

essential training

for team leaders & managers.

Most managers are selected for their skills in decision-making, planning, organising and technical experience in the field – yet most of the work that managers do requires high level emotional intelligence and group skills. The following workshops address these essential skills. All workshops include a mix of theory and practice, and are highly interactive.

1. Emotional intelligence for team leaders & managers

This workshop will provide frameworks for understanding your team members and how to engage most effectively with them. You will leave feeling personally challenged, more capable of emotional intelligence in your workplace, and more motivated to engage with your workers and clientele.

Core content:

- Enhancing your interpersonal skills in specific situations
- Applying emotional intelligence in your workplace
- Understanding and developing greater emotional differentiation in your workplace
- Gaining insight into your leadership style and how it relates to the different styles of other people
- Learning specific strategies and applying them to real-life situations

2. Leading effective groups

This workshop will provide the core skills required to lead group processes. This workshop is essential for anyone who facilitates meetings, planning sessions, consultations, or any group wanting to achieve outcomes.

Core content:

- Laying the groundwork for group effectiveness
- Mapping and leading your group through crucial group stages
- Understanding and managing group dynamics
- Understanding how people experience groups and leading them to engage effectively in groups
- Learning and practicing core skills for facilitating groups

3. Dealing with difficult people and situations

Dealing with difficult people is a regular challenge for managers. This workshop will walk you through the process for dealing with difficult people and situations in their work. The workshop focuses on dealing with difficult employees, colleagues, and managers. It will include frameworks for analysing conflict and difficult work situations, managing yourself during these scenarios, employing emotional intelligence and maximising the opportunity for positive outcomes and the ability to turn seemingly intractable situations into effective working relationships.

A continuum of approaches will be presented, including: getting the best out of people through understanding them, conducting difficult conversations and giving and receiving feedback, through to conducting more formal processes including performance management.

Participants will leave feeling empowered, seeing difficult situations more hopefully and confident in their ability to use strategies learned in the training.

4. Promoting resilience and stress protection in front line workers

This workshop will teach managers, team leaders and front-line workers the skills to reduce stress, manage conflict situations and protect themselves from issues of burnout, psychological injury and compassion fatigue. Moreover, participants will learn to manage difficult interactions with consumers, stakeholders and co-workers allowing them to enhance working relationships as well maintain their emotional wellbeing and motivation. This training is for anyone who regularly deals with important, complex and difficult interpersonal situations in a demanding context.

Core content:

- managing yourself while managing others,
- using greater emotional intelligence in your work,
- learning effective de-stressing strategies,
- becoming comfortable with managing conflict situations positively,
- managing competing demands and enhancing your emotional intelligence.



Matthew Ford is a Brisbane based consultant with extensive experience in strategic planning, program evaluation & management, quality systems and training. Matthew draws on a breadth of experience across the community, government and private sectors. He has a Master of Business Administration and a Bachelor of Arts (Psychology) from The University of Queensland and the Certificate IV in Training and Assessment TAA40104.



Geoff Fitzgerald has twenty years experience in Counselling, Management, Consulting and Training. Geoff is in private practice as a counsellor and consultant. He has a Bachelor of Social Work and a Masters of Social Work. Geoff is a Clinical Member of the Queensland Association of Family Therapists.



For details on upcoming public workshops and to download a Registration Form go to www.matthewford.com.au/news.htm

In-house workshops can also be arranged. For more information call Matthew Ford on 0431 529 233 or Geoff Fitzgerald on 0432 075 088 or visit www.matthewford.com.au. We also provide services in program planning & evaluation; strategic planning; group supervision; management assistance and team development.