

COURSE OUTLINE

26th - 27th August, 2010 | MELBOURNE :: 9th - 10th September, 2010 | SYDNEY

DAY ONE 8:30 Registration – 9:00 Start

WORKLOAD MANAGEMENT

Increasing Productivity Through Time Management

- Understand what is meant by productivity and workload management
- Learn about the importance of the Productivity Formula and strategies for reducing 'mind traffic'
- Configure your time management tool
- Learn how to become a master at multi-tasking
- Solve the 'decision dilemma' when managing a myriad of activities

Gaining Control Over Your Emails

- Learn how to manage your inbox
- Uncover the secret of ending your day with an empty inbox
- Learn how and when to follow up on emails and set up protocols for eliminating junk or low priority emails
- Create ways to file your mail and stay with your priorities regardless of the volume of email traffic

Managing Commitments And Plan Your Calendar

- Understand the importance of using your calendar as a time management tool and how to avoid becoming a victim of 'Planning Fallacy'
- Become a more proficient time manager and begin the process of regaining control over your life and demanding schedule
- Plan effectively so you can become more strategic in your daily choice of activities and restore a feeling of achievement at the end of every day

5:00 Close of Day One

Morning Tea, Afternoon Tea and Lunch will be provided.

Hear What Delegates Said About Tonkin's EA/PA Roadshow 2009:

Very insightful and informative.
Would thoroughly recommend it.

Rosa Brezac, Executive Assistant, University of Melbourne

Very informative.

Lisa Marchetti, Executive Assistant, TRUenergy

Very motivational. Perfect training for EA's.

Nicole McIndoe, Executive Assistant, Hesta Superfund

DAY TWO 9:00 Start

ENHANCING COMMUNICATION SKILLS AND MEETING EFFECTIVENESS

Developing Influencing And Communication Skills

- Discover the various ways that the communication/influencing process impacts your effectiveness
- Examine the five key skill sets of influencing/communication
- Creating Influencing Action Plans: a six-step process and tool for implementing and improving influencing skills in the organisation
- Recognise and look at body language and the importance of questioning and understanding in influencing
- Practice planning and responding to people as well as how to delegate and follow-up

Break-out Session:

The Influencing Questionnaire: Participants complete a two-part questionnaire which probes both their beliefs and current skill level as communicators/influencers. An interpretation booklet allows each attendee to work on their own specific areas and customise the learning process

Handling Conflict, Dealing With Difficult People And Coming To Agreement

- Fine tune conflict handling and agreement skills and practice them in influencing sessions using real workplace issues
- Handling difficult conversations with your boss or with clients
- Develop negotiation skills to avoid conflict

Break-out Session:

Develop an Influence Map which shows the relationships and opportunities that exist for impacting performance with colleagues and customers alike

Planning Effective Meetings

- Discuss the current challenges in meetings and potential solutions
- Examine the four phases of a meeting which leads to the best return on investment for meeting time
- Gain an appreciation of what it takes to effectively prepare for a meeting whether as a chairperson, meeting organiser, participant or minute taker
- Learn the four key areas to address when constructing an agenda, that ensures the meeting will be on time, on track and on purpose

Execute The Meeting To Meet Objectives

- Master the execution of your well planned meeting
- Learn the best way to ensure that meeting outcomes become activities for participants of the meeting as well as how to ensure effective follow-up

5:00 Close of Training Course

www.TonkinCorporation.com

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