

# The AMInstitute Leadership Series

2009



Mercure Brisbane  
85-87 North Quay  
Brisbane QLD 4003



  
**AM Institute**  
Australasian Mutuals Institute  
Excellence • Professionalism • Integrity

## AMInstitute Leadership Series

*The AMInstitute Leadership Series is a dynamic program designed for the current or aspiring Team Leader right through to Senior Management. Based upon three critical leadership themes it combines both real life, practical examples with hands on participation.*

*Undertaken over three independent days, participants will have the opportunity to interact with a diverse mix of both external experts and internal Credit Union Managers, each chosen for their unique experiences and relevance to the theme of each workshop session.*

*The AMInstitute Leadership Series has been designed to enable anyone to attend just one, two or three days whilst not being disadvantaged - making it ideal for those who find it difficult to get away from the office for an extended period of time.*

*To ensure the best possible chance of transferring what was been learnt to the workplace, the program has also been developed with an action learning focus. This approach provides the opportunity for participants to communicate with each other at the conclusion of each session, allowing for ongoing feedback and collaboration with regards to both what was covered in the workshops as well as challenges they may currently be facing.*

### **Content**

- Day One:**            *Leading and Business*  
**Day Two:**           *Leading your People*  
**Day Three:**        *Leading Yourself*

### **Facilitator**

The AMInstitute Leadership series will be facilitated by Lindsay Adams who brings a wealth of experience within the Credit Union industry. A practiced speaking professional, workshop facilitator, consultant and business coach he has over 20 years of Human Resource experience and a passion for developing existing and upcoming leaders to their full potential.



# PROGRAM

Day One - 15 May 2009

## Leading and Business

- 8.30am Registration
- 9.00am Welcome and Introductions
- 9.15am **Dennis Webb** (CUA)  
Leading a sales culture. A case study examining the increasing role of sales in Credit Unions and how to manage staff motivation toward making sales.
- 10.15am **Morning Tea**
- 10.35am **Lindsay Adams**  
Teamwork is Dead, Long Live Teams That Work!
- 12.00pm **Lunch**
- 1.00pm **Paul Bridle**  
Moving from Management to Leadership
- 3.15pm **Afternoon Tea**
- 3.30pm **Richard Flack** (Loans Manager - Queenslanders).  
Lessons learnt from the merger between Queenslanders and Discovery Credit Union:  
The importance of effective people management.
- 4.30pm **Review**  
A summary of the day's activities, issues discussed and identification of key points.
- 4.45pm Workshop Close

# Program Cont

Day Two (17 June 2009)

## Leading Your People

8.30am **Registration**

9.00am Welcome and Introductions

9.15am **Lindsay Adams**  
Managing Performance through effective Feedback

10.30am **Morning Tea**

10.50am **Harry Zaphir**  
How to manage up, without sucking up. Examining how to manage upwards in your career.

12.00pm **Lunch**

1.00pm **Julianne Plath** (CEO – Railways Credit Union)  
Leading a Credit Union as a female in a male dominated industry: A focus on talent and equity

2.15pm **The Feedback Sandwich**  
Drilling down into the details around giving and receiving feedback in the workplace.

3.15pm **Afternoon Tea**

3.30pm Managing Your Time (and Theirs)  
Time management tips, tools and ideas for the busy manager.

4.30pm **Review**  
A summary of the day's activities, issues discussed and identification of key points.

4.45pm Workshop Close



Day Three - 31 July 2009

## Leading Yourself

- 8.30am      **Registration**
- 9.00am      Welcome and Introductions
- 9.15am      **Lindsay Adams**  
Leadership styles and Advanced Communication Skills.  
Creating the Future - What's next for the participants
- 10.30am     **Morning Tea**
- 10.50am     **Kevin Ryan**  
Persuasion Skills for Managers. How to sell anything to  
your staff and get them on board and excited.
- 12.00pm     **Lunch**
- 1.00pm      **Grant Freeman** (*Operations Manager – Railways Credit Union*)  
Credit Union Young Achiever - My Journey: how it happened  
and how he influenced the journey.
- 2.15pm      **Harry Zaphir**  
A Board Members Perspective on Credit Unions & Leadership
- 3.15pm      **Afternoon Tea**
- Kevin Ryan**  
TILT Leadership  
Tilting the playing field your way
- 4.30pm      **Review**  
A summary of the day's activities, issues discussed and  
identification of key points.
- 4.45pm      Workshop Close

**Registration**  
**AMInstitute Leadership Series**  
*15 May, 17 June & 31 July 2009*

**Tax Invoice**

Date of Issue: 28 April 2009

Please register me:

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Organisation: \_\_\_\_\_

Business Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

- Day 1. May 15<sup>th</sup> 2009  Leading & Business  
Day 2. June 17<sup>th</sup> 2009  Leading Your People  
Day 3. July 31<sup>st</sup> 2009  Leading Yourself

\_\_\_\_\_ Days @ \$550.00 per day      TOTAL \$\_\_\_\_\_

The total price includes 10% GST

THIS DOCUMENT WILL BE A TAX INVOICE FOR GST WHEN YOU MAKE PAYMENT.

Cheque enclosed for \$\_\_\_\_\_

Or

Please charge my credit card facility in the amount of \$\_\_\_\_\_

(nb: credit card payments will incur an additional 3% charge)

Visa       Mastercard       Amex       Diners

Credit Card Number: \_\_\_\_\_

Cardholder's Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Or

Via EFT

Credit Union: Credit Union Australia Ltd

Branch: Burwood

BSB: 804050

Account No: 30686942

Account: AMInstitute Ltd

Quote Reference: **SeriesQld**

# REGISTRATION

## ➤ *AMInstitute Continuing Professional Development Accreditation 6 hours per day*

AMInstitute Members will earn 6 CPD points for each Series Day attended

## ➤ *Travel*

Delegates are responsible for their own travel arrangements to the Mercure Hotel Brisbane

## ➤ *Further Enquiries*

Sonya Maloney  
AMInstitute Ltd  
PO Box 525, Burwood NSW 1805  
Ph: (02) 9744 5717 Fax: (02) 9744 5752  
Email: [info@aminstitute.org.au](mailto:info@aminstitute.org.au)

## ➤ *Numbers are Limited*

Please note that numbers are limited for this forum. You are advised to book early.

REGISTRATION CAN ONLY BE CONFIRMED UPON RECEIPT OF APPLICATION FORM AND PAYMENT.

## ➤ *Cancellations and Transfers*

50% refund will be available to persons cancelling with two weeks notice. Cancellations within two weeks of each day will receive no refund. Alternative persons will be accepted.

## ➤ *Dress*

Smart Casual

PLEASE RETURN A COPY OF REGISTRATION WITH PAYMENT TO:

*Sonya Maloney*  
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**AM** Institute  
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Excellence • Professionalism • Integrity

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