

*Public  
Workshops  
Calendar*

*2010*

Endorsed by

# Getting to Yes

**Negotiating agreements,  
resolving disputes**

Two days

Applying groundbreaking techniques developed at Harvard University, this workshop provides you with a structured and strategic approach for achieving maximum value outcomes while forging more cooperative negotiating relationships.

## Melbourne

Tuesday 16 & Wednesday 17 February

Wednesday 24 & Thursday 25 March

Tuesday 4 & Wednesday 5 May

Monday 21 & Tuesday 22 June

Tuesday 3 & Wednesday 4 August

Monday 13 & Tuesday 14 September

Tuesday 26 & Wednesday 27 October

Tuesday 7 & Wednesday 8 December

## Sydney

Wednesday 24 & Thursday 25 February

Tuesday 11 & Wednesday 12 May

Tuesday 17 & Wednesday 18 August

Tuesday 23 & Wednesday 24 November

## Brisbane

Tuesday 20 & Wednesday 21 April

Tuesday 12 & Wednesday 13 October

"A very worthwhile use of two days out of the office. An excellent course and refresher for those hard negotiations. Highly recommended!"

**Bronwyn**

ANZ Corporate Bank

# Influence in the Workplace

**Persuading decision-makers,  
employees and colleagues**

Two days

The ability to engage key stakeholders and gain their buy-in to projects and ideas is critical to achieving results. This workshop equips you with the skills to influence and shape outcomes, whether or not from a position of authority. A key leadership skill.

## Melbourne

Tuesday 16 & Wednesday 17 March

Monday 24 & Tuesday 25 May

Tuesday 24 & Wednesday 25 August

Wednesday 17 & Thursday 18 November

## Sydney

Tuesday 23 & Wednesday 24 March

Tuesday 27 & Wednesday 28 July

Wednesday 20 & Thursday 21 October

## Brisbane

Wednesday 15 & Thursday 16 September

"The material presented was highly relevant and contemporary and more importantly applicable to my work practices. I look forward to implementing some changes!"

**Amanda**

Ernst & Young



# Difficult Conversations

Discussing sensitive issues  
and managing conflict

One day

By providing greater clarity of purpose and structure, this workshop will empower you to approach difficult conversations and conflicts with more confidence and in ways that achieve meaningful results.

## Melbourne

Tuesday 2 March

Tuesday 8 June

Monday 9 August

Wednesday 10 November

## Sydney

Tuesday 29 June

## Brisbane

Thursday 22 July

"An extremely worthwhile course - have walked away with practical tools to address workplace conversations that get "heated" or "frosted" with more confidence."

**Katherine**

Department of Human Services

# Giving Effective Feedback

Fostering growth through  
feedback & coaching

One day

This workshop introduces you to a comprehensive system for performance appraisal and feedback, designed to boost individual effectiveness and team performance.

## Melbourne

Tuesday 11 May

Tuesday 5 October

## Sydney

Wednesday 11 August

"This is a very comprehensive method for building strong work teams with an emphasis on performance appraisal and performance management in a positive and constructive manner."

**Madelyn**

Swinburne University



# Influential Business Writing

## Drafting and editing to maximise impact

One day

Offering a simple yet persuasive framework for approaching business writing, this workshop will equip you to craft documents and presentations with even greater clarity and persuasive effect.

### Melbourne

Monday 17 May

Tuesday 12 October

### Sydney

Tuesday 7 September

"The course was highly practical and provides genuine tools to assist in business writing."

Ronnie

SEEK

## The CMA Experience

Our aim is to make your experience as a workshop participant both rewarding and enjoyable. We do this by:

- focusing on real skills with immediate practical benefit;
- drawing on participants' own examples and challenges;
- combining a variety of learning methods – including interactive presentations, role plays, videos, demonstrations and group discussion;
- capping participant numbers to allow everyone the chance to actively participate.

## Pricing

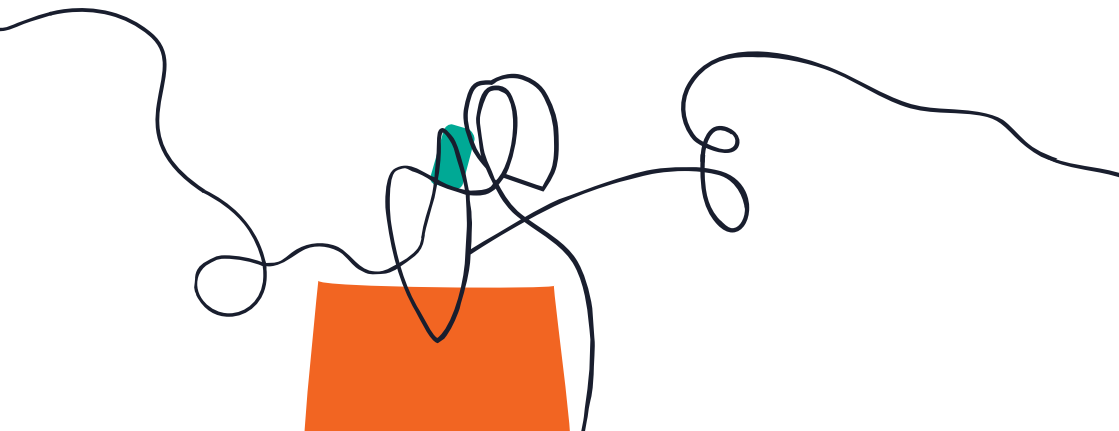
Per participant (all prices are exclusive of GST)

	Standard	Early Bird*	Group (4+)
Two day workshop	\$1620	\$1500	\$1370
One day workshop	\$995	\$915	\$845

\*Early bird – when booked 4 weeks prior to workshop

Register online at

[www.cmalearning.com.au/event-registration.html](http://www.cmalearning.com.au/event-registration.html)



# Tailored development

CMA can tailor behaviour-changing programs across a range of topics, to genuinely match your team's role and level of experience – from graduate to senior executive. CMA's program topics include:

## In the workplace

- workplace influence
- managing workplace conflict and grievances
- difficult conversations
- feedback and coaching
- business writing
- facilitating effective meetings

## Sales and customer relationships

- building and maintaining successful relationships
- managing complaints and conflicts
- writing proposals and persuasive documents

## Deals and disputes

- negotiation and influencing skills
- negotiating with contractors and key suppliers
- mediation and dispute resolution
- negotiating on behalf of others

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**cma** negotiate  
influence  
achieve

## Endorsement by Monash

Monash University is proud to endorse CMA's public workshops in Victoria.

For information about CMA's fully accredited postgraduate subjects in Monash University's Faculty of Law, please call us on +61 3 9614 0333.

 **MONASH** University  
Law

## Seeking CPD points?

CMA workshops are eligible for CPD/CPE points in a range of industries and from a number of professional bodies. Contact us to find out if our training will deliver this benefit for you.

## What Next?

If you'd like to discuss or enrol in any of the workshops listed on this calendar, or if you would like to explore how CMA can help your team to achieve more powerful business results and relationships:

Call us on +61 3 9614 0333 or visit our website at [www.cmalearning.com.au](http://www.cmalearning.com.au)

