

PEOPLE MANAGEMENT SKILLS FOR TECHNICAL PROFESSIONALS

12 & 13 APRIL 2012 – AUCKLAND
26 & 27 APRIL 2012 - WELLINGTON



BrightStar
TRAINING



COURSE OUTLINE

Moving successfully from a technical expert to a manager

- Balancing the technical, organisational and management roles and skills
- The psychological and behavioural break required to become a boss
- Legal implications of you as the “proxy employer” i.e. what you need to know to avoid landing your company in it when hiring, disciplining and firing
- Delegation – knowing why, when and how you should delegate

The art of people management

- A quick review of the people skills that will ease your transition to manager
- Listening
- Walking the talk
- Mentoring and coaching
- Motivation and communication
- Conflict resolution
- Self awareness and intuition

Developing a high performance workforce/team: Learning and identifying what motivates people

- Team structures versus individual focused workplaces
- Sales/commission driven environments versus non sales environments
- Professional versus labour
- Centralised versus decentralised
- Office based versus non office based
- Defining critical personality types and their influence on overall performance

Communications is at the heart of people management

- Your new role as “bringer of good and bad news”
- Identifying communication facilitators amongst your team
- What are staff/team members’ expectations of you as a manager?
- Developing your own communication style to successfully manage your relationships
- Communication interrupters – what causes communication “blockages”?

Managing and motivating – managing your staff performance

- Learning the different styles/patterns of responsive behaviour
- What can you learn from these styles to improve how others respond to you?
- Watching out for the real gremlins i.e. the real de-motivators
- Having effective performance measures
- Having a system that allows for two-way communication
- Focussing on the outcomes – NOT the behaviour
- Dealing positively with poor performance
- Tips for boosting the overall performance of your team

Developing negotiating skills

- Identifying situations where negotiation skills can be used in relation to people management
- Applying your listening skills
- Using silence effectively
- Developing a win-win philosophy
- Breaking down the unwillingness of the other person to come to the negotiation table

Managing conflict for positive outcomes – handling difficult people/behaviour

- Understanding the how, when, where and why of conflict
- Assessing your own behaviour in conflict situations
- Recognising constructive and destructive conflict
- The secret to handling conflict with ease – listen, listen and listen!
- Listening and questioning to exhaust criticism and identify what the real problem is
- Responding to the victims, complainers, blamers
- Handling bullies, intergroup conflict and interdepartmental conflict

The course will feature practical examples and case studies based on the experiences of technical professionals.

SECURE YOUR PLACE TODAY!

Phone (09) 912 3616

Email register@brightstar.co.nz

www.brightstar.co.nz



FACILITATOR: Keith McGregor

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.

Among the numerous organisations he has worked with, both national and international, Keith is recognised for his executive assessment work and in particular for his extensive knowledge of interview techniques, testing and test development.

Keith is a registered psychologist and coordinator of the industrial/organisational special interest group for the Occupational Division for the New Zealand Psychological Society and Human Resource Institute of New Zealand.

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First Delegate

Select City

Auckland

Wellington

First Name (Mr/Ms/Mrs/Miss/Dr) _____

Last Name _____ Position _____

Email _____ Mobile _____

Second Delegate

SAVE \$500

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Auckland

Wellington

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Last Name _____ Position _____

Email _____ Mobile _____

Company Details

Company Name _____

Postal Address _____ City _____

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Name of Approving Manager _____

Position _____ Email _____

Booking Contact _____

Position _____ Email _____

Course Details

EARLY-BIRD SPECIAL

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\$1895 plus GST **SAVE \$200**
(23 February 2012)

STANDARD PRICE

Registrations received/paid after below dates

\$2095 plus GST
(23 February 2012)

People Management Skills for Technical Professionals

Send two people to People Management Skills for Technical Professionals and **save \$500** on the total combined ticket price, or send three people and **save \$1000** on the total combined ticket price. Delegates must be from the same organisation and bookings must be made at the same time. For larger bookings call (09) 912 3610 or email training@brightstar.co.nz to discuss further in-house or group training options.

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BY POST: Return completed registration form together with payment to: Conferenz Ltd, Freepost 83430, PO Box 31 506, Auckland 0741

BY FAX: Fax completed registration form to (09) 912 3617

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Payment must be received before the course to guarantee your place. Individual registrations are unable to be shared.

Direct Credit payment to our bank account (please post advice of remittance)

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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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