

Queensland Training Calendar 2010

January						
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February						
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May						
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November						
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December						
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Key

Assertiveness Skills 2 Days	
Empathy Selling 2 Days	
Behavioural Interviewing 1 Day	
Emotional Resilience 1 Day	
Mentoring Skills 1 Day	
Managing With Insight 2 Days	
Manager as Coach 2 Days	
Performance Review 1 Day	
Working With Equity and respect 1 Day	
Managing Change 1 Day	
Situational Leadership 1 Day	
Presenting with Presence 1 Day	
Worklife Balance ½ Day	
Negotiation Skills 2 Days	
Public Holidays	

Managing With Insight This popular course was developed by Chandler Macleod over 40 years ago to provide a framework for understanding behaviour. Through providing a 'users manual' for people interactions, participants are taught to understand and recognise behaviours and motivations. Practical skills in applying this framework are developed to enhance personal effectiveness and productivity.
Negotiation Skills Negotiation requires participants to identify issues about which they differ, educate each other about their needs and interests, generate possible settlement options and bargain over the terms of the final agreement. Being effective at negotiation is vital in today's global business environment. This course will help you become aware of your personal negotiation style, and learn which negotiation style is appropriate for different situations.
Managing Change Navigating employees through significant change is a complex skill. This course will provide you with the tools necessary to adapt to and lead change. The program explores the nature of change, addresses the issue of how to optimise person-environment fit, and provides techniques on how to motivate employees in challenging times.

Assertiveness Skills The program looks at different types of behaviour including ineffective, non-assertive and aggressive behaviours, and contrasts assertiveness with each of these. Participants are able to identify non-assertive and aggressive characteristics they may possess, and learn the skills to replace these behaviours with specific assertive techniques.
Situational Leadership Situational Leadership is a successful and powerful leadership framework aimed at optimising your professional and personal interactions. It is simple to understand, effective and has a proven track record of success. This course will develop your ability as a leader by providing the tools for you to be flexible and adapt your style to suit the situation. Learn how to tailor your style to the development level of the employee, as well as gain insight into your natural leadership style and how this impacts on others.
Manager as Coach Develop your Coaching skills to support effective performance management and appraisal systems as well as promoting behavioural and cultural change.

Behavioural Interviewing With over 50 years experience in both Recruitment and Training, Chandler Macleod runs this unique course helping you understand how to recruit the right staff and avoid making classic recruitment mistakes. Develop the skills to recruit top performers for your business using a scientific, competency-based methodology.
Mentoring This one day course will provide you with the key fundamentals to assist you in structuring mentoring arrangements and meeting ongoing commitments as a Mentor. In a practical format, this course defines what mentoring is and is not, identifies how mentoring can enhance the effectiveness of your team or organisation, as well as addressing how to establish a mentoring relationship and avoid some common pitfalls
Emotional Resilience Through this course, you will explore methods to sustain emotional performance through utilising a variety of tools to manage stress and effectively cope with challenging situations and life changing events.

Empathy Selling The program will provide participants with techniques for closing deals, understanding customers, and developing long-term business relationships. Participants will gain experience in devising a sales strategy, identifying and selling the specific benefits of products, using empathy in order to improve participants' influencing skills, communicating a simple and direct message, and overcoming customer objections.
Working with Equity & Respect Proactive training is considered one of the best strategies for preventing discrimination and harassment in the workplace. Our 'Working with Equity and Respect' workshop has been designed to assist employers and employees to understand the concepts of discrimination and harassment, and to identify their roles and responsibilities in creating a workplace in which everyone is respected and treated fairly.
Performance Review This course will enable you to increase your confidence in conducting performance conversations in a manner that achieves positive outcomes. You will be equipped with strategies to conduct difficult conversations and tools to retain, develop and motivate employees into the future.

For more information on course structure and content please contact Andrea Woodhouse on (07) 3003 7766 or andrea.woodhouse@chandlermacleod.com

For information on schedules and bookings please contact Michelle Matthews on (07) 3003 7718 or michelle.matthews@chandlermacleod.com