

NSW PUBLIC SECTOR WOMEN IN LEADERSHIP WORKSHOP

ESSENTIAL LEADERSHIP STRATEGIES
FOR CAREER SUCCESS



19 & 20
MARCH 2020
SYDNEY

EXPLORE

- ▶ Define your leadership qualities
- ▶ Use Emotional Intelligence (EQ) to drive productivity
- ▶ Lead with confidence through uncertainty
- ▶ Embrace change
- ▶ Develop productive communication skills
- ▶ Build cohesive & engaged teams
- ▶ Expand your influence in & outside of your organisation
- ▶ Lead difficult conversations & manage conflict
- ▶ Gain strategies for employee engagement
- ▶ Design your leadership action plan

EXPERT FACILITATOR



Dr Karen Whittingham
Director
Impact Psychology Pty Ltd

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ABOUT THE EVENT

In the transitional environment of the NSW Public Sector, leaders are valued for their ability to skillfully manage complex situations and withstand external challenges. To succeed as a leader and drive productivity in your teams, it is essential to develop a firm understanding of your strengths and weaknesses. In doing so, you'll learn how they can impact your team's performance as well as your own. You will need to demonstrate keen insight into internal and external challenges, show strong emotional intelligence and the ability to positively impact stakeholders to lead with greater influence and effectiveness.

This workshop will equip you with the tools and knowledge to build confidence in your abilities as a leader. This hands-on, two-day interactive learning session has been designed with both current and emerging leaders in mind. You'll be equipped with a practical leadership strategy that you can use to navigate a successful career in the NSW Public Sector.

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

The fundamentals of Emotional Intelligence (EQ)

- ▶ Explore the main elements of EQ
- ▶ How to identify your areas of strength and weakness
- ▶ Evaluate your emotional responses and their effects

Use EQ to drive productivity

- ▶ Understand emotional drivers to better motivate yourself and your team
- ▶ Expand emotional agility - adapt behaviour to suit different leadership styles
- ▶ Emotional reasoning for effective decision making

Strengthen your resilience and resolve

- ▶ Perform productively through tough times
- ▶ Deal constructively with stress, criticism and setbacks
- ▶ Effectively manage conflict and turn negativity into opportunity

EQ to progress in your career

- ▶ Recognise and explore areas of growth and development
- ▶ Understand behaviour in times of change
- ▶ Proactively apply EQ moving forward

WORKSHOP SCHEDULE

- 8.30 - 9.00 Registration
- 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

DAY TWO

Project confidence and credibility

- ▶ Develop productive communication skills
- ▶ Practice authenticity
- ▶ Influence and engage your teams

Stakeholder management

- ▶ Adapt strategies to manage different people
- ▶ Harness and resolve conflict
- ▶ Understand and prioritise key relationships

Beyond the words - Nonverbal and paraverbal communication

- ▶ Use eye contact and posture to make your message stick
- ▶ Master your gestures to influence with purpose
- ▶ Fine-tune pitch, tone and speed of your speech to make an impact

Personal action plan for success in the NSW Public Sector

- ▶ Identify and respond to threats and see challenges as opportunities
- ▶ Determine your areas for development, key resources, change agents and networks
- ▶ Plan your actions - identify and pursue opportunities beyond your to-do-list

WHO WILL ATTEND?

Aspiring, emerging & existing female leaders in the New South Wales Public Sector, including state, local & federal representatives in roles such as:

- ▶ Managers
- ▶ Team Leaders
- ▶ Senior Officers & Coordinators
- ▶ Regional & National Managers
- ▶ Branch & Section Managers
- ▶ Directors & Assistant Directors
- ▶ HR, People & Culture, Diversity & Inclusion
- ▶ Women's Leadership Program Managers
- ▶ NSW Clerk Grades 9-12, PSSE Band 1
- ▶ APS 5-6, EL1-EL2

YOUR FACILITATOR

Karen is one of Australia's leading executive management and leadership development specialists who has worked with thousands of executives to transition them into senior executive roles quickly and effectively. She is an Organisational Psychologist passionate about people's success and facilitating their careers to rise. Karen's workshops are best described as practical, hands-on, personally relevant and enjoyable. Currently lecturing in Organisational Psychology at UNSW, she researches leadership, assessment, learning and performance as well as innovation. A person with a passion for making an impact quickly, she bases her workshops on current evidence and its application.

Organisations seek out her guidance across a range of project areas including leadership development, team building, business strategy, and innovation and change interventions. She is often working with the talent pools of many of Australia's leading multinational, ASX listed and public sector firms as a coach, facilitator and researcher. Karen has high level senior executive experience in directing and managing large teams and leading sales and customer service functions both on and off shore (including experience managing JV partnerships across 8 cities in China). She is also a start-up advisor.

Karen holds a Masters in Management from MGSM to complement her Doctoral level psychology qualifications (USyd) and is a graduate of the National Speakers Association Academy, now known as the Professional Speakers Association. A self-described geekgirl with a passion for technology and innovation, Karen has several apps in the apple appstore, and is an award winning astro-photographer for fun.



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