



Executive Briefing Series

Intensive high-level information on the most influential new thinking in management today

BRIEFING ONE

Turning Talk into Walk

Linking strategy to operations for tangible on-the-ground change

Michael Edgecombe MBA (Adel), GAICD
Tuesday 10 November 2009

Many years ago the message spread that what gets measured gets done. Consequently, Key Performance Indicators (KPIs) have become an obligatory inclusion in business plans the world over. But have they made any real difference?

The challenge for many businesses and government agencies is that, KPIs or no KPIs, organisational strategies are rarely directly linked to plans for individual business units, so often have little influence over how employees spend their time.

This *Executive Briefing*, however, will present the latest practical tools for linking targets, metrics and rewards to drive your organisation in the right direction and deliver tangible frontline outcomes for customers, service users, staff, shareholders and the community.

BRIEFING THREE

Controlling Conflict

From angst and agitation to peace and productivity

Lois Whittall BA Hons (Liverpool), MBA (Adel), FCMA
Wednesday 2 December 2009

Conflict with your boss, colleagues, suppliers or even customers, is a normal and often healthy part of organisational life. But it can also be destructive. Based on sound research and including many work-based examples, this highly interactive *Executive Briefing* will explore the complexities of interpersonal conflict and provide the opportunity to:

- Identify the underlying causes of conflict, whether individual differences or something more systemic, and how you currently approach it.
- Understand why some people seem to constantly attract conflict, and what you can do about it.
- Take away a plan to more positively deal with conflict in your workplace, and new techniques for executing it.

Contact

p: (08) 8303 3268

f: (08) 8303 6140

amanda.bramwell@adelaide.edu.au

www.adelaide.edu.au/professions/execed

BRIEFING TWO

Communicate to Captivate

Creating and delivering powerfully persuasive business information

Alina Lebed MBA, BSc, G. Cert Ed, Dip Mgmt & Intl Trade, APESMA
Tuesday 17 November 2009

Any highly successful professional will tell you that to excel in today's business environment you need an above-average ability to grasp and present business information.

This *Executive Briefing* will help you develop just that, providing high-level skills and knowledge that can be immediately applied to confidently create and deliver persuasive business presentations and reports.

Using real examples, practical exercises, group discussions and case studies, it will focus on understanding your audience, organising an argument, articulating messages and structuring information. Useful tips will also be given on the effective use of various office software tools to enhance charts, graphs and diagrams.

BRIEFING FOUR

Cultural Master Class

Understanding, diagnosing and changing organisational culture

Dr Liz Kummerow BA (Flinders), Dip App Psych (Adel), PhD (Adel)
Tuesday 15 December 2009

The concept of organisational culture cannot be ignored. It has been shown to influence "how things are done" everywhere from the shopfloor to the boardroom. Its effects are evident in an organisation's ability to adapt to change, innovate and become an employer of choice. It also significantly impacts the satisfaction, productivity and customer-responsiveness of staff. Yet debate still rages on how best to define and measure it.

This *Executive Briefing* offers a critical discussion of the key challenges posed by the organisational culture concept. An effective framework for understanding it will be described, and the question of cultural change will be addressed through case studies of two large organisations' successful initiatives.



Venue

Executive Education Unit
The University of Adelaide
7th Floor
10 Pulteney Street
Adelaide

Times

All Briefings 8am – 11.30am
(Refreshments provided)

Cost

\$345 per Briefing

\$285 for Alumni
(Adelaide MBA and Professional Management Program)

Please note that this program is GST-free. Payment required at time of registration.

In-House Delivery

All *Executive Briefings* are able to be presented on your own premises.

If you would like to discuss this option, phone Andrew Stevens on (08) 8303 5703.

Outstanding Presenters

Without exception, our presenters in the *Executive Briefing Series* are highly qualified experts in their fields, with extensive real-world experience.

Most teach regularly at the MBA level and are outstanding presenters who are actively involved in senior management consulting with some of Australia's leading companies.

Cancellations

If the intended participant is unable to attend, a suitable substitute will be accepted right up to the morning of the *Briefing* with no financial penalty. If written notification of cancellation is received no less than two weeks prior to the *Briefing*, the full fee will be refunded.

If notification is received less than two weeks prior to the *Briefing*, a substitute may attend or the full fee will be forfeited.



The presenters (clockwise) Michael Edgecombe, Alina Lebed, Lois Whittall and Dr Liz Kummerow

For more information on these Executive Briefings, call Amanda Bramwell on (08) 8303 3268 or e-mail amanda.bramwell@adelaide.edu.au

Registration Form and Tax Invoice Upon completion of this form, including the relevant payment, this form will become a Tax Invoice. ABN 61 249 878 937

Executive Briefing Series

YES I would like to enhance my understanding of the most influential new thinking emerging in management today.

Please accept my registration at the following *Executive Briefing(s)*:

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| <input type="checkbox"/> Controlling Conflict Wednesday 2 December, 2009 | <input type="checkbox"/> Cultural Master Class Tuesday 15 December, 2009 |
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