

Victorian Training Calendar 2009

Key

Managing With Insight 2 Days	
Manager as Coach 2 Day	
Behavioural Interviewing 1 Day	
Working with Equity & Respect ½ Day	
Assertiveness Skills 2 Days	
Empathy Selling 1 Day	
Leadership During Change ½ Day	
The Power of Presentation: Become an Expert Facilitator 1 Day	
Public Holidays	

January						
M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
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26	27	28	29	30	31	

February						
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March						
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April						
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May						
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June						
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July						
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August						
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September						
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October						
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November						
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December						
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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.
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.

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.
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.

Manager as Coach
Develop your Coaching skills to support effective performance management and appraisal systems as well as promoting behavioural and cultural change.
Leadership During Change
The program will explore the nature of change and its effect on people, providing an insight into understanding change, what behaviours it can bring about, understanding resistance to change and how to deal with change. Participants will learn how people of different temperaments work together, communicate and respond to change.

The Power of Presentation: Become an Expert Facilitator
Presenting in front of others can be an intimidating experience for many. However, the ability to express ideas clearly, confidently and with style is a vital skill for many jobs. Chandler Macleod's The Power of Presentation course will help participants to develop their ability to make presentations, and to feel comfortable speaking in front of others.
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.

For detailed information on course structure and content, please contact John Viliantiotis on (03) 8629 1259 or John.Viliantiotis@chandlermacleod.com

For more information on training program schedules or to make a booking, please contact Jade Short on (03) 8629 1134 or jade.short@chandlermacleod.com

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