



Organisational Development Group presents

BUSINESS DYNAMICS

Successful Management Depends on Effective Communication

BEST PRACTICE MANAGEMENT TODAY REQUIRES:

- Motivating and managing **stakeholder interests**
- **Coaching**, Facilitating and Mediating teams, departments and divisions.
- Managing on-going **client relationships**.
- Responding to and **managing change**.

Successful business management, whether as owner/manager of your own business, or as a manager in a medium to large organisation, depends on your ability to influence, persuade and motivate others within your area of responsibility, cross functionally, upwards and externally.

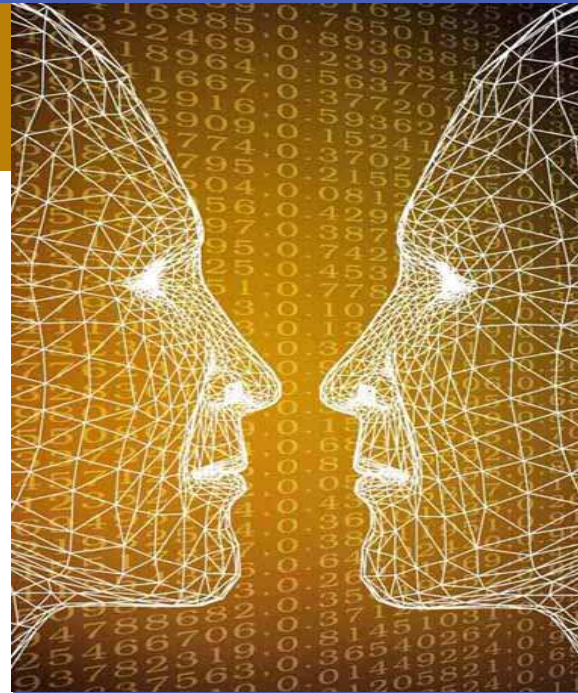
Business results are affected by dynamics such as team and customer motivation, levels of effective coaching, facilitation and mediation and the overall culture that is created by the various relationships.

As managers, you are automatically expected to know how to think and behave in order to attain the best results from yourself, your team, your suppliers, your directors and customers. Now you can enhance your capabilities and gain best practice management skills that will get results faster, more efficiently and with less effort—improving even the toughest relationships you encounter.

Skills you gain from this 3-day course offer you an extra edge in dealing with day-to-day management issues as well as strategic insights to building strong teams and forging new links with existing and new customers and stakeholders.

LEARNING OUTCOMES

- Develop **improved communication** in managing upward to handle stakeholder concerns with elegant skill.
- Increase your powers of **influence and persuasion**—get your message across faster and more effectively than ever before.
- Improve your **effectiveness** as a manager with communication tools and **language precision** previously unavailable.
- Discover a set of **proven skills and methods** that enable you to turn a 'bad day' into a 'good day'.
- Increase your adeptness in **moving smoothly between management roles**—so that your working life is consistent, efficient and profitable.
- **Manage and inspire others** for better team performance, coaching with high quality feedback that motivates, mediating differing points of view and facilitating outcomes.
- **Gain a new perspective** to better handle operational issues; and expand on excellent customer and supplier relationships.



PROGRAM FOCUS

Participants will learn a set of powerful and effective techniques, methods and processes that will provide them with an essential tool kit for dealing with people in any business interaction that relies on **influencing, persuading and motivating** others.

WHO SHOULD ATTEND?

Business Dynamics offers the best training available in coaching, managing and business communication today. This course is recommended for people who:

- Manage a business of any size.
- Manage a function and rely on the agreement and support of others to deliver on performance targets.
- Manage a business team in any area of an organisation.
- Build and sustain effective relationships with key customers.
- Manage cross-functional projects with various stakeholders.
- Implement change within business structure, processes, and systems.
- Are owner/managers of SMEs.
- Are business coaches.

www.odg.net.au

**“The real meaning of communication is the response you get.
If you are not getting the response you want, change your communication.”**



YOUR TRAINERS AND FACILITATORS



Roger Deaner's dynamic experience as a high level negotiator and leader in corporate change and EBAs, combined with his unique training style and skills in behavioural communication, make him a highly valued resource in the corporate world. As a Divisional Managing Director of the multi-national Courtaulds Ltd, he has driven change through negotiating and mediating mergers and acquisitions worth billions of dollars.

As Australia's most recognised Master Trainer of the behavioural science NLP and a trainer in Spiral Dynamics *-integral*—arguably one of the most accurate models of cultural development—Roger can be relied on to offer enormous value for money, delivering a sound grasp of the complexities of human interaction with a step by step process to achieve expertise and success.

Roger offers a unique insight into the needs and drives of the corporate world advising business and community leaders.

PROGRAM CONTENT

- Incorporates applications from **Neuro Linguistic Programming** (NLP) used by many successful professionals, managers and leaders.
- Take part in an **on-line assessment** to determine your own driving motivations. The results will personalise this training to your needs and inform all your future communications.
- Gain profound insight into the forces driving the motivational flows of people and organisations with the applications of **Spiral Dynamics-integral**, a model describing the ideological concepts and values forming our culture.
- **Maximise your learning experience** with our training format incorporating cycles of presentation, demonstration, experiential process, feedback and discussion.
- In addition to your conscious mind learning, you will be able to **retain the skills** at an unconscious level and draw upon these in the real world where it counts.

Rita Papadakis has over 12 years of corporate senior management experience within multi-national organisations, including the largest packaged consumer goods organisation, the Altria Group, and one of Asia's largest F&B companies, Yeo Hiap Seng Ltd. With her extensive experience in Sales, Marketing, and General Management, she is recognised for her ability to build big brands, increase market share and profitability.



Rita has a B.Bus in Marketing/Economics, is a NLP Master Practitioner and is certified in Spiral Dynamics-*integral*. Combining this with her commercial acumen and her interest and ongoing research in organisational development and cultural change, she assists clients to open more meaningful dialogue and optimise their capability to improve results.

Rita provides management training, consulting and mentoring in the areas of marketing and sales strategy, negotiating, selling, organisational change and succession planning. She asks the tough questions and challenges habitual ways of thinking, facilitating faster and effective break-throughs for those who dare to realise their untapped potential.

"In the months after the first round of attendances at **Business Dynamics** our executives repeatedly noted:

- The ability to characterise behaviours using a common reference system and ways to improve communication using these reference systems.
- A deep understanding of the way our organisation worked and improved goal achievement.
- Considerably improved communication between an innovative marketing system and the production based bureaucratic organisation, resulting in radically reduced friction and more outcomes fulfilled.
- Significant augmentation to the prior specialist management program.

Yallourn have now sent approximately 35 staff to attend this program, including most of the senior executive team, most of marketing, and key production staff. The learnings are an on-going vital part of the continued success of the Company. We recommend **Business Dynamics** for your consideration."

Andrew Bonwick, former Director Marketing: Yallourn Energy

YOU CAN REGISTER FOR BUSINESS DYNAMICS BY CALLING +61 3 9530 5700

Organisational Development Group

www.odg.net.au

Operating as a division of Holon Business Group Pty Ltd ABN 51 995 120 560

Phone or email for details
of dates, location and venue.

E: enquiries@odg.net.au

T: +61 3 9530 5700

F: +61 3 9530 5766

Course Duration:	3 days
Full Investment:	\$2400+GST
Early Bird:	\$2180+GST
Group rate:	\$1980 +GST
per person for groups of 3 or more from any one organisation	

Business leaders wishing to discuss management training for groups within their organisations are invited to contact us directly.

Our trainings can be **integrated readily** into your firm's established on-the-job learning methods and styles and are tailored to your specific requirements.

Terms & conditions apply.