

TRAINING

APRIL 2012

MANAGEMENT DEVELOPMENT

Management Skills for New Managers

2 & 3 April 2012 – Wellington
23 & 24 April 2012 – Auckland

TRAINER: Elaine McMeeking

Multiple Priorities and Time Management

4 & 5 April 2012 – Wellington
26 & 27 April 2012 – Auckland

TRAINER: Elaine McMeeking

MANAGEMENT SKILLS FOR NEW MANAGERS

WELLINGTON

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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. It is not always easy, even for the most talented rising star. But as you take on more responsibility to meet your targets, achieving your objectives and becoming a manager that people respect can be quite a challenge! Nevertheless, if you are keen on spearheading the performance of your team, **Management Skills for New Managers** is the right course for you.



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, focusing 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.

"The scenarios and issues addressed are practical rather than just theory"

"Thanks Elaine, I thoroughly enjoyed your enthusiasm and motivation throughout the last two days"

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, emphasising on building high achieving teams, dealing with an increased workload and developing the assertiveness and confidence necessary to be an effective business manager.

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
- 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 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
- Minimising interruptions and reducing the time spent reacting
- 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
- Techniques for coping with a large and growing workload

Managing people for increased performance

- Building a high performing team by:
 - Setting and agreeing performance standards with each team member to ensure that they deliver the results you want
 - Giving and receiving feedback to continually monitor and improve staff performance and your own people management
 - Delegating without 'losing control'
- 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



MULTIPLE PRIORITIES AND TIME MANAGEMENT

WELLINGTON

4 & 5 APRIL 2012

AUCKLAND

26 & 27 APRIL 2012

You may also be interested in:

People Management Skills for Technical Professionals
April 2012

Powerful and Confident Presentation Skills
April & May 2012



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.

COURSE OUTLINE

The skills of self, time and team management

- Identifying what constitutes best practice self-management in high achievers
- 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
- 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, monitoring and managing smaller and larger projects

Exercise: Project planning in seven easy steps

- Delegation strategies that work
- Overcoming the problems of empowerment
- 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
- Managing your working relationships by being assertive
- Managing and mitigating the stress on your team

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Brochure Code: TF054 | TF055 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 _____ Mobile _____
 Management Skills for New Managers Select City
 Auckland
 Multiple Priorities and Time Management Wellington

Second Delegate

First Name (Mr/Ms/Mrs/Miss/Dr) _____ SAVE \$500
 Last Name _____ Position _____
 Email _____ Mobile _____
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 Auckland
 Multiple Priorities and Time Management Wellington

Third Delegate

First Name (Mr/Ms/Mrs/Miss/Dr) _____ SAVE \$500
 Last Name _____ Position _____
 Email _____ Mobile _____
 Management Skills for New Managers Select City
 Auckland
 Multiple Priorities and Time Management Wellington

Company Details

Company Name _____
 Postal Address _____ City _____
 Telephone _____ Fax _____
 Name of Approving Manager _____
 Position _____ Email _____
 Booking Contact _____
 Position _____ Email _____

Course Details

	EARLY-BIRD SPECIAL Registrations received/paid before dates below	STANDARD PRICE Registrations received/paid after dates below
Management Skills for New Managers (TF054)	\$1895 plus GST SAVE \$200 13 February 2012	\$2095 plus GST 13 February 2012
Multiple Priorities & Time Management (TF055)	\$1895 plus GST SAVE \$200 15 February 2012	\$2095 plus GST 15 February 2012

FIVE EASY WAYS TO REGISTER TODAY!

ONLINE: Visit our website: www.brightstar.co.nz

BY PHONE: (09) 912 3616

BY EMAIL: Send to 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

Post a crossed cheque payable to Conferenz Ltd

Please invoice my organisation the sum of \$ _____
 (GST No. 66-938-654)

My purchase order number is _____ (state if applicable)

You can also pay by credit card. Call our Customer Service Team on (09) 912 3616 if you wish to pay by this method, or register online at www.brightstar.co.nz

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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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Your Privacy

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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 two day courses and get a **\$500 discount** off the combined ticket price or register 3 people on any of these two day courses & save \$1000 off the combined ticket price. Bookings must be completed 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.