

## HEW 7 - 9 Leadership Development Program 2008: Development Workshops - Group A

<p>12 May 2008 9am – 1pm</p> <p>Treehouse Shortland Building</p> <p>Effective Delegation Garry Doyle</p>	<p>4 June 2008 9am – 1pm</p> <p>Syracusa</p> <p>How to Manage Differences David Newton/ Bianca Keys <i>The Accord Group</i></p>	<p>24 July 2008 9am – 1pm</p> <p>Industry Development Centre CC1</p> <p>Managing Wellbeing Mr Mathew Stanton <i>Life Matters</i></p>	<p>15 August 2008 12.45pm – 5pm (Session commences at 1.30pm.)</p> <p>Industry Development Centre – CC1</p> <p>Using Emotional Intelligence at Work Julie Warnock</p>	<p>18 September 2008 9am – 1pm</p> <p>Industry Development Centre – CC1</p> <p>OHS/Leave/ Unsatisfactory Performance Tina Crawford Paul Munro <i>Human Resource Services</i></p>	<p>30 October 2008 9am – 1pm</p> <p>Industry Development Centre – CC1</p> <p>Effective Relationships David Newton/ Bianca Keys <i>The Accord Group</i></p>	<p>5 November 2008 12.30pm – 5pm (Lunch 12.30pm – 1.00pm)</p> <p>Treehouse Shortland Building</p> <p>Sustaining Change Catherine Smithson <i>Being Human</i></p>
<p>Understand delegations and how we can effectively utilise them to enhance our working lives and that of others</p>	<p>Communication</p> <p>Breaking impasses</p> <p>Effective mediation processes</p> <p>Identifying issues and needs</p> <p>Dealing with difficult people</p> <p>Facilitating acknowledgments</p> <p>Creative problem solving</p> <p>The psychology of conflict</p> <p>Other dispute resolution processes</p> <p>Option generation and reaching agreements</p> <p>Testing solutions</p> <p>Mediator skills and ethics</p>	<p>Identify common organisational and individual sources of pressure</p> <p>Recognise the early warning signs of heightened stress</p> <p>Review effective strategies to manage stress</p>	<p>Recognise and understand emotions and emotional beliefs and habits</p> <p>Develop skills for analysing and working with the emotional aspects of interpersonal problems</p>	<p>Staff from Human Resource Services will provide information and work through a number of scenarios related to workplace and staff management issues</p>	<p>Understand different personalities and ways people like to be valued</p> <p>Build and maintain trust</p> <p>Genuinely listening to others</p> <p>Understand and acknowledging others</p> <p>Asserting what you want without causing problems</p>	<p>Principles and theories of change</p> <p>Management of change processes</p> <p>Consultative strategies</p> <p>Preparing for future change</p>