



Organisational Development Group presents

BUSINESS DYNAMICS

Successful Management Depends on Effective Communication

BEST PRACTICE MANAGEMENT TODAY REQUIRES:

- Motivating and managing stakeholder interests
- Coaching, Facilitating and Mediating project teams, functional departments and divisions.
- Managing on-going client relationships.
- Responding to and managing change.

Successful business management, whether as owner/manager of your own business, or as a manager in a medium to large organisation, significantly depends on your ability to influence, persuade and motivate others within your area of responsibility, cross functionally, upwards and externally.

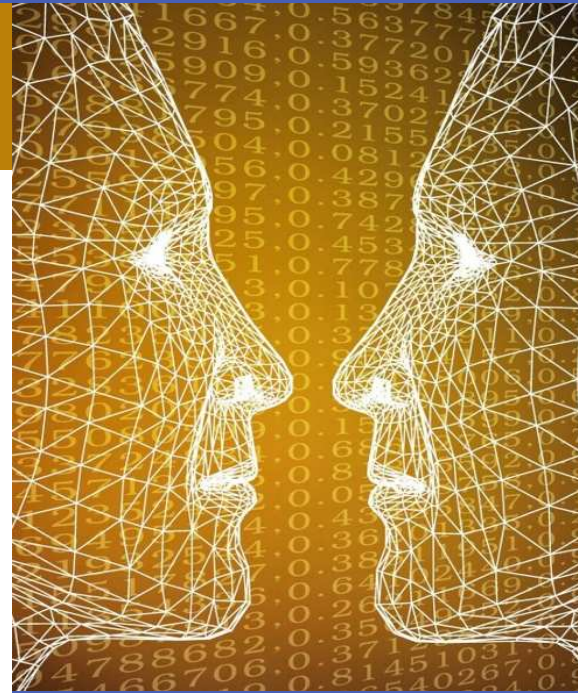
Business results are affected by dynamics such as team and customer motivation, levels of effective coaching, facilitation and mediation and the overall culture that is created by the various relationships.

As managers, you are automatically expected to know how to think and behave in order to attain the best results from yourself, your team, your suppliers, your directors and customers. Now you can gain best practice management skills that will further enhance your capabilities to get results faster, more efficiently and with less effort—and improve even the toughest relationships you are required to build and maintain.

The skills you will gain from this 3-day course will give you an extra edge in dealing with day-to-day management issues as well as more strategic insights to building strong teams, and forging new links with existing and new customers and stakeholders.

LEARNING OUTCOMES

- Develop improved communication in managing upward to handle stakeholder concerns with elegant skill.
- Increase your powers of influence and persuasion —get your message across faster and more effectively than ever before.
- Improve your effectiveness as a manager with communication tools and language precision previously unavailable.
- Discover a set of proven skills and methods that enable you to turn a 'bad day' into a 'good day'.
- Increase your adeptness in moving smoothly between management roles—so that your working life is consistent, efficient and profitable.
- Manage and inspire others for better team performance, coaching with high quality feedback that motivates, mediating differing points of view and facilitating outcomes.
- Gain a new perspective to better handle operational issues; and expand on excellent customer and supplier relationships.



PROGRAM FOCUS

Participants will learn a set of powerful and effective techniques, methods and processes that will provide them with an essential tool kit for dealing with people in any business interaction that relies on **influencing, persuading and motivating** others.

WHO SHOULD ATTEND?

Business Dynamics offers the best training available in management and business communication today. This course is recommended for people who:

- Manage a business of any size.
- Manage a function and rely on the agreement and support of others to deliver on performance targets.
- Manage a business team in any area of an organisation.
- Build and sustain effective relationships with key customers.
- Manage cross-functional projects with various stakeholders.
- Implement change within business structure, processes, and systems.
- Are owner/managers of SMEs.

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**“The real meaning of communication is the response you get.
If you are not getting the response you want, change your communication.”**



PROGRAM CONTENT

This program will incorporate applications from **Neuro Linguistic Programming (NLP)** used by the most professional and successful managers and leaders.

You will gain profound clarity and practical ways to **deal with the most difficult people**.

You will learn applications of **Spiral Dynamics-integral**, which describes what may be considered the social DNA, the ideological concepts and values which help form our culture, offering deep insight into the driving forces behind the motivational flows of others.

You will **maximise your learning experience** as our training format incorporates cycles of presentation, demonstration, experiential process, feedback and discussion. In addition to your conscious mind learning, you will be able to **retain the skills** at an unconscious level and draw upon these in the real world where it counts.

"In the months after the first round of attendances at **Business Dynamics** our executives repeatedly noted:

- The ability to characterise behaviours using a common reference system and ways to improve communication using these reference systems.
- A deep understanding of the way our organisation worked, and improved ways to obtain the outcomes a marketing system needed from a production based bureaucratic organisation –with radically reduced friction.
- Significant augmentation to the prior specialist management program.

Yallourn have now sent approximately 35 staff to attend this program, including most of the senior executive team, most of marketing, and key production staff. The learnings are an on-going vital part of the continued success of the Company. We recommend **Business Dynamics** for your consideration."

Director Marketing: major Australian generator company, CEO: Australian electricity retailer.

Business leaders wishing to discuss management training for groups within their organisations are invited to contact us directly.

You will discover that we are delighted to provide training which can be integrated into your firm's established on-the-job learning methods and styles and will be adapted to your own specific needs. Terms & conditions apply.

YOUR TRAINERS AND FACILITATORS

Roger Deaner's dynamic experience as a high level negotiator and leader in corporate change and EBAs, combined with his unique training style and skills in behavioural communication, make him a highly valued resource in the corporate world. As a Divisional Managing Director of the multi-national Courtaulds Ltd, he has driven change through negotiating and mediating mergers and acquisitions worth billions of dollars.



As Australia's most recognised Master Trainer of the behavioural science NLP and a trainer in *Spiral Dynamics-integral*—arguably one of the most accurate models of cultural development—Roger can be relied on to offer enormous value for money, delivering a sound grasp of the complexities of human interaction with a step by step process to achieve expertise and success.

A current member of the CEO Institute, Roger offers a unique insight into the needs and drives of the corporate world advising business and community leaders.

Rita Papadakis has over 12 years of corporate senior management experience within multi-national organisations, including the largest packaged consumer goods organisation, the Altria Group, and one of Asia's largest F&B companies, Yeo Hiap Seng Ltd. With her extensive experience in Sales, Marketing, and General Management, she is recognised for her ability to build big brands, increase market share and profitability.



Rita has a B.Bus in Marketing/Economics, is a NLP Master Practitioner and is certified in *Spiral Dynamics-integral*. Combining this with her commercial acumen and her interest and ongoing research in organisational development and cultural change, she assists clients to open more meaningful dialogue and optimise their capability to improve results.

Rita provides management training, consulting and mentoring in the areas of marketing and sales strategy, negotiating, selling, organisational change and succession planning. She asks the tough questions and challenges habitual ways of thinking, facilitating faster and effective break-throughs for those who dare to realise their untapped potential.

TO REGISTER FOR BUSINESS DYNAMICS CONTACT US DIRECTLY.

Organisational Development Group

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LOCATION:	Melbourne, Australia	Full Investment:	\$2050+GST
COURSE DURATION:	3 days	Early Bird:	\$1800+GST
DATES, TIMES AND VENUE:	Contact us directly or see our Training Guide to Business Courses	Group rate:	\$1650 +GST per person for groups of 3 or more from any one organisation