

# PERSONAL DEVELOPMENT TRAINING

## Train Your Team

see group discount details on back page

### SEPARATELY BOOKABLE SEMINARS



### FACILITATED BY

## Multiple Priorities and Time Management

1 & 2 JULY – MERCURE HOTEL, AUCKLAND  
15 & 16 JULY – MUSEUM HOTEL, WELLINGTON

## Effective Interpersonal Skills and Business Communications

19 & 20 JULY – MERCURE HOTEL, AUCKLAND  
2 & 3 AUGUST – MUSEUM HOTEL, WELLINGTON

## Mastering Persuasion, Influence and Assertiveness

5 & 6 AUGUST – MERCURE HOTEL, AUCKLAND  
12 & 13 AUGUST – DUXTON HOTEL, WELLINGTON

- Equip yourself with the tools and techniques that will enable you to maximise productivity, achieve your goals and retain control of your time.
- Learn to manage and integrate your organisation's goals with your team's objectives.
- Ensure you focus your energy on the activities that will add value to your organisation.

**Elaine McMeeking**



- Improve your business communication skills for better personal and team performance
- Identify how managers can drive company strategy through their staff using effective communication
- Turn potential conflict situations into interactions where mutually agreeable outcomes can be achieved

**Jan De Zoete**



- Enhance your ability to persuade and influence to achieve the results you want
- Master assertiveness skills and take control of difficult situations

### SECURE YOUR PLACE TODAY!

Phone (09) 912 3616 • Fax (09) 912 3617

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# Multiple Priorities and Time Management

1 & 2 JULY – MERCURE HOTEL, AUCKLAND • 15 & 16 JULY – MUSEUM HOTEL, WELLINGTON



## COURSE OUTLINE

### The Skills of Self, Time and Team Management

- Identifying what constitutes best practice self-management in high achievers
- Taking control by understanding and managing the reactive/proactive mix of your role
- Balancing external and internal constraints
- Examining the discrepancy between 'ideal' and actual use of time
- Setting your objectives in the wider context of your organisation
- Managing the interaction between your time, your team's time and your key goals

### Setting Individual and Team Objectives

- Developing a systematic and effective approach to planning
- Aligning the business objectives, your own objectives and those of your team
- Getting the future into every single day
- Prioritising the daily plan
- Tackling important versus urgent tasks
- Effectively handling interruptions
- Reconciling team and personal objectives

### Efficiently Handling Paperwork and Electronic Overload

- Managing paperwork
- Handling incoming mail
- Making e-mail work for you

### Overcoming Procrastination

- Why we 'put things off'
- How procrastination impacts your workload
- Six practical strategies to prevent procrastination

### Scheduling Your Team for the Medium and Long Term

- Integrating your organisation's goals with your team's objectives
- Defining objectives and getting your team "on board"
- Proactively identifying and addressing obstacles to goal achievement
- Exercise: Clarifying the End Result
- Juggling larger projects with everyday tasks and routines
- Helping your staff focus on their objectives
- How to avoid long term goals losing out to short term needs
- Effectively planning and managing smaller and larger projects
- Effectively monitoring progress and improving performance

- Exercise: Project planning in seven easy steps
- Delegation strategies that work
- When and how to delegate
- Overcoming the problems of empowerment
- Setting effective objectives
- Identifying the tasks you should delegate and to whom
- Adopting a delegation style to suit each individual team member
- Clearly communicating objectives and priorities
- Poor delegation and dependency
- Responding effectively when tasks are delegated to you
- Exercise: "Making delegation a time saver not a time waster"

### Making the Most of Your Support Staff

- Bridging the communication gap between boss and secretary
- The problems of undervaluing and under-utilising your support systems
- Joint Exercise: "Achieving a more productive relationship" (to be completed by you and your secretary/administrator after the course)

### Managing Change and Conflicting Priorities

- Taking a proactive approach to change
- Managing shifting "goal posts"
- Balancing pressure from above with realistic objectives

### Effectively Managing Meetings

- Why do so many meetings waste time?
- Establishing the strategic purpose of the meeting
- Setting appropriate agendas to control meetings
- Maintaining pace and control
- Influencing, meeting protocol when you are not the Chairperson

### Proven Strategies for Managing Pressure

- Exploiting pressure as a positive force
- Identifying when stress and pressure are working against you
- Physical techniques for reducing stress
- Reclassifying your tasks and objectives
- Managing your working relationships by being assertive
- Managing and mitigating the stress on your team

## TRAIN YOUR TEAM AND SAVE

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

# Effective Interpersonal Skills and Business Communications

19 & 20 JULY – MERCURE HOTEL, AUCKLAND • 2 & 3 AUGUST – MUSEUM HOTEL, WELLINGTON



## COURSE OUTLINE

### Day One

#### Communicating the “Big Picture”

- Understanding key interpersonal elements of the communication process
- How to ensure individual staff have clarity, commitment to and agree with business objectives
- Communicating in a way that inspires staff and gets buy-in
- Ensuring staff see how ‘what they do’ matters to the business

#### Communication Styles and Employing Your Communication Strengths

- Identifying your preferred/natural style of communication
- Understanding strengths and weaknesses of each communication style
- Exploring the components of verbal and non verbal communication
- Improving your communication outcomes with other style preferences by knowing how to ‘flex’ into their style, so they can relate to you

#### Using Enhanced Listening Techniques to Streamline Communication

Group role play dealing with ‘dilemma’ to identify communication ‘traps’

- The 5 key listening skills and ‘5 deadly sins’ of non listening  
Simulation exercise to emphasise the power of assumptions and how we listen through our own ‘filters’
- Cultivating effective listening skills:
  - Asking questions to understand
  - Paraphrasing facts and emotions/using the ‘mirror’ technique
  - How body language enhances communication
  - Showing empathy

Role play: Dealing with dilemma to identify communication traps

**Pairs exercise:** Practice listening to and ‘coaching’ your partner with his/her dilemma

Overnight exercise: Notice how you and others listen and be prepared to give feedback to group tomorrow

#### Assertiveness, Conflict Resolution and Negotiating For Win-Win Results: Understanding the B-behavioural Range

- Aggressive: forcing the issue
- Assertive: confident expression of thoughts and feelings
- Passive: submissive silence
- Assessing individual assertiveness skills

### Day Two

#### Successfully Handling Conflict

- Anticipating difficult situations: what is conflict and where does it come from?
- What are the things that are within our control/can and can’t change?
- Managing the team: dealing with prickly behavioural styles
- Handling anger and frustration
- Getting everyone working together through conflict resolution techniques

#### Role play exercise

#### Delivering Feedback with Conviction and Confidence

- Connecting with staff: showing you have listened
- Communicating responses: stating your positions
- Using constructive ways to deliver feedback for:
  - Reinforcement
  - Redirection
- Receiving and handling feedback

#### Combining Communication Tools and Assertive Strategies

- Identifying your ‘buttons’, recognising the ‘amygdale hijack’ and how to develop impulse control through self-awareness
- Recognising when others’ buttons are being pushed, and how to use empathy, even when you feel like you are being ‘attacked’ unfairly
- The language we use: identify the inflammatory nature of evaluative language versus objective, descriptive language
- Role plays: Staying in ‘adult’ mode and avoid ‘buttons’ being pushed!
- Three part conflict resolution/negotiation techniques

#### Role play exercise

#### Facilitating Interpersonal Communication In A Team

(These skills will be useful for managing communication in routine meetings and/or syndicate or project groups to avoid potential ‘games’ or ‘politics’, and ensure group buy-in to achieving the best outcomes)

- Managing communication during meetings/project group discussions
- How to avoid potential ‘games’ or ‘politics’
- Identifying the difference between the task (structure/process) and group (interpersonal dynamics) focus of a meeting and why both are important
- Techniques for managing the group dynamics:
  - Managing disruptive non verbal behaviours constructively
  - Managing disruptive verbal behaviours constructively through conflict resolution techniques (as practised before)
  - Using the group dynamics to get a disruptive individual’s buy-in. Role plays to practise above three scenarios
  - How to reach agreement/get buy-in and collaboration, when participants opinions differ (what’s the difference between ‘majority’/ ‘consensus’ etc.)

**Practical exercise** to reinforce the importance of group focus and collaboration to achieve the desired end result.

- Giving feedback to the group:
  - When a positive result has been achieved or passing on good feedback, when received
  - When the result has not been achieved and the group needs to agree on how to move forward

#### Conclusion

- Identifying individual learnings
- Re-visiting participant expectations

# Mastering Persuasion, Influence and Assertiveness

5 & 6 AUGUST – MERCURE HOTEL, AUCKLAND • 12 & 13 AUGUST – DUXTON HOTEL, WELLINGTON



## COURSE OUTLINE

### Day One

#### Exploring the Area of Need and the Bases for Persuasion and Influence

- Participant objectives for attending
- Why wish to influence and persuade
- Is there a difference between persuading and influencing?
- Implications of compliance and commitment
- Relationships – Exploring issues of short term vs. long term gain
- Attitudes - self/others

#### Understanding How People Operate and How to Maximise their Full Potential

- Reaction to change – Denial, Confusion, Renewal and Contentment
- Motivation – How can motivation be applied to every action and goal
- Rule of consistency
- Rule of reciprocity

#### Developing Effective Communication for Increased Productivity

- Why is effective communication as a critical component of a successful operation?
- Understanding the communication process
- Identifying the strengths and weaknesses of different methods of communication
- Developing active listening skills
- Identifying non verbal cues
  - When and how to respond to them

#### Utilising Power to Influence and Persuade

- Understanding the concept and nature of power
- The issue of context

- Sources of power and people's perspective on decisions
- Harnessing the power to determine your outcome
  - Techniques to increase your power

### Day Two

#### The Importance of Trust

- Understanding the nature of trust
- Dimensions of trustworthy behaviour
- Understanding levels of trust
- How a single trust violation may damage/reduce trust
- How and what to do to restore trust

#### Harnessing Assertive Communication for Persuading

Understanding the positive and negative dynamics of

- The passive style
  - The passive-aggressive style
  - The aggressive style
- It takes two to tango – Remaining Assertive with a flexible style
- The assertive style

#### The Process of the Persuasive and Influential Conversation

- Establishing objectives to be achieved
- Planning for success
  - Identifying hotspots and critical concerns
- The actual conversation
  - Challenging and changing negative and destructive conversations
- Remaining in control
- Setting boundaries
- Reflecting on the outcome

#### Practical Application – Action Plan



## OTHER COURSES YOU MAY ALSO BE INTERESTED IN:

**Essential Skills of Successful Project Management**  
– July/August 2010

**Finance for the Non Financial Manager**  
– July/August 2010

**Advanced Excel Spreadsheet Skills for Non Financial Managers**  
– August 2010



## IN-COMPANY TRAINING SOLUTIONS

If six or more staff in your organisation would benefit from training, you should consider our customised in-house solution.

#### Some of the benefits of our in-house events include:

- Cost effective: Save up to 40% on costs over public training
- Time efficient: Flexible timing and locations to suit your needs
- Tailored to your needs: You can provide input into the content in accordance with your unique training needs
- Interactivity: You can participate in discussion of day-to-day experiences and organisational problems in confidence
- Packed with valuable advice from our highly trained instructors

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

## 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.



## INSTRUCTOR PROFILE



### 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.



### Jan de Zoete

Jan de Zoete, MBA, Dip.Clin.Psych., MA (Hons.), Lth. Registered Psychologist

Jan is a clinical psychologist with extensive senior management experience in both the public and private health sectors. He combines his practical knowledge of psychology and management to develop and present programs which meet the changing needs of businesses.

Jan's expertise lies in interpersonal relationships, positive communications and an awareness of personal power. Jan uses these to help people improve their personal productivity when dealing with customers, supervising staff or managing people in the workplace. He also works in the areas of change management, stress management, and general areas of supervision, management, team leadership and coaching.



## ABOUT THESE COURSES

### Multiple Priorities and Time Management

As the course outline clearly indicates, **Multiple Priorities and Time Management** is one of its kind as it offers a unique blend of practical tools, skills and approaches to get you in command of your workload and progress from a singular approach to a collective approach to managing and scheduling yours as well as your team's priorities for the medium and long term.

In this increasingly fast-paced business environment, efficiency and effectiveness is a precursor to improving productivity. Packed with a variety of neat tips and tools, this course is designed to systematically help you make sense of what works for you and implement straight away. To reinforce your learning experience, you will also be engaged in practical exercises that will set you up to radically improve yours and your team's effectiveness and efficiency.

### Effective Interpersonal Skills and Business Communications

In this age of electronic communication where emailing, teleconferencing and videoconferencing is fast-becoming the only means of communication for most people, face to face encounters have taken a backseat.

As organisations get flatter and teams with their own unique expertise, insights, and perspectives are brought together, building high performance work relationships require not just technical skills and hardwork but also interpersonal skills.

By becoming aware of your own and other people's interpersonal skills, you'll be able to develop a better rapport with colleagues and build trust within all your working relationships. If you're looking forward to improving your team's performance, organisational effectiveness and business opportunities this course is the right course for you. Interactive and practical, this training course is designed to refine your business communication skills for improved personal and team performance.

### Mastering Persuasion, Influence and Assertiveness

Whether you are dealing with a boss, colleague, staff member or senior management, your ability to persuade and influence is crucial. As businesses and organisations get more competitive, success increasingly depends on the ability of managers to drive their teams forward.

**Mastering Persuasion, Influence and Assertiveness** is designed for managers who want to get the edge and take their performance to the next level. An practical and hands-on course, you will learn to develop strategies to handle individual and interdepartmental conflicts whilst reaching compromises and achieving win-win solutions for everyone involved.

Priority Booking Code

Customer Number

## PERSONAL DEVELOPMENT TRAINING

### Multiple Priorities and Time Management

### Effective Interpersonal Skills and Business Communications

### Mastering Persuasion, Influence and Assertiveness



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 \_\_\_\_\_

Multiple Priorities & Time Management  Please indicate cityEffective Interpersonal Skills and Business Communications  Auckland  Wellington Mastering Persuasion, Influence and Assertiveness 

### Second Delegate

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

Last Name \_\_\_\_\_

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

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### Third Delegate

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

Last Name \_\_\_\_\_

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

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### Company Details

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

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

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

Name of Approving Manager \_\_\_\_\_

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

Booking Contact \_\_\_\_\_

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

### Course Information

	EARLY-BIRD SPECIAL Registrations received/paid before below dates	STANDARD PRICE Registrations received/paid after below dates
<b>Multiple Priorities and Time Management (TD034)</b>	\$1895 plus GST <b>SAVE \$100</b> (13 May 2010)	\$1995 plus GST (13 May 2010)
<b>Effective Interpersonal Skills and Business Communications (TD035)</b>	\$1895 plus GST <b>SAVE \$100</b> (31 May 2010)	\$1995 plus GST (31 May 2010)
<b>Mastering Persuasion, Influence and Assertiveness (TD036)</b>	\$1895 plus GST <b>SAVE \$100</b> (17 June 2010)	\$1995 plus GST (17 June 2010)

**Team Discounts:** If you have a group of people who would like to attend one or more of these courses, call us at (09) 912 3616 or email mike@brightstar.co.nz to discuss our team training

### FIVE EASY WAYS TO REGISTER TODAY!

**ONLINE:** Visit our website: [www.brightstar.co.nz](http://www.brightstar.co.nz)

**BY PHONE:** (09) 912 3616

**BY EMAIL:** Send to [register@brightstar.co.nz](mailto:register@brightstar.co.nz) including all of the information included on the registration form

**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

### HOW TO PAY

**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)

**Bank:** The National Bank, North Shore Corporate

**Account Name:** Conferenz Ltd

**Account Number:** 06-0273-0228588-25

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#### What happens if I have to cancel?

You have several options:

- Send a substitute delegate in your place
- 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 any two people from your organisation on any of these 2-day training courses and get a \$500 discount off the combined ticket price or register 3 people on any of these 3-day training courses and save \$1000

(\*earliest applicable earlybird date applies)

This combination entitles you to either go on each course or you can go on one and your colleague(s) can attend the other(s). Registrations must be from the same organisation and registered at the same time.