

TEAM LEADERS TRAINING SUITE

Train Your Team

see group discount details on back page

SEPARATELY BOOKABLE SEMINARS

Frontline Customer Service Leadership – Achieving Optimum Performance and Results from Your Frontline Team

28 & 29 OCTOBER 2009 – AUCKLAND
16 & 17 NOVEMBER 2009 – WELLINGTON

Dealing with Aggressive and Potentially Violent Customers

27 OCTOBER 2009 – AUCKLAND
10 NOVEMBER 2009 – WELLINGTON

Team Leaders & Supervisors Survival Tactics

4 & 5 NOVEMBER 2009 – WELLINGTON
16 & 17 NOVEMBER 2009 – AUCKLAND



FACILITATED BY

Course Objectives:

- Refine and improve your frontline leadership skills
- Understand and learn how and when to implement effective motivating techniques to drive performance and productivity

Blair
Stevenson



Course Objective:

Equip yourself with the appropriate skills of anticipating, avoiding, reducing and managing aggressive and violent behaviour

Mark
Douglas



Course Objective:

Equip yourself with the key tools that will make you an effective leader, manager, communicator and problem-solver

Penny
Holden



SECURE YOUR PLACE TODAY!

Ph: (09) 379 5892 • Fax: (09) 309 7986

Email: register@brightstar.co.nz

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TRAINING



Certificate



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Interactive

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Frontline Customer Service Leadership

Achieving Optimum Performance and Result from Your Frontline Team

28 & 29 OCTOBER – MERCURE HOTEL, AUCKLAND · 16 & 17 NOVEMBER – DUXTON HOTEL, WELLINGTON



COURSE OUTLINE

DAY ONE

Your Role and Basic Principles

- Identifying the roles people managers and team members play in achieving optimal results
- Identifying frontline customer service leadership practices integral to successful performance
- Exploring how these practices interrelate
- Understanding the differences between the conventional approaches to managing performance and those required to be effective

ABC Model – Activators, Behaviours and Consequences

- Understanding how behaviours create and drive performance and results
- Exploring how activators and consequences impact on behaviour
- Identifying and understanding the various forms of workplace activators
- Identifying and specifying the critical behaviour that create high performance

Motivating Techniques for Day-to-Day Actions

- Understanding how consequences work to increase/decrease behaviour
- Using positive reinforcement as a consequence
- How to manage, change or transform behaviours effectively
- Using positive reinforcement for maximum effect
- How to use pairing and the 4:1 ratio to increase employee engagement and performance

Reinforcing Behaviour through Praise

- Increasing awareness of the impact of your behaviour on others
- Understanding the key steps in reinforcing behaviour through praise
- Recognising the common mistakes made by managers when attempting to reinforce behaviour through praise
- Identifying the practices of high-performing frontline managers

DAY TWO

Reinforcing Behaviour Practical

- Rehearsal: Providing praise
- Receiving one-on-one feedback and guidance
- Using Reinforcement Records to ensure consistency
- Managing the performance of distributed teams

Delivering Corrective Feedback

- Understanding the key steps in the process for effectively addressing performance problems
- Recognising the common mistakes made by managers when attempting to address performance problems
- Rehearsing delivering corrective feedback
- Receiving one-on-one feedback and guidance

Guiding and Mentoring using the GROW Conversation

- Recognising the practical concepts on which the GROW Conversation process is based
- Understanding the key steps in the process for effectively guiding and mentoring others
- Recognising the common mistakes made by managers when attempting to guide and mentor others
- Rehearsing undertaking a GROW Conversation
- Receiving one-on-one feedback and guidance

Action Planning

Developing an Action Plan for implementation during the next three months of the Frontline Leadership practices and skills learnt.

Instructor: Blair Stevenson

TRAIN YOUR TEAM & SAVE

Send different team members to the seminars of their choice. Book 4 days of training and save \$400 off the total cost. For larger bookings call (09) 379 5892 or email mike@brightstar.co.nz to discuss further discount options.

Dealing with Aggressive and Potentially Violent Customers

27 OCTOBER – MERCURE HOTEL, AUCKLAND · 10 NOVEMBER – DUXTON HOTEL, WELLINGTON



COURSE OUTLINE

Introduction and Dealing with Incidents

- Defining aggressive/violent behaviour
- Situational assessment
- Recognising the warning signs of a potentially threatening or violent situation
- How to manage hostile behaviours that could potentially turn into violent confrontation
- Recognising when a situation is escalating
- Controlling your own reactions to prevent aggravation and violence
 - Angry or hostile customer
 - Threatening with gun/weapon
 - Telephone suicide/bomb threats

Managing Groups/Other Customers during Incidents

- Establishing a group behaviour management plan
- Proper actions to take during an incident
- Crowd control

Developing an Emergency and Crisis Response Plan

- Identifying potential safety hazards
- Reviewing and updating current personal safety plans

- Determining course of action in the event of a life-threatening situation
- Establishing an escape route from dangerous situations
- Ensuring that duress alarms, safety screens and access controls are strategically located and functional
- Developing a system that alert co-workers when help is needed
- Design of space and arrangement of furniture/merchandising stands that provide natural barriers, ease of escape, placed within the line of sight and avoid blind spots

Post-Incident

- Incident debriefing
- Preservation of the scene of incident
- Avoiding contamination of information
- Victim support for employees affected
- Recording and classifying incidents

Instructor: Mark Douglas

Simulation of violent situation practical exercises will take place throughout the course to ensure you get hands-on practice and be better prepared and equipped for real-life situations



OTHER COURSES YOU MAY ALSO BE INTERESTED IN:

Multiple Priorities and Time Management - October

Grammar for Business - November/December

Mastering Persuasion, Influence and Assertiveness - October/November

Clear Business Writing - November/December



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
 - one day options are available
- 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 training@brightstar.co.nz

Team Leaders & Supervisors Survival Tactics

4 & 5 NOVEMBER 2009 – MUSEUM HOTEL, WELLINGTON • 16 & 17 NOVEMBER 2009 – MERCURE HOTEL, AUCKLAND



COURSE OUTLINE

DAY ONE

Being an Effective Leader

We are all striving to be effective leaders, yet defining what characteristics are needed to be a good leader can be challenging. So many factors can influence your ability to lead your team, that sometimes it can be an extremely difficult proposition. This session will identify and explore what being an effective leader really means in practice day to day.

You will learn:

- The essential components of successful leadership and how to apply them
- Your own leadership style, getting the best from it and managing any limitations
- How to simply adapt your leadership style to get the best from an individual and the situation
- The simple steps to effective decision-making and resolving problems
- How to manage and succeed in the most challenging relationship of peers/colleagues that have now become your reports

Managing Your People and their Performance

Occasionally it can be hard enough managing and motivating yourself to perform on a regular basis at the top of your game, let alone your team. But to achieve your departmental and organisational objectives, it is imperative that you consistently find ways to motivate your team. This session will examine structures and processes that will provide you with the tools required to strengthen your management skills and thus enhance your motivational abilities.

You will learn:

- The fundamental tools of managing your people to achieve the results you want
- How and why to set clear expectations and goals
- How to give the right feedback, at the right time
- How to manage challenging behaviour
- A simple process for tackling performance problems at the right time, in the right way
- The power of coaching for results

DAY TWO

Communicating with the Team and Important Others

As the Team Leader or Supervisor you are an important link between management and your team. Through the development of clear and concise communication strategies, you can greatly enhance your abilities as a team player and communicator. In this session you will learn new techniques for effective communication, both up and down your organisation's hierarchy, as well as the importance of delegation.

You will learn:

- The core components to building a team that works
- Simple steps to effective team meetings
- The role informal communication plays in team building and getting results
- Your role in team communication
- How to set up the best possible chance of communicating with your manager
- The art and science of communication that works
- The art and science of delegation

Managing Your Workload and Multiple Priorities

Ever had the feeling that there just aren't enough hours in a day? We have all felt that way from time to time. The solution lies in being able to manage your workload and to set priorities. This session will provide you with tools and techniques that will enable you to gain control of your daily schedule, without compromising your workload expectations and responsibilities to your team.

You will learn:

- How to get organised
- Time wasters and how to eliminate them
- How to organise your priorities to get the results you want

Instructor: Penny Holden

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

Blair Stevenson



Blair has been at the forefront of the development of Frontline Leadership practices and has extensive experience creating service and sales improvement for a wide range of clients across New Zealand and Australia. This hands-on experience spans sectors such as telecommunications, airline, retail, financial services, automotive parts and service, security, petroleum, charity fundraising and engineering services and distribution.

Blair has previously held national management roles in various corporate organisations, where he enjoyed developing several high-performing teams. Further to this, Blair's considerable knowledge of up-to-the-minute leadership research and practices, particularly in the area of frontline leadership, ensures that peers and clients alike place high value on his insights.

Mark Douglas



Mark Douglas has twenty years of professional training experience in customer service delivery, business development and entrepreneurship.

Some of his past clients include Shell, North Shore City Council, Lion Nathan Education Partnership, Westpac, Maori Women's Development Incorporated, Te Puni Kokiri and Enterprising Manukau. Although security and armed robbery training programmes represented a new direction for Mark, his personal development relative to delivering this critical programme has been extensive and thorough. His hands-on methodologies are modern, impactful and practical.

Penny Holden



Penny Holden has over 18 years in the field of learning and development as trainer, leader, manager, coach and programme designer. Operating in New Zealand, the UK and Australia, Penny has the enviable position of having trained in all sectors (private, government, corporate, NGOs) and across most industries. She brings this in-depth knowledge and experience to offer insightful, rigorous and highly practical and motivating training.

Penny's training programmes are packed with practical ideas, tools, up-to-date information and strategies for success. She actively works with participants to make training as individual and valuable as possible, ensuring a return on investment. Programme expertise includes leadership and management training, and developing people capability and organisational effectiveness at all levels.



ABOUT THESE COURSES

FRONTLINE CUSTOMER SERVICE LEADERSHIP

Are you an individual who excels at front line customer service and just been promoted to a leadership role?

People are different in fundamental ways i.e. their values, behaviours, talents, wants, desires and beliefs are unique. While good customer service skills come naturally to some people, it's not always the case. To ensure your team performs to the highest level of excellent customer service, as team leaders and managers, you'll need to be able to engage your team and reinforce desirable actions and behaviours on a regular basis.

If you want to engage your front line team to deliver better customer value, **Frontline Customer Service Leadership – Keeping Frontline Managers and Supervisors on Top of Their Game** is the right course for you.

You will come away with proven effective tips, tools and most of all hone your ability to maximise leadership potential, drive top performance and increase the effectiveness of your team through this hands-on and practical course.

DEALING WITH AGGRESSIVE AND POTENTIALLY VIOLENT CUSTOMERS

Under the Health and Safety in Employment Act 1992, all employers are legally required to take all practicable steps to ensure that the work place is safe and that customers are trained to manage violence, the same as for any other hazard in the workplace.

Employees that are stationed in the frontline are at a higher risk. While most organisations may already have their plans in place but when it comes to the crunch, managing violent and aggressive behaviour requires several skills and sense of awareness that can only be cultivated through hands-on simulation training.

Dealing with Aggressive and Potentially Violent Customers will take you through the appropriate responses required to de-escalate aggressive and violent behaviour right down to reporting and documentation of incident.

TEAM LEADERS & SUPERVISORS SURVIVAL TACTICS

By appointing you as a Team Leader or Supervisor, your organisation has recognised that you are adept with taking on and managing departmental responsibilities.

The role of a Team Leader or Supervisor is a challenging one. You need to be able to lead, motivate, communicate and manage your team to meet your departmental and organisational objectives. Meeting the needs of your managers vs. the abilities of your team members requires a fine balance and it can sometimes get quite tricky.

An effective team leader/supervisor is one who is able to align and unify their work teams and deliver outstanding results for their organisation. To achieve this goal you must continually evaluate your skills and update your toolkit to meet the growing responsibilities which are being placed upon you.

Team Leaders & Supervisors Survival Tactics has been designed to provide you with a comprehensive toolkit that will enable you to be an effective team leader, motivator, communicator and manager of your team. These four key skills have been identified as the basis of all exceptional team leaders and supervisors and will assist you in achieving your work aspirations.

Priority Booking Code

Customer Number



TEAM LEADERS TRAINING SUITE

Frontline Customer Service Leadership

Dealing with Aggressive and Potentially Violent Customers

Team Leaders & Supervisors Survival Tactics

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 _____
 Frontline Customer Service Leadership Please indicate city
 Dealing with Aggressive and Potentially Violent Customers Auckland Wellington
 Team Leaders & Supervisors Survival Tactics

Second Delegate

First Name (Mr/Ms/Mrs/Miss/Dr) _____
 Last Name _____
 Position _____ Email _____
 Frontline Customer Service Leadership Please indicate city
 Dealing with Aggressive and Potentially Violent Customers Auckland Wellington
 Team Leaders & Supervisors Survival Tactics

Third Delegate

First Name (Mr/Ms/Mrs/Miss/Dr) _____
 Last Name _____
 Position _____ Email _____
 Frontline Customer Service Leadership Please indicate city
 Dealing with Aggressive and Potentially Violent Customers Auckland Wellington
 Team Leaders & Supervisors Survival Tactics

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

Dealing with Aggressive and Potentially Violent Customers (TC068)

\$1195 plus GST **SAVE \$100**
(8 September 2009)\$1295 plus GST
(8 September 2009)

Frontline Customer Service Leadership (TC067)

\$1895 plus GST **SAVE \$100**
(9 September 2009)\$1995 plus GST
(9 September 2009)

Team Leaders & Supervisors Survival Tactics (TC071)

\$1895 plus GST **SAVE \$100**
(16 September 2009)\$1995 plus GST
(16 September 2009)

FIVE EASY WAYS TO REGISTER TODAY!

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

BY PHONE: (09) 379 5892

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:
Bright*Star, PO Box 31 242, Freepost 2690, Auckland 0741

BY FAX: Fax completed registration form to
(09) 309 7986

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: BrightStar

Account Number: 06-0273-0265290-25

**Post a crossed cheque payable to
Brightstar Conferences & Training Ltd**

My purchase order number is

_____ (state if applicable)

You can also pay by credit card. Call us on (09) 379 5892 if you wish to pay by this method, or register online at www.brightstar.co.nz

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.

Incorrect Mailing

If you are receiving multiple mailings or would like us to change any details or remove your name from our database, please contact our Database Department on (09) 379 5892 quoting your customer number.

Your Privacy

Personal data is gathered in accordance with the Privacy Act. Your details may be passed to other companies who wish to communicate with you offers related to your business activities. If you do not wish to receive these offers, please tick the following circle.

TRAIN YOUR TEAM

Send different team members to the seminars of their choice. Book 4 days of training and save **\$400 off** the total cost. For larger bookings call (09) 379 5892 or email mike@brightstar.co.nz to discuss further in-house or group training options.

(*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.