Leadership | Short Courses

Leading & Managing People

The key to inspired organisational performance

Without exception, good management is about leading and managing people.

This has always been the case, of course, but in an increasingly competitive business environment, with widespread technological parity, it is becoming even more so. Whatever the core business of your organisation, its long-term viability and profitability is heavily dependent on the talents and motivations of your people. They simply must perform at their best, with an absolute commitment to achieving your organisation’s objectives. Perhaps more than any other factor, it is this commitment that distinguishes the high-performance organisation.

Consequently, your leadership and people skills as a manager - the key to inspiring and maintaining your team’s commitment - are more vital than ever. And this intensive two-day short course is an ideal means through which to ensure they are up to the task.

Learn how to bring out their best

Leading and Managing People offers an extremely valuable hands-on experience in terms of your own personal and professional development. The program has been designed to develop your management and leadership skills and provide you with the opportunity to explore and apply leadership in your own context.

At the end of the two-day workshop you will have explored:

- The difference between leadership and management.
- Evaluating your own performance.
- Personal leadership.
- Workstyle preferences.
- Motivation and values.
- Interpersonal leadership.
- Communication.
- Coaching and counselling (dealing with poor performance).
- Healthy conflict.

You will develop a range of skills and strategies including:

- An understanding of how your style impacts the people around you - your staff, your peers and your boss.
- Knowledge and skills in changing your style to influence others.
- Skills in coaching and developing people.
- Skills in managing poor performance.
- The ability to deal with conflict as an initiator, responder or mediator.

Stimulating, interactive learning

This program will provide you with a stimulating, hands-on learning experience, imparting valuable skills and knowledge with immediate application.

The presenter will employ a highly interactive teaching style designed to involve each participant and reinforce key concepts. Sessions may include lectures, diagnostic and self-assessment questionnaires, class exercises, team-based activities and discussions of genuine case studies.

The learning environment will be supportive at all times and you will be given ample opportunity to contribute your own ideas and experience.

Who should attend?

This program is designed for all individuals requiring an understanding of the principles of effective management and leadership. It is particularly suitable for Managers, Team Leaders and professionals who are, or may become, responsible for overseeing work done by others in the pursuit of organisational objectives.

The program will appeal equally to the private, public and not-for-profit sectors.

"Excellent value for 2 days of university level education. Will be recommending these courses to colleagues." — Simon Reiter
ICT Senior Business Partner
City of Playford
The presenter

Lois Whittall
BA Hons (Liverpool), MBA (Adel), FCMF

Lois has a background in Organisational Development, Finance and Human Resource Management. She has worked in a variety of public and private sector senior management and consulting roles in the UK, Australia and South East Asia.

Lois teaches Fundamentals of Leadership, Human Resource Management, the Management of Change and Managerial Leadership in the Business School’s MBA in Adelaide, Singapore and Hong Kong, and has designed and delivered Leadership Development programs for a number of global companies.

Investment and incentives

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Accommodation (optional)

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Registration Form and Tax Invoice

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YES I/we would like to strengthen the effectiveness my/our leadership skills.

Course Dates: D D M M Y Y Y Y to D D M M Y Y Y Y

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Number of people attending: Amount payable (GST-free): $ __________

NB: Please complete separate registration forms for each participant.

Name: __________

Title: __________

First name: __________

Last name: __________

Position: __________

Organisation: __________

My address is: Private: __________ Business: __________

Address: __________

Postcode: __________

Daytime Phone: __________ Mobile: __________

E-mail: __________

Method of payment

☐ Cheque: Please make payable to The University of Adelaide and forward with a copy of this registration form to the address below.

☐ Credit Card: Please provide details of who we can contact to arrange credit card payment and authorisation.

Name: __________

Phone: __________

My organisation is: ☐ Government ☐ Non-Government

Cost per place

1 or 2 Courses: $1,450

3 Course Pass: $1,195

5 Course Pass: $1,095

10 Course Pass: $995

Total Investment

$3,585

$5,475

$9,950

Earlybird price

$1,305

n/a

n/a

n/a

Please note that all short courses are GST-free.

Fantastic, very thought provoking and will change the way I operate in the workplace forever.

Danielle Bament
A/Manager Service Coordination & Information Systems, Homelessness Strategy
SA Housing Trust

Executive Education Unit
The University of Adelaide, SA 5005 Australia

Telephone: +61 8 8313 3268
E-mail: execed@adelaide.edu.au

Twitter: @ExecEdUOA

Registration(s) for: Yes ☐ No ☐

I would prefer not to receive promotional material regarding future programs offered by the Executive Education Unit.

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The key to Effective Change

Generating organisational momentum by identifying and leveraging strengths, not fixing "problems"

Organisations are full of perceived problems, and managers typically feel responsible for “fixing” them. But ironically, the better managers get at solving problems, the more they tend to find or be presented with.

Appreciative Inquiry (AI), on the other hand, is a positively framed process for creating change. It's based on a simple, but powerful assumption: every human system does some things well. And these strengths can be understood and leveraged to drive change.

This doesn’t mean problems are ignored, or denied, but that our collective focus is on finding the root causes of success and working out how to make greater use of them, creating new energy and knowledge along the way.

Positive tools and techniques to fuel energy and drive innovation

In addition to outlining the compelling research underlying AI, and detailing many examples of AI’s successful application, this program will provide:

- Tools and techniques for shifting your internal orientation from "what's the problem?" to "what’s going well?"
- Effective methodologies for identifying and understanding strengths at all operational levels - from individuals to organisation-wide
- Strategies for utilising AI to drive innovation and creative organisational change - moving from inquiry to implementation
- Techniques for keeping your people motivated and energised
- A deeper understanding of the importance and power of language in your personal and professional life.

Stimulating, interactive learning

The intensive Appreciative Inquiry program will incorporate a broad mix of learning methods.

Participants will be introduced to certain concepts, techniques or issues through formal lectures, interwoven with questions, comments and discussion, while games, group and individual work, case studies and presentations will provide opportunities to reinforce concepts and practise techniques or skills.

Who should attend?

The skills and knowledge acquired in this program are equally applicable to manufacturing, process or service industries, and to the public or private sectors.

It is particularly suitable for senior executives, managers, professionals and team leaders who may be called to initiate, lead or have responsibility for organisational change initiatives. This program will appeal to managers who are looking for a new way to approach change in order to deliver more successful outcomes.

CASE STUDY: JOHN DEERE

In 2000, John Deere Harvester Works, a key unit of the global giant’s US-based parent division and the largest combine harvester manufacturer in the world, used AI to turn around its sagging performance. The unit’s numerous challenges included poor product quality, increasing customer dissatisfaction, low team morale and stalled cost-reduction efforts. A week-long AI “summit” was held to shift mindsets and refocus in a positive direction. More than 200 of the division’s 250 employees attended. By the end of the process, the group had identified, received approval for and launched 10 new strategic business opportunities. Morale soared, and one initiative alone - a faster product-development process - saved a measurable $3million.

The presenter

Lois Whittall
BA Hons (Liverpool), MBA (Adel), FOMA

Lois has a background in Organisational Development, Finance and Human Resource Management. She has worked in a variety of public and private sector senior management and consulting roles in the UK, Australia and South East Asia.

Lois teaches Fundamentals of Leadership, Human Resource Management, the Management of Change and Managerial Leadership in the Business School’s MBA in Adelaide, Singapore and Hong Kong, and has designed and delivered Leadership Development programs for a number of global companies.

Investment and incentives

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Accommodation (optional)

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e: execed@adelaide.edu.au

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The way I interact and conduct planning will now incorporate AI techniques. I loved the group and it’s dynamics.

Lisa Huber
Manager, Office of Chief Executive
SA Health

For further enquiries

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Program objectives

Managers and professionals are involved in managing change every day, yet are not always equipped with the necessary knowledge and skills to achieve the best outcome for themselves and their organisation.

The main challenges of leading and managing change typically do not lie with the hardware – new systems, structures, or technologies. The main challenges concern the human aspects - the liveware. From simple structural adjustments to major organisational transformations, the key issues have to do with building support, winning commitment, minimising or overcoming resistance, and managing conflict.

The aims of this workshop are to:

1. Review trends and developments in the field of change management.
2. Explore why textbook guidelines for managing change are so difficult to apply in practice, and what to do about it.
3. Identify attributes of the effective change agent and invite participants to consider the strengths and limitations of their own change leadership expertise.
4. Consider tactics for dealing with organisational politics, which can become more significant in the context of change.
5. Apply methods, techniques and ideas to specific change projects in which participants may be currently involved.

Essential skills for managers to successfully implement change initiatives

As the pace of change in corporate Australia accelerates, effective change agents are increasingly sought-after. Organisations rely on people who can lead and inspire others to implement initiatives smoothly and successfully.

Change management is an essential skill for anyone in a management role. Being a strong and effective leader means being an effective change agent.

This two-day management development workshop will explore change from three interrelated perspectives:

1. The individual - how and why people respond or react to change.
2. The organisation – how change initiatives are formulated and implemented within the organisation in response to strategic objectives and environmental influences.
3. The change agent and their role in organisations. This includes assessment of the kind of change that is happening and what skills are needed to lead or facilitate change.

The focus will be on the key skills involved in managing change. These skills revolve around communication, conflict resolution, negotiation, team skills, networking and process skills.

You will gain insights into the reasons why people resist change and you will learn how to apply simple, but powerful interpersonal influencing techniques to overcome that resistance. You will acquire confidence in your ability to manage change constructively to achieve desired performance outcomes.

In short, this program will help you become a better, more highly skilled and resourceful change agent.

Stimulating, interactive learning

The workshop will be practical, informal and participative, providing a rich, stimulating learning experience. Lois Whittall’s interactive teaching style uses a variety of methods to involve participants, including lecture input, diagnostic and self-assessment, group work and case studies.

Who should attend?

This program is designed for managers, team leaders, professionals and others who are, or may become, responsible for leading, driving and implementing organisational changes, projects, initiatives or programs. The key tools, techniques and concepts have application for both large and small change initiatives.
The presenter

Lois Whittall
BA Hons (Liverpool), MBA (Adel), FCMA

Lois has a background in Organisational Development, Finance and Human Resource Management. She has worked in a variety of public and private sector senior management and consulting roles in the UK, Australia and South East Asia.

Lois teaches Fundamentals of Leadership, Human Resource Management, the Management of Change and Leadership in the Business School's MBA in Adelaide, Singapore and Hong Kong, and has designed and delivered Leadership Development programs for a number of global companies.

She is currently undertaking doctoral studies in the area of Organisational Development and Human Resource Management.

Investment and incentives

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Accommodation (optional)

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YES I/we would like to enhance my/our change management skills.

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Positive, thought provoking.
Sara-Jane Boehm
Senior Business Analyst
Super SA

For further enquiries

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Results Driven Coaching

Manage behaviours directly that impact your bottom line

Grow your leadership capability and improve your returns

There’s no doubt that coaching has a remarkably powerful role to play in the successful manager’s toolkit. Research proves that well-honed coaching skills can make a huge difference in a leader’s ability to effectively influence the specific behaviours in his or her people that directly impact bottom-line results.

Results Driven Coaching provides the necessary framework and hands-on practise to master these vital performance-management skills, more fully realise your leadership potential and, ultimately, achieve your organisational goals more effectively.

Stimulating, interactive learning

Results Driven Coaching is conducted as a highly interactive small-group workshop. It will provide you with a stimulating, hands-on learning experience, imparting valuable skills and knowledge with immediate application.

You will experience the difference a coaching approach makes through the use of scenarios, demonstrations and active participation. You will also be given ample opportunity for one-on-one interaction with the presenter and fellow participants, and to hone your coaching skills and develop your confidence.

A personal coaching action plan

You will leave this dynamic two-day program with a personal coaching action plan and the tools for implementation on your return to the workplace.

You will learn how to:

- Immediately recognise when to apply coaching skills to build relationships and enhance performance.
- Select and apply the most appropriate best-practice coaching model for the results you need.
- Approach tough conversations with confidence and authority.
- Use powerfully effective feedback to positively influence staff’s behaviour.
- Tailor your coaching to suit different personality types and learning styles.
- Assist in a successful change initiative in your organisation.

Who should attend?

This program is suitable for managers and team and project leaders who are responsible for developing individuals and/or teams into more effective contributors to organisational success.

The coaching skills that you will learn have been specifically developed to cross all industry borders and will apply equally to the public and private sector.

If you want to learn the nuts and bolts of effective coaching practice then this program is for you.

"The course was enriching, professionally, and gave me a good insight into my own personal development. Great course."

Cecile Gouws
HR Advisor, Diversity & Inclusion
BAE Systems Australia Ltd.

Cost
$1,450 per person GST-free (Multi-Course Passes and Earlybird discounts available)

Venue
Executive Education Unit
The University of Adelaide
7th Floor
10 Pulteney Street
Adelaide

Date
Visit our website for the next available course.

Time
9am - 5pm
(Light lunches provided)

Customisation
This program can be tailored and is able to be presented on demand at your own premises.

If you would like to discuss this option, phone Andrew Stevens on (08) 8313 5703.

adelaide.edu.au/professions/execed
The presenter

Sue Zablud
B Com, MBA, ICF

Sue has operated her own highly successful consultancy in the fields of coaching, mentoring and career management since 2003. Prior to this she directed the development of an innovative and internationally recognised career management and coaching service within the MBA program at Mt Eliza Business School.

An accomplished communicator and presenter, Sue has considerable experience and expertise in facilitating workshops in top-200 companies, the public sector and SME environments. She has developed and directed executive programs on coaching, career management and leadership and is highly skilled in providing one-on-one coaching services to executives and their teams.

Investment and incentives

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