



This program is made up of 5 customised non accredited courses.

Roster Staff (2 Days includes Navigate the Award) **ACCM Unit**
 Leadership Behaviour & their Impact on Company Culture (2 Days) **ACCM Unit**
 Counselling; Managing Yourself & Others (1 Day)
 Cost Control Principles (1 Day)

Ideal Candidate:

New or existing supervisors, duty managers who want to develop their technical & people skills for the challenges of operational management.

Learning Outcomes and Content:

- Best Practice in rostering ; Apply staff rostering principles
- Know the Award and ensure the Award works for you.
- Maximise rostering efficiency.
- Cost control, Wastage, staff ratios. Managing the floor for sound cost control.
- Counsel and discipline others without resorting to industrial procedures;
- Identifying & eliminate sexual harassment from the workplace.
- Identify & eliminate sex discrimination & how to deal with it.
- How to better communicate with others.
- Human Synergistic Diagnostic tools Different styles of leadership.
- Understand the many styles of workplace behaviour.
- Lead V Manage; What makes you effective.
- Understanding emotional intelligence in leadership
- Culture & workplace challenges.

This program can be completed in full or the individual components can be completed separately

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| Times | 9.30am – 4.30pm all days |
| Cost | \$1560 (CMA Member/Affiliate), \$1800 (Non Member) (+GST). |
| Award | Participants will receive a Certificate of Attendance for Duty Manager Development Program on successful completion of course requirements. |
| ACCM Points | CMAA Members & Affiliates earn 25 points for successful completion of this course. |

REGISTER ONLINE TODAY AT CMAA.ASN.AU

For more details contact CMAA Head Office • **Phone** 02 9746 4199 • **Email** brad@cmaa.asn.au



MAJOR PLATINUM PARTNER



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