

Victorian Training Calendar 2010

Key

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	19	20	21	22	23	24
25	26	27	28	29	30	31

February						
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	19	20	21
22	23	24	25	26	27	28

March						
M	T	W	T	F	S	S
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8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

April						
M	T	W	T	F	S	S
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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

May						
M	T	W	T	F	S	S
31					1	2
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17	18	19	20	21	22	23
24	25	26	27	28	29	30

June						
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21	22	23	24	25	26	27
28	29	30				

July						
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26	27	28	29	30	31	

August						
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September						
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October						
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November						
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29	30					

December						
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20	21	22	23	24	25	26
27	28	29	30	31		

Managing With Insight 2 Days	
Manager as Coach 2 Days	
Behavioural Interviewing 1 Day	
The Power of Presentation: Become an Expert Facilitator 1 Day	
Assertiveness Skills 1 Day	
Empathy Selling 1 Day	
Conflict Resolution ½ Day	
Quick Bites	
Psychometric Assessment	
Attracting & Developing Talent	
Emotional Intelligence	
Public Holidays	

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.
Conflict Resolution
Conflict in the workplace can arise at any time, it has many causes and can be handled in a variety of ways, some effective and some doing far more harm than good. This course provides participants with an understanding of their dominant conflict resolution style, teaches how this style is perceived by others and assist to develop a "communication toolbox" which includes assertiveness techniques.

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.
Quick Bites
Chandler Macleod Quick Bites is our way of providing busy clients with a brief yet informative overview of topics very relevant to business today. Beginning at 8am, these sessions run for approximately 1 hour, and provide you with the insight to become conversationally competent on Psychometric Assessment, Emotional Intelligence and Attracting & Developing Talent. Upon completion of these sessions, those eager for further information are welcome to discuss the possibility of additional training or even utilising our services in these areas.

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