



PROFESSIONAL DEVELOPMENT OPPORTUNITY

BOARD ROOM, BUTTERFLY CREEK, 10 TOM PEARCE DRIVE, AUCKLAND AIRPORT
WED 18 + THU 19 SEPTEMBER 2024

Leading Workplace Relationships

Managing people can be hard. Really hard. Most managers are promoted into leadership roles because of their excellent technical skills, but quickly find they are spending most of their time trying to understand, motivate and manage their workers, which requires very different skills and abilities. Many new managers find themselves unprepared for people management, a situation that can prove surprisingly stressful. Getting people management wrong can not only make your working day unproductive and unpleasant, it can land you in front of the Employment Relations Authority!

Leading Workplace Relationships is a two-day course designed to assist new managers in the waste management industry. The course focuses on **developing key leadership skills and knowledge** in the two main areas of people management – **psychological elements** (what can I do with these staff?) and **employment relations elements** (what must I do with these staff?). While the course is aimed at new managers and leaders, there's plenty in the course that will be of interest to anyone leading or managing teams in the sector.

Course content

Day one

1. Overview and introductions
2. “What is ‘management’ and ‘leadership’ anyway?”
 - Let’s get real - perceptions and reality of managing
 - Grint’s six leadership strategies
 - Identifying and using your leadership “superpower”
3. Understanding human motivations and drivers
 - Relationship awareness theory
 - The Strength Deployment Inventory
 - Strengths and weaknesses
 - Mapping your team motivations
 - Considering your organisation culture
4. Understanding conflict
 - Difficult people
 - How people react to increasing stress and obstruction
 - Reducing tensions
 - Negotiation and mediation skills
5. Review and homework

Day two

1. The New Zealand Employment Relations System
 - Important agencies, institutions, and processes
 - Important Acts for everyday managers
 - Quick fixes and where to get help.
2. Pitfalls when hiring staff
 - How do you focus on merit?
 - Avoiding discrimination
 - Privacy issues
3. Managing day to day terms and conditions
 - The Employment Agreement
 - Contracts of and for service
 - Health and safety
 - Unions
4. Difficult people, difficult situations
 - Defining types of difficult behaviour
 - Is it bullying, harassment or performance management?
 - Techniques of conflict reduction
5. The end of the line
 - How and when to discipline staff
 - Steps in the termination process
 - Post-termination reviews

Course summary and conclusions

Prior to the course commencement, there will be a one-hour online meeting with the group where Andrew will gain a more in-depth understanding of what participants want from the course. There will also be an online follow-up meeting one month post the workshop.

Andrew Barney

The course will be facilitated by Andrew Barney. Andrew has over 30 years’ experience working as a business consultant, facilitator, executive trainer, manager, and tertiary educator, in New Zealand, Denmark and Great Britain. He was also a consultant and course facilitator for EMA for four years. Andrew has worked with a wide range of organisations, from corporates to not-for-profits and taught leadership courses in a variety of countries, most recently in China (Nanjing University), Vietnam (Ho Chi Minh University of Finance and Economics) and for Air Pacific in Fiji. He was Director of the Massey University Executive MBA programme for many years and was awarded Massey University Business School’s “Lecturer of the Year” in 2021. Andrew’s approach to teaching is fun, inclusive and thought-provoking, and draws on his wide experience of business, organisations and the challenges of managing people. When he is not working with managers or teaching, Andrew enjoys sailing, tramping and playing music, badly.

Register now!

Limited to 20 people

For more information or to register, please contact Nadja Hirzel at nadja@wasteminz.org.nz

Registration fees

Super Saver \$1200 + GST

register and pay before **31 July 2024**

Earlybird \$1320 + GST

register and pay before **30 August 2024**

Last Minute \$1450 + GST

register and pay from **2 September 2024**

