

PERSONAL DEVELOPMENT TRAINING



SEPARATELY BOOKABLE SEMINARS

Train Your Team

see group discount details on back page

Mastering Persuasion, Influence and Assertiveness

1 & 2 August 2011 – Auckland
18 & 19 August 2011 – Wellington

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

Jan De Zoete



Multiple Priorities and Time Management

15 & 16 August 2011 – Wellington
5 & 6 September 2011 – Auckland

- Equip yourself with 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

Elaine McMeeking



Maximising Staff Potential and Engagement

22 & 23 August 2011 – Auckland
12 & 13 September 2011 – Wellington

- Balance your dealings between exceptional and poor performers
- Ensure your performance management process is HR compliant

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Mastering Persuasion, Influence and Assertiveness

1 & 2 AUGUST 2011 – MERCURE HOTEL, AUCKLAND • 18 & 19 AUGUST 2011 – AMORA HOTEL, WELLINGTON



COURSE OUTLINE

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

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:

Finance for the Non Financial Manager
- June and November 2011

Essential Skills of Successful Project Management
- August 2011

Multiple Priorities and Time Management

5 & 6 SEPTEMBER 2011 – MERCURE HOTEL, AUCKLAND • 15 & 16 AUGUST 2011 – AMORA 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
- 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
- Overcoming the problems of empowerment
- Clearly communicating objectives and priorities
- 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

Maximising Staff Potential and Engagement

22 & 23 AUGUST 2011 – MERCURE HOTEL, AUCKLAND • 12 & 13 SEPTEMBER 2011 - AMORA HOTEL HOTEL, WELLINGTON



COURSE OUTLINE

Overview

- Why it is important to actively manage both poor performers and exceptional performers
- Why some employees don't perform/ behave to our standards
- Why some high performers choose to leave (and what we could do about this)
- Recognising how you, as a manager, may unintentionally contribute to the problem of poor performers staying and high performers leaving!

The Role of the Manager

- Leading and creating a thriving and conducive environment
- Cultivating personal responsibility and accountability
- Creating a high performance culture:

Motivation in Motion

- Feedback from staff/ research assignment
- Understanding motivation
- How to use rewards as motivation tools
- Reviewing progress and rewarding success
- Listening Skills
- The importance of listening to establish a connection with staff
- The 5 "deadly sins" of non-listening
- Identifying how our own ineffective listening can cause others to react negatively to us and what we are saying
- Identifying how effective listening can get people on-side
- Encouraging individuals to take part in constructive discussions
- Listening for what is not being said
- Communicating Expectations and Standards
- The 'what', 'why' and 'how' of expectations and standards
- The link between communicating our expectations, and staff motivation
- How to have these conversations with new staff
- How to have these conversations with existing staff

Delivering Effective Feedback

- How feedback is linked to staff motivation
- How encouraging feedback motivates poor performers
- How encouraging feedback sustains high levels of performance in exceptional staff
- Giving encouraging feedback
- Giving developmental feedback by using a 6 step feedback framework
- Using facts and direct language when giving feedback
- The importance of recognising good performance, through positive feedback

Recognising and Approaching Performance Issues with poor performers

- Performance management problem vs. HR problem
- Performance management vs. disciplinary processes
- Assessing the likely impact of the performance issue
- Separating the performance issue from personal issue
- Probing without compromising rights of individuals
- Ensuring your processes and practices are HR compliant
- When to involve HR in the process
- Preparing to deal with the emotional reactions

Managing and Sustaining Talents and High Performers

- Getting the best from your high performers
- Situational leadership
- Establishing KPIs
- Tapping into potential of hidden talents
- Identifying staff that offer the best return on investment
- Dividing and prioritising your time and focus accordingly
- Delegation as a developmental tool
- Succession & Career Planning



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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
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- 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



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**

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 PROFILES

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

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. A 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.

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.

Maximising Staff Potential and Engagement

The goal of any manager is to have high performing staff and ultimately high productivity levels.

Getting the best from your staff is a continual process that involves creating a motivating environment; setting challenging goals; ongoing feedback, professional development planning, performance appraisals and follow up.

It is essential that managers deal with the effects of poor performance, with the aim of turning those staff into high performers. Equally, in this economy of talent shortage, engaging and retaining high performers is vital. Doing both can be challenging and a tough balancing act. Either way, both low productivity and brain drains are costly and potentially damaging to your companies' intellectual capital.

Designed exclusively for managers and leaders this course helps establish the structure and processes to increase commitment, motivation and morale of your staff, leading to overall organizational success.

Priority Booking Code

Customer Number

PERSONAL DEVELOPMENT TRAINING

Multiple Priorities and Time Management

Mastering Persuasion, Influence and Assertiveness

Maximising Staff Potential and Engagement



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 _____

Multiple Priorities and Time Management Mastering Persuasion, Influence and Assertiveness Please indicate cityMaximising Staff Potential and Engagement Auckland Wellington

Second Delegate

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Third Delegate

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Phone _____ Mobile _____

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Booking Contact _____

Position _____ Email _____

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BY POST: Return completed registration form together with payment to:
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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.

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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

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
Multiple Priorities and Time Management (TE019)	\$1895 plus GST SAVE \$200 (27 June 2011)	\$2095 plus GST (27 June 2011)
Mastering Persuasion, Influence and Assertiveness (TE021)	\$1895 plus GST SAVE \$200 (13 June 2011)	\$2095 plus GST (13 June 2011)
Maximising Staff Potential and Engagement (TE053)	\$1895 plus GST SAVE \$100 (4 July 2011)	\$2095 plus GST (4 July 2011)

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.