

# 21<sup>st</sup> Century Manager

## Core Skills for the New Millennium

### Overview

Middle managers once valued for overseeing steady, slowly-evolving corporate bureaucracies are now faced with increasingly irrelevance in a globally connected marketplace characterised by rapid change. Reinvention in the face of fast continuous change and complexity requires a different breed of manager. This series is designed to equip managers with the requisite survival skills for the 21st Century. The 21st Century Manager series is comprised of 6 units that address core management competencies. You will learn skills in the realm of psychology and cognitive science to create work environments where talented teams, not just individuals, can flourish.

### Session 1:

#### **Authentic Leadership for Managers**

This workshop is designed to provide a unique foundation for participants in building self-awareness and understanding leadership theory and skills. What distinguishes great leaders or managers from the mediocre are their personal, inner qualities. Authenticity is essential to the success of leaders. Authentic leaders demonstrate a passion for their purpose, practice their values consistently, and lead with their hearts as well as their heads.

### Session 2:

#### **Managing Wellbeing**

The content of this workshop includes understanding mental health and mental illness and how to have conversations with staff about associated workplace behaviours. Develop an understanding of the term "mental health", obligations of managers and leaders (not only to the individual but also the team and organisation) and refinement of practical skills in how to discuss mental health in a work context from a performance point of view. The concepts of stress and resilience are explored at the individual, team and organisational levels and a practical plan is then formulated.

### Session 3:

#### **Managing Different Personalities**

The content of this workshop includes understanding difficult personality traits and behaviours and individual emotional reactions to challenging behaviours. Managers are given the skills to deal with difficult employee behaviours that meet legal, ethical and professional obligations. Content also includes discussion of best-practice performance management principles including coaching skills, self-audit and identification for areas of development.

### Session 4:

#### **Managing Ethically**

This workshop examines the newly revised Public Sector Code of Ethics and the attributes of an ethical organisation and leader. It then reviews the terms "bullying and harassment" from both a legislative and behavioural perspective. The workshop develops an understanding of what is and what is not bullying and harassment conduct and what is reasonable in terms of managerial action.

### Session 5:

#### **Leadership Communication Skills**

This workshop examines the facets of excellent communication and presents the communication skills and techniques (verbal and non-verbal) required by good leaders including presentation skills and running effective meetings, the barriers to communication (individually, within teams and organisationally), gender differences in communication, assertiveness skills and tools to build self-knowledge to understand the impact of personality on communication style.

### Session 6:

#### **Positive Psychology PERMA+**

This workshop examines the 5 key principles of the PERMA model of Positive Psychology which is an exciting new area of psychological theory and research that focusses on strengths and resilience. This workshop specifically examines how managers can implement Positive Psychology principles personally, in their teams and across the wider organisation. The concept of resilience is then defined and practical strategies for building team resilience and change readiness.

**Competency Level:**

First Line Manager Common  
(ASO3 – ASO5)  
Middle Manager Core  
(ASO6 – ASO8)

**Facilitator:**

Samantha Young

**Duration:**

6 half days

**Dates:**

Next intake commencing  
**13 Sep 2018**

**Location:**

Level 6, 12 Pirie Street  
Adelaide SA 5000

**Inclusions:**

Comprehensive workbook, morning  
tea and refreshments.

**Cost:**

Professional Member: \$1,490  
State Government Member: \$1,590  
Corporate Member: \$1,690  
Non-Member: \$1,880

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**In Agency Information:**

IPAA SA can deliver this program directly to your agency and tailor/ customise the course to meet your specific needs.  
For further information, please contact **Chantelle Dixon** on **08 8212 7555** or **chantelled@sa.ipaa.org.au**

*“Excellent series! Having a group and hearing their stories helped. Presenters up to date, relevant and engaging style worked for me.” – 11 November 2016*