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**Qualified | Experienced | Professional | Practical**

## **Management Skills Training for Kiwi Businesses – 2020**

**Owners – Managers – Supervisors – Team Leaders**

We aim to empower people and equip them to empower others. An empowered workplace is one where managers create structures, culture and relationships so that staff feel enabled and motivated to do their best work every day – because they want to. That’s a big ask. But the gains are enormous – and we use that word advisedly. In fact we are prepared to state that in the future, businesses that do not deliberately empower their people will increasingly struggle.

Forté Management’s team are qualified and experienced business consultants, trainers, and coaches. That’s reflected in the way our workshops are delivered. We provide a mix of *“why”* and *“how”*. *“Why”* equips people with the knowledge to keep growing. *“How”* equips them to take action right away. In fact many of our workshops conclude with participants making a commitment to what their first step will be. *“A journey of a thousand miles begins with the first step”*. (Lao Tzu). Learning, in life and at work, is a never ending journey and often an important part of the journey is becoming confident learning, something our training places a strong emphasis on.

We are qualified and experienced. We think that in today’s ever increasingly complex world filled with often conflicting and sometimes downright incorrect information, that’s vital. It enables us to gather and make sense of research from around the world, translate it for the New Zealand context and wrap it together with our decades of experience. We use our particular expertise in national culture (things have different meanings depending on where you come from) and positive psychology (the brain is much more productive when positive compared to negative, neutral or stressed) to provide a unique edge to our training (and to our consulting and coaching!).

Our training programs work. How do we know? The ultimate test is businesses keep coming back for more – and often hire us as consultants and coaches as well. Second, because we frequently have ongoing relationships with our clients, we get to see the changed behaviours and attitudes. Always empowering - sometimes life changing. These are the ultimate tests for training providers.

**Public, in-house and custom designed workshops:** The workshops below are those we offer publicly. These and others are available as in-house training programs. We also develop specific programs to meet clients’ individual requirements.

**Read on for our 2020 public training programs**

Title	Who should attend/ Time commitment	Contents	Dates Nelson - Tasman	Dates Marlborough	Registration cost
<p><b>Management Skills for Supervisors, Team Leaders &amp; Frontline Managers</b> An introduction to the essentials that supervisors and frontline managers need to know and do. Ideal for new and experienced managers.</p>	<p><b>Full day Workshop + e-book:</b> For supervisors, team leaders and frontline managers.</p>	<ul style="list-style-type: none"> <li>Essentials for a high performing Kiwi workplace</li> <li>Managing people for high performance</li> <li>Becoming a great leader</li> <li>Communicating effectively</li> <li>Making better decisions</li> <li>Dealing with conflict</li> </ul>	<p>8.45am to 5pm 25 February 2020</p> <p>8.45am to 5pm 22 September 2020</p>	<p>9am to 5.15pm 27 February 2020</p> <p>9am to 5.15pm 24 September 2020</p>	<p>\$495 + GST per person.</p> <p>Includes morning and afternoon tea/coffee, e-certificate, and comprehensive e-book covering and expanding on the workshop material.</p>
<p><b>Confident and Effective Workplace Communications</b> Communication is one of our most complex activities yet mostly we give it as much thought as breathing. Identify and overcome the barriers, then plan and deliver effective communication to staff and colleagues.</p>	<p><b>Full day Workshop + e-book:</b> For Owners, Managers and Supervisors.</p>	<ul style="list-style-type: none"> <li>The infectious power of positive communication</li> <li>Communicating assertively</li> <li>Communicating clear expectations</li> <li>Providing feedback that works</li> <li>Understanding “Kiwi speak”</li> <li>Effective listening and questioning</li> </ul>	<p>8.45am to 5pm 17 March 2020</p>	<p>9am to 5.15pm 19 March 2020</p>	<p>\$495 + GST per person.</p> <p>Includes morning and afternoon tea/coffee and comprehensive e-book covering and expanding on the workshop material.</p>
 <p><b>BALANCE: “How-to” guide to finding more time in your day</b> (Time management: Personal Productivity)</p>	<p><b>Half day workshop + tip sheet:</b> For Owners, Managers and Supervisors and anyone else who is responsible for their own or others personal productivity</p>	<p>Everybody gets exactly the same amount of time – it’s what you do with it that counts. An inspiring and highly informative look at personal productivity – getting the most out for what you put in. Includes 32 tips from which to compile your personal productivity strategy and plan.</p>	<p>8.45am – 12.15pm 28 April 2020</p>	<p>8.30am - 12MD 30 April 2020</p>	<p>\$275 + GST per person.</p> <p>Register for both of these linked workshops and pay only \$495 + GST.</p> <p>Includes morning and afternoon tea/coffee and</p>

	<p><b>BALANCE: Less Stress – More Success</b> Dealing with stress so it fuels success</p>	<p><b>Half day workshop + step by step planning e-workbook:</b> For all Owners, Managers and other employees</p>	<p>Balance is considered a key wellbeing and productivity tool in the modern workplace. Key to that is managing stress in a productive way. This workshop uses an approach drawing on the latest research on how to reduce or eliminate the negative effects of stress and live a happier and more productive work and personal life.</p> <ul style="list-style-type: none"> <li>• The new science of stress management</li> <li>• Understanding what’s going on in your mind and body</li> <li>• Mapping your personal stress markers</li> <li>• Rewriting mental scripts</li> <li>• A smorgasbord of techniques to manage stress positively – maybe even “<i>make it your friend</i>”</li> </ul>	<p>1.15pm – 5.15pm 28 April 2020</p>	<p>1pm - 5pm 30 April 2020</p>	<p>comprehensive e-workbook covering and expanding on the workshop material for the stress management workshop.</p>
<p><b>Finding a great customer service attitude</b> Great customer service is much more about attitude than it is about rules</p>	<p><b>Half day workshop + tip sheet:</b> For Owners, Managers and Supervisors responsible for staff delivering any aspect of customer service</p>		<p>1.15pm – 5.15pm 26 May 2020</p>	<p>1pm - 5pm 28 May 2020</p>	<p>\$275 + GST per person.  Includes tea/coffee</p>	
<p><b>Creating &amp; sustaining great workplace performance</b> How to grow and maintain great performance in the 21<sup>st</sup> century Kiwi organisation with an increasingly multi-cultural workforce</p>	<p><b>Full day workshop + e-book:</b> For all Owners, Managers and supervisors with responsibility for other people’s work performance</p>	<ul style="list-style-type: none"> <li>• Creating a performance culture and relationships</li> <li>• The importance of effective induction or “on-boarding”</li> <li>• Working with a multi-cultural workforce</li> <li>• Setting crystal clear expectations – tell them exactly what you require of them in language that makes sense</li> <li>• Create a performance mindset – tap into the latest research on what empowers people performance</li> <li>• When poor performance occurs – diagnose it properly and action steps towards resolution</li> <li>• Prevent conflict and when it happens deal with it effectively</li> </ul>	<p>8.45am to 5pm 23 June 2020</p>	<p>9am to 5.15pm 25 June 2020</p>	<p>\$495 + GST per person.  Includes morning and afternoon tea/coffee and comprehensive e-book covering and expanding on the workshop material.</p>	
<p><b>Delegation skills for the modern manager</b></p>	<p><b>Half day workshop + step by step personal delegation planning e-workbook:</b></p>	<ul style="list-style-type: none"> <li>• Delegation as a core and essential management and development tool</li> <li>• Choosing the right tasks to delegate</li> <li>• Choosing the right people to delegate to</li> </ul>	<p>1.15pm – 5.15pm 25 August 2020</p>	<p>1pm - 5pm 27 August 2020</p>	<p>\$275 + GST per person.  Includes afternoon tea/coffee</p>	

Delegation is quite different to assigning jobs to subordinates. Even though it's a core management skill, most managers never perfect the skill.	For all Owners, Managers and other employees	<ul style="list-style-type: none"> <li>• Making sure everything turns out the way you want</li> </ul>			
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## Presenter Profiles

**Qualified | Experienced | Professional | Practical**

**Helen Smale:** Helen is Forté Management's lead Executive Coach and Training Director. She is an experienced, motivating and entertaining presenter. Her breadth of knowledge, anecdotes and pragmatic workplace and life experience resonate with our clients and training participants. She has represented the NZ aquaculture industry in speaking roles at numerous international forums.

Helen's qualifications include Diplomas in *Training and Development* and *Professional Coaching*. She also holds a *Certificate in Positive Psychology/The Science of Happiness* from Berkeley University. Helen's great passion is helping her clients discover and fulfil their full potential. She worked in various management and governance roles in health and health sciences, dairy, event management and aquaculture. In aquaculture, she built a global reputation for new-to-the-world innovation and leadership including serving as Chair of the International Conference on Molluscan Shellfish Safety. She is now a Trustee of the Cawthron Institute.

Helen joined Forté Management fulltime in 2013.

**Tony Smale:** Tony is Forté Management's lead consultant. He is a highly regarded, captivating workshop and conference speaker. He is New Zealand's leader in the impact of national culture on Kiwi business management. He has spoken and published nationally and internationally on the subject. He has deep experience in achieving new learnings and behaviour change in the workplace.

In addition to science qualifications, Tony's management qualifications include Master in Business Administration, Diploma in Health Administration, and NZ Certificate in Direct Marketing. He has broad experience across private and public sector management and governance roles in health, science, economic development, and business ownership. He is a former Chairman of the Marlborough Regional Development Trust. Tony has served on a number of high-level advisory committees (including with the OECD) and has represented New Zealand in speaking roles at various international forums including UNFCCC Bonn.

Tony and Helen created Forté Management in 1991.