

## Essentials for new managers

### Pre-course requirement

Bring along your position description and the strategic/business plan for your organisation.

### Who should attend

This course is for:

- those recently appointed to supervisory positions
- those wishing to prepare themselves for management positions
- managers with little supervisory experience
- those acting in management or supervisory positions
- managers wishing to develop the capabilities outlined in the learning outcomes.

### What the program offers

Becoming a supervisor or team leader is a big step. For many it is often the first time they have been exposed to the responsibilities and challenges of achieving outcomes through others. This practical two day workshop will help you identify what you need to do differently in your new role and it will equip you with the skills to do it.

It introduces techniques to delegate work effectively, set work goals and prioritise work, build personal and staff performance plans, as well as giving tips on managing stress appropriately.

Participants also practice on-the-job coaching and feedback skills, and gain insight into what is needed to enhance professional networking and progress as a manager.

The course will enable participants to:

- recognise their own and others' behaviour styles and use this knowledge to manage themselves and others more effectively in the workplace
- identify good time management practices
- identify the advantages and barriers to delegation
- create a clear delegation plan
- develop on-the-job coaching skills
- build a plan of action to respond more effectively to stress
- develop an individual performance plan based on their job description
- identify supporting networks and areas needing more support.

### Program details

#### Duration

Two day course (9:00am–5:00pm)

Code	Dates for 2009	Location
93PEN	12–13 May	Vibe Hotel
101PEN	3–4 Nov	Parramatta Centre25

#### Catering

Morning/afternoon tea and lunch

#### Max. number of participants

20

#### Fee (incl.10% GST)

\$902.00	non IPAA NSW members
\$803.00	IPAA NSW members
\$836.00	group booking

**Enquiries** Phone IPAA NSW on (02) 9228 5225, or see our website at [www.nsw.ipaa.org.au](http://www.nsw.ipaa.org.au)

## Managing regional staff: working together apart

Are you fighting a never ending battle to raise commitment from remote staff? Want to reduce the number of emails you process? Do you only find out about problems when it's too late? Do you struggle against out of sight out of mind syndrome? This program offers practical solutions to these and many other issues faced by managers of remote staff.

### Who should attend

This course is for managers and team leaders:

- with geographically dispersed team members
- of functional teams, project teams, management teams, and technical support teams whose members are not co-located
- with teams of members from different states and/or organisations
- involved in managing remote resources.

### What the program offers

Leading regional staff presents new challenges, even for experienced managers. Team leaders can no longer walk down the hall to seek information, meet for lunch to talk about a problem, or call a quick meeting to address an opportunity. Instead, the regional team leader has to rely on other forms of communication. They have to coach and manage performance, provide supervision, and facilitate work across geographic and sometimes cultural boundaries.

This course provides an overview of best practices in collaboration, remote working, and effective communication to create a coherent picture of how to get things done in today's highly distributed team environments. It offers tips for effectively managing and reducing emails, identifying and managing various types of conflicts within the team and how to launch a remote team effectively.

The focus of this program is on the role of the manager/team leader or coordinator in facilitating team performance in these highly challenging environments. (There is a partner program available for team members, which addresses their changing role when working remotely.)

### Program details

#### Duration

One day course (9:00am–5:00pm)

Code	Dates for 2009	Location
93PMR	12 Feb	Clearly Business
101PMR	19 Nov	UNSW CBD Campus

#### Catering

Morning/afternoon tea and lunch

#### Max. number of participants

20

#### Fee (incl.10% GST)

\$583.00	non IPAA NSW members
\$506.00	IPAA NSW members
\$528.00	group booking

**Enquiries** Phone IPAA NSW on (02) 9228 5225, or see our website at [www.nsw.ipaa.org.au](http://www.nsw.ipaa.org.au)