

APS 4 ESSENTIAL SKILLS WORKSHOP

YOUR LEADERSHIP JOURNEY STARTS HERE

15 - 16
MARCH 2021

ONLINE DELIVERY

EXPLORE

- ▶ Skills and capabilities of a confident and successful Public Sector professional
- ▶ Flexible thinking practices for effective decision making
- ▶ Effective change management principles and practices
- ▶ Increase cohesion, engagement and motivation for productive teams
- ▶ Strategies for resilience in challenging situations
- ▶ Leverage your Emotional Intelligence (EQ) to advance as a coach & supervisor
- ▶ Expand your influence through strong stakeholder relationships
- ▶ Career planning and pathways in APS roles

EXPERT FACILITATOR



Mark Butz
Principal
Futures by Design

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ABOUT THE EVENT

New strategic directions and ongoing change in the Australian Public Service brings a greater need for more effective and efficient performance from professionals across all levels. This is never more true than at the APS 4 banded level, the foundation of excellence for Government, but also the critical first step on the road to leadership.

This two-day workshop has been designed for APS 4 level officers to advance essential skills and explore the capabilities to thrive today, and lead tomorrow. Across two hands-on, intensive days, you will delve into practical strategies to operate autonomously and exhibit greater awareness of agency goals, while learning to influence others, understand change management principles, and apply flexible thinking to problem solve and make effective decisions.

Register today for this unique professional development opportunity for high performing APS 4's, enabling you to perform at your peak, and position yourself for advancement in the Australian Public Service.

TRAINING DELIVERY AND PRE-COURSE QUESTIONNAIRE

This workshop will be delivered using a three tiered approach. The structure of each session is as follows:

1. Technical overview and review of research into the topic area under discussion
2. Practical application of management principles in the review of case studies, worked examples and interactive exercises
3. Discussion of outcomes and implementation issues

Workshop participants will have the opportunity to include comments and questions about issues outlined in the program by way of a pre-course questionnaire. This feedback will enable the course facilitator to adjust content accordingly. The workshop has limited places to allow for customisation, greater interactivity and for individual concerns to be addressed.

DAY ONE

Establish your personal and professional values

- ▶ Assess the skills, capabilities and attributes of an effective leader
- ▶ Establish your core values at the heart of your professional band
- ▶ Learn to demonstrate your value to the organisation
- ▶ Become a reflective practitioner and lifelong learner

Coaching, supervising and managing relationships - the importance of Emotional Intelligence (EQ)

- ▶ Understand the impact of EQ on your performance
- ▶ Use authenticity, acceptance and empathy to build trust
- ▶ Create and sustain relationships at all levels in the organisation
- ▶ Identify opportunities to develop your EQ and the EQ of others

Increase accountability and positively influence others

- ▶ Enhance team cohesion, engagement and motivation
- ▶ Make a business case - provide sound advice and recommendations
- ▶ Study conflict resolution techniques and models
- ▶ Build team capacity through performance feedback and coaching

Harness the ability to problem solve and make effective decisions

- ▶ Use flexible thinking styles to find solutions
- ▶ Re-frame your thinking to solve problems
- ▶ Trust your experience to develop robust decision-making processes
- ▶ Balance independent and group decision-making efforts

DAY TWO

Understand change management principles

- ▶ Develop new styles for managing transformation and change
- ▶ Improve situational awareness and solution finding
- ▶ Support stakeholders and teams through changes
- ▶ Learn to set measurable goals and communicate expectations clearly

Improve stakeholder management for career success

- ▶ Expand influence and better understand stakeholder interests and needs
- ▶ Resolve complex enquiries and competing viewpoints
- ▶ Strengthen your negotiation skills
- ▶ Form and maintain stronger stakeholder relationships

Develop resilience in times of uncertainty

- ▶ Support others through challenging times
- ▶ Grow strong internal and external networks for advice
- ▶ Develop strength through diversity of thought
- ▶ Invest in self-care - Maintain your emotional and physical wellbeing

Key approaches to grow trust, credibility and build confidence in your abilities

- ▶ Trust models - learn to generate trust the quick and slow method
- ▶ Be courageous - trust yourself to perform
- ▶ Embrace flexibility on the road to success
- ▶ Commit to a conscious development path

WORKSHOP SCHEDULE

- 8.30 - 9.00 Sign in
- 9.00 - 10.40 Session One
- 10.40 - 11.00 Morning Tea
- 11.00 - 12.30 Session Two
- 12.30 - 1.30 Lunch
- 1.30 - 3.00 Session Three
- 3.00 - 3.20 Afternoon Tea
- 3.20 - 4.30 Session Four
- 4.30 Close of Workshop

WHO WILL ATTEND?

APS 4 banded level roles across all disciplines & departments throughout the Public Sector, including:

- ▶ APS 4
- ▶ Officers
- ▶ Advisors
- ▶ Analysts / Specialists
- ▶ Coordinators
- ▶ Executive Support & Office Administration

YOUR FACILITATOR

Mark's diverse work experience includes more than 26 years in senior positions in government agencies, complemented by voluntary participation in community sector governance, and since 2002 working as a consultant, facilitator, trainer, coach and writer. He has particular interest and expertise in building connection and bridging gaps of understanding. He has found this to be fundamental to unlocking the potential of teamwork and collaboration, and to averting detrimental aspects of conflicts in values, styles, and ways of thinking.

He is a member of the International Association of Facilitators, Australasian Facilitators Network, Institute for Learning Professionals and Environment Institute of Australia & NZ. He has been training others in communication, facilitation, leadership, and conflict transformation for more than 20 years, across all States and Territories of Australia, and in New Zealand, India and Nauru. His work draws on principles learned as a practitioner of tai chi and mindfulness meditation, and from deep personal interest in ecology, social history and mythology.



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