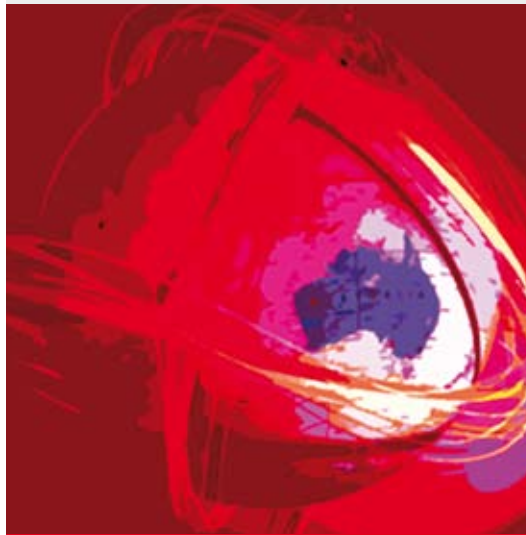


METRO

TRAINING AGENDA

Brisbane & Gold Coast – July 2009 to June 2010



INSIDE

- > Project Management – New Options
- > Gold Coast Learning + Events
- > New Offerings and Predictions



ABOUT

- > 120 Short, Easy to Read Program Descriptions
- > Flexible Online Learning Options
- > Qualification
- > Easy to Read Calendars
- > Enrolment Forms

Financial Year Edition
July 2009 to June 2010

THE **COLOUR** OF LEARNING



THE GOLD COAST OFF LEADER

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COLOUR LEARNING

So, what's inside?

120 Practical Short Programs

Grouped into 13 intuitive categories, find a brief overview and duration for each program and reference this with the program calendar to choose your preferred intake date.

See from page 6.

15 Flexible Qualifications

Choose when and how quickly you want to complete an AIM qualification. To develop a tailored qualification pathway and choose programs that best suit your career needs, call 1300 882 895.

For a complete listing of AIM qualifications see page 4.

July 2009 to June 2010 Program Calendar

Plan professional development in advance with a full program calendar including multiple short program intakes up to 30 June 2009.

See from page 18 – 21.

AIMQ Online

In addition to face-to-face learning AIM offers online learning – known as AIMQ Online. Powered by TheCyberInstitute, AIM's online learning company, Certificate IV's and Diplomas in Project Management, Frontline Management and a range of individual skills based programs can be taken anywhere at anytime.

See from page 5.

AIM on the Gold Coast

AIM now offers face-to-face training for one of Australia's fastest growing regions. As the city has grown, so too has the demand for quality professional development.

A full listing of Gold Coast programs and 2009 events is available on page 17.

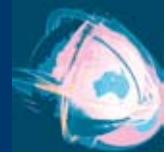
Regional Training

In 2009 AIM has released an expanded regional training calendar offering a selection of in demand programs face-to-face in Queensland's major regional centres.

To request your copy of Regional Training Agenda call 1300 882 895 or view it online at www.aimcourses.com.au.



Carolyn Barker AM FAIM Chief Executive Officer



The table below lists the qualifications available from AIM through the completion of public programs.

The Business Services Training Package from which the 'business' qualifications (indicated by a code of BSB) are derived was updated by the accrediting authority in early 2008. Changes to the qualification code and title for 'business' qualifications came into effect in 2009.

Certificate, Diploma, Advanced Diploma & Postgraduate

Category	Code	Qualification
Frontline Management & General Management	BSB40807	Certificate IV in Frontline Management [Note: available in intensive delivery format]
	BSB51107	Diploma of Management [Note: available in intensive delivery format]
	BSB40207	Certificate IV in Business
	BSB60407	Advanced Diploma of Management
Human Resources	BSB41007	Certificate IV in Human Resources
	BSB60907	Advanced Diploma of Management (Human Resources)
Project Management	BSB41507	Certificate IV in Project Management [Note: available in intensive delivery format]
	BSB51407	Diploma of Project Management [Note: available in intensive delivery format]
Marketing	BSB40607	Certificate IV in Business Sales
	BSB41307	Certificate IV in Marketing
	BSB51207	Diploma of Marketing
Training And Assessment	TAA40104	Certificate IV in Training and Assessment [Note: available in intensive delivery format]
	TAA50104	Diploma of Training and Assessment
*Postgraduate	–	Graduate Certificate in Professional Management
	–	Graduate Diploma of Management Innovation

*AIM is accredited by the Queensland Office of Higher Education to deliver two postgraduate qualifications. These qualifications are for experienced managers seeking to augment their technical skills with advanced management skills.

The AIM Graduate Certificate and Graduate Diploma articulate into MBA programs at selected partner universities. Visit www.aimqld.com.au/gsc to apply or to arrange a one on one postgraduate study consultation.



Contemporary, engaging, relevant online learning for any manager, anywhere, at any time.

The Australian Institute of Management – Qld & NT is proud to offer AIMQ Online, an e-learning option for learners who want an easy to navigate, interactive and flexible online learning experience.

AIMQ Online draws from AIM's extensive content library, and is powered by TheCyberInstitute (AIM's online learning company). AIMQ Online learners can complete

single programs and qualifications in sought after subject areas.

The online learning methodology allows participants to reflect on content and complete the program or qualification over a timeframe that suits individual needs and workplace demands.

AIMQ Online programs are accessible for 60 days. Participants may log in as often as needed during this time to complete the program in "learning bites".

AIMQ Online offers managers access to first rate, flexible learning like never before.

No matter what location, time-zone or lifestyle demands – AIMQ Online means managers anywhere can achieve business and industry relevant qualifications when and where they choose.

It's all part of AIM's commitment to equal access to quality learning initiatives for regional and metro managers at all levels.

Certificate IV in Project Management	Program Description	Online Program Code
Project Management – Human Resources and Communication Management	Page 8	6440
Project Management – Procurement Management	Page 8	6441
Project Management – Risk Management	Page 8	6442
Project Management – Scope, Time, Quality and Cost Management	Page 8	6439

Diploma of Project Management (Available from September 2009)		
Project Management Integration	Page 8	6499
Project Management – Human Resources and Communication Management	Page 8	6440
Project Management – Procurement Management	Page 8	6441
Project Management – Risk Management	Page 8	6442
Project Management – Scope, Time, Quality and Cost Management	Page 8	6439

Certificate IV in Frontline Management		
Frontline Leadership	Page 12	6783
Manage Workplace Projects	Page 8	6779
Quality and Continuous Improvement	Page 15	6252
Manage Work Priorities	Page 7	6788
Working in Teams	Page 10	6787
Effective People Skills	Page 10	6081
Workplace Knowledge and Information	Page 12	6490
Exceptional Customer Service	Page 16	6141
Creating a Safe Workplace	Page 15	6253
Implementing Operational Plans	Page 12	6082

Diploma of Management		
Manage Workplace Projects	Page 8	6779
Quality and Continuous Improvement	Page 15	6252
Manage Work Priorities	Page 7	6788
Working in Teams	Page 10	6787
People and Performance	Page 10	6778
The Workplace Learning Environment	Page 13	6782
Budgeting and Financial Planning	Page 11	6626
Creating a Safe Workplace	Page 15	6253

To enroll visit www.aimcourses.com.au, phone (07) 3227 4888 or email aimcourses@aimqld.com.au



Business Networking – Sharing Professional Knowledge 2 days

The ability to establish and grow professional networks is a critical management skill. This program is designed for client service personnel, sales consultants, new managers, human resource managers and other individuals who have face-to-face dealings in promoting and developing working relationships and negotiating solutions with other organisations or individuals.

Business Writing Skills 2 days

This program will assist participants produce high quality letters, memos and other short correspondence with greater ease, confidence and effectiveness. This program covers the use of 'plain English', grammar and punctuation essentials and consideration for the reader's perspective.

Effective Communication 2 days

The ability to develop and maintain relationships with colleagues and team members depends on an individual's ability to communicate effectively. Communication skills can be learned. This program will provide a range of techniques and strategies that will enable participants to become more effective and confident communicators.

Effective Meetings 1 day

Many managers spend substantial amounts of time planning, attending and running meetings. This program is designed to enable participants to make the most effective use of that time by planning and running a meeting so that its purpose is achieved as efficiently, fairly and pleasantly as possible. Participants will be introduced to the essential duties and tasks of the Chair, how to manage meetings, types of meetings, how to construct an agenda and how to deal with "agenda hogs" and conflict within meetings.

Grammar Extension 1 day

This one day program has been designed for individuals whose main role is to produce documents, reports and other organisational communication pieces. It assumes some experience in writing and editing. Participants will be briefed on the latest style guides and generally accepted practice and will drill down on the nuances of different forms of language and punctuation usage. Pieces of work will be written and edited in the program.

Professional Presentations 2 days

The ability to professionally present and address groups with confidence are important attributes in business. This program explores the skills required to create and deliver highly effective presentations with confidence and style. The program includes the use of visual aids to achieve optimal impact. Participants will deliver presentations throughout the program.

Think on your Feet® 2 days

Think on your Feet is an international intensive two day program which teaches participants how to think quickly, articulate key ideas and take the lead in high pressure situations. These techniques can be applied when answering questions from customers or the media. The techniques provide a foundation for impromptu and prepared presentations or meetings where expectations are high.

Virtual Teams 1 day

Many leaders and supervisors are being asked to lead virtual or geographically dispersed teams. This requires an ability to build team identity, balance technical and social systems and develop relationships amongst team members. It also requires an ability to understand the channels of communication open to virtual team leaders and members so the most appropriate channel is chosen for the task at hand. This program will support participants to create harmonious, respectful and productive work environments regardless of where team members are physically located.

Writing Effective Reports and Documentation 2 days

Well crafted reports and documents are key forms of organisational communication. The effectiveness of a report will be greatly enhanced if individuals learn to strategically plan, write, edit and present their work. This program is designed for participants who wish to improve their report writing skills to achieve greater impact.

Learning without
thought is labor lost;
thought without
learning is perilous.
Confucius

Individual Performance



Assertion Skills

1 day

This program provides participants with the skills to express thoughts, feelings and beliefs without violating the rights of others. Participants will develop confidence and gain an understanding of the value of using an assertive style to defuse problem situations. Learning assertive behaviour will help participants to talk about their needs and ideas and preferred outcome, without arousing defensiveness in the person or group being addressed.

Also available in one on one coaching mode with an assertion expert.

Conflict Resolution

2 days

This program will provide valuable skills for anyone wishing to develop their ability to respond to conflict. This two day program covers conflict management strategies, negotiating, assertiveness techniques and building solutions for conflict situations.

Manage Work Priorities

1 day

This one day program is designed for frontline managers who are faced with competing priorities for themselves and their team on a daily basis. This interactive program will cover goal setting and activity analysis to ensure those activities that add the most value are the ones given priority.

Negotiation Skills

2 days

This two day program identifies and focuses on the skills required for achieving positive results through negotiation. It equips participants with the tools, techniques and concepts required to manage negotiations successfully.

Participants will have the opportunity to develop and practise their negotiation skills throughout the program.

The Experienced Negotiator

2 days

Managers are faced with a range of complex situations in which they need to achieve outcomes that are different to those that currently prevail. The challenge for managers is to optimise the outcome of negotiations to achieve overall organisational goals. The Experienced Negotiator is designed for managers with some previous experience of negotiation.

Also available in one on one coaching mode with a negotiation expert.

Problem Solving and Decision Making

1 day

This program introduces models, tools and techniques to enable participants to solve problems and make decisions in a well considered, defensible and timely manner.

These key skills can be deployed in all elements of business from the daily interactions of frontline operations to strategic planning.

The Power of Voice

1 day

A person's voice sends a powerful message about who they are and their credibility. This interactive program will focus on the voice as an instrument for managers and how to use it for maximum impact. Participants will discover and practise techniques to boost confidence and develop voice, particularly when nervous or under pressure.

This program has been developed in response to feedback from managers and will be presented by a professional voice coach.

Time Management

2 days

Effective time management is critical to the success of the individual and the organisation. In today's fast moving and demanding business environment, many people are faced with more responsibilities and less time to achieve them. This program explores planning, prioritising and goal setting to help participants gain greater control and manage their time productively.

Productivity



Implement Work/Life Balance Strategies

1 day

Effective managers incorporate work/life balance initiatives into all facets of a project or work team. This program approaches work/life balance from an organisational rather than personal perspective and focuses on developing and implementing an organisational work/life balance plan.

Mental Fitness for Managers

1 day

Managers need to develop the resilience to respond to the changes, demands and challenges of the workplace. They need to be mentally fit. This program has been designed to address the mental fitness required for high level participation, reflection on managerial performance, mental acuity and operating in a peak performance zone.

The program also deals with the impact of stress, diet and sleep quality on energy levels.

Neuro-Linguistic Programming

2 days

Neuro-Linguistic Programming (NLP) is a set of behavioural principles and techniques which unlock the creative potential of the human brain and provide the opportunity for greater levels of achievement. Designed for managers at all levels, this is an exciting, practical, relevant and enjoyable program that will give participants the competitive advantage in the workplace.

Positivity and Meaning at Work

1 day

Participants will be introduced to actions, behaviours and practices which can be integrated into a busy life style to achieve meaning and balance. This is a practical program that will assist managers to source their personal strength, enjoy their interactions with others and gain balance in their lives.

Stress Management – Staying on Top of Stress

1 day

Too much or too little stress is a liability. This program will help participants to develop an understanding of the positive and negative aspects of stress. In addition, the program offers a comprehensive range of stress reduction and stress management strategies, to enable participants to create a personal plan for effective stress management.

Work Priorities for Professionals

1 day

This program has been developed for those working in professional service firms who are charged with delivering a professional service within tightly monitored timeframes including billable hours. It provides participants with the skills to prioritise their work in a manner that will balance competing demands and add the most value for the client. The ability to leverage the effectiveness of time spent on non billable interactions with clients and work colleagues will also be addressed.



Advanced Diploma Project Management Workshop A 3 days

The Advanced Diploma Project Workshop A is a three day program which covers the first five units of competency in the Advanced Diploma. Participants will enhance their ability to direct the scope, time, quality, cost and integration of a project program.

Advanced Diploma Project Management Workshop B 2 days

The Advanced Diploma Project Workshop B is a two day program which covers the final four units of competency in the Advanced Diploma. Participants will enhance their ability to direct human resources, communication, risk management, procurement and contracting for a project program.

Applied Project Management (Intensive) 3 days

This intensive three day program provides an overview of the eight functional areas of project management that align to the PMBOK Guide (Project Management Body of Knowledge). Due to the intensive nature of this program, participants must have demonstrated experience in being part of a project team or in managing aspects of project delivery.

Manage Workplace Projects 1 day

This program is designed for frontline managers who are responsible for small scale projects within their business unit or organisation. The program focuses on the four phases of project management – initiation, development, implementation and finalisation. Participants will learn how to conceive and plan a project in a manner that will support maximum success.

Project Management – Human Resource and Communication Management 2 days

This program addresses the critical link between people, ideas and information at all stages of the project lifecycle. It resourcing and performance of the project team and the critical flow of communication between project stakeholders.

Project Management – Procurement Management 1 day

This program addresses contracting and procurement for a project. It covers procurement and contract requirements, contributing to contractor selection, conducting contracting and procurement activities, and conducting finalisation activities for the project.

Project Management – Risk Management 1 day

The program develops the skills to identify and classify aspects of risk management within a project. It specifically involves assisting the project team to plan, control and review risks associated with the project and develop risk mitigation strategies.

Project Management – Scope, Time, Quality and Cost Management 3 days

This program focuses on scope, time, quality and cost within a project and the interrelationships between these concepts. It covers determining project requirements as well as implementing projects and monitoring project progress and effectiveness. This is traditionally the first program undertaken by students undertaking a project management qualification in standard delivery mode.

Project Management Fundamentals 2 days

For those new to project management, this program provides a foundation to the project management life cycle. The functions essential to successful project management and common project management terminology and concepts are explored also. This program would suit participants who require a thorough knowledge of project management and who do not envisage moving to a project management qualification.

Project Management Integration 1 day

Project management breaks down the chaos of an overwhelming workload into manageable elements. A critical skill of a Project Manager is the ability to bring all the elements of the project together. This program addresses all elements of project management integration.

Workshop for Diploma of Project Management (Intensive) 2 days

This program follows on from the Applied Project Management program and covers the final Integration unit. This program requires participants to present an executive briefing on how they apply the project management competencies to authentic work-based projects.

PROJECT MANAGEMENT ONLINE YES! IT'S POSSIBLE!



Project management is an essential skill for today's manager. Whether it be managing distinct or cyclical projects, the ability to manage resources, people, budgets and time is paramount.

The Australian Institute of Management offers practical Project Management courses and qualifications to suit all levels of your career. You can undertake a complete qualification endorsed by the Australian Institute of Project Management in online format.

AIMQ Online

Visit www.aimqonline.com.au or call 1300 882 895



The Certificate IV in Project Management and the Diploma of Project Management are offered in two modes – standard delivery and intensive delivery. The Advanced Diploma of Project Management is available in intensive mode only.

Certificate IV in Project Management

The Certificate IV in Project Management is designed for project team members, working under the overall direction of the project manager who contribute to all aspects of delivering the project.

Certificate IV in Project Management Standard Delivery

To gain a Certificate IV in Project Management via standard delivery, participants must enrol in and complete the assessment for four programs which together explore the eight functional areas of project management. The programs are:

- Project Management – Scope, Time, Quality and Cost Management
3 days
- Project Management – Human Resource and Communication Management
2 days
- Project Management – Procurement Management
1 day
- Project Management – Risk Management
1 day

Certificate IV in Project Management Intensive Delivery

To gain a Certificate IV in Project Management in intensive mode, participants must enrol in and complete the Certificate IV level assessment in the program Applied Project Management.

Diploma of Project Management

The Diploma of Project Management is designed for project team leaders.

Diploma of Project Management Standard Delivery

To gain a Diploma of Project Management via standard delivery, participants must enrol in and complete the assessment for five programs which together provide an in-depth engagement with the nine functional areas of the discipline, permitting the development of knowledge and skills that will support effective project leadership. The programs are:

- Project Management – Scope, Time, Quality and Cost Management
3 days
- Project Management – Human Resource and Communication Management
2 days
- Project Management – Procurement Management
1 day
- Project Management – Risk Management
1 day
- Project Management Integration
1 day

Diploma of Project Management Intensive Delivery

To gain a Diploma of Project Management in intensive mode, participants must enrol in and complete the Diploma level assessment for two programs:

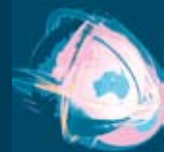
- Applied Project Management (Intensive)
3 days
- Workshop for Diploma of Project Management (Intensive)
2 days

Advanced Diploma of Project Management

The Advanced Diploma Project Management is offered in intensive mode only and is designed for senior program and portfolio managers seeking to formalise or enhance the skills to direct multiple projects. To gain an Advanced Diploma, participants must enrol in and complete the Advanced Diploma level assessment for two intensive programs:

- Advanced Diploma Project Management Workshop A
- Advanced Diploma Project Management Workshop B

It is not hard to learn more.
What is hard is to unlearn when
you discover yourself wrong.
Martin H. Fischer



Appraising and Managing Performance

2 days

A constructive performance review has the potential to contribute to improved job satisfaction and work output.

Day one of this practical program covers how to set up and effectively work within a performance management system. The sessions on the second day include how to write performance agreements, role-plays of the appraisal meeting and how to give constructive feedback.

Coaching and Mentoring

2 days

This program highlights the strengths and use of coaching, and mentoring. Through highly practical sessions, participants will develop skills and techniques in coaching and mentoring and the ability to determine when and where the techniques should be applied for greatest effect.

Cross Cultural Awareness

1 day

The cultural diversity of Australia creates positive challenges for managers who must negotiate personal values and beliefs, legislative requirements, social norms, and communication barriers. This program explores the elements of culture and cultural diversity and will provide participants with the knowledge and skills to lead their team by creating a respectful and productive work environment.

Dealing with Difficult People and Situations

1 day

This program is designed to provide participants with skills, techniques and strategies to professionally and confidently deal with difficult people and situations. This will assist participants to confidently deal with an aggressive customer or an abrupt or discourteous work colleague. The program is designed for frontline managers, supervisors, team leaders, coordinators, administrators, and sales personnel.

Developing High Performance Teams

2 days

This program is designed to enhance a team leader's ability to develop and maintain a high performance team in order to achieve the outcomes required in today's business environment. The program explores team development, the link between organisational and team goals and how teams work collectively to solve problems.

Effective People Management

3 days

This program is designed to develop the personal insight necessary to lead, manage and interact with colleagues effectively and productively. Participants will have the opportunity to identify and practise the key skills of communication, motivation, delegation, problem solving and decision making in order to maximise their own potential and that of their staff.

Effective People Skills

1 day

This program is designed to ensure frontline managers understand how to build relationships with stakeholders including team members, colleague supervisors, managers, executives, suppliers and customers. The program includes practical sessions on effective communication, coaching, mentoring and resolving conflict in a mutually beneficial manner.

Giving Feedback for Experienced Managers

1 day

This highly interactive program focuses on refining feedback skills and on coaching others to give effective feedback. Participants will discuss using specific and appreciative language, handling difficult and critical feedback situations, using feedback for heightened performance and working strategically with others in an organisation to ensure the application of a consistent feedback model and practice.

Giving Feedback for Supervisors

1 day

Giving and receiving feedback is an essential activity for managers and one that is often avoided by those who are new to management or supervision. This one day interactive program will give participants the confidence and tools to deliver effective feedback and to assist others to review performance. Participants will learn to recognise the characteristics of effective and ineffective feedback, and understand the impact different communication styles have on the feedback loop.

Manage Generational Difference

1 day

This program is designed to support managers to understand and manage the unique characteristics that members of different generations bring to the workplace. By recognising current organisational practices and management styles, participants will identify strategies to recruit, develop, motivate, retain and communicate with people from different generations.

Managing People

4 +1 days

This program will acquaint participants with the key concepts relating to understanding, employing, developing and supporting people. Students are introduced to the current literature and practices relating to managing human resources. Of equal importance is the introduction to managerial competencies, the notion of the reflective practitioner, and the development of skills in workplace coaching and mentoring. Lively discussions, latest readings and research coupled with guest speakers and tips of the trade. This is rated one of AIM's most effective programs for middle to senior managers.

People and Performance

2 days

This interactive program is designed for frontline managers who are tasked with managing individuals and their performance as well as the performance of their team. Participants will explore how to manage in a way that maximises the potential for organisational and personal success.

Working in Teams

1 day

This program is for frontline managers seeking to leverage the performance and output of their teams. Through an exploration of team roles and dynamics as well as the characteristics of effective and ineffective teams, frontline managers will be able to increase their skills and confidence in leading a team.

Learn from yesterday
Live for today
Hope for tomorrow
Albert Einstein



Accounting Comes Alive **1 day**

This innovative one day program uses visual concepts and colour to demystify and consolidate the fundamental principles of accounting. Used in leading companies and business schools around the world, the intellectually stimulating and engaging format provides participants with the confidence to understand and interpret financial terms and data.

Accounting for Non Accountants **2 days**

This program will assist managers from non-financial backgrounds to better appreciate the importance of accounting within their organisation. It provides a comprehensive overview of accounting terminology, enabling participants to correctly analyse and report on financial activities and apply the fundamentals of accounting.

Budgeting and Financial Planning **2 days**

This program is designed to enable managers without a financial background to prepare and implement financial plans and budgets. The program is suitable for frontline managers and team leaders who are responsible for developing operational budgets and are held accountable for cost and financial results.

Creating Budgets **1 day**

This one day program is designed for those who are engaging with budgets for the first time. Participants are shown how decisions are made explicit in a budget which is the plan of action for achieving the profit and financial objectives of the business according to a timetable. Participants are also shown how actual results are evaluated against the budget period by period, line by line, item by item.

Finance for Non-Finance Managers **2 days**

Improving business performance requires an understanding of the components of profit and value. This practical guide to analysing financial information will provide managers and business owners with effective financial skills to enable them to improve the financial performance of their business. The program is designed for managers, and business owners.

Managing Finance **4 + 1 days**

If you want to get ahead as a manager, you need to know the numbers.

This program is designed for middle to senior managers who interact with budgets, financial information and financial modelling.

Participants will explore financial statements and learn how to analyse and respond to those statements. The content covers classifying and valuing assets and analysing financial information through the use of financial ratios. This program also introduces the legal responsibilities involved in managing financial resources, including the legal options in structuring businesses.

Human Resources



Contributing to Organisational Development **Online mode only**

Leading organisations have a clear strategy for the development of their human resources. Best practice organisational development initiatives attract, retain and equip the workforce to meet organisational objectives. This program covers the skills and knowledge required to plan, implement and maintain an organisational development plan.

Developing and Implementing Diversity Policy **Online mode only**

Managing diversity involves valuing the broad differences that exist in every workplace and understanding how different individuals contribute to the creativity, culture and productivity of an organisation. This program will provide participants with the skills and knowledge to develop and implement a diversity policy that will drive the day to day actions of individuals as well as organisational success.

Employee Relations – Managing Industrial Relations **2 days**

This program is designed for managers and HR practitioners to stay up-to-date with legislation and practices that impact on employee relations. This program covers the strategic aspects of the employee-employer relationship, and provides an opportunity for participants to re-examine strategies, policies and practices related to employee relations.

Human Resource Introduction **2 days**

Frontline managers are being delegated more responsibility for human resources. They need to develop tools and systems to effectively support a wide range of human resource needs. This program is designed to teach participants how to develop policies, procedures and practices to deal with a range of human resource issues.

Manage Remuneration and Employee Benefits **1 day**

A well designed performance management system should include strategies for managing remuneration and benefits. This program covers the major components of implementing an organisation's remuneration and benefits plan and is designed for human resource practitioners and managers at all levels.

Managing Human Resources Service Delivery **1 day**

This program considers the skills necessary to consult with stakeholders and plan the delivery of human resources to an organisation. It examines what human resources capability is required to meet the strategic objectives of an organisation.

Recruiting and Selecting People **2 days**

There are high costs associated with making the wrong decision in employee recruitment and selection. This program covers issues such as recruiting, conducting interviews, avoiding the legal pitfalls of interviewing, selecting the most suitable candidate and inducting new employees.

The Outgoing Employee **2 days**

Managing the outgoing employee is a critical element of a strategically agile organisation. This includes strategies for establishing and maintaining systems to support resignation, redeployment, termination and retirement in a positive and professional manner. Such strategies should be designed to reduce reputational risk and result in the transfer of organisational knowledge.



Frontline Leadership **1 day**

This program explores the aspects of frontline leadership that relate to leading teams and individuals in an organisation. It considers leadership styles and adaptability, modelling behaviour, trust and integrity and the importance of clear direction on the vision, standards and performance of the organisation or business unit.

Implementing Operational Plans **1 day**

This program is designed for frontline managers who are tasked with implementing operational plans. Participants will develop a knowledge of the role of operational plans and how to translate the overall plan to daily action for the individuals and the team so that objectives and KPI's are met.

Supply Chain Management **2 days**

This program explores supply chain management and optimal use of available resources both within, and external to, the organisation. The program assists participants to understand the link between supply chain management and operational planning. It also focussed on the value of the "lean" process in the context of improved operational systems and processes.

Skills for the Office Professional **2 days**

This program focuses on the acquisition of critical skills for the office professional, including effective and assertive communication, planning, problem solving, conflict resolution and maintaining productivity. This two day program will introduce "office streamlining" strategies which are extremely beneficial for administration personnel and the teams they support.

The Experienced Manager **3 days**

This three day program explores strategic management and leadership theories in the context of the current business environment.

Participants will further develop their knowledge of strategic business plans and the change process. It will also explore strategies that an experienced manager can deploy to further build, support and motivate teams.

The High Performance Leader **2 days**

This program is designed for those managers wishing to extend their leadership and managerial effectiveness through innovative and creative thinking. The program will allow participants to gain an in-depth understanding of leadership issues that impact on effective performance, and to share ideas and challenges with others to develop a holistic understanding of business effectiveness.

The New Supervisor **2 days**

This is one of AIM's most popular and highly rated programs. The program will help new supervisors gain the necessary people skills to make the successful transition from team player to team leader. Participants are taught how teams function effectively and how to interact with the demands of the task, their team and each individual to achieve overall objectives.

Women in Leadership **1 day**

This is one of AIM's most popular and highly rated programs. It is designed to assist women managers to make the transition to more senior leadership positions while establishing and valuing their unique leadership style. Participants will examine the unique strengths and issues that face women managers. They will learn how to project competence and success through verbal and non verbal language, appearance and presentation skills. Participants will develop a personal action plan that will support their development as a leader and mentor.

Workplace Knowledge and Information **1 day**

This program provides an understanding of the knowledge required to organise learning to use an information or knowledge management system and to manage the use of that system.

Young Manager Program **3 days**

This program is designed to ensure that young managers have an understanding of self, others, the organisation, the business environment and how to use their talent and ideas to make a difference. Participants will be able to contribute to discussions and learn from fellow young managers, all of whom will be seeking similar reference points for navigating the complex world of management. Recommended for new or aspiring managers up to 35 years of age.

You can teach a student a lesson for a day; but if you can teach him to learn by creating curiosity, he will continue the learning process as long as he lives.
Clay P. Bedford



Advanced Facilitation Skills

2 days

This program focuses on extending and integrating delivery and for people currently in facilitation roles. It covers facilitation theory, independent learning, collaborative learning, the purpose and principles of action learning and group learning.

Assessing Training

3 days

This program focuses on the development of skills to plan, conduct and review assessment of individual competency in the workplace. The program has been designed for trainers, consultants, Registered Training Organisation (RTO) personnel, human resource specialists, managers, frontline managers and others responsible for assessing competency in the workplace.

Design Learning Programs

3 days

This program develops participants' competence in conceptualising, designing, developing and evaluating learning programs to meet an identified need, based on guidelines provided in a Training Package. The program is designed for training leaders, supervisors, coordinators, consultants and facilitators involved in designing and delivering VET training programs.

Designing Policies and Procedures for Training

1 day

This program provides participants with an understanding of quality systems and the process for developing policies and procedures within a training and educational context.

Energise your Facilitation Skills

1 day

This program focuses on providing an energising refresher for those who are involved in facilitating or training groups. The latest trends and research will be shared in a highly interactive session designed to hone the facilitation skills of anyone who presents in front of a group from team leaders to trainers. Practical activities, reference lists and resources will be a feature of the day.

Facilitate Group Processes

1 day

This program focuses on achieving group outcomes and covers the steps required to establish group objectives, manage the facilitation process around groups, develop outcomes and finalise the group process.

Learning Strategy and Resource Development

2 days

This program explores researching and evaluating VET sector learning strategies, developing a learning framework, designing and creating learning material and reviewing the performance of resources.

Managing Assessment and Evaluation

2 days

This program focuses on providing leadership and management in the assessment of learning. Content includes developing assessment expertise, evaluating training and assessment practices and planning and implementing assessment appeals processes.

Professional Practice in Training

1 day

This program focuses on the skills required for individuals to develop high level expertise in the provision of training and assessment services. Participants will learn how to identify strategies for maintaining currency and responding to changes in vocational education and training policy environment.

TAA Intensive

7 days

This seven day program covers the fourteen competencies required for the awarded of Certificate IV in Training and Assessment (TAA40104). The program is structured in a format of one day of instruction followed by a two week break then three teaching sessions of two consecutive days of instruction, each with a two week break in between. Comprehensive assessment support is provided.

The Australian Training Environment

2 days

This program covers a range of training issues, including the policy and operating environment of the vocational education and training sector. It also addresses promoting an environment that supports inclusive work practices and a positive learning culture that generates and develops innovative ideas.

The Workplace Learning Environment

2 days

In order to achieve organisational goals in a climate of continuous improvement, organisations must commit to developing people. This program will assist managers and team leaders to establish a culture of learning in the workplace and to make the best use of opportunities for learning through workplace activities.

Train the Trainer – For those new to training

5 days

This program is designed to provide new trainers with the skills and knowledge to plan and present effective and interactive training sessions. This program is highly practical and premised in learning the theory behind effective training. The program focuses on individual facilitation, group facilitation and work-based facilitation. Participants are required to present a series of presentations to develop and hone training skills.

Training Delivery Skills – For experienced trainers

3 days

This program is designed to enable trainers with some previous experience to further develop their skills in presenting effective and interactive training sessions. It provides participants with the opportunity to practise and develop their skills. Participants will practise delivery of individual, group facilitation and work-based facilitation.

Training Needs Analysis

1 day

A Training Needs Analysis (TNA) is used by organisations to identify workforce and skill development requirements. This program focuses on identifying training and assessment needs at an organisational level.

Participants will learn how to identify the organisational needs of clients through data investigation and then use reliable and valid analysis methods to interpret the data.



Business Acumen **2 days**

This two day program focuses on the skills and knowledge required to exercise initiative and influence others in a business environment. It focuses on how to make informed decisions in accordance with organisational requirements and improve personal and organisational performance.

Contemporary Leadership **4 + 1 days**

Contemporary Leadership is designed to enable experienced managers to lead and be led in a global environment characterised by unprecedented change and uncertainty. Participants will be challenged to consider the impact and importance of contemporary contextual issues such as strategic influence and change, innovative and entrepreneurial leadership, leading in culturally diverse contexts and leading different generations and genders. Personal leadership development and succession planning complete the program.

Corporate Sustainability **1 day**

Corporate sustainability is a mainstream issue for all organisations. This one day introductory program will enable managers to understand the challenges and opportunities of engaging with and designing a strategic approach to sustainability. Participants will be introduced to the business case for corporate sustainability, the risks and opportunities for businesses engaging with corporate sustainability, developing a sustainability strategy and the challenges involved in implementing a corporate sustainability strategy.

Create Strategic **Human Resource Plans** **2 days**

A successful strategic HR plan assumes that all HR activities are integrated and derive from the overall strategic objectives of the organisation. This program will address how to develop, implement and maintain a strategic approach to planning and managing human resources.

Leadership in **Today's Environment** **2 days**

This program provides participants with an understanding of contemporary leadership theory and practice and how this is applied in successful organisations.

Learners will understand and practise the personal and professional competencies necessary to generate genuine "followership" within a contemporary organisation.

Manage Knowledge **and Information** **1 day**

Information and knowledge drive the competitive advantage of the contemporary organisation. This program has been developed to provide participants with skills to ensure that knowledge transfer within the organisation is maximised and that new knowledge is created. The program is designed for senior managers, business unit managers and those responsible for information and knowledge management.

Managing Strategy **4 + 1 days**

This program explores how strategy informs and drives organisational action. Successful organisations recognise that all employees need to understand, contribute to, and align their efforts with the organisation's strategy.

Participants are introduced to and analyse a range of strategic planning approaches and documents with the intention of creating a resource bank of approaches and templates.

Managing Information **4 + 1 days**

This program is designed to assist middle to senior managers to deploy information strategically. Participants will consider the sources of organisational information, organisational information requirements and systems management, knowledge management, information governance and the information dimensions of project management.

Emphasis is placed on learning from organisations and teams that manage information effectively so that students can enhance their current practices.

Managing Operations **4 + 1 days**

Managing Operations is designed to equip participants with the practical frameworks to manage production and service operations successfully. The power of continuous improvement in all operational is considered through topics such as operational planning, variation analysis, customer satisfaction measurement, quality frameworks, benchmarking and best practice principles.

The frameworks and tools of analysis presented will enable participants to view the unique operations of their organisation from a new and objective perspective.

Strategic Business Planning **2 days**

In today's rapidly changing business environment, managers are increasingly required to justify their business decisions. This highly practical and interactive program will provide participants with a clear framework to prepare a successful strategic business plan and to tailor it to the needs of their organisation or business unit. Participants will gain insights into competitive strategies, value chains and life cycles.

We learn more by looking for
the answer to a question and
not finding it than we do from
learning the answer itself.
Lloyd Alexander



Creative Thinking

1 day

Creative thinking is the new organisational currency. Participants will learn and apply creative thinking tools and techniques to generate creative ideas and original solutions. This program is intellectually stimulating, fun, fast paced and based on current research in the discipline of creative thinking. This program will benefit individuals and organisations.

Innovation for Managers

1 day

This program introduces participants to the DNA of innovation. There are different types of innovation and the one managers really need to understand is management innovation. Learn how to build a team and organisation that is adaptable and flexible, where innovation is every person's job every day and where employees are fully engaged. This program is based on request from managers for an engaging update on innovation which will give the background and the tools to hardwire innovation.

Innovation in the Workplace

1 day

This frontline program focuses on the skills and knowledge required to develop and implement a holistic approach to the integration of innovation across all areas of work practice. Participants will discover the importance of the wider contextual evaluation for potential innovations to ensure their value and benefit.

Manage and Implement Change

2 days

During this program participants will work through a series of practical activities to encourage innovative thinking and practice, and explore ways to take responsibility for leading change. With this knowledge participants will be able to ensure that the organisational and people dimensions of change are brought together for improved results and benefits.

Managing Innovation

4 + 1 days

This highly interactive program introduces middle and senior managers to the key concepts relating to the process of innovation. A framework of innovation is presented where ideas are systematically captured and transformed into viable projects that generate wealth. Current research and thought leadership of Australian and international leaders in the field are presented for discussion. Emphasis is placed on learning from organisations that have led in the management of innovation. Guest speakers engage and provoke students to develop new perspectives and approaches.

Quality, Compliance & Continuous Improvement



Continuous Improvement Management

1 day

Leading and promoting improvement is a key managerial skill. Throughout this program, participants will learn the theories of continuous improvement and apply these concepts through interactive activities. Unique to this program is the inclusion of transition and people management skills along with strategies that will assist in building a culture conducive to improvement.

Contract Management

2 days

This program addresses the knowledge and skills required to manage a contract after the contract has been agreed to and is in place. It focuses on managing the agreement between the supplier and the organisation and on ensuring the contract is delivered efficiently, on time and on budget. Contract variations, contract monitoring and contract evaluation are considered also.

Creating a Safe Workplace

1 day

The creation of a safe workplace is one of the key roles of a frontline manager. The program will introduce participants to the features of a safe workplace, safe practices and the responsibility of both the individual and the organisation hold in relation to safety. The human and financial costs of unsafe work practices is discussed along with ways to ensure the safety message is communicated effectively and valued.

Quality and Continuous Improvement

1 day

This program is designed for frontline managers who are charged with ensuring that the output of their team or department is of a standard that meets the expectations of the customer and the organisation. The role of continuous improvement is discussed in detail and framed as a tool to assist rather than burden frontline managers.

Quality Management and Process Improvement

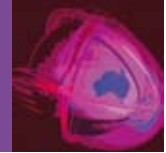
2 days

By building a culture of continuous improvement, organisations can respond quickly to the changing external environment and build internal practices that produce better customer service and systems. Continuous quality improvement requires committed individuals and an organisation willing to critically re-examine its systems and procedures.

Risk Management

2 days

This program focuses on the identification of risks and the application of established risk management processes to operations that are relevant to the participant's area of responsibility. The program is designed for all individuals with line management responsibility within an organisation.



Building Client Relationships **2 days**

Long term, high value client relationships form the basis of a smart sales strategy. This program focuses on ways to build higher value sales opportunities, retain business and increase revenue over time through the creation and maintenance of effective long term, mutually rewarding client relationships.

Conduct a Marketing Audit **Online mode only**

Marketing audits are an essential activity for organisations to determine what markets or markets they are in, who their customers are, what customers seek, what marketing activities are being performed and the results of those marketing initiatives. A marketing audit is a vital input to marketing and strategic planning.

Exceptional Customer Service **2 days**

Business survival depends on exceptional customer service. High achieving organisations recognise the importance of staff who can identify customer needs, find solutions to customer concerns and build a customer focused team. This program assists participants to develop a "customer first" attitude to demonstrate to customers that they really matter.

Essential Selling Skills **3 days**

This intensive and highly interactive program will equip salespeople with the skills necessary to return high sales to- calls ratios and become highly valued deal closers and relationship builders. It is designed for sales people, client service personnel, call centre staff, account managers and other individuals who need to gain commitments from internal and external clients.

Fundamentals of Marketing **3 days**

Understanding the fundamental principles of marketing gives managers a competitive edge. This program is designed to provide participants with a sound understanding of the key elements of marketing and a framework for marketing planning.

Manage Customer Service **2 days**

No company can survive in the modern competitive business environment without a full commitment to servicing customers. This program focuses on business expansion through strategically increasing internal and external customer satisfaction. It provides participants with a range of practical tools to define, plan, implement and monitor outstanding customer service strategies.

Managing Marketing **4+1 days**

Marketing is a diverse and sophisticated discipline. This highly interactive program will cover the fundamentals of marketing, the marketing mix, the development of market research and market information systems and the marketing planning process. This program is recommended for those holding or seeking senior or general management positions who need a knowledge of the role of marketing in an organisation without being functionally responsible for it.

Managing Personal Sales Performance **1 day**

This program focuses on self-management of sales performance by establishing an individualised sales plan, as well as managing sales challenges, time, and sales-related paperwork. It is designed for sales staff and business development professionals.

Managing Your Sales Team **2 days**

The sales manager's role is to establish a superior sales team who can drive business through lead generation, client qualification and closing the deal. This program covers a broad range of sales management skills including strategies for increasing sales and achieving and maintaining market dominance.

Marketing Your Products and Services **2 days**

Marketing is a critical driver of any business, so understanding the key principles of marketing can be invaluable. The content and activities in this program will enable participants to plan and implement marketing activities for their product or services.

Strategic Marketing **2 days**

This program is designed to assist participants to grow their business by identifying new marketing opportunities, monitoring market changes, adjusting appropriately to those changes and creating an implementation plan in a way that facilitates progress.

There is no end to education.
It is not that you read a book,
pass an examination, and finish
with education. The whole of life,
from the moment you are born to
the moment you die, is a process
of learning. **J. Krishnamurti**



Upcoming AIM Gold Coast Events

On Board to Board

**Tuesday 25 August 2009 and
Tuesday 27 October 2009**

The monthly Women in Management function 'On Board to Board' is one of AIM's most popular events... Meet with a prominent senior female manager they may be a CEO, Board Member, Chair or the equivalent in an informal environment. Expand your network, meet new people and enjoy light refreshments at this intimate event. Exclusive to personal members.

SheMarketing – The Science of Marketing to Women

Wednesday 8 July 2009

Join Author of SheMarketing, **Amanda Stevens** in this short, sharp interactive event when she will reveal the very latest in statistics, insights and trends driving female consumer behaviour and provide a practical, step by step blueprint for marketing to women.

Amanda will share applicable solutions on capturing the hearts and minds of female consumers. Knowledge is power – What you will learn: Gender-based brain research and its application to marketing, marketing messages that will resonate with women at different stages in life.

The Hidden Cost of Generational Conflict

Thursday 5 November 2009

For business performance to succeed in the current environment, lingering generational divergence needs to stop, and all organisational resources need to be unified and leveraged.

Join engagement expert Dennis Hall MBA (Mktg), AIMM, FAIPF for a facilitated group discussion on how to shut down generational issues in your workplace right now, to benefit in both the short and long term.

Numbers will be capped to suit a boardroom-style format, so that participants can delve deeply into the topic and achieve actionable outcomes.

The Name Tag Guy – AIM presents Scott Ginsberg, first time to Australia

Wednesday 5 August 2009

With seven books and thousands of presentations under his belt, **Scott Ginsberg** is recognised as the world's expert on nametags and the authority on approachability. He has had interactions with hundreds of thousands of people through the quiriness of his name tag concept and has transformed this simple idea into a highly successful business. In an Australian first, Scott Ginsberg – acclaimed author, sought-after speaker, that guy with the nametag! presents at this exclusive luncheon.

For bookings visit
www.aimevents.com.au.

AIM on the Gold Coast

Program Offerings	Days	Code	Rate	Member Rate	2009						2010					
					JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Accounting for Non-Accountants*	2	34	\$1,106	\$946												11
Assertion Skills	1	60	\$553	\$473			16									
Business Writing Skills*	2	66	\$1,106	\$946									10			
Coaching and Mentoring	2	355	\$1,106	\$946		5										
Conflict Resolution	2	59	\$1,106	\$946	21					4			16			
Cross Cultural Awareness	1	1151	\$553	\$473				8								
Dealing with Difficult People and Situations	1	224	\$553	\$473		11		22							19	
Effective Communication	2	58	\$1,106	\$946			3						20			
Exceptional Customer Service*	2	141	\$1,106	\$946			8	27							5	
Giving Feedback for Supervisors	1	784	\$553	\$473	8			15								
Manage Work Priorities*	1	788	\$553	\$473		18							28			
Negotiation Skills	2	268	\$1,106	\$946	15								14			
People and Performance*	2	778	\$1,106	\$946			29									
Professional Presentations*	2	67	\$1,106	\$946		26										23
Project Management Fundamentals	2	602	\$1,106	\$946									17			1
The New Supervisor	2	236	\$1,106	\$946			22		18				2		25	
Time Management	2	280	\$1,106	\$946									23			16
Young Manager Program	3	326	\$1,659	\$1,419					10						18	
Working in Teams*	1	781	\$553	\$473	28											

* Accredited Program

July 2009 – June 2010 Open Program Calendar – Brisbane

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Business Communication

Program Offerings	Days	Code	Rate	Member Rate	2009						2010						
					JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
Business Networking – Sharing Professional Knowledge*	2	372	\$1,106	\$946	23		15							8			
Business Writing Skills*	2	66	\$1,106	\$946	22	20	17	19	16			18	22	23	19	20	23
Effective Communication	2	58	\$1,106	\$946	20	18	22	15	12	3		18,27	16	18		26	7
Effective Meetings*	1	305	\$553	\$473	24			30					8		21		
Energize Your Facilitation Skills	1	1155	\$553	\$473		28								15			
Grammar Extension	1	762	\$553	\$473	3			5						26			
Professional Presentations*	2	67	\$1,106	\$946	9	13	17	12				18	11	11	7	10	15
Think On Your Feet®	2	620	\$1,306	\$1,126	29		24		19			21	25			13	
Virtual Teams	1	789	\$553	\$473	31				9					1			9
Writing Effective Reports and Documentation*	2	65	\$1,106	\$946			21	27					1			17	

Individual Performance

Program Offerings	Days	Code	Rate	Member Rate	2009						2010						
					JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
Assertion Skills	1	60	\$553	\$473	24	28	25	28	23			25	19	19	16	28	28
Conflict Resolution	2	59	\$1,106	\$946	2	3	7	1					3	1		6	1
Manage Work Priorities*	1	263	\$553	\$473	13		9		18			25		2		4	
Negotiation Skills	2	268	\$1,106	\$946	6	5	3	13	30				1	8		10	3
The Experienced Negotiator	2	306	\$1,106	\$946	22			29						24		24	
Problem Solving and Decision Making	1	780	\$553	\$473					30					8			15
The Power of Voice	1	761	\$553	\$473			11							5			21
Time Management	2	280	\$1,106	\$946	22	20	29	26	23	10		21	18	16	13	17	28

Productivity

Program Offerings	Days	Code	Rate	Member Rate	2009						2010						
					JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
Implement Work/Life Balance*	1	638	\$553	\$473				16						12			11
Mental Fitness for Managers	1	728	\$553	\$473	20										28		
Neuro-Linguistic Programming	2	447	\$1,106	\$946	15		30					28		11			
Positivity and Meaning at Work	1	727	\$553	\$473		7			2							19	
Stress Management – Staying on Top of Stress	1	283	\$553	\$473		17										14	
Work Priorities for Professionals	1	791	\$553	\$473			1		20					15			25

* Accredited Program

^ Executive Development Series

July 2009 – June 2010 Open Program Calendar – Brisbane

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Project Management

Program Offerings	Days	Code	Rate	Member Rate	2009						2010					
					JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Advanced Diploma of Project Management Workshop A	3	1156	\$1,959	\$1,689		3								22		
Advanced Diploma of Project Management Workshop B	2	1157	\$1,306	\$1,126		6								25		
Applied Project Management	3	603	\$1,959	\$1,689	1	3	1	5	4				3	3	6	10
Manage Workplace Projects*	1	779	\$553	\$473	6	28	8		13					15	27	24
Project Management – Human Resources and Communication Management*	2	440	\$1,106	\$946		24		19						22		28
Project Management – Procurement Management*	1	441	\$553	\$473		17		2						10		31
Project Management – Risk Management*	1	442	\$553	\$473	13	7			2				25		27	
Project Management – Scope, Time, Quality and Cost*	3	439	\$1,659	\$1,419	8		7	21						9		26
Project Management Fundamentals	2	602	\$1,106	\$946	9	3,26	23	29	19	14		20	25	23	12	20
Project Management Integration*	1	499	\$553	\$473		31		2							30	
Workshop for Diploma of Project Management	2	604	\$1,306	\$1,126		13			25				18			27

Developing People

Program Offerings	Days	Code	Rate	Member Rate	2009						2010					
					JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Appraising and Managing Performance*	2	463	\$1,106	\$946	6			5						29		
Coaching and Mentoring	2	355	\$1,106	\$946	15		3	8				14		3		12
Cross Cultural Awareness	1	1151	\$553	\$473		20								10		
Dealing with Difficult People and Situations	1	224	\$553	\$473	17	21	11	7	13	18	29	22	22	23	28	21
Developing High Performance Teams*	2	381	\$1,106	\$946		10		19			18		15			17
Effective People Management	3	492	\$1,659	\$1,419		5			9				9	30		16
Effective People Skills*	1	81	\$553	\$473		3		2			22		31			2
Giving Feedback for Experienced Managers	1	776	\$553	\$473		31			27				12			7
Giving Feedback for Supervisors	1	784	\$553	\$473		11							22			12
Managing Generational Difference	1	1154	\$553	\$473		27										28
Managing People ^	4+1	7300	\$2,665	\$2,215		17			16				15			24
People and Performance*	2	778	\$1,106	\$946	9		2		4					16		
Working in Teams*	1	781	\$553	\$473		24	28	20					19		6	31

Finance

Program Offerings	Days	Code	Rate	Member Rate	2009						2010					
					JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Accounting Comes Alive	1	1150	\$653	\$563		31				9				9		8
Accounting for Non-Accountants*	2	34	\$1,106	\$946	21	13	14	15	16		28		18	15	13	17
Budgeting and Financial Planning*	2	626	\$1,106	\$946	1	10	1	6						4		5
Creating Budgets	1	786	\$553	\$473	7			12					15		27	
Finance for Non-Finance Managers*	2	429	\$1,106	\$946		6		8	4					1	29	3
Managing Finance ^	4+1	7302	\$2,665	\$2,215				12							27	

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Human Resources

Program Offerings	Days	Code	Rate	Member Rate	2009						2010						
					JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
Employee Relations – Managing Industrial Relations*	2	636	\$1,106	\$946	27			21				Available in July 2010					
Human Resources Introduction*	2	632	\$1,106	\$946			17						31			21	
Manage Remuneration and Employee Benefits*	1	611	\$553	\$473	10							Available in July 2010					
Managing Human Resource Service Delivery*	1	631	\$553	\$473				5							16		
Recruiting and Selecting People*	2	496	\$1,106	\$946	20	17		8				9		12		7	
The Outgoing Employee*	2	637	\$1,106	\$946		13				18				29			

General Management

Program Offerings	Days	Code	Rate	Member Rate	2009						2010						
					JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
Frontline Leadership*	1	783	\$553	\$473		10		6					5		6		16
Implementing Operational Plans*	1	82	\$553	\$473		28		26			9		10				11
Supply Chain Management*	2	639	\$1,106	\$946	30									29			
Skills for the Office Professional	2	84	\$1,106	\$946	7		28		23				18		22		
The Experienced Manager*	3	625	\$3,265	\$2,815				19									7
The High Performance Leader	3	13	\$1,659	\$1,419				27									21
The New Supervisor	2	236	\$1,106	\$946	8,16, 27	10,18, 26	9,24	8,21	9,25	7	13,28	11,23	9,25	15,28	12,24	9,28	
Women In Leadership	1	790	\$553	\$473			21		27					16			25
Workplace Knowledge and Information*	1	460	\$553	\$473		31								22			
Young Manager Program	3	326	\$1,959	\$1,689	13	4	14	12	11			8	10	6	5	2	

Learning & Development

Program Offerings	Days	Code	Rate	Member Rate	2009						2010							
					JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN		
Advanced Facilitation Skills*	2	370	\$1,106	\$946			14							17				
Assessing Training*	3	371	\$1,659	\$1,419	15		9							19				
Design Learning Programs*	3	385	\$1,659	\$1,419		19								22				
Designing Policies and Procedures for Training*	1	467	\$553	\$473			18									7		
Energise Your Facilitation Skills	1	1155	\$553	\$473		28								15				
Facilitate Group Processes*	1	469	\$553	\$473		24			4							4		
Learning Strategy and Resource Development*	2	472	\$1,106	\$946					23				23					
Managing Assessment and Evaluation*	2	428	\$1,106	\$946	16								Available in July 2010					
Professional Practice in Training*	1	484	\$553	\$473		24										31		
TAA Intensive* (1+2+2+2)	7	931	\$3,871	\$3,311			2,16,30	14										
The Australian Training Environment*	2	647	\$1,106	\$946	13				4					8				
The Workplace Learning Environment*	2	782	\$1,106	\$946		13			23					31				
Train the Trainer*	5	432	\$2,765	\$2,365	27	24	21	26					22			17	21	
Training Delivery Skills*	3	420	\$1,659	\$1,419	29			26					3					
Training Needs Analysis*	1	488	\$553	\$473				23							12			

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Strategic Management

Program Offerings	Days	Code	Rate	Member Rate	2009						2010					
					JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Business Acumen	2	627	\$1,106	\$946				7							4	
Contemporary Leadership	4+1	7307	\$2,665	\$2,215				12					27			
Corporate Sustainability	1	760	\$553	\$473	24		28								19	
Create Strategic Human Resource Plans *	2	375	\$1,106	\$946	2		28		18				25			
Leadership in Today's Environment*	2	641	\$1,659	\$1,419	15		14		18			8		6		
Manage Knowledge and Information*	1	474	\$553	\$473			16									7
Managing Strategy ^	4+1	7301	\$2,665	\$2,215		17						15				
Managing Information ^	4+1	7303	\$2,665	\$2,215											24	
Managing Operations ^	4+1	7304	\$2,665	\$2,215	20											
Strategic Business Planning*	2	266	\$1,106	\$946	13			19					4			

Innovation & Change

Program Offerings	Days	Code	Rate	Member Rate	2009						2010					
					JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Creative Thinking	1	1149	\$553	\$473		17							1			
Innovation for Managers	1	1152	\$553	\$473		31							8			
Innovation in the Workplace*	1	1153	\$553	\$473				19							10	
Manage and Implement Change*	2	264	\$1,106	\$946	1		9		16				11		27	30
Managing Innovation ^	4+1	7305	\$2,665	\$2,215												21

Quality Compliance & Continuous Improvement

Program Offerings	Days	Code	Rate	Member Rate	2009						2010					
					JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Continuous Improvement Management	1	473	\$553	\$473		10		1					3		4	
Contract Management	2	465	\$1,106	\$946				22						19		
Creating a Safe Workplace*	1	253	\$553	\$473	17		11		2				5		14	
Quality and Continuous Improvement*	1	252	\$553	\$473	1		1					9				30
Quality Management and Process Improvement*	2	497	\$1,106	\$946	27			29						14		
Risk Management*	2	395	\$1,106	\$946		3			9				2			1

Customer Service, Marketing and Sales

Program Offerings	Days	Code	Rate	Member Rate	2009						2010						
					JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
Building Client Relationships*	2	293	\$1,106	\$946					4				22				
Exceptional Customer Service*	2	141	\$1,106	\$946	9		23					14		13		17	
Essential Selling Skills*	3	221	\$1,659	\$1,419	21	25	23	28		14		13	15	17	19	23	
Fundamentals of Marketing*	5	677	\$2,765	\$2,365								Available in July 2010					
Manage Customer Service*	2	424	\$1,106	\$946			7						16				
Managing Marketing ^	4+1	7306	\$2,665	\$2,215			14							15			
Managing Personal Sales Performance*	1	645	\$553	\$473				12					12		31		
Managing Your Sales Team*	2	644	\$1,106	\$946					11			28					
Marketing Your Products and Services*	2	646	\$1,106	\$946		13		22							17		
Strategic Marketing*	2	345	\$1,106	\$946				26								28	

* Accredited Program ^ Executive Development Series

Enrolment Form



Participant

Title (Mr/Mrs/Ms/Dr/Other – please specify): _____

First Name: _____ Surname: _____

Position: _____

Organisation: _____

Postal Address: _____

Suburb: _____ State: _____ Postcode: _____

(Business) Phone: Mobile: _____

Facsimile: _____

(Business) Email:* _____

AIM Membership: Non Member Personal Member Corporate Member _____

Individual Needs (eg. Dietary, Wheelchair Access): _____

AIM Program

Program Code: _____ Intake Date: _____

Program Name: _____

Program Mode (face-to-face or AIMQ Online): _____

Qualification (if applicable): _____

Authorising Officer (Enroller)

If you are enrolling yourself, please complete your details above and skip this step.

Title (Mr/Mrs/Ms/Dr/Other – please specify): _____

First Name: _____ Surname: _____

Position: _____

(Business) Phone: _____ Facsimile: _____

(Business) Email:* _____

Organisation Name (Registered): _____

Organisation Address: _____

PO Box: _____ State: _____ Postcode: _____

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Payment

Please tick and print all details clearly. Please make cheques and money orders payable to AIM QLD & NT.

Payment Amount: \$ _____ Pay By: Cheque Money Order Credit Card

Credit Card Type: Diners Mastercard Visa American Express | ID: _____

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Name On Card: _____

Signature: _____

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Spring Hill, Qld 4004

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