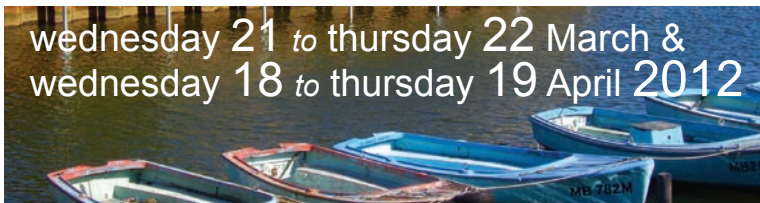


'Stepping Up' Management Essentials Program

THE
SERVICE SPIRIT

the science & soul of leadership



wednesday 21 to thursday 22 March &
wednesday 18 to thursday 19 April 2012

Program Purpose To enhance the confidence and skills of participants and the impact and influence they have in their workplace. This program focuses on managing teams, managing others, managing self and putting it into practice.

Who should attend Emerging or front line leaders and those who have influencing roles within their organisation.

Participants receive quantitative feedback during the program about their current team effectiveness having completed a survey with their team prior to commencement of the program.

The outcomes participants can expect from this program include:

- Enhanced awareness of the impact of their behaviour on others and team performance
- Improved capability to set up effective teams and align teams to a common purpose, performance goals, values and behaviours
- Better quality communication and authentic dialogues that enhance individual and team performance
- Increased confidence in dealing with underperforming team members
- Ability to deal constructively with conflict and have more win/win outcomes
- Ability to influence and lead change
- Enhanced capability in developing and growing others
- Improved prioritisation in order to increase focus on delivery

Program Follow Up A follow up one on one coaching session is recommended six months after the final module has been completed. This will support each participant's ability to effectively apply their learnings back in the workplace. This includes re-surveying Team Effectiveness as a comparative measure.

what past
participants
have said...

"I found the Team Effectiveness Survey really useful and this program linked to my 'reality' more than most courses do."

"It has been a really positive experience for me and I am excited about the changes we can make across this organisation."

"This has been the most personally rewarding training I have ever done in my career and is the first course where I feel like I can actually bring the tools back and use them to add value in my workplace."

4 DAY

(non-residential) Program

**Venue - Doyles Bridge Hotel
1 Nepean Hwy Mordialloc VIC**

4 DAY PROGRAM

**Wednesday 21 - Thursday 22 March
AND**

Wednesday 18 - Thursday 19 April

Each day commences at 8:30am and concludes at 5:30pm

INVESTMENT

AUD \$3,950 (GST inclusive)

A deposit of 50% (AUD \$1,975) is required upon confirmation

The balance of AUD \$1,975 is required by 15 February 2012

**Places will be limited to
12 participants**

Please contact us for any further information or to register your place:

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