

EXTERNAL Training Dates 2010

SYDNEY MANAGEMENT ONE **\$4,250.00**

Training Day One	Tuesday, 9 March 2010
Training Day Two	Tuesday, 13 April 2010
Training Day Three	Tuesday, 4 May 2010
Training Day Four	Tuesday, 8 June 2010
Training Day Five	Tuesday, 29 June 2010

SYDNEY SALES ONE **\$4,250.00**

Training Day One	Wednesday, 10 March 2010
Training Day Two	Wednesday, 14 April 2010
Training Day Three	Wednesday, 5 May 2010
Training Day Four	Wednesday, 9 June 2010
Training Day Five	Wednesday, 30 June 2010

VENUE

Rydges North Sydney
54 McLaren Street, North Sydney NSW 2060

Please note that fees quoted above are per participant, GST inclusive and include all tuition, course materials, venue, lunch, refreshments and are payable one month prior to the first Training Day.

Each Training Day will run from 0900 to 1700.

MELBOURNE MANAGEMENT ONE **\$4,350.00**

Training Day One	Tuesday, 16 March 2010
Training Day Two	Tuesday, 20 April 2010
Training Day Three	Tuesday, 11 May 2010
Training Day Four	Wednesday, 16 June 2010
Training Day Five	Tuesday, 6 July 2010

MELBOURNE SALES ONE **\$4,350.00**

Training Day One	Wednesday, 17 March 2010
Training Day Two	Wednesday, 21 April 2010
Training Day Three	Wednesday, 12 May 2010
Training Day Four	Thursday, 17 June 2010
Training Day Five	Wednesday, 7 July 2010

VENUE

The Parkview Hotel
562 St Kilda Road, Melbourne

Please note that fees quoted above are per participant, GST inclusive and include all tuition, course materials, venue, lunch, refreshments and are payable one month prior to the first Training Day.

Each Training Day will run from 0900 to 1700.

Management One

Training Objective

GUSTAV KÄSER TRAINING Management One shows the participants the unused strengths which lie dormant within them. It allows them to experience ways to more enjoyment and satisfaction in the job, and thereby to better, more consistent management success and more productive coworkers.

The Training aims at activating the personal effectiveness of the participants, improving their conscious influence on others through better results with less managerial intervention, improved achievement by coworkers, coworkers with more initiative and creativity and the least possible personal inconsistency.

Target Group

People in Management, Leadership and Supervisory functions, at all levels.

Suggested Additional Training

Management Two
Sales One
Time Management One
Project Management One
Insights Discovery: Personal Effectiveness Evaluator
Decision Making One

Training Content

Importance of attitude

- to myself, to my activity
- to my function, to my company
- to my coworkers, to my job
- to enterprising thought and action

Prerequisites for successful leadership

- personal vision as a source of energy, self motivation
- concrete and measurable objectives
- the manager in a world of political, technological and ecological change

Convincing leadership behaviour

- increased personal influence
- basics of body language
- delegating in a motivating way
- influencing upwards
- motivating discussion management
- basics of rhetoric
- the art of presenting to and leading an audience along the path of ones choice

Negotiation: the art of convincing others

- basics of communication
- ground rules for discussion management
- conscious listening
- inducing coworkers to concrete action

Communication with co workers

- motivation
- setting objectives
- appraisal
- monitoring, the proper way to check up
- admonishing to create real change of behaviour
- communicating with coworkers that leads to true cooperation

How to motivate

- principles of leadership
- praise and recognition
- complete integration of co-workers in the company
- coaching

Team Management

- creativity techniques
- results oriented discussion management
- the leader as moderator
- using synergy effectively
- leading rational and motivating meetings

Working efficiently

- time management
- self management
- personal action plan

Sales One

Training Objective

GUSTAV KÄSER TRAINING Sales One shows the participants the unused strengths which lie dormant within them. It allows them to experience ways to more enjoyment and satisfaction in the job, and thereby to better, more consistent sales success and more active customers.

Many people involved in selling and dealing with customers are too exclusively product oriented. They build their hopes on having a better price or better product, instead of on themselves. The result is fluctuations in mood and achievement which provide no answer to the demands of the actual market place of today and tomorrow.

Target Group

People in all levels of sales who are measured on their sales success and long term customer satisfaction.

Suggested Additional Training

Sales Two
Strategic Selling
Management One
Time Management One
Insights Discovery: Personal Effectiveness Evaluator
Decision Making One

Training Content

Importance of attitude

- to myself, to my customers
- to my job, to my company
- to my products, to my preparation

Stimuli for objective and success oriented action

- personal vision as a source of energy
- self motivation and initiative
- personal preparation for selling and negotiating

Presenting with confidence

- increased personal effectiveness
- basics of rhetoric
- presentation technique
- body language
- leading an audience along the path of ones choice

Negotiation: the art of convincing others

- ground rules for discussion management
- conscious listening, recognising customer signals
- importance of body language
- influencing within the organisation

Customer communication and meetings

- opening negotiations
- discovering the customers needs
- telephone communication
- dealing with objections
- price negotiation
- closing the sale
- dealing with complaints, using complaints to build a stronger link with the customer
- persuasive written communication, proposals and quotations

Personal relationships with customers

- my attitude to the customer
- dealing with customers on a personal level
- strengthening personal relationships
- developing öFully Active Referencesö

Efficient use of time

- task/time analysis
- self organisation
- personal action plan
- personal planning and preparation