# NSW PUBLIC SECTOR GRADES 9-11: CRISIS MANAGEMENT ESSENTIALS FOR COVID-19

### BECOME AN ADAPTABLE LEADER AND GUIDE YOUR ORGANISATION THROUGH CRISIS



# 31 JULY 2020

ONLINE DELIVERY

### EXPLORE

- Strengthen your resilience and versatility through learning emotional intelligence
- Broaden your leadership focus by increasing your social and relational awareness
- Foster trust and influence through powerful communication techniques
- Attain strategies for leading the implementation and monitoring of change

### **EXPERT FACILITATOR**



Maree Walk Founder & Principal Consultant Storyroad

### **ONLINE DELIVERY**

This event will be delivered live with the assistance of Video Streaming technology to allow delegates and speakers to participate and interact from their office, their home or wherever they may be.





# ABOUT THE EVENT

One of the true tests of leadership is how you respond in times of crisis. Whether it's COVID-19, or another crisis down the line, the importance of remaining calm and being able to take swift action is central to the success of your agency, teams and clients.

As a NSW Grade 9-11 you are on the frontlines of management in these challenging times, and will need to be prepared to tackle a more complex workload, with an even greater emphasis on leadership.

Acting as the critical conduit between strategic vision and operational implementation, you need to lead your team to action quickly and in alignment with that vision. You need strong leadership skills to flourish and effectively 'manage for results', especially in times of crisis.

This full-day, interactive online workshop will dive deep into the capabilities of managing in times of crisis within the NSW Public Sector, specifically addressing the unique demands and challenges you will face during COVID-19.

# YOUR FACILITATOR

Maree is the founder and principal consultant at MW Consultancy. She is an experienced, in-demand leadership specialist focussed on coaching and mentoring across the public, private and not-for-profit sectors.

Maree was the Deputy Secretary, Programs and Service Design in the NSW Department of Family and Community Services (FACS), where she specialised in service design and delivery for FACS. Prior to becoming Deputy Secretary, Maree worked as the Chief Executive of Community Services. She also worked in the non-government sector and was the Chair of the Association of Children's Welfare Agencies (ACWA) – the peak body for child and family services in NSW.



Maree Walk Founder & Principal Consultant Storyroad

# WHO WILL ATTEND?

Most attendees will fall into the upper NSW Public Sector grades 9-11, in a variety of roles such as:

- Manager
- Assistant Director
- Team Leader
- Advisor/Senior Advisor
- Senior Policy Officer

### MANAGING YOURSELF IN TIMES OF CRISIS

9:00AM - 12:15PM | 31 JULY 2020

#### Develop your Emotional Intelligence (EQ)

Before you are able to lead others through times of crisis, it is important to know how you emotionally respond to unexpected changes. Understanding your strengths and limitations that need development gives you a foundation to guide conversations, make quick decisions and help others grow in unstable times.

- ► Gain an understanding of your EQ level
- Learn how to self regulate and respond appropriately to situations
- Instil a positive realism mindset to view current and future directions

#### Increase your social and relational awareness

With self-awareness and self-management now strengthened, you can focus on understanding the current climate you are working in by increasing your social and relational awareness. This is the ability to see the big picture of how all parts of the organisation are interconnected and being affected by the crisis. Advancing these skills will help you to see what specific changes are needed, for a higher chance of long term positive transformation.

- Develop your empathy to hear and sense others underlying emotions
- Increase your organisational awareness Who are the key networks, cultures & policies
- Become a coach and mentor to inspire others for change

### LEADING OTHERS THROUGH TIMES OF CRISIS

1:15AM - 4:30PM | 31 JULY 2020

#### Effective communication during change

Communication is the key leadership characteristic needed in times of crisis. For without good communication, trust can be swiftly lost, but with open and transparent communication even bad news can impart confidence in your teams. Master the components of great communication when in times of crisis, to help guide your teams through the season and translate information from all levels of seniority.

- Understand your audience and their needs
- Communicate frequently and authentically
- Create space and opportunity for open dialogue

#### How to implement & monitor change

One thing certain in times of crisis is that previous normalities have been shaken and there is a pressing need to cope with the change fast. Old ways of functioning will not survive and you must create new cultures and policies across the organisation promptly. Therefore, your ability in leading these changes for long term impact is essential for success.

- Trust your intuition in times of ambiguity
- Build strong processes and procedures to support your people
- Think long term and adapt for the short term

## NSW Public Sector Grades 9-11: Crisis Management Essentials for COVID-19

# **Booking** Form

31 July 2020

**Online Delivery** 

Event Reference: NPER0720A - O Priority Code: I

i R	egistration Information						
Organisation Name							
Address		Suburb	State Postcode				
Booking Contact Information							
Title	Full Name P	osition Email	Phone				
	E Delegate Information						
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#### 🕋 Your Investment

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Options (per person) Qty		Value Plus Rate Register and pay by 29 May		Super Saver Rate Register and pay by 15 June	Early Bird Rate Register and pay by 30 June		Standard Rate		
	Worksh	юр	\$995 + G8	ST = (\$1094.50)	\$1095 + GST = (\$1204.50)	\$1195 + GST = (\$1314.50)		\$1295 + GST = (\$1424.50)	
Discounted off standard rates :		Save up to \$300		Save up to \$200	Save up to \$100	All Prices listed in Australian Dollars			
	Group Discounts Available:	<b>10% off</b> <b>Standard Rate</b> Team of 3 - 4	<b>15% off</b> <b>Standard Rate</b> Team of 5 - 7	20% off Standard Rate Team of 8+			TOTAL ncl GST		

Conditions: Group Discounts apply for bookings made simultaneously. Only one discount applies. Group discounts apply to standard rates only. Group discounts are not applicable to Value Plus, Super Saver and Early Bird rates Discounts cannot be applied retrospectively and must be claimed at the time of booking. Liquid Learning Group reserves the right to have sole discretion on an organisation's eligibility for discounts. Note: Course materials included. Registration Obtions are person only.

#### 😑 Payment Details

Credit Card	Credit Card Details - Please charge my credit card for th Card Type Visa MasterCard American Ex	Electronic Funds Transfer (EFT) Please transfer funds directly to: - Westpac Account Name: Liquid		
Cheque (payable to Liquid Learning Group Pty Ltd)	Note: 2% surcharge applies to American Express payments		Learning Group Pty Ltd BSB: 032 002	
Electronic Funds Transfer	Card Number		Account No: 407 273 SWIFT Code: WPACAU2S	
Please invoice me:				
Purchase Order No. #	CVV Full Name as on card		Amount	
	Cardholder's Contact Number Signa	ature	<ul> <li>Please quote ref NPER0720A - O and registrant name</li> </ul>	
	X		and registrant name	
Ø Authority		Authorising Manager's Details: T	his registration is invalid without a signature	
Name	Position	Phone		

Email

#### Email this form to: registration@liquidlearning.com.au or Call us on: +61 2 8239 9711

Signature

X

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Date

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