efficiency and effectiveness and how both contribute toward effective management
- Identifying and eliminating the daily time wasters
- Minimising interruptions and reducing the time spent reacting

- Identifying and eliminating procrastination by understanding when and why you procrastinate
- Allowing time for people interaction and meetings while ensuring that everything else gets done
- Working toward a more proactive environment to better juggle your routine and reactive duties
- Applying techniques which help you prioritise effectively and focus on activities that add value to the organisation
- Ensuring that your efforts are directed towards the most critical areas of your role
- Techniques for coping with a large and growing workload

Managing People for Increased Performance

- What makes a good people manager?
- Understanding the challenges of effective supervision and people management
- Building a high performing team by:
 - Setting and agreeing performance standards with each team member to ensure that they deliver the results you want
 - Monitoring staff performance (without having to be the police!)
 - Giving and receiving feedback to continually monitor and improve staff performance and your own people management
 - Coaching for improvement and development
 - Delegating without 'losing control'
- Understanding how managing in this way supports your company's performance management system
- Developing an effective people management style that works for you

Spotting Opportunities for Growth in Your Role

- Knowing your time and skill limits
- Dealing with failure and success and accepting responsibility either way
- Removing the barriers: identifying the factors that hinder your progress and setting plans to work around or eliminate them
- Being proactive in your role for continuous growth and challenge
- Setting your growth objectives

Mastering Challenging Interpersonal Management Situations

5 & 6 SEPTEMBER 2011 – MERCURE HOTEL, AUCKLAND | 8 & 9 SEPTEMBER 2011 – MUSEUM HOTEL, WELLINGTON



COURSE OUTLINE

Exploring Underlying Causes of Workplace Conflicts and Differences

- What is conflict?
- Exploring various conflict management styles
- Why and how conflict can be positive
- Barriers to managing conflict

Dealing with Challenging Behaviours

- Types of personalities
- Understanding personality types and sources of motivation
- Understanding and learning to handle angry and aggressive behaviour
- Understanding and learning to handle passive behaviour
- Understanding and learning to handle passive-aggressive behaviour
- Identifying triggers that may provoke an incident

Managing and Resolving Conflict Productively

- Identifying your personal conflict management style
- Identifying personal barriers that can stall you in a conflict situation
- Factors to consider in matching conflict resolutions to situations

Delivering and Receiving Feedback

- Develop the ability to listen for thoughts and feelings in a conversation
- Discerning the difference between feedback and criticism
- Techniques that you can use for delivering constructive feedback
- How to deliver messages on sensitive issues
- Giving feedback to people above you or in other departments

- Increasing awareness of non-verbal communication
- Enhancing questioning skills

“Reducing Conflict” - Tips for the Generations

- Investigating how conflict can arise between different generations
- Understanding point of view from different generations
- Tips for minimising conflict between generations

Managing Challenging and Sensitive Conversations

- Identifying what makes some conversations challenging or sensitive
- Adopting a more flexible approach to create more open and productive communications
- How to deal with challenging conversations pertinent to performance
 - Useful words to use/avoid in challenging conversations
 - Timing when to have the conversation
- Emotional control – How to hold your own in an emotionally charged situation
- Tools for de-escalating conflict

Moving On Beyond Conflict – Developing Trust & Credibility

- The role of trust in an organisation and how trust leads on to commitment
- Exploring and understanding the dynamics of trust between managers and colleagues at the workplace
- Identifying behaviours and actions that develop trust or tear down trust
- Cultivating a climate of trust



OTHER COURSES YOU MAY ALSO BE INTERESTED IN:

Finance for the Non Financial Manager
- November 2011

Contract Law for Non Lawyers
- November 2011

Mastering Negotiation Skills

13 & 14 SEPTEMBER 2011 – MERCURE HOTEL, AUCKLAND | 19 & 20 SEPTEMBER 2011 - MUSEUM HOTEL, WELLINGTON



COURSE OUTLINE

The Art of Negotiation

- Getting clear on what negotiation really is in your mind and theirs
- Your beliefs and values about negotiation, and whether they help or hinder you
- Ensuring a productive and objective mindset to maximise your ability to influence
- Cementing the five stages of negotiation to clarify your “roadmap” and put you in the driver’s seat
- Activity Challenge: Arguing both sides of an issue

Planning for the Negotiation

- Understanding your own bargaining position
- Examining potential opposition and assumptions that need to be tested
- Rationalising and prioritising your interests and theirs
- Recognising where the power lies and identifying the greater motivation for change
- Defining entry and exit positions, settlement range, variables for trade, and ‘trip-wires’
- Realigning the ‘at all costs mentality’ for a more strategic negotiation
- Activity Challenge: Using planning tools

Opening Negotiations and Creating Rapport

- Building trust and understanding – setting the tone for the interaction
- Managing boundaries, using agendas to uncover potential hooks and snares
- Maximising advantage and influence through your opening gambit

- Skilful questioning strategies and listening techniques to understand what your negotiating partners really want
- Recognising how body language and voice quality affect your negotiation
- Activity Challenge: Designing and delivering powerful opening gambits

Influencing the Outcomes of Your Negotiation

- Testing the water - checking assumptions and avoiding premature concessions
- Using simple persuasion techniques to shape your argument and approach
- Understanding how to trade and bargain using your prioritised variables
- Leveraging the interplay between cost and value
- Handling negotiation ploys and ‘dirty tricks’ that can potentially cause conflict
- Using assertiveness to optimise and influence outcomes, and protect yourself along the way
- Recognising a true ‘win/win’: achieving the best possible outcome
- Activity Challenge: Exploring the expand phase to uncover interests



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- Packed with valuable advice from our highly trained instructors

To find out more, please call (09) 912 3610 or email mike@brightstar.co.nz



GROUP DISCOUNTS

Register any two people on any two 2-day courses from your organisation and get a **\$500** discount off the combined ticket price or register 3 people on any two 2-day courses and **save \$1000** off the combined ticket price.

COURSE TIMES

Day 1 8.30am Registration & Coffee

Days 1 & 2 9.00am Start - 5.00pm Finish

Refreshment breaks, lunch and workbook material will be provided.



ABOUT THESE COURSES

Ruth Jillings



Dr. Ruth Jillings is a Registered Occupational Psychologist who works in private practice on Auckland's North Shore. Currently Ruth works with a wide variety of individuals to assist with both workplace and personal issues. In her one-on-one work Ruth is flexible but primarily uses a cognitive behavioural approach. In addition, Ruth conducts workshops and runs training programmes covering a selection of topics including, stress resiliency, work-life balance, performance management, mentoring and motivation. Ruth has conducted workshops for many New Zealand organisations including Telecom and Solid Energy.

Ruth is also Clinical Supervisor for Raeburn House, a non-profit organisation widely recognised for the excellent work it does in the community. Ruth provides supervision and psychological assistance to all the facilitators as well as key staff.

Ruth completed her Ph.D at Massey University and is now focusing on stress, coping, dysfunctional attitudes, resiliency and well-being. In addition, Ruth taught Social Psychology at Massey for many years. She still returns to Guest Lecture every year.

Elaine McMeeking



Elaine McMeeking has a reputation as one of New Zealand's most effective management training professionals.

Before moving to New Zealand, Elaine started her career in training, HR and recruitment roles in South Africa. For the last six years she has worked as a management and training consultant for a number of large organisations, focussing on the areas of personal efficiency, performance management and appraisal, presentation, facilitation, sales and customer service.

Elaine's enviable academic achievements and international experience as a management training specialist is complimented by her friendly and open style. With an obvious talent for facilitation, her well known professionalism and her knowledge and understanding of the topic, you can count on a practical and results oriented course.

Pam Cronin



Pam Cronin is the owner and principal consultant of BRIDGE Associates, with more than 15 years experience working with organisations across the public and private sectors. She is an experienced and highly regarded practitioner in the field of management and communications training.

Pam's reputation for achieving results through training makes her the ideal presenter for this course. Pam's professional and relaxed facilitation style helps participants to progress their skills and achieve insights relevant to their work.

She is an accredited Team Management Index (TMI) Facilitator, and is the author of the Brooker's New Zealand 'Guide to Training and Development'.

Pam has a Masters in Business Administration (MBA), majoring in Service Management, Entrepreneurship & New Ventures and Tourism Marketing.

Management Skills for New Managers

Moving into management can be daunting. Your workloads will inevitably start to expand, expectations will change and you will find the management of people requires a whole new range of business skills.

Management Skills for New Managers offers immediately applicable, practical training on the crucial areas of people, project and time management. It aims to give new team leaders, supervisors and line managers the skills they need to improve their management styles. The course emphasises on building high achieving teams, dealing with an increased workload and developing the assertiveness and confidence necessary to be a competent business manager.

Mastering Challenging Interpersonal Management Situations

Challenging workplace situations are inevitable. They can stem from a variety of reasons ranging from pressures of the workday to different personalities and challenging behaviours.

While disagreements and differing opinions are normal in work relationships, conflict can cost your team and company productivity, revenues and employee satisfaction.

This course has been structured to help managers and leaders to address various aspects of behavioural management, constructive feedback, trust and credibility. You will come away from the course with greater confidence in managing people and situations effectively – before they blow out of proportion into crises.

Mastering Negotiation Skills

Designed specifically to help you refine and develop your existing negotiation skills, **Mastering Negotiation Skills** is a hands-on, comprehensive course that offers sound strategies to improve your business relationships and results in negotiation settings. The course focuses on practical negotiation planning, exploring how to define entry and exit positions and determining variables for trading and bargaining.

Secure your competitive edge, build profitable working relationships and get the most from your negotiations by registering for **Mastering Negotiation Skills**.

Priority Booking Code

Customer Number

Management Skills for New Managers

Management Skills for New Managers

Mastering Challenging Interpersonal Management Situations

Mastering Negotiation Skills



Brochure Code: 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

First Delegate

First Name (Mr/Ms/Mrs/Miss/Dr) _____ Last Name _____
 Position _____ Email _____
 Phone _____ Mobile _____
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 Mastering Challenging Interpersonal Management Situations Please indicate city
 Mastering Negotiation Skills Auckland Wellington

Second Delegate

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 Position _____ Email _____
 Phone _____ Mobile _____
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Third Delegate

First Name (Mr/Ms/Mrs/Miss/Dr) _____ Last Name _____
 Position _____ Email _____
 Phone _____ Mobile _____
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Company Details

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 Position _____ Email _____

Course Information

EARLY-BIRD SPECIAL

Registrations received/paid before below dates

STANDARD PRICE

Registrations received/paid after below dates

	EARLY-BIRD SPECIAL Registrations received/paid before below dates	STANDARD PRICE Registrations received/paid after below dates
Management Skills for New Managers (TE036)	\$1895 plus GST SAVE \$200 (14 July 2011)	\$2095 plus GST (14 July 2011)
Mastering Challenging Interpersonal Management Situations (TE035)	\$1895 plus GST SAVE \$200 (14 July 2011)	\$2095 plus GST (14 July 2011)
Mastering Negotiation Skills (TE042)	\$1895 plus GST SAVE \$200 (26 July 2011)	\$2095 plus GST (26 July 2011)

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 Conferenz Ltd, Freepost 83430, PO Box 31 506, Auckland 0741

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HOW TO PAY

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Confirm your cancellation in writing (letter, fax or email) at least ten working days prior to the event and receive a refund less a \$300+GST service charge per registrant. Regrettably, no refunds can be made for cancellations received after this date.

Delegates are responsible for their own travel/accommodation bookings and no compensation will be made should the conference be rescheduled or cancelled.

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Please Note: Bright*Star reserves the right to make any amendments that we may deem to be in the best interest of the seminar

Train the team and save

Register on any two 2-day courses and save \$500 off the full price or any three 2-day courses and save \$1000 off the full price. For one day seminars or larger bookings call (09) 912 3610 or email mike@brightstar.co.nz to discuss further in-house or group training options.