

# CMAA National Managers Conference

Tuesday 27 – Thursday 29 June, 2023

*NEW customised sessions for your Supervisors/Affiliates*

## NEW TO THE CMAA CONFERENCE FORMAT...

is the dedicated **CMAA Affiliate Conference Session Stream**. Members are encouraged to bring along an **existing CMAA Affiliate** to the conference for them to experience what the CMAA can offer them for their future development in a career as a Club Manager.

The CMAA Affiliate Conference Session Stream will run parallel to the Senior Management Conference Sessions & aims to introduce them to the fundamentals of leadership/management skills & knowledge.

**Members who want to register their Supervisors & Team leaders who are not existing CMAA Affiliates to take advantage of the discounted conference investment fee, can do so by contacting CMAA HO on (02) 97464199 or [cmaa@cmaa.asn.au](mailto:cmaa@cmaa.asn.au) & paying a one-off fee prior to registering them for the conference.**

Investment

**CMAA Members**  
 (Duty Manager & higher Management positions)

**\$800**+GST PP

Conference session only  
**\$700+GST PP**  
 (Single day rates NOT available)

**CMAA Affiliates**  
 (Supervisors & Team Leaders)

**\$600**+GST PP

Conference session only  
**\$500+GST PP**  
 (Single day rates NOT available)

**Non-CMAA Members & Non CMAA Affiliates**

**\$950**+GST PP

Conference session only  
**\$850+GST PP**  
 (Single day rates NOT available)

# Conference Inclusions

## Tuesday 27 June

**5:00pm – 7:00pm**  
 Delegate Welcome  
 Cocktail Party

## Wednesday 28 June

**8:30am - 4pm**  
 CMAA Members Meeting  
 & Conference Sessions

**6pm-10:30pm**  
 Conference Pre-Dinner  
 Drinks & Dinner  
 (for those registered for the full  
 Conference package only)

## Thursday 29 June

**9:00am – 12:30pm**  
 Conference Sessions

# WEDNESDAY 28 JUNE

- 8:00am**      **Conference Registration**  
 Level 1 Theatrette
- 8:30am**      **CMAA Members Meeting**  
 (Members Only)
- 9:30am**      **Leading Through Adversity**  
 Nick Bowditch

Nick is a successful (and unsuccessful) entrepreneur, TEDx speaker, a best-selling author, mental health advocate, sexual abuse victim & someone who lives with Complex PTSD. Nick has also helped loads of people tell their stories to the world by honestly telling his.

Storytelling was key to his being able to build & sell startup businesses, & it was key to him leaving the small biz world when Facebook recruited him to start, build, & run their small business operations in Australia & New Zealand. After leaving Facebook, he went on to work at Twitter, & to this day, is still the only Australian to have worked at both Facebook and Twitter & the only person in the world to have worked in marketing departments at both brands.



## CONFERENCE REGISTRATION

[www.cmaa.asn.au](http://www.cmaa.asn.au) > Professional Development > National Managers Conference.  
 If you're a Member have your Membership number ready to enter when registering. If your registering an Affiliate have their membership number ready as well.

Contact [cmma@cmma.asn.au](mailto:cmma@cmma.asn.au) if you want to sign up a supervisor or team leader as an Affiliate prior to registering them for the conference.

# WEDNESDAY 28 JUNE

Concurrent Conference Session Streams

## Senior Management Sessions

### BREAKOUT 1

11:00am  
to  
11:45am

#### Future Club Expansion & Development Case Studies

This session will feature presentations from managers from different sized clubs on their proposed future club premises development plans. With interest rates and supply chains changing on a regular basis it is a challenge for clubs & their managers to negotiate the best outcomes for their plans.

11:45am  
to  
12:30pm

#### Developing a Competitive Strategy

*John Tully, Tully Heard Consulting*

We all know our existing customers well & over time, we anticipate their return to normal behaviours. But what if we could supplement this traditional audience with segments of our community that don't necessarily frequent clubs? What if we could attract the new & emerging markets that are within our community but choose, for whatever reason, not to visit our clubs?

1:15pm  
to  
2:15pm

#### Employment & Workplace Reform Update

This session will address recent workplace employment reforms including gender equity, new leave entitlement provisions, staffing issues & more. Presented in part by Pigott Stintson & a panel of club managers, this session will be valuable in your dealings with your staff & making your clubs culture healthy & impactful.

2:15pm  
to  
3:00pm

#### Post Covid Digital Marketing Strategies

A panel session inclusive of club managers, a digital app provider, & brand/marketing expert, this session will highlight the new marketing approach to engaging with your existing & potential members post Covid. An open mind is key to innovation & success!

3:15pm  
to  
4pm

#### What are YOU doing about your and your staff's mental well-being?

David Shillington is a former NRL great. David represented his state & his country many times & has now become a leader in the mental health space, helping individuals & businesses better understand themselves how to implement strategies to deal with the tremendous pressures & stresses modern living has placed on everyone. What are you doing to look after YOURSELF and YOUR STAFF?

6pm  
to  
10:30pm

## CONFERENCE DINNER

### Level 1 Foyer Bar and Conservatory Room

Conference Pre-Dinner Drinks & Dinner (for those registered for the full Conference package only)

## Affiliate Supervisor & Team Leader Sessions

### BREAKOUT 2

#### Leadership Styles

As a club manager you are expected to manage the operational aspects of the business AND motivate & lead your staff. The two are quite separate so understanding your innate style, other options & adapting your leadership style to suit the situation is vital to your success.

#### Member Service Excellence

This session will help you to recognise the importance of your club's front of house personnel's ability to exercise considerable discretion & judgement & use a range of problem-solving techniques & decision-making strategies.

#### Emotional Intelligence

Emotional intelligence, EI, will help you to identify the impact of your emotions on others in the workplace, recognise & appreciate the emotional strengths & weaknesses of others, promote the development of emotional intelligence in others & utilise emotional intelligence to maximise team & club outcomes.

#### Team Effectiveness

Managers need to lead teams whose members work together, rather than as individual or independent performers, to achieve challenging goals. This session focuses on your ability to nurture high-performing teams & empower them to work effectively with reduced management input & supervision.

# THURSDAY 29 JUNE

Concurrent Conference Session Streams

## Senior Management Sessions

### BREAKOUT 1

9:00am  
to  
9:30am

#### Overview on the state of the economy on the Hospitality Industry

CMAA Platinum Sponsor Hostplus Economist will present an overview of the economy and how the Hospitality Industry is faring giving the dynamic financial market and interest rates. An insightful delve into what the future may hold for the industry.

9:30am  
to  
10:30am

#### Gaming Performance Benchmarking Update

CMAA national Research Partner Wohlsen Consulting will update members on how Gaming has performed over the last 12 months period in metropolitan and regional centres across the states.

11:00am  
to  
12:30pm

#### The State of the Gaming Industry

Always a highlight of the conference program is the panel session moderated by Aristocrat's Terry O'Halloran and inclusive of club managers and manufacturers on the current state of gaming, top line industry issues and the future.

## Affiliate Supervisor & Team Leader Sessions

### BREAKOUT 2

#### Critical and Creative Thinking Part 1

Critical thinking is the ability to think clearly and rationally - to constantly ask whether your view of a situation or events is accurate and whether the conclusions you arrive at are logical. These skills are an important part of club management roles especially for those responsible for leading teams and developing and coaching others.

#### Critical and Creative Thinking Part 2

Critical thinking also encompasses creative thinking - the ability to look at things differently. It involves finding new ways of solving problems.

#### People Management

People Management is more than just providing clear expectations. It calls on you to coach, provide feedback, structure processes to produce outcomes and make the communication of information clear and result-based.

## ACCOMMODATION

Mercure Sydney Liverpool Hotel is located on the Club's premises.

To take advantage of a competitive room rate either book online via the Accor website <https://all.accor.com/> or by contacting Mercure Sydney Liverpool on:

**Email:** [reservations@mercureliverpool.com.au](mailto:reservations@mercureliverpool.com.au)  
or **Phone:** 02 8777 0600

**Quote CMAA Conference Delegates Block Number 508714 to secure your room rate.**

**Address:** 424 - 458 Hoxton Park Road 2170 PRESTONS

## ACCM POINTS

CMAA Members &  
CMDA Affiliates earn

## 20 POINTS

Earn an extra **10 points** for attending the CMAA Members Meeting & an extra **10 points** if travelling more than 100kms from your Club to Liverpool Catholic Club.

