

Focus on people: foundations for APS leaders

Meet, talk, listen, exchange and learn

An Australian Public Service Commission Programme

APS 5–EL 2*

Focus on people is a stimulating monthly development series especially for busy APS employees who recognise that continual learning is essential for tough times.

Each seminar is designed to focus on practical techniques and approaches and to share practices from across the APS that work in today's demanding environment.

These seminars are interactive, vibrant, stimulating, and different and are a great way to listen, learn and exchange ideas with your APS colleagues.

Seminar details

Date

Canberra

Critical conversations

30 September 2009

Performance appraisals

10 November 2009

Introduction to negotiation

1 December 2009

Time

8:30am registration

9.00am start

11.00am conclusion

Venue

Woden Training Facility
Australian Public Service Commission
Level 5, 16 Furzer Street
Phillip ACT

Fees

\$95 per person (GST inclusive)

Registration

Please register online at
www.apscregistration.gov.au

Terms and Conditions

Please refer to the registration form on the back of this flyer.

*Recommended target audience may vary outside the ACT

More Information

Visit our website at
www.apsc.gov.au/learn or please contact the Programme Manager, Alana Walsh on 02 6202 3740

Whilst the Commission aims to deliver programmes at the prescribed location(s), using the specified facilitator(s) and/or guest speaker(s) on the date(s) provided in this publication, changes may occur.

Critical conversations—30 September 2009

As team members, and particularly as managers and supervisors, we will all be called upon to communicate in a difficult circumstance. Learn practical techniques and strategies to approach critical conversations more effectively.

Participant benefits

In this interactive session, participants will:

- understand individual reactions that occur during critical conversations
- understand alternative approaches to communicate during a critical conversation
- explore and apply a practical critical conversation model
- network with colleagues across the APS

Upcoming *Focus on people* seminars:

Performance appraisals—10 November 2009

It's that time of year again! Gain an understanding of performance appraisal systems and techniques to assist you in giving fairer, more accurate and constructive assessments about work performance.

Introduction to negotiation—1 December 2009

Negotiation is not all about driving a hard bargain. It can sometimes be tough, but negotiation is an essential part of day to day human interaction, both at work and in other parts of our lives.



Australian Government

Australian Public Service Commission



ONLINE register at www.apscregistration.gov.au or FAX completed form to 02 6202 3799

*You will receive a confirmation email once you have been successfully registered on this programme.
 If you do not receive a confirmation email, please contact the Programme Administrator (details provided on programme flyer)*

Programme name _____

Programme date/s _____

Programme location (please see programme flyer for location options):

ACT NSW QLD VIC/TAS SA/NT WA *Full details on the programme venue will be sent to you on confirmation of your registration.*

Surname _____ First name _____

Mr Ms Mrs Miss other _____

Classification APS 1-2 APS 3 APS 4 APS 5 APS 6 EL 1 EL 2

Title/position _____ Agency _____

Branch/team _____

Postal address _____

Phone _____ Fax _____

Email _____ Agency ABN _____

Do you identify as Aboriginal or Torres Strait Islander?

(This information will assist the Commission to improve learning and development outcomes for Indigenous employees).

Special needs

Please note any special dietary or other requirements _____

Authorised person to complete and sign

I understand the terms and conditions below. Signature _____

Name _____

Phone _____ Date _____

Payment

Invoice Amount \$ _____ (GST inclusive)

Participants are responsible for their own travel and accommodation costs and arrangements.

Credit card payment

Visa Mastercard American Express Card holder's name _____

Card number _____ / _____ / _____ / _____

Expiry date _____ Card holder's phone _____

Card holder's signature _____ Amount \$ _____ (GST inclusive)

TERMS AND CONDITIONS

Fees and charges: Please refer to the accompanying programme materials. The total amount payable includes GST for the supply. This completed document will be a tax invoice for GST when you make payment by credit card ONLY. Otherwise upon registration a tax invoice will be sent to you for payment. A course confirmation will be emailed to you once your place has been secured. Fees may be subject to change without notice. Participants are responsible for their own travel and accommodation costs and arrangements.

Substitutes, rescheduling and refunds: If you are unable to attend your programme we would welcome a substitute at the appropriate level. Rescheduling and refunds (only available for development programmes) can be made if your written advice is received at least 30 calendar days prior to the start of the programme.

Identifying information: Your information is collected for the purpose of the Public Service Commissioner's functions under the *Public Service Act 1999*, which include coordinating and supporting APS-wide training and career development opportunities and fostering leadership and reporting on the State of the Service. It will be used for course administration, statistical analysis and evaluation of programmes. Some details may be disclosed to your home agency for administrative and statistical/monitoring purposes. Your information may be used to distribute information about Commission-run or sponsored opportunities and to check our other databases. Occasionally mailing lists are made available to bodies with related functions. If you do not wish to have your information used for marketing purposes email aspcmailing@apsc.gov.au. For more details see our privacy statement at <http://www.apsc.gov.au>.

Other conditions: Whilst the Commission aims to deliver programmes at the prescribed location(s), using the specified facilitator(s) and/or guest speaker(s) on the date(s) provided in this publication, changes may occur. The Commission will endeavour to provide reasonable notice to participants of these changes. Where a change in location, facilitator(s), guest speaker(s) or date occurs a refund of the programme fee may be made at the discretion of the Commission. The Commission accepts no liability for any other losses incurred as a result of changes to the programme details.