

Middle Manager Development Series

Overview

Is it time to take the next stride in your leadership development and thrive in your leadership role? Building on the New and Emerging Managers Series, this 4 part program is an applied approach to key leadership practice in the public sector. Key leaders need sharp critical thinking, strategic communication and facilitating skills across a wide range of workplace activities. The Middle Manager series is practical, focused and provides a suite of applied leadership tools ready for you to take up with your team.

Session 1: Powerful Communication	Communication is central to how we lead and manage others. Leaders, managers and staff, need high level skills to ensure all are clear on roles and responsibilities, and that they are able to influence and contribute positively and effectively to the work of the team. This workshop focuses on understanding different personalities and behaviours and developing practical communication skills that support managers and leaders to work with their team in achieving organisational outcomes.
Session 2: Conducting Meetings and Discussions	Facilitation is one of the critical elements of leadership - the ability to lead others, keep discussion on track and achieve outcomes. Effectively facilitating teams and groups is a highly desirable skillset you can learn and apply. This one-day workshop will provide you some practical tools, knowledge and hands-on experience facilitating meetings and discussions in your workplace.
Session 3: Facilitating Learning at Work	This program is designed to make you a leader of learning at work. Workplaces can be great learning environments and managers play a critical role in workplace learning. Do your staff know how to be effective in their role? Is each one playing their role in achieving organisational goals? Do they set priorities, communicate effectively, have a positive attitude and develop the skills they need to do better? If you want to support your staff to thrive at work and do better all the time, you'll need tools, tips and "how to" insights into facilitating learning at work.
Session 4: Critical Thinking and Problem Solving	The ability to clearly reason through problems and to present arguments in a logical and compelling way has become a key skill for survival in today's public sector environment. Leaders need to refine and develop their thinking skills including questioning assumptions, adopting different perspectives, identifying potential and managing ambiguity. One thing is certain; we will need sharp critical thinkers who can size up the situation, realise the potential where others may not, and seize opportunities through critical thinking decision-making and problem solving.

Competency Level
Middle Manager (ASO4 – ASO6)

Dates
23rd October, 22nd November, 3rd December, 12th December

Cost
Professional Member: \$1,564
State Gov. Member: \$1,683
Corporate Member: \$1,717
Non-Member: \$1,955

Facilitator:
The Centre for People Development

Location:
Level 6, 12 Pirie St
Adelaide 5000

Group Booking discounts apply

Duration:
4 full days

Inclusions
Comprehensive workbook, morning tea, lunch, afternoon tea and refreshments

You can register for the entire series (4 sessions) and receive a 15% discount or register for individual sessions that meet your needs

In Agency Information

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

Powerful Communication

Overview

Communication is central to how we lead and manage others. Leaders, managers and staff, need high level skills to ensure all are clear on roles and responsibilities, and that they are able to influence and contribute positively and effectively to the work of the team.

This workshop focuses on understanding different personalities and behaviours and developing practical communication skills that support managers and leaders to work with their team in achieving organisational outcomes.

Content

- Understanding the impact of different personalities on team performance and morale
- Understanding your own and others' communication and leadership styles
- Devising a range of relevant communication strategies
- Empathy and effective listening
- Practical tools and activities to develop communication skills
- Developing trust to be able to have the "tricky" conversations
- Effectively managing conflict

Outcomes

- Knowledge and understanding of effective communication developed and strengthened
- Skills and techniques to strengthen communication with the team developed
- Confidence for managing challenging situations and personalities is strengthened

Who should attend?

- Managers and experienced leaders
- Team leaders who have been a team member and are now the team leader
- People coming to grips with leading a team and managing others

Benefits to you

- Learn what is essential in communication for a leader
- Networking and sharing experiences with people in similar roles
- Expert input, skills development and access to strategies, tools and tips

Benefits to your organisation

- Better communication leading to achievement of outcomes and positive staff interactions
- Increased ability of managers to lead and manage others more effectively
- Enhanced communication skills increasing engagement of staff and supporting more effective problem solving

Theme		
Competency Framework Level	Middle Manager Core (ASO4 - ASO6)	
Duration	1 full day 9:00am – 4:30 Pm (8:45am registration)	
Inclusions	Comprehensive workbook, morning tea, lunch, afternoon tea and refreshments	
Facilitator	The Centre for People Development	
Location	Level 6, 12 Pirie Street, Adelaide	
Price	Professional Member	\$460
	State Government Employee	\$495
	Corporate Member	\$505
	Non-member	\$575

2018 Dates

Please Refer here.



Conducting Meetings and Discussions

Overview

Facilitation is one of the critical elements of leadership - the ability to lead others, keep discussion on track and achieve outcomes. This one-day workshop will provide you with some practical tools, knowledge and hands-on experience facilitating meetings and discussions in your workplace. Effectively facilitating teams and groups is a highly desirable skill set you can learn and apply.

Content

- Planning for meetings, discussions and workshops
- Facilitating groups
- Tips for gaining participation
- Effective communication
- Using questions to guide group discussions
- Handling difficult situations
- Finishing a meeting or discussion
- Tools and tips for successfully facilitating meetings at work

Outcomes

- Use collaborative approaches to effectively facilitate meetings and discussions
- Identify barriers to group development and cohesiveness
- Effective communication and group decision making
- Asking questions skillfully
- Skills for 'unsticking' groups
- Handling tricky situations and dealing with conflict.

Who should attend?

- People facilitating meetings, team discussions or workshops
- Managers and experienced leaders who want to hone their facilitation skills
- Team leaders who have been a team member and are now the team leader

Benefits to you

- This one-day workshop will give you some practical tools and hands-on experience facilitating meetings and discussions
- Tips and techniques provided by highly sought after and experienced facilitators
- Practical approach with on the job practice

Benefits to your organisation

- Improved skills and confidence of leaders and staff
- Improved and effective meetings and discussions

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Facilitating Learning at Work

Overview

Workplaces *can* be great learning environments and managers play a critical role in workplace learning - this program is designed to make you a leader of learning at work.

Do your staff know how to be effective in their role? Is each one playing their role in achieving organisational goals? Do they set priorities, communicate effectively, have a positive attitude **and** develop the skills they need to do better?

If you want to support your staff to thrive in the 'busy-ness' of daily work and do better all the time, you'll need tools, tips and "how to" insights into facilitating learning at work.

Content

- Understanding how people learn (not all the same way)
- Testing assumptions and determining what learning is required
- Conducting a skills audit
- Designing effective learning
- Practical learning models, tools and tips
- Monitoring learning for improved performance
- On-going learning – mentoring, coaching and tutoring

Outcomes

- Practical learning around staff performance and engagement
- Linking of performance, learning, review and improvement
- Clearer processes for developing knowledge and skills
- Capability for on-going coaching of staff

Who should attend?

- Managers and experienced leaders
- Team leaders who have been a team member and are now the team leader
- People coming to grips with leading a team and managing others

Benefits to you

- Insights and practical tools for leading learning in your workplace
- Enhance your reputation with your team and your manager for the support and enhancement of learning
- Build your facilitation skills and techniques
- "Round out" your management skills

Benefits to your organisation

- Workplace learning approach implemented for improved performance and staff engagement, linked to performance review
- Impact on workplace culture to value learning as legitimate work
- Improved staff morale and engagement
- Increased staff capability
- Building organisational capacity with new skills and knowledge

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Critical Thinking and Problem Solving

Overview

The ability to clearly reason through problems and to present arguments in a logical and compelling way has become a key skill for survival in today's public sector environment. Leaders need to refine and develop their thinking skills including questioning assumptions, adopting different perspectives, identifying potential and managing ambiguity. One thing is certain; we will need sharp critical thinkers who can size up the situation, realise the potential where others may not, and seize opportunities through critical thinking decision-making and problem solving.

Content

- Understanding critical thinking
- Where do other types of thinking fit in?
- The critical thinking process
- A critical thinker's skill set
- Creating explanations
- Dealing with assumptions
- Critical and creative thought systems
- Using a problem solving approach

Outcomes

- Identify your critical thinking style(s), including areas of strength and improvement
- Work through the critical thinking process to build or analyze arguments
- Develop and evaluate explanations
- Improve key critical thinking skills
- Use creative thinking techniques

Who should attend?

- Managers and experienced leaders who want to hone their thinking skills
- Team leaders who have been a team member and are now the team leader
- People coming to grips with leading a team and managing others

Benefits to you

- This one-day workshop will give you practical tools and hands-on experience with critical thinking and problem solving.
- Understand critical and non-critical thinking
- Identify your critical thinking style(s), including areas of strength and improvement
- Work through the critical thinking process to build or analyse arguments
- Develop and evaluate explanations
- Improve key critical thinking skills
- Use creative thinking techniques
- Use problem solving techniques

Benefits to your organisation

- Better understanding of the need to think critically
- Increased staff confidence and capability
- Improved problem solving skill in the workplace

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