Quality Nominations Sought

The call for nominations has begun for the 2005 Management Excellence Awards campaign as business people prepare to tap someone on the shoulder across regional and metropolitan centres.

An alumni of past winners and a select group of Brisbane’s corporate elite gathered recently to launch the Awards and kick off the search for managers who stand out in the crowd.

Professional Manager of the Year for 2004 and CEO of Domino’s Pizza Australia, Mr Don Meij FAIM, roused the crowd with his call to employers to be vigilant when thinking of nominating staff, peers or someone from their network of contacts.

"The Management Excellence Awards process is one which allows time for invaluable self reflection. It is a journey that allows in depth self appraisal and provides affirmation that as a manager you are accountable, capable and worthy of your successes," Mr Meij said.

"I encourage managers anywhere to consider nominating themselves or a colleague so that they might share in and benefit from a program that affords participants tangible rewards."

Vice President of the Institute and former MEA Chair, Mr John Hoey FAIM, confirmed that the Awards are as relevant, contemporary and necessary as ever before.

"Collectively over 8 years there have been 26 winners over four categories, and a quick calculation shows that this represents millions of dollars in capitalisation, not to mention considerable business and leadership influence," Mr Hoey said.

"The success of business, industry and government in this country lies in the hands of managers and leaders who use their skill, passion and commitment to make their business a success, and inspire others to follow their example."

Every year AIM seeks out exceptional managers as the campaign rolls out across regional Queensland and the Northern Territory.

MEA Chair and Board member, Ms Nanette Carroll FAIM, anticipated a particularly strong calibre of candidates to emerge from the regions in 2005.

"With Awards program launches in Darwin, Townsville, Mackay and Cairns happening over the coming weeks, we are expecting an extraordinary response from rural and remote regions seeking recognition for the individual achievements of local managers," Ms Carroll said.

"The Management Excellence Awards showcases the talents of men and women in business who are role models for others and also offers additional opportunities for personal and professional growth for participants."

After more than a decade, the Management Excellence Awards are still the only awards program that celebrates the individual contribution that managers and leaders make to their business or organisation.

Last year over 400 nominations were received from people who had acknowledged the talents of their colleagues and contacts by nominating them for the Awards.

To nominate someone who stands out in the crowd visit www.managementawards.com.au or call 13 16 48. Nominations close Friday 17 June.
According to The Myth of the Paperless Office, while computer scientists have been chasing two Holy Grails for decades—voice recognition and simultaneous translation (with varying levels of success), a more profound myth that has always animated those who see computers as transforming devices is the idea of the paperless office.

A paperless office is the idealised office in which paper is absent because all information is stored and transferred electronically.

With the ever-expanding application of computers into business areas as diverse as accounting, desktop publishing, billing, mail, and scheduling, it seemed in the early 80s that the real paperless office was just around the corner. Ironically, just the opposite has transpired. The ease with which computers enable people to print all sorts of documents has created a flood of ‘new’ paper.

Some analysts believe that the paperless office is still an achievable and admirable goal, but that certain key technologies such as optical character recognition (OCR) must be improved. Others, however, argue that the tangibility of paper documents yields certain benefits that will never disappear.

Some benefits of a paperless office include:
- Reducing costs of paper storage and duplication
- Meeting compliance and legal requirements cost-effectively
- Retrieving information faster for customer needs
- Sharing documents with multiple offices or clients
- Assuring security and disaster preparedness

How Much are Your People Worth?

Now in its 41st year of publication, the Australian Institute of Management’s National Salary Survey is recognised as one of the most authoritative, comprehensive and cost-effective remuneration & HR planning resources of its type in the Australian market.

The AIM National Salary Survey provides current market pay rates and position descriptions for over 340 positions, gathered from over 750 organisations, representing 25,000 employees across 18 industries.

Online access is also provided to enable a further drill-down of the Survey data to make more direct comparisons to organisation’s individual circumstances.

The Survey contains detailed pay and benefits analysis, including actual pay movements and forecast pay movements, by industry, company size and location, along with benchmark data on HR policies, practices and trends of the marketplace.

Considering the significant costs of replacing staff and the significant savings to be realised by effectively managing organisational HR costs on an ongoing basis, the AIM National Salary Survey is a small investment to make for the success of any business.

Ergon Finds Flexibility through Training Management

In July 2004, Ergon Energy selected AIM to administer, project manage, deliver and coordinate the sourcing and delivery of Ergon-wide training to staff across Queensland.

Course enrolments are taken through the Ergon Energy Course Source website, allowing staff members to have immediate, real time access to schedules and booking information. Course Source is a gateway to a variety of information, learning options and support tools including Ergon Energy’s training calendar, message board and discussion forums, case studies, white papers and training.

The learning support portal is an important development tool available to all Ergon Energy staff, and offers a comprehensive range of soft skills programs and recognised qualifications in a number of flexible formats to suit both individual and business needs.

Ergon Energy’s Group Manager of Learning & Development, Dean Sparshott, said the Course Source initiative had been implemented to improve access to quality “common needs” development training for all staff within Ergon Energy.

“Successful organisations recognise that investing in their people’s development puts them at the forefront of business practice and helps to build a sustainable competitive advantage for the future,” Mr Sparshott said.

“Employee & Organisation Services, a business unit within Ergon Energy, is committed to improving employee skills and knowledge, through an extensive range of development solutions. To help achieve this goal, our Learning & Development Group has created Course Source in partnership with AIM.”

As part of the Ergon Energy Course Source project, AIM has developed a database of suppliers of professional development training services from across Queensland.

Toowoomba Women Lead the way

Toowoomba based business women have taken part in the first of a series of workshops in an innovative business coaching clinic program developed by AIM.

The five-month program aims to provide regional women with an opportunity to achieve sustainable career growth AIM General Manager, Shawn Ket FAIM, said the coaching program had been designed to assist regional women to develop as business leaders and managers.

"For the Toowoomba community and economy to continue to grow, business women at all levels need easy access to learning and coaching support from experienced managers," said Mr Ket.

“The program helps women develop the understanding, skills and professional networks required to continue learning long after it is finished.”

Another drawcard for has been the online discussion forum, which provides participants with an opportunity to supplement their learning throughout the program with exclusive access to a learning diary, personal chat room, library, participant address book and additional self-paced training opportunities.

Toowoomba Mayor, Councillor Dianne Thorley, said the Smart Women’s Coaching Program is the most innovative and beneficial women’s program that she has been involved with.

“The program challenges women to think about what more they can achieve by exploring new frontiers and continually setting new goals for themselves,” Councillor Thorley said.

To find out more about how coaching can further your career contact AIM on 13 16 48.
Considered the two most provocative characteristics of the workplace, power and influence need to be understood by leaders at all levels.

Professor Nick Forster works at the Graduate School of Management at the University of Western Australia. This is an edited extract from ‘Power and influence’, the chapter he contributed to Understanding Influence for Leaders at all Levels, AIM Management Today Series (McGraw-Hill, 2005).

The Most Effective Sources of Power and Influence

By Nick Forster

Where do power and influence come from? A close examination shows that there are just five sources of power and influence in organisations:

1. Personal power: based on personal attributes and qualities, not reliant on formal or positional authority
2. Expert power: derived from the possession of specific technical expertise and/or professional knowledge
3. Positional power: derived from the formal structural power and authority of an office, position or role in an organisation
4. Reward power: arises from the opportunities a leader has to use rewards as a way to influence people.
5. Coercive power: the use of exclusion, threats, sanctions, pain and punishment to influence people's behaviour.

Which of the five forms of power are the most effective in influencing other people? A 1984 study of how 750 managers used power revealed that they typically used seven influencing strategies when dealing with their bosses, subordinates and co-workers. Ranked in order, these were:

1. Using reason, data or logic (expert power)
2. Friendliness and assertiveness (personal power)
3. Forming coalitions with others (personal power)
4. Bargaining and/or negotiation (expert and personal power)
5. Ordering compliance (positional, reward and coercive power)
6. Relying on the support of a higher authority (positional power)
7. Sanctions or punishments (positional, reward and coercive power)

There is considerable research evidence to support the view that the use of reason and logic (expert power) is a powerful influencing strategy. Leaders and managers who use information, facts and data to support their decisions are rated far more highly by their subordinates, when compared to those who use either coercive or legitimate power to force through their ideas.

Managers who consistently use coercive or legitimate power have less motivated, more stressed and poorer performing employees. Those who habitually use force, coercion or Machiavellian strategies to drive through their decisions also end up making more bad decisions than good ones.

Coercive and legitimate power strategies also act as extrinsic motivators; that is, they simply reward compliance and punish inappropriate behaviours. Forty years research into motivation shows that these strategies are the least effective ways of motivating people because, over time, they diminish the capacity of individuals to change, improve and develop themselves.

By contrast, high intrinsic employee motivation (that is, the internal passion and commitment employees have about their work) is one of the primary drivers of both individual and organisational excellence.

So, in summary, the most effective and productive power and influence strategies are:

- using reason, data or logic (expert power)
- friendliness and assertiveness (personal power)
- forming coalitions with others (personal power)
- bargaining and/or negotiation (expert and personal power).

The least effective and most divisive power and influence strategies are:

- ordering compliance (legitimate, reward and coercive power)
- relying on the support of a higher authority (legitimate power)
- sanctions or punishments (legitimate and coercive power).

Effective leaders and managers use personal and expert power as much as possible, but will occasionally draw on the other three if the situation demands it.

Although coercive or Machiavellian power strategies may have to be used in emergency or life-threatening situations, in most organisational contexts these strategies should only be used as a last resort because they are the most ineffective way of influencing others.

Buy Understanding Influence for Leaders at all Levels online at www.managementbooks.com.au.

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Available Now $32.95
TCI Offers Pathway for FMI Students

Students seeking a pathway for already completed Frontline Management units can now complete the superseded 2004 qualification online with TheCyberInstitute (TCI). With a teach-out period now in place for the 2004 Frontline Management Initiative (FMI), TCI offers a completion pathway for this course and the revised FMI program.

As a premium provider of fully online and blended qualifications, students can ‘attend’ class, complete all assessment and interact with a facilitator for the duration of the program.

For the first time in 2005 learners can study online at postgraduate level for high-level skills transfer in a flexible and interactive environment. The Institute's postgraduate education centre has continued to grow its student base since offering face-to-face programs in professional management in 2001. In 2005 learners seeking high level, practical education in management can enrol in online study. Each course is delivered over 13 consecutive weeks with participants gaining further knowledge from facilitated discussions and interactive weblogs.

In addition to new projects, TCI has plans to improve upon the already popular self paced and facilitator led courses. Currently TCI is working with organisations to deliver a blended approach to leadership and management education requirements. Blended programs consist of a mixture of face-to-face delivery, followed or preceded by intensive online content delivery. Many organisations are recognising the benefits, both financially and instructionally by offering a blended approach to their employees.

TCI General Manager, Grant Beevers AFAIM, said 2005 would see the expansion of TCI’s suite of digital services as well as consolidation of the online learning provider’s well established educational programs.

New GM for TheCyberInstitute

The Australian Institute of Management has appointed Grant Beevers AFAIM to the position of General Manager, TheCyberInstitute (TCI).

Mr Beevers will be responsible for the daily operation of TCI, business development and sales.

Former Product Specialist for Books24x7, a division of international e-learning company Skillsoft, Mr Beever’s expertise will be a valuable resource for TheCyberInstitute in 2005.

Mr Beevers has experience implementing e-learning strategy for some of the world’s largest corporations.

He was drawn to TheCyberInstitute as a result of its reputation for innovative e-learning and content development solutions.

Mr Beevers has a pro-active approach to advising clients of new technologies and a "team" approach to managing and supporting clients.

AIM CEO, Ms Carolyn Barker FAIM, said Mr Beevers significant experience in the digital services industry would be an asset to TCI.

"Grant’s passion for developing unique and innovative online learning solutions has already been felt through the upgrade of many of TheCyberInstitute’s services," Ms Barker said.

Mr Beevers said the year ahead for TCI would be one of substantial growth.

"My plan is to make thecyberinstitute.com.au the click of choice for learners seeking cutting edge online leadership and management education," Mr Beevers said.

To find out more about TCI or to speak with Mr Beevers phone 07 3227 4841 or email gbeevers@thecyberintstitute.com.au.

This month TCI and a leading HR recruitment and coaching company, will pilot a new e-coaching initiative. The range of technologies which enable users to communicate via the internet has made it possible for TCI to offer an innovative and flexible method of providing coaching to organisations offering as much intimacy and fulfilment as face-to-face coaching sessions," Mr Beevers said.

TCI also offers a content conversion service to organisations that wish to take their paper based programs and convert them for online delivery. Recently TCI has undertaken a variety of compliancy, induction and occupational health and safety programs for its customers.

To register for the monthly TCI e-newsletter, Cyber News, visit www.thecyberinstitute.com.au, or contact 07 3227 4811 to find out how TCI can benefit you or your organisation.
Understanding Learning Styles

Individual learning styles differ greatly within any workplace environment. Often, understanding learning styles can simplify a manager’s life overnight as there are definite preferred patterns of learning that can be diagnosed, understood and explained.

Join Laurie Kelly from Mindworks as we look at learning styles in action at this Psychology@Work function.

Psychology@Work has been offered as a Special Interest Network event at AIM for over 5 years, because people never stop fascinating other people.

On booking you will receive a free Learning Styles questionnaire to fill out online, with automatic response. Please bring it with you to the event.

Date: Tuesday 22 March
Time: 5.45pm to 7.30pm
Venue: Australian Institute of Management
Cnr Boundary & Rosa Streets
Spring Hill
Cost: Non Members $38.50
AIM Members $27.50

Developing Business Behaviours: Equipping Business Leaders with Skills for Success

All managers are instilled with a sense of professional behaviour, but do you ever think you should brush up on some of you business skills?

Whether it’s mingling with people at all levels, introducing colleagues to clients or conducting negotiations, there is always some aspect of your position that can benefit from a refresher course.

This master class, facilitated by Leanne Burford from Business Etiquette International, is designed to cover all the issues that can help you maintain your professional and competitive edge.

Topics covered will include:
- Personal professionalism
- Business etiquette
- Confidence in communication
- Selling yourself appropriately
- Creating positive workplace relationships

Date: Wednesday 16 March
Time: 9.00am to 5.00pm
Venue: Australian Institute of Management
Cnr Boundary & Rosa Streets
Spring Hill
Cost: Non Members $429.00
AIM Members $396.00

Integrity by Margaret Thorsborne FAIM

It seems that integrity has become an old fashion value but is easy to identify when absent from individuals and organisations.

Introducing the Virtues of Leadership, a year long series highlighting the chapers from the best selling business book, The Seven Heavenly Virtues of Leadership.

In 2005 the authors will present their work at a series of Special Interest Network (SPIN) events.

Chapter authors from around Australia will join in this SPIN program through our Leadership@Work series.

Margaret Thorsborne is the Managing Director of Transformative Justice Australia (Queensland). She assists public and private sector organisations to manage and overcome problems with workplace relationships, particularly workplace bullying, sexual harassment, misconduct, inappropriate behaviour, diminished work performance, aggressive management and supervision, dysfunctional teams and high level conflict.

Join AIM author Margaret Thorsborne, who is back by popular demand, broadening the virtue of integrity to include honesty and trust.

Book now as this will be a sell out!

Date: Tuesday 15 March
Time: 5.45pm to 7.30pm
Venue: Australian Institute of Management
Cnr Boundary & Rosa Streets
Spring Hill
Cost: Non Members $38.50
AIM Members $27.50
On Board to Board

This fantastic event is off to a flying start with many new members attending, all offering extremely positive feedback. If you’ve never been a part of this popular event, book now as places go quickly!

For those who haven’t been involved, On Board to Board is an event open exclusively to 20 personal members of the Institute.

After registering at Management House, get to know the other women attending, then at 6.00pm the journey to the boardroom of a mystery woman begins.

Over wine and finger food the host tells us her amazing story of how she ended up where she is today and reveals her personal tips for securing a place on a board.

For women wanting to get ahead in business, this event is not to be missed.

Date | Tuesday 19 April
Time | 6.00pm to 8.00pm
Venue | Australian Institute of Management
| Cnr Boundary & Rosa Streets
| Spring Hill
Cost | AIM Members $30.00

Members Networking Reception

Sometimes it's not what you know, it's who you know, and the place to get to know them is at the bi-monthly AIM Members Networking reception.

Just starting up your own business? Need to generate more sales leads? Want to develop business partnerships? All this and more can be achieved in just two hours.

Come armed with a box of business cards and your networking hat and be prepared to meet more people in one evening than you could have thought possible.

Date | Wednesday 27 April
Time | 6.00pm to 8.00pm
Venue | Australian Institute of Management
| Cnr Boundary & Rosa Streets
| Spring Hill
Cost | Non Members $38.50
| AIM Members $30.00

Are You Ready for Generation Y?

Presented by Australia’s leading Generation Y expert, Peter Sheahan, a Gen-Y-er himself, this presentation promises to be informative as he presents to a diverse target group.

Generation Y, comprised of those born between 1978 and 1994, are generally considered to be lifestyle-centered, impatient and socially aware.

During this presentation Peter will address how crucial it has become to engage this generation as the Australian workforce continues to age.

Reserve your place now at this not to be missed event.

Date | Thursday 12 May
Time | 5.30pm to 8.00pm
Venue | Hilton Brisbane
| 109 Elizabeth Street
| Brisbane
Cost | Non Members $55.00
| AIM Members $44.00

CATS: The Nine Lives of Innovation

Steve Lundin is best known as the author of the multimillion-copy, best selling FISH! books.

Now he is back with his latest creation CATS: The Nine Lives of Innovation.

Join Steve as he returns to Brisbane for this one time only event where he will share his new concept in an extended breakfast format.

Reserve this date in your diary now and watch this space and the AIM website, www.aimevents.com.au, for further information.

Date | Friday 8 July
Time | 7.30am to 10.00am
Venue | Hilton Hotel Ballroom
| 109 Elizabeth Street
| Brisbane
Cost | Non Members $66.00
| AIM Members $55.00

Tables of 10 available
Regional Events

Know Thy Self MasterClass
Successful managers and professionals require self knowledge to a greater degree than in the past given the incidence of workplace stress and uncertainty in a constantly changing business landscape.

As a manager, the more you understand about yourself, the more effective you are. Two key areas of self-awareness are behaviour and health.

AIM’s Know Thy Self MasterClass will bring five experts in their fields together to specifically address these two areas, providing you with concrete statistical data on your key development needs.

It is designed for team leaders, frontline managers, executives and new managers looking to improve their performance and the performance of their teams.

The Tools
MasterClass facilitators will employ two of the most successful assessment tools on the market:

- DISC is regarded as the #1 behavioural profile worldwide. It has been in operation for over 20 years and helps people capitalise on their strengths, increase their appreciation of different work styles and improve communication and teamwork (retails at $180.00).

- NUTRICHECK is a leading product designed to identify the scope for improved health in conjunction with specialist consultation with a professional health practitioner (retails at $30.00).

Tourism — The Inside Scoop: Management Excellence Awards Launch
Do you understand the local economic and tourism trends that will affect your business or the company you work for?

Ever wanted to be able to identify market shifts before they change around you?

Keeping up-to-date with current trends and future predictions is vital to the success of every business.

Join David Phillips, General Manager of Mackay Tourism, for the inside scoop on the Mackay Tourism industry. Take a journey with this inspirational leader and manager to discover what is in store for the future of Mackay.

"Inside the Best Minds"
Innovation...it’s a recognisable phrase in the modern business landscape, but how does it really apply in everyday business?

Gold Coast based Jaden Group is a living example. In 1981 the owners took an original concept of a motorised wheelbarrow and developed, designed and engineered a unique world-first product, causing a revolution in the building industry.

The success of their products, which has led to exports to the USA, Canada and Europe, lies in their versatility, commitment to safety and commitment to improvement.

Martin Leeson is General Manager of the Jaden Group and will discuss with local managers their innovation journey, from initial development through to maintaining a position as market leader.

AIM@Night
If it’s come under the banner of entertainment in the past 14 years, Peter Owens has had a hand in it.

Managing the Pilbeam Theatre, Rockhampton’s Performing Arts Activities and the Council’s Major Civic events, he has seen the Rockhampton event program flourish, as it successfully contributes to the vibrancy and viability of the Central Queensland region.

Peter’s extensive performing arts background has included being the President of the Northern Australian Regional Performing Arts Centres Association (NARPACA), touring as a member of the Queensland Government’s Cultural Policy Advisory Committee and a committee member of the federal government’s Playing Australia.

Know Thy Self MasterClass
Date | Thursday 17 March
Time | 8.00am registration, 8.30am start to 4.30pm
Venue | Sofitel Reef Casino, 35 – 41 Wharf Street, Cairns
Cost | Non Member $297.00
AIM Member $242.00
RSVP | Monday 14 March

Tourism — The Inside Scoop: Management Excellence Awards Launch
Date | Friday 18 March
Time | 7.00am to 8.30am
Venue | Clarion Hotel, Mackay Marina Village, Mulherin Drive, Mackay Harbour
Cost | Non Members $33.00
AIM Members $27.50
RSVP | Friday 11 March

"Inside the Best Minds"
Date | Thursday 7 April
Time | 5.30pm to 7.30pm
Venue | Marriott Surfers Paradise 158 Ferny Avenue, Surfers Paradise
Cost | Non Members $38.50
AIM Members $33.00
RSVP | Friday 1 April

AIM@Night
Date | Thursday 31 March
Time | 5.30pm to 7.00pm
Venue | ‘Roof Top’ The Bridge Motor Inn 31 Bolsover Street Rockhampton
Cost | Non Members $5.00
AIM Members $5.00
RSVP | Friday 25 March

Know Thy Self MasterClass
CAIRNS
Tourism — The Inside Scoop: Management Excellence Awards Launch
MACKAY
"Inside the Best Minds"
GOLD COAST
AIM@Night
ROCKHAMPTON
Global Challenges for Managers
The pace of globalisation across all markets poses a number of challenges for managers on regional, national and international levels.
While local knowledge is critical to success, an understanding of the global challenges facing managers and the implications these have on day-to-day business provides an advantage in a competitive market.
Professor Bob Miles FAIM, Executive Director of the Institute for Sustainable Regional Development will lead a powerful presentation of the significant global challenges facing managers, and how this applies in a regional setting.

Date | Wednesday 16 March
Time | 12.30pm to 2.00pm
Venue | Quality Inn Centrepoint, 131 George Street, Rockhampton
Cost | Non Members $24.00
          AIM Members $22.00
RSVP | Friday 11 March

Top Performance Stands Out: Management Excellence Awards Launch
Join performance management guru David Fraser of Kinetic Solutions as he sets the stage for the 2005 Sunshine Coast Management Excellence Awards launch.
Good, strong leadership is vital and recognising those leaders who stand out in the crowd is an important way of fostering further success that’s why this topic is so relevant to the MEA campaign.
Join us for this cocktail event, also featuring 2004 Sunshine Coast Professional Manager of the Year, Brett Kapernick, Area Manager Endeavour.

Date | Tuesday 15 March
Time | 5.30pm to 7.30pm
Venue | Ebb Waterfront Dining & Cellar, The Duporth Riverside, Duporth Avenue, Maroochydore
Cost | Non Members $33.00
          AIM Members $27.50
RSVP | Tuesday 8 March

Stand Out in Townsville: Management Excellence Awards Launch
The search for Queensland’s best managers in 2005 is on and Townsville intends to lead the charge.
Home to Peter Honeycombe FAIM, Managing Director of the Honeycombe Property Group and winner in the 2004 Owner Manager of the Year category, Townsville has long been a top player in the state-wide awards.
Showcasing ‘homegrown’ management and leadership talent, this launch features past Townsville finalists Natalie Scopelliti, Challenge National (formerly CHR) and Gavin Hammond FAIM; Townsville City Council, who will share their stories and how it feels to ‘stand out in the crowd’.
Network over cocktails, hear local success stories and contemplate the people you know who deserve to be nominated for the Management Excellence Awards.

NOMINATE SOMEONE YOU KNOW WHO STANDS OUT!

FOR BOOKINGS CALL 131648 OR VISIT WWW.AIMEVENTS.COM.AU

Annual Great Debate
The rivalry between accountants and managers has long been acknowledged and in April AIM will expose it head on, as our annual Great Debate tackles the notion "That Accountants don’t add up as Managers".
The event is an irreverent and unorthodox salute to the art of debating and is always an inspiring, ironic and witty exploration of the issues faced by today’s business leaders.
Master of Ceremonies, AIM CEO Carolyn Barker FAIM, will again mediate a battle of wits, egos and humour...with the Accountants being supported by the local Certified Practising Accountants chapter.
This event will also see the launch of the 2005 Management Excellence Awards program, set to acknowledge those local managers who really stand out in the crowd.
The Great Debate is always a sell out, so reserve your seat today!

Date | Wednesday 6 April
Time | 12.00pm registration 12.15pm start to 2.00pm
Venue | City Gold Club, 254 South Street Toowoomba
Cost | Non Members $49.50
          AIM Members $44.00
RSVP | Wednesday 30 March

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March 2005 | AGENDA | 9
Name: 
Position: 
Company: 
Postal Address: 
Telephone: 
Fax: 
Email: *

Payment is required to confirm registration

Method of Payment: ☐ Cheque / Money Order
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To secure your place: Call 13 16 48, complete and fax this form with your payment to (07) 3832 2497 or send this form with payment to AIM, PO Box 200, Spring Hill Qld 4004. Please make cheques payable to AIM Qld & NT. If you are unable to attend, a substitute is welcome at no extra charge. However, we regret that refunds cannot be made. View our Privacy Statement at www.aimqld.com.au.

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Book and Securely Pay Online at www.aimevents.com.au

AIM Events Booking Form

Please complete a separate form for each participant

☐ AIM Personal Member ☐ AIM Corporate Member ☐ Non Member Membership No: 

BRISBANE Events
☐ Integrity by Margaret Thorsborne Tuesday 15 March Page 6 $__________
☐ Developing Business Behaviour Equipping Business Leaders with Skills for Success Wednesday 16 March Page 6 $__________
☐ Understanding Learning Styles Tuesday 22 March Page 6 $__________
☐ On Board to Board Tuesday 19 April Page 7 $__________
☐ Members Networking Reception Wednesday 27 April Page 7 $__________
☐ Are You Ready for Generation Y? Thursday 12 May Page 7 $__________
☐ CATS: The Nine Lives of Innovation Friday 8 July Page 7 $__________

Regional Events
☐ Cairns Know Thy Self MasterClass Thursday 17 March Page 8 $__________
☐ Gold Coast “Inside the Best Minds” Thursday 7 April Page 8 $__________
☐ Mackay Tourism-The Inside Scoop: Management Excellence Awards Launch Friday 18 March Page 8 $__________
☐ Rockhampton Global Challenges for Managers Wednesday 16 March Page 9 $__________
☐ Rockhampton AIM@Night Thursday 31 March Page 8 $__________
☐ Sunshine Coast Top Performance Stands Out Management Excellence Awards Launch Tuesday 15 March Page 9 $__________
☐ Townsville Stand Out in Townsville Wednesday 16 March Page 9 $__________
☐ Toowoomba Annual Great Debate Wednesday 6 April Page 9 $__________

Total: $__________

AGENDA

10 March 2005

www.aimqld.com.au

AIM qld & NT Contact List

BRISBANE
AIM Management House
Cnr Boundary and Rosa Sts
PO Box 200 Spring Hill Qld 4004
Phone: 13 16 48 Fax: 3832 2497
Email: enquiry@aimqld.com.au

CAIRNS
PO Box 926 Cairns Qld 4870
Phone: 4041 2488 Fax: 3832 2497
Email: cairns@aimqld.com.au

GLADSTONE
PO Box 641 Gladstone Qld 4680
Phone: 3227 4844 Fax: 3832 2497
Email: gladstone@aimqld.com.au

MACKAY
PO Box 8117 Mt Pleasant Qld 4740
Phone: 4957 4290 Fax: 3832 2497
Email: mackay@aimqld.com.au

NORTHERN TERRITORY
GPO Box 2971 Darwin NT 0801
Phone: 8941 7051 Fax: 8941 1639
Email: enquiry@aimnt.com.au

ROCKHAMPTON
PO Box 101 CQU Post Office
Bruce Highway North Rockhampton Qld 4702
Phone: 4930 9954 Fax: 4930 9700
Email: rockhampton@aimqld.com.au

SUNSHINE COAST
PO Box 675 Maroochydore Qld 4558
Phone: 5478 4626 Fax: 5444 2877
Email: sunshinecoast@aimqld.com.au

TOOWOOMBA
PO Box 3220 Village Fair Qld 4350
Phone: 4632 4074 Fax: 4636 0558
Email: toowoomba@aimqld.com.au

Agenda

EDITOR: David Hoey
PUBLISHED BY: AIM Qld & NT
PO Box 200
Spring Hill Qld 4004
PHONE: 13 16 48
FAX: 07 3832 2497
EMAIL: agenda@aimqld.com.au
WEB: www.aimqld.com.au
ABN 40 009 668 553 ACN 009 668 553

Also Trading As:
The AIM Management Development and Training Centre
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Management Excellence Awards
AIM House

Agenda is mailed 11 times a year to AIM Qld & NT Personal and Corporate Members.

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Inside Qualifications: Business Management

Advanced Diploma of Business Management (BSB60201)

This qualification aims to develop and increase a manager’s involvement in the establishment and implementation of the strategic direction of an organisation and to increase the organisation’s sustainable competitive advantage and global competitiveness.

The program is ideal for middle or senior managers who are, or who expect to be, contributing to the strategic direction of the organisation and responsible for developing and managing implementation of operational and tactical plans as part of the strategic and business planning process in their organisation.

Qualification Structure

This qualification requires the successful completion of 8 Units of Competency as follows:

- 5 Units of Competency from the Strategic Management domain, PLUS
- 3 Units of Competency from Business Services Training Package (or other endorsed training package), of which 1 Unit may be at a level lower than Advanced Diploma

(BSB60201) Advanced Diploma of Business Management

Requires 8 units of Competency, consisting of the 5 Specialist Units listed below and 3 Elective Units of your choice.

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Title</th>
<th>AIM Courses</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBMGT601A</td>
<td>Contribute to strategic direction</td>
<td>Develop Management Strategies</td>
</tr>
<tr>
<td>BSBMGT602A</td>
<td>Contribute to the development and implementation of strategic plans</td>
<td>Organisational Leadership</td>
</tr>
<tr>
<td>BSBMGT605A</td>
<td>Provide leadership across the organisation</td>
<td>Plan and Implement Strategic Customer Service</td>
</tr>
<tr>
<td>BSBMGT606A</td>
<td>Manage customer focus</td>
<td>Strategic Risk Management</td>
</tr>
<tr>
<td>BSBMGT609A</td>
<td>Manage risk</td>
<td></td>
</tr>
<tr>
<td>BSBMGT603A</td>
<td>Review and develop business plans</td>
<td>Strategic Business Planning</td>
</tr>
</tbody>
</table>

Suggested Elective Units

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<tr>
<th>Unit Code</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBHR601A</td>
<td>Manage change</td>
</tr>
<tr>
<td>BSBHR603A</td>
<td>Contribute to organisational development</td>
</tr>
</tbody>
</table>

Develop Management Strategies

- Understand the principles and processes of strategic thinking, planning and management within successful organisations
- Develop and review the organisational vision and mission statement
- Use appropriate methods to successfully analyse the external environment and the competitive environment
- Analyse and review the organisational capabilities
- Formulate strategic objectives and strategies

<table>
<thead>
<tr>
<th>Intake</th>
<th>July 25-26</th>
</tr>
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<tbody>
<tr>
<td>Duration</td>
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</tr>
<tr>
<td>Investment</td>
<td>$996.00</td>
</tr>
<tr>
<td>AIM Member Rate</td>
<td>$836.00</td>
</tr>
</tbody>
</table>

Organisational Leadership

- Understand the importance of effective leadership behaviours in successful organisations
- Value the need for and practice the skills of communicating the organisational strategic direction, including its vision, values, standards and mission
- Develop behaviours that influence groups and individuals within the organisation and in their relevant external environment
- Demonstrate behaviours that support the development and maintenance of high performing teams
- Act in a manner that demonstrates personal and professional competence to significant others within the organisation and its immediate environment

<table>
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<tr>
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Plan and Implement Strategic Customer Service

- Plan to meet internal and external customer requirements
- Manage delivery of products and services
- Monitor, evaluate and adjust quality of customer service

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Barrie Pearson
Neil Thomas
ME-commerce is the mechanism by which you can develop and exploit your assets, skills and character to achieve personal and financial success and balance your life.

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HBR on Work and Life Balance
Harvard Business School Press
Enables employees of all levels to understand the often delicate balance between our professional and personal lives.

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Karen Mitchell
A range of successful women share their stories of balancing career and motherhood.

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Shows how to stop assuming guilt, how to get out of the habit of seeing the direst possible implications in every setback and how to be optimistic.

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Shows how positive psychology is shifting the professions paradigm away from pathology, victimology and mental illness to positive emotion, virtue and strength.

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Reveals how a single conversation can change the course of a career, marriage, life and how to bring about real change in the workplace and at home.

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Ronald Jue
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