


IN PERSON

COURSE



Team Building for Club Staff

 1 day, in-person course

 www.cmaa.asn.au

ACCM Points

CMAA Members & Affiliates

attending will earn:

12 ACCM POINTS

for the successful completion of this course



This course is suited to all club staff including supervisors & junior management personnel. Designed to complement workplace group dynamics, participants will learn how to enhance team cohesion and communication, develop problem-solving and conflict resolution skills, improve customer service through effective teamwork and how to foster a positive and collaborative work environment.

Course content includes:

- + **Understanding Team Dynamics:**
Working with diversity, the importance of teamwork and understanding team roles and responsibilities.
- + **Communication Skills**
Understand why effective communication techniques, using positive language, and the importance and value of briefings and debriefs work so well in a busy club environment.
- + **Problem-Solving and Conflict Resolution**
Problem-solving strategies and conflict resolution techniques within a team while maintaining a positive atmosphere. Review real-life examples from the club industry where effective resolutions made a difference and changed the outcome. Groups will participate in a problem-solving challenge and work through a simulated issue to apply learned techniques.
- + **Enhancing Customer Experience Through Teamwork**
Exploring how teamwork, improved customer interactions and service delivery can directly enhance the customer experience.
- + **Building a Positive Work Environment**
Learn how to create a supportive culture, recognise and celebrate achievements and maintain high morale in the team.

“Great things in business are never done by one person, they are done by a team of people.”

- Steve Jobs

“Successful teams don’t happen by accident - they are MADE, not born.”

- Anonymous

Contact CMAA for further information on the ‘in-house / all club’ delivery option for this course.

CMAA Members

\$500 + GST

per person

Non-Members

\$750 + GST

per person

Management Level

Club Managers

Delivery Method

In Person

Department

IR & HR



CLUB MANAGERS'
ASSOCIATION
AUSTRALIA



REGISTER TODAY

www.cmaa.asn.au

OR contact 02 9746 4199 or training@cmad.asn.au