

# 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.

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## 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.



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## 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

Registration Information section with fields for Organisation Name, Address, Suburb, State, Postcode, and Booking Contact Information (Title, Full Name, Position, Email, Phone).

Delegate Information table with columns: #, Title, Full Name or TBA, Position, Email. Rows 1-10.

Your Investment table with columns: Options (per person) Qty, Value Plus Rate, Super Saver Rate, Early Bird Rate, Standard Rate. Includes 'Save up to \$300', '\$200', and '\$100' discounts.

Group Discounts Available table showing 10%, 15%, and 20% off standard rates for teams of 3-4, 5-7, and 8+.

TOTAL incl GST box.

Conditions: Group Discounts apply for bookings made simultaneously. Only one discount applies. Group discounts apply to standard rates only. Note: Course materials included. Registration Options are per person only.

Payment Details section including Credit Card (with details field), Electronic Funds Transfer (EFT), and fields for Amount, Signature, and Cardholder's Contact Number.

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Registration Policy: If you are unable to attend this event, you may send a substitute delegate in your place at no additional cost. Please advise us of any substitutions as soon as possible.

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