

EVOLVING LEADERS FORUM (4 day)



A Four Day LIVE FORUM where you can expect to grow your leader's knowledge and intelligence DRAMATICALLY! We aim to provide skills to develop your next generation leaders, raising the bar; retaining and attracting the best leaders in your industry.

<p>Day 1 The Unconventional Path To Leadership</p> <p>In a changing world, where leadership skills make the difference between a profitable and productive team and an expensive and lazy team, understanding how to promote team effectiveness and how to show leadership in the workplace is critical. To do this, leaders need to develop their style of engagement, know how to impact their teams positively, and how to make a presentation to get their ideas out in a group environment.</p>	<p>Day 2 The best plans for effective prioritisation</p> <p>Using case studies and live examples to understand the importance of operational plans and developing work priorities, and managing important safety issues, participants will have the opportunity to deliver a presentation based on their learning in the past day and to demonstrate their understanding of the importance of planning and prioritising.</p>
<p>Day 3 The Secret Ingredients For Effective Relationships</p> <p>A hands on approach to building client relationships and establishing effective workplace relationships throughout the day will teach participants the practical ingredients for ensuring relationships are nurtured and respected, and are constantly enhanced through strong relationship building techniques, with a purpose.</p>	<p>Day 4 The Evolution Of Customer Service T to increase productivity</p> <p>Understanding customers, their needs and how leadership impacts on the level of service customers receive is one of the most effective ways of building revenue, keeping clients, and maximising staff satisfaction. During the day, participants will gain a superior knowledge of how to coordinate the implementation of customer service strategies, and how to address customer needs.</p>

Presented by Catherine Logue

Catherine conducts programs which provide graduates with nationally recognised credentials, these include Certificate IV and Double Diploma of TAE, Certificate IV in Frontline Management, Diploma of Management & Diploma of Business Administration. Her talent in training and facilitation has seen her present overseas in Los Angeles, Montreal, Auckland and Las Vegas, and nationally around Australia. Her business celebrates 20 years in July 2015, and is testament to her skills as a business leader.



Presented by Jacque Opie

Jacque uses unique, accelerated learning techniques to engage, challenge and inspire her audience, while their learning is being embedded. She is constantly updating her own skills in the training field with adult learning techniques, and is on the cutting edge of new developments in education. With a background in corporate training, management, customer service, administration, marketing and sales, Jacque's knowledge base is an asset to her clients in the training room. She is a master at designing, developing and delivering effective training. She understands what it takes for training to be successful and brings her energy and enthusiasm to every training room!

