



2012

*Public
Workshops
Calendar*

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 building the kind of relationships essential to long-term growth.

Melbourne

Tuesday 7 & Wednesday 8 February
Tuesday 17 & Wednesday 18 April
Wednesday 13 & Thursday 14 June
Wednesday 1 & Thursday 2 August
Tuesday 30 & Wednesday 31 October
Wednesday 5 & Thursday 6 December

Sydney

Tuesday 3 & Wednesday 4 April
Wednesday 29 & Thursday 30 August
Wednesday 7 & Thursday 8 November

Brisbane

Wednesday 14 & Thursday 15 March

"I highly recommend CMA's course to enhance negotiation skills to lead to better outcomes both within the company and with clients."

Wendy, Software Engineer
Dimension Data

Influence in the Workplace

Persuading decision-makers, employees and colleagues
Two days

We often talk about individuals as "having influence" or "being influential" as if these are inherent traits, without recognising the behaviours that lead to this observation. This workshop focuses on these behaviours, developing very specific skills to influence and shape outcomes, whether or not from a position of authority.

Melbourne

Wednesday 15 & Thursday 16 February
Wednesday 2 & Thursday 3 May
Wednesday 25 & Thursday 26 July
Wednesday 5 & Thursday 6 September
Wednesday 28 & Thursday 29 November

Sydney

Wednesday 18 & Thursday 19 July
Tuesday 20 & Wednesday 21 November

Brisbane

Wednesday 16 & Thursday 17 May

"Absolutely brilliant. I will be able to utilise the skills learned in this course in my everyday role."

**Dale, Manager (Operations & Assurance),
Global Markets Operations**
ANZ

Negotiation Refresher Program

Flex your negotiation muscles in our highly interactive workshop, *Negotiation Refresher*, which builds on the foundations from *Getting to Yes* and creates a platform for negotiation mastery. This one day workshop is an intensive coaching and practical skills session, to support you in your journey towards even better outcomes and more powerful working relationships. Attending *Getting to Yes* is a prerequisite.

See our website at www.cmalearning.com.au for full details.

Difficult Conversations

Discussing sensitive issues and resolving conflict
Two days

By providing a 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 22 & Wednesday 23 May

Sydney & Brisbane

Check out our website for specialty difficult conversations workshop details

“The course was relevant, concise but most importantly highly engaging. Would recommend this course to anyone.”

Michael, Project Coordinator
TAC

Giving Effective Feedback

Fostering growth through feedback and coaching
One day

Top business leaders and researchers agree: clear and constructive feedback is critical for high performance, bolstering morale and ensuring staff retention. This workshop introduces you to a comprehensive system for performance appraisal and feedback, designed to boost individual effectiveness and team performance.

Melbourne

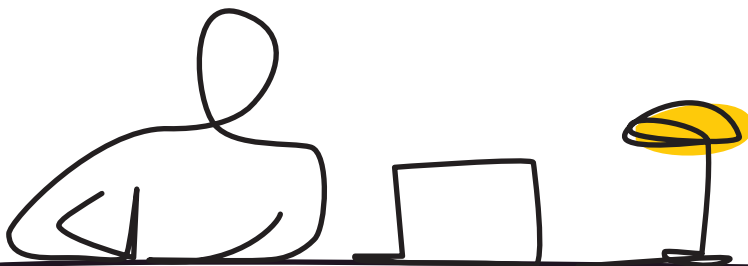
Tuesday 5 June

Brisbane

Thursday 9 August

“Essential for people involved in team and management environments. People handling skills are critical in the business environment and general life.”

Mark, Key Account Manager
PPG



Specialty workshops

Throughout the year, we'll also be running specialised courses on negotiation, influence and difficult conversations, focusing on unique industry challenges.

See our website at www.cmalearning.com.au for full details.

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 impact.

Melbourne

Thursday 1 March

Tuesday 26 June

Thursday 20 September

Sydney

Tuesday 4 September

Brisbane

Wednesday 11 July

Tuesday 27 November

“The course is highly practical and provides genuine tools to assist in business writing.”

Ronnie, Strategy Executive
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

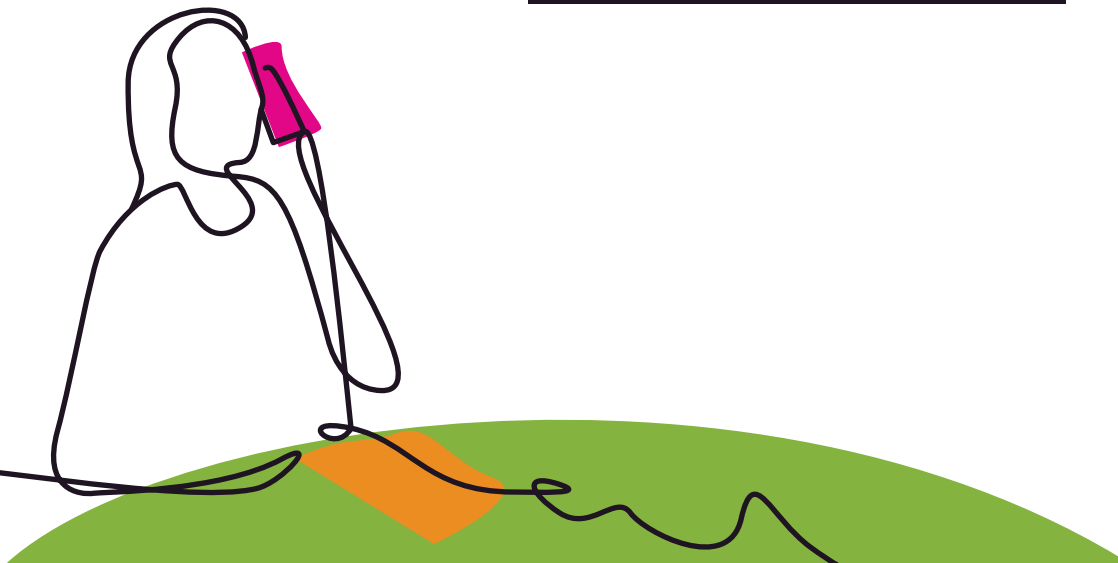
Per participant (all prices are exclusive of GST)

	Standard	Early Bird*	Group(4+)
Two day workshop	\$1795	\$1605	\$1465
One day workshop	\$1145	\$995	\$915

*Early bird – when booked 4 weeks prior to workshop

Register online at

www.cmalearning.com.au/event-registration.html



Tailored Development

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

Negotiation & conflict resolution

- Negotiation skills (foundational and advanced)
- Influencing / Influential communication
- Sales negotiation
- Advanced communication skills
- Difficult conversations
- Managing conflict
- Mediation
- ADR (Alternative Dispute Resolution)

Relationship management

- Stakeholder relationship management
- Client relationship management
- Customer service and complaints handling
- Managing alliances and partnerships
- Managing supplier relationships

Workplace, management and leadership skills

- Leadership
- Influential business writing
- Giving & receiving feedback
- Performance management
- Coaching
- High performance teams
- Running meetings
- Facilitation
- Systematic problem solving

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www.cmalearning.com.au

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 1300 765 770.



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 your 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 **1300 765 770** or visit our website at www.cmalearning.com.au

