


ONLINE

COURSE



Club Managers' Leadership & Management Program

 Self-paced, online course

 www.elevateb.com.au/cmllp

This program is designed to provide existing or prospective Club Managers, with the tools to successfully lead a team of club employees who are highly effective in their performance and output - empowering participants to work as a valued member of their Club and as an efficient organisational manager.

The **Leadership & Management Program** is 12 modules that can be taken together or individually via the CMAA's online education partner, **elevateB**.

DELIVERY The program modules are delivered via an interactive, online platform providing the flexibility to study and learn at times that suits participants commitments and at a pace that suits their lifestyle. Learning material is comprised of readings, links, videos, activities and assessments in a comprehensive learning experience.

FLEXIBILITY Choose to do any of the modules or complete all twelve. Each module comes with assessments and the full and successful submissions can provide you with a nationally recognised statement of attainment (or qualification if all twelve modules are completed).



**CLUB MANAGERS'
ASSOCIATION
AUSTRALIA**

Club Managers' Association Australia

www.cmaa.asn.au

OR contact 02 9746 4199 or training@cmllp.com.au

Workplace Relationships

How effectively you build and maintain relationships largely determines the success you will experience in your personal and professional life.

Interpersonal relationships and how you manage them will assist you in growing and developing as an individual. It also has a direct influence on Club operations, where the integration of teams and groups is essential. The course will help you develop processes and procedures to support workplace relationships and build professional networks while taking into account a Club's values, goals and diversity.

Budgeting and Financial Plans

Financial flow is the oxygen of any business, impacting virtually everything a business does. As such, it's probably the most important thing you, as a manager, must address.

A key component of the program is ensuring that financial resources are used effectively and managed in line with the financial objectives of the team and organisation.

This program will take you through the processes involved in undertaking financial management within a work team, in an organisation. It includes planning, implementing approaches, supporting team members, monitoring and controlling finances and reviewing and evaluating the effectiveness of financial management processes.

Team Effectiveness

Managing in today's streamlined, informal, team-based clubs is different from managing in the conformist, hierarchical clubs of the past. Managers need to lead teams whose members work together, rather than as individual/independent performers, to achieve challenging goals.

This course focusses on your ability to nurture high-performing teams and empower them to work effectively with reduced management input and supervision. The aim is to achieve synergy – where the ability of the whole is more than the sum of the individual parts.

Recruitment Selection & Onboarding

Employees are a club's nucleus - they determine the culture of the workforce and the quality of products or services, which ultimately influences the profitability and success of the club.

Hiring the 'right employee' can be the difference between an asset and a liability to a club, so the objective for this course is to prepare you in the best possible way to attain and establish that asset. The course will take you through all phases of the recruitment, selection and onboarding processes, taking into account your awareness of organisational policies and procedures as well as legislative requirements.

Quality Customer Service

Members are the lifeblood of all clubs and your ability to develop strategies that ensure products and services are delivered to members to a standard that exemplifies quality and promotes the excellence of your Club is paramount.

This course will help you acknowledge the different types of members, the range of their needs and the ways you can manage organisational systems and customer engagement techniques that gain the respect and advocacy of your members. It also recognises the need for customer service individuals to exercise considerable discretion and judgement and use a range of problem-solving techniques and decision-making strategies.

Personal and Professional Development

Your organisational skills at work and in life in general, are the cornerstones of success. At the centre of these skills is the ability to establish goals and prioritise the tasks to achieve your goals.

By establishing strong work routines, you will promote your value and have a significant impact on the work culture and patterns of behaviour of others in the work environment.

This course will provide you with the knowledge to create systems and organise information that you will use to be effective and efficient in your work and personal life. In addition, you will recognise the importance of continuing to develop these skills and enhance your professional reputation and standing.

People Performance

Managing people or employees is the most important job that you will do as a club manager. You will need to understand and guide employees, so they are motivated, inspired, continually developing and attaining goals.

In this course, you will learn to be an effective manager by bringing out the best in people and making a great difference to the work-life of employees and your Club. 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.

Operational Plans

Operational Plans are where the 'rubber hits the road', where the ideas and concepts that establish the desired outcomes for your club are broken down into actionable items.

The course recognises that Operational Plans feed off the Strategic Plan of a club and your ability to develop, implement and monitor systems and processes that facilitate operational success will be fundamental to long-term business growth. You will embrace the concepts of working with others in the provision of efficient and effective workplace practices.

Emotional Intelligence

Emotional intelligence (or sometimes EQ, for emotional quotient), a concept only fully developed in the mid-1990s, has come to be recognised as a crucial aspect of building and maintaining interpersonal relationships in both work and social environments.

The course demonstrates that people with higher emotional intelligence find it easier to form and maintain interpersonal relationships and to 'fit in' to group situations. They are also better at understanding their psychological state, which can include managing stress effectively and being less likely to suffer from depression.

Importantly, it will help you to identify the impact of own emotions on others in the workplace, recognise and appreciate the emotional strengths and weaknesses of others, promote the development of emotional intelligence in others and utilise emotional intelligence to maximise team outcomes.

Continuous Improvement

Making continuous improvements in business so that your team can perform better is one of the most important things you can do. This continuous improvement approach for ever-improving quality and efficiency is the opposite of "if it ain't broke, don't fix it" – an approach of maintaining the status quo which spells trouble!

This course develops your skills and knowledge required to lead and manage continuous improvement systems and processes. There is particular emphasis on the analysis of information to adjust performance strategies and manage opportunities for further improvement.

Communicating with Influence

Communication has always played a fundamental role in business and most human activities. Communication has many facets - it can be used to inform, instruct, persuade, exert influence, change behaviour, interact and build rapport and affinity. It includes both interpersonal and group communication and can be 'in person' or using any form of technology.

This course explores influential communication to provide you with the skills and knowledge to negotiate persuasively, lead and participate in discussions or formal meetings and compellingly present your ideas and opinions. Your enhanced communication clarity and techniques will serve you and the people you work with, well.

Critical Thinking

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.

This course also encompasses creative thinking - the ability to look at things differently. It involves finding new ways of solving problems. Developing critical and creative thinking skills in yourself and others within a club workplace context is vital.

INVESTMENT

FULL PROGRAM (\$6,000 + GST)

By investing in the full program participants will:

- + Receive access to all twelve modules
- + Be provided with dedicated trainer and assessor support
- + Have free access to all webinars associated with the program

NB Payment Plans options of either six (6) monthly payments of \$1,000 or twelve (12) monthly payments of \$550 are available.

BESPOKE TRAINING (\$500 + GST per module)

For clubs who want to tailor leadership and management training for a selected team member, a 'build your own' option is available.

The tailored training option provides: -

- + Access to selected modules (choose as many as you like)
- + Dedicated trainer support
- + Free access to webinars associated with selected modules

CORPORATE RATES

For clubs who want to put a group of selected team members through the program, the following discounts apply.

Participant Numbers	% Discount
3-5	10% Discount
6-9	15% Discount
10-14	20% Discount
15-19	25% Discount
20+	30% Discount



TO REGISTER



SCAN for course cost and details or visit
www.elevateb.com.au/cmllp

Or contact elevateB directly
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