



Taking You from Front Line Manager to CEO

5C's of Effective Management

Introduction

Welcome to our 2010 *5C's of Effective Management* workshop, provided by John Coxon & Associates. This information kit provides you with details on the program, material covered, how the program will be delivered, dates, times and locations.

The 5C's are the essential management competencies for the contemporary manager and leader in today's emerging environment; they are *conversations, collaboration, common sense, commitment & customers*.

Program Outline

This workshop will raise your awareness of the importance and benefits of you developing these competencies. You will explore the relationship between the 5c's and the impact each has upon how your leadership is perceived by others. Between them, the 5C's provide you with a contemporary framework for leadership and management – when you align yourself and your activities with this framework you will experience a dramatic change in your management. Instead of your role being a chore it will become a role that you enjoy.

Throughout the day you will be involved in a variety of small group exercises and discussions where you will share your perspectives and learn from those of others. Working together in a collaborative and coaching manner you will explore a variety of strategies and tools to enable you to manage in a collaborative manner based upon positive and productive relationships. As a result you will be able to build and maintain communities of practice that provide you with support and guidance in your role as a manager.

PREMISE: Communities of Practice are an environment that connects people and encourages sharing of ideas and experiences. Alan Webber, Harvard Business Review *What's So New About the New Economy* – information is the raw material, ideas are the currency of exchange – conversation is the crucible in which information and knowledge is shaped and shared. The most important aspect of knowledge is the conversation.

Program methodology

This is a workshop full of small group discussions and fun exercises designed to help you see the benefits of building a community of practice in your organisation. The workshop material will be underpinned by contemporary research from leading business schools and international consultancies.

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Workshop Theme and Content

As you work through the workshop material you will begin to see how you can use these strategies and competencies to:

- Create a community of like minded colleagues and peers
- Share your experiences and learn from others
- Collaborate to achieve common outcomes
- Accelerate your learning
- Build upon existing knowledge
- Create opportunities to foster innovation and creativity

Workshop Contents

- **The Power of Conversation.** Note: we haven't used the word communication. Here we talk about one-to-one conversations, how you can foster dialogue and facilitate conversations using simple, easy to apply strategies and tools. In this part of the workshop we explore the characteristics of conversations you remember, what makes a good conversation and how you can ensure you facilitate quality conversations with others. We will also explore Appreciate Inquiry, as a framework for developing questions that matter and for exploring concepts and ideas
- **Relationships through Collaboration.** We are not an island. We cannot ever know everything – yet we need to be able to access a lot of information and we need input from others. When two or more people collaborate to satisfy common needs there is no limit to what may be achieved. The day of the individual has gone, more and more our environment is becoming increasingly complex and we are constantly bombarded by a flow of data. We need more than one person to help make sense of this, for chart a pathway through the confusion and to set clear directions for the future. In this session we will explore the characteristics of collaborative network, what they help to achieve and what is needed to ensure their success.
- **Common Sense.** Your Grandmothers advice. If you have to refer to the policies and procedure manual when you make a decision then you have probably made the wrong choice. Does what you do make sense. It's the question we often fail to ask. Would you want others to treat you in this manner? What are your values? How aligned are your values with those of your organisation or work group? Common sense is only a part of the equation. There is intuition and there is analytical judgment. Together this all leads you towards making an informed decision. In this session we will explore the decision making process and provide you with a framework designed to improve the quality of your decisions.

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- **Commitment.** Conversations comprise off promises to take action. These commitments are at the core of our ability to trust others and to earn respect. Collaborative networks and relationships depend upon respect and trust to enable them to be effective; to enable you to benefit from them. In this session we will explore the act of making commitments and the impact these commitments have upon us as we move towards achieving our desired outcomes. We will explore concepts of trust and reliability and how the lack of these can be a barrier to service delivery.
- **Customers.** At the end of the day we must move from talking to taking action and when we do this involves some form of interaction with a customer. When we have conversations and form collaborative partnerships with customers then the doors to opportunity will open. It is important to bear in mind that there are two groups of customers, those inside our organisations and those outside. They are equal, they both contribute to our success. In this session we will explore the definitions of a customer and map out those customer relationships in your organisations. In doing so you will have mapped out a pathway to future collaborative networks.

Each of the 5C's is directly related to how well you lead your people, how well you work to strengths, how well you develop programs that benefit end users, how well you delivery service.

BENEFITS: Building a community of practice is not only about gaining information it is also about growing the combined wisdom and knowledge for the common benefit of all.

This Workshop comes with:

- ✓ Instruction by an experienced management coach
- ✓ Detailed course material
- ✓ Workshop exercises
- ✓ Practical application of competencies
- ✓ Direct relevance to workplace issues
- ✓ A framework for future reference
- ✓ Morning and Afternoon Tea

Outcomes and Benefits

This program will provide you with tools to manage your organisation or team towards high commitment and high performance, where people want to work towards common goals and achievements. You will achieve this by creating and facilitating honest, collective and public conversations. Through these strategies and processes you will be able to reduce risk and improve decision making and implement change in a positive and productive manner.

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Workplace Locations

Auckland: May 24th
Hamilton: June 28th
Wellington: July 12th
Rotorua: September 24th
Christchurch: October 21st
Dunedin: November 24th

*Dukes Motor Lodge
Hamilton Airport Motor Inn
James Cook Hotel
Sudima Hotel
Boardroom Cafe
Southern Cross Hotel*

Investment

Full workshop fee is \$295.00pp excluding GST. Registration must be made using the registration form. Your employer will be invoiced upon receipt of the registration form. Included within your registration fee is the comprehensive resource material, workshop, morning/afternoon tea.

Group Discount

Where two or more people register from a single organisation to attend the same workshop a further group discount of 10% will be applied to the full payment.

Return on Investment

When you create communities of practice through conversation and collaboration you encourage people to share their ideas, this increases innovation and reduces risk. You create an environment where people want to be a part, this reduces recruitment and retention costs and you reduce wastage because people are prepared to share and work together rather than form silo's and duplicate services.

Your program facilitator and personal coach



This program is being facilitated by John Coxon. John is a consultant and management coach working in the health and not-for-profit sectors throughout Australia and New Zealand. John has been consulting to management teams since 2002. John has worked with CEO's, executive managers and front line managers in hospitals, aged care facilities and funded service providers. John provides one-to-one coaching to managers at all levels and is often contracted by clients to create and deliver professional development courses for management teams.

As a management coach John guides people through development of strategies and competencies based around the 5C's of Management – these form the basis of his management coaching and management development programs.

Cancellation

Registrations cancelled prior to four weeks before the workshop will be refunded in full. Registrations cancelled within four weeks of the workshop will incur a 25% (\$107 exc gst) cancellation fee. Substitutes can be made. Those that choose to register and not attend will not receive a refund or a credit.

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My Personal Guarantee

If following the workshop you believe there has been no benefit to you I will refund the entire fee. No questions asked. This is my promise to you.

John Coxon
Principal Consultant

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5C's of Effective Management **2010** Registration Form

Please print or type (copy and use separate form for each person)

Mr/Ms/Miss/Mrs: _____

Position or Title: _____

Email Address: _____

Organisation: _____

Postal Address: _____

Suburb/City: _____

State: _____ Country _____ Postcode: _____

Telephone: _____ Mobile: _____

Name of approving manager: _____ P/O # _____

Venue/date of workshop you plan to attend: _____

Should your employer be paying please do not send payment, your organization will be sent an invoice. Program fee is \$295.00pp exc gst. A group discount of 10% applies when two or more people, from the same organization attend the same workshop.

Have you completed your registration form yet? If so, thank you. Please reserve the workshop date in your diary now. Program places are restricted.

Post this registration form back to John Coxon & Associates at the address below or email form to admin@johncoxon.com.au

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