



ONLINE register at www.apscregistration.gov.au or FAX completed form to 02 6264 5511

Program name The APS Professional Practical leadership – Leading and managing small teams

Program date/s _____

Surname _____ First name _____

Mr Ms Mrs Miss other _____

Classification EL 1

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)

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 program 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.

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

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 programs. Some details may be disclosed to your home agency for administrative and statistical/monitoring purposes. Your information may be used to distribute information about other 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 apscmailing@apsc.gov.au. For more details see our privacy statement at <http://www.apsc.gov.au>.

Other conditions: Whilst the Commission aims to deliver programs at the locations and on the dates specified in this publication, changes may occur. The Commission will endeavour to provide reasonable notice to participants of these changes.

The APS Professional Practical leadership – Leading and managing small teams

An Australian Public Service Commission Program

This innovative program, offered both as an intensive 3 day residential experience and in a 3 day non-residential format, has been designed for EL1s who currently or will soon be managing a small to medium size team. This program has a focus on contemporary thinking around how to manage performance in a public sector environment.

Program overview

- leading and managing performance conversations
- dealing with conflict and using social intelligence
- communicating with influence – upwards and with staff members
- developing strategies for lifting performance of individuals and teams
- personal strategies and skills for leading people in the APS environment

Participant benefits

- an innovative diagnostic questionnaire to analyse your team's and your own performance environment and develop strategies for managing and lifting performance
- a Relationship Awareness Theory tool to improve awareness and understanding of the motivations and values that drive people's behaviour and how to use this knowledge to develop effective relationships
- build your expertise and capacity as an APS middle manager
- provides a more practical perspective of the APS
- an opportunity to network with other EL1s from across the APS

Executive Level 1

RESIDENTIAL OR NON-RESIDENTIAL

Program details

Duration

3 day residential or non-residential

Dates & Venues 2010

10–12 March—non-residential

Old Parliament House, Canberra

25–27 May—residential

Peppers Manor House, Bowral

25–27 August—non-residential

Old Parliament House, Canberra

28–30 September—residential

Peppers Manor House, Bowral

Fees

Non-residential \$3100

(GST inclusive)

Residential \$4290

(GST inclusive)

(Not including travel costs)

Registration

www.apscregistration.gov.au

or fax the completed

registration form on the back

of this flyer to 02 6264 5511

Terms and Conditions

Cancellation terms and

conditions are explained on

the back of this flyer.

More Information

Visit our website at

www.apsc.gov.au/learn/residentials.htm or please

contact the program manager

on 02 6202 3788.



A series of challenging APS specific scenarios offer participants an opportunity to practice skills in a collegiate environment with realistic situations, providing a practical learning environment.

Program Outline:

Day 1	Introduction Welcome Setting the scene	The APS Context Performance – Your team, your staff, yourself	Creating an Environment for High Performance	Expectations and leading people in the Public Sector
Day 2	Building Effective Relationships <ul style="list-style-type: none">managing relationshipsconflict and social intelligence	Leading and Managing People and teams <ul style="list-style-type: none">delegationfacilitationyou and your image	Leading and managing change in teams	Communicating with Influence Keeping the boss Informed
Day 3	Managing Performance	Feedback and Constructive Performance Conversations	Responding and managing performance problems	Action Planning

Times and timings

Residential program:

Day 1: 10:00am – 5:30pm
Day 1 Activity: 6:30pm – 7:30pm
Day 2: 8:45am – 5:00pm
Day 2 Activity: 6:00pm – 7:00pm
Day 3: 8:45am – 3:00pm

Regular breaks are included and morning walks can be an optional activity.

Non-residential program:

Day 1: 9:00am – 5:00pm
Day 2: 9:00am – 5:00pm
Day 3: 9:00am – 4:00pm
Regular breaks are included.

So why the residential?

The residential format of this program offers participants additional 'clinics' to work on specific skillsets, these are conducted in conjunction with the program shown on this flyer.

The residential 'clinics' are facilitated sessions which engage participants in discussions about practical challenges in the workplace for EL1s, sharing ideas, strategies and possibilities for tackling professional challenges at work. This makes the residential format a more intensive and reflective learning experience than the non-residential. The residential groups develop strong networks and personal insights as a result of the immersion in the program over the three days.

Presenters

The program is delivered by two senior consultant facilitators from People & Strategy. These facilitators bring a blend of skills and public sector experience in people management, leadership and program delivery.

Your facilitators:

Yvonne Richards



Yvonne is a senior consultant with People & Strategy and has worked as a consultant to the public sector for the past three and a half years. Yvonne's career has included more than 20 years in middle and senior management roles in the APS. Yvonne's expertise is in people and performance management, leadership and relationship management.

Yvonne holds a Graduate Diploma in Management from the Australian Graduate School of Management, University of New South Wales, a Master of Business Administration from the University of Canberra and a Certificate IV in Training and Assessment.

Jacquie Shannon



Jacquie Shannon has built a comprehensive suite of skills and tools in the areas of emotional intelligence, resilience, stress management, communication, influencing, strategic thinking and solution finding. These skills and tools are based on contemporary theory and practices globally and have been refined through practical application in the APS operating environment.

Her facilitation approach is engaging, informative and practical. Participants of her programs have described her as patient, open and attentive, helpful and effective in responding to questions and issues as they arise. Jacquie has a Certificate IV in Training and Assessment, is a member of the Australian Institute of Professional Facilitators and is a qualified teacher of Mindfulness-Based Stress Reduction.