



**MANAGEMENT
MASTERCLASS**

Fine-tuning the art of managing people
and teams



Objective

MANAGEMENT MASTERCLASS is an intensive programme designed to extend the skills of practising managers and to provide a range of tools to deal with common problems and challenges experienced by managers in local government.



Programme Overview

The workforce is changing quickly and new entrants to our workplaces have very different expectations to those that came before. As managers, we need to understand these expectations if we are to successfully lead teams into the future.

But, as busy managers, our own professional development is often pushed to the back of the queue. We don't often get the chance to look at what we do on a daily basis from a different perspective or to really think about what works for us and what doesn't. We just keep on keeping on.

MANAGEMENT MASTERCLASS is designed to help you take a step back; look at your management practice, understand what is working for you and your team and add some tools to your toolkit to assist you in managing an ever-changing workforce.

Participants on this intensive programme will examine common management issues and challenges and develop an understanding of the motivations and causes of these issues. Through this understanding, participants will create and practise various techniques to manage the specific challenges they experience.

MANAGEMENT MASTERCLASS builds on a range of work undertaken by LGMA Queensland over many years and is tailored specifically towards challenges applicable to the local government context. It utilises the experience of professional local government officers and LGMA Queensland facilitators to provide a targeted learning environment.

Recognising that people have different learning styles, **MANAGEMENT MASTERCLASS** offers interactive exercises, guided discussion, case study analysis, peer review and personal coaching.

MANAGEMENT MASTERCLASS will cover the following topics:

- Reviewing the various roles and responsibilities of managers – what type of manager do you want to be?
- How to apply values to more effectively manage people including in: leading people; developing people; change management; teamwork; high performance; and staff learning and retention.
- How to reduce conflict through recognising and challenging assumptions.
- Listening and understanding for better engagement.
- The role of languaging and unwritten ground rules in staff performance and satisfaction.
- Creating high-performing staff through effective performance management and delegation (including feedback).
- Getting the most from team collaboration and decision making.
- Tools and ideas for creating effective teams.

If you spend too much time 'doing' and not enough time on leadership and strategic thinking – this course is for you.

Who should attend?

This course is designed specifically to extend and cement the skills of experienced managers. Officers with more than five years' experience in management roles are invited to apply. Officers with less management experience but other qualifications may apply for special consideration.

Programme Format

MANAGEMENT MASTERCLASS is a three-day intensive programme which includes an initial two-day residential component on 3-4 June 2015 followed by a one day debrief and consolidation component on 23 July 2015. A one-on-one coaching session will be held in between the two contact sessions.

This format allows for maximum learning and application with participants able to apply the tools in their workplace and then debrief the results with other experienced officers.

Places on the programme are strictly limited to allow optimal interaction.

Participants are expected to attend all days and undertake the coaching session.

Programme Fees

Cost: **\$2,950** (LGMA individual member)

\$3,300 (Non-member)

Fees include day catering for all three contact days, accommodation on the night of 3 June and dinner on 3 June 2015.

Programme Location

Contact sessions will be held at:

Shangri-la Gardens
1969 Wynnum Road
Wynnum West, Brisbane

Accommodation is available at the venue.

All queries regarding the **MANAGEMENT MASTERCLASS** should be directed to LGMA Queensland on 07 3174 5006 or admin@lgmaqld.org.au.



Nomination Form

Nominations close Monday 28 April 2015

Name: _____

Position: _____

Council: _____

Telephone: _____

Email: _____

Age Range: 26 – 35 36 – 45 46 – 55 56+

Gender: Male Female

Why the MANAGEMENT MASTERCLASS?

Please provide a short summary outlining why you wish to participate in the programme.

What do you want to achieve from participating in the MANAGEMENT MASTERCLASS in terms of your development as a local government professional?

Please provide specifics rather than general information.

Educational/Professional Qualifications (short summary of relevant experience)

Nominee Acceptance:

I am aware of the time and travel commitments required to participate in this programme and will make every endeavour to attend all sessions.

Signed by: _____

I give my permission for photographs that are taken throughout the duration of the programme to be used in advertising for future programmes, PowerPoint presentations on the **MANAGEMENT MASTERCLASS** and any other use that LGMA Queensland deems appropriate.

Signed by: _____

Nominee Requirements:

Accommodation has been booked for all **MANAGEMENT MASTERCLASS** participants at the Shangri-la Gardens, Wynnum, on the night of 3 June 2015.

Do you require additional accommodation for the nights of

<input type="checkbox"/>	2 June 2015
<input type="checkbox"/>	4 June 2015
<input type="checkbox"/>	22 July 2015
<input type="checkbox"/>	23 July 2015

LGMA Queensland will reserve this accommodation on your behalf and will arrange for the venue to invoice you directly.

Please list any dietary or special requirements?

Please fax completed form to LGMA Queensland 07 3012 7862
or email to admin@lgmaql.org.au

