



From HR to ER and everything in between ... Management. **Training.** Admin Support. Temping

Venue: **Cypress Court Motel,**
29 Kamo Road, Whangarei

Thursday 9th May 2019

Friday 10th May 2019

1. Communication & Assertiveness

- Communication – Learn the Basics
- Communication Barriers
- Effective Listening Skills
- Feedback – How to Give and Receive
- What is Assertive Behaviour?
- Controlling and Diffusing Anger
- The Fight/Flight Continuum

Time:
8.45 am to
10.45 am



2. Conflict Resolution Skills

- Recognising Conflict
- Team Progress and Conflict Possibility
- Broadening Perspectives
- Analysing Conflict
- Perceptions
- Common Problems



Time: 11.00 am to 1.00 pm

3. Consciously Created Cultures

- What workplace culture do you have?
- Positive/Negative Indicators
- Risk Averse or Adventurous?
- Employee Engagement
- Engagement and Morale Testing
- Building the Environment
- Importance of Innovation
- Positive Culture and the Bottom Line

Time: 8.45 am to 10.45 am

5. Leadership and You

- Leadership styles
- Forming & maintaining teams
- Motivating others to success
- Delegation is an art

4. The Art of Decision-Making

- What is Decision-Making
- Intuition and Reasoning
- Suspended Judgement
- A Framework for Decision Making
- Brain Storming
- Innovation and Application
- Ensuring Buy - In

Time: 11.00 am
to 1.00 pm



- Morale analysis
- Maintaining performance

Time: 1.30 pm to 3.30 pm



Cost: \$119.00 + gst per person per course

Trainer: Jeanette Richardson ONZM

To register call us on: 09 4026111 or email gaylene.harris@rmcnz.co.nz

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