

# **Towards Excellence**

**Enhancing the Skills of  
our Administration Staff**

**LIVE  
STREAMED  
WEBINAR**

**Friday 18th  
September 2020**

**5 Hours of Professional Development  
\$258.50 inc GST per person**

**Those who should register:** Any person who is employed in an administration position in any sector who is interested in enhancing their skills.

## Itinerary

8.15am – 8.30am	<b>Webinar sign in</b>
8.30am – 10.00am	<b>Workshop A</b> <b>David Vinegrad</b> <i>Surviving Workplace Performance Conversations</i>
10.00am – 10.15	<b>Morning Tea Break</b>
10.15am – 11.45am	<b>Workshop B – Christina Katopis</b> <i>Setting up and Recording a Successful Meeting</i>
11.45am – 12.45pm	<b>Lunch</b>
12.45pm – 2.15pm	<b>Workshop C</b> <b>Karen Smythe</b> <i>The secrets to effective inbox, email, calendar and content management</i>
2.15pm – 2.30pm	<b>Afternoon Tea Break</b>
2.30pm – 4.00pm	<b>Workshop D</b> <b>David Vinegrad</b> <i>Developing your Front of Office Communication and Relationship Skills From Reception to Management...</i>
4.00pm	<b>Conference Close</b>



## About Your Presenters:

### David Vinegrad



David Vinegrad is a well-known presenter with extensive experience in the area of behaviour management both nationally and internationally. He has highly developed skills as a facilitator, trainer, and presenter and is widely recognised as an international expert on restorative justice. He has played a major role in the introduction of restorative practices into schools in Australia and internationally and is an experienced counsellor and mediator including high level management of critical incidents and school based trauma. David has over 30 years of experience working with teachers and students in a variety of diverse educational settings undertaking and developing a wide range of roles including recent work in Japan and Brazil.

### Christina Katopis



Christina Katopis is a highly experienced and dynamic trainer, with over 17 years of training and consulting experience across numerous sectors. She has experience in working with both public and private organisations throughout Australasia.

Christina has the following qualifications:

- Certificate IV in Training and Assessment
- Graduate Diploma in Human Resource Development o Degree in Social Work
- DISC accreditation o MBTI accreditation
- GENOS Emotional Intelligence accreditation

Christina is regarded as a knowledgeable, interactive and enthusiastic facilitator. She has an immensely loyal client base in a wide range of industries. Her style is participative, engaging and enjoyable. Her approach to facilitating encompasses key adult learning principles. She actively ensures all materials presented are relevant to participants' work situations.



### Karen Smythe

Karen Smythe is the director, coach and facilitator at The Vibrant Edge Pty Ltd, where she brings opportunities in training, coaching and team development to the global workforce. With 33 years of international experience in corporate and educational institutions, in a wide range of subjects for diverse groups and ages, she is dedicated to helping people to work efficiently and effectively. Throughout the years Karen has developed an interactive, impactful and fun training style to convert training to vibrant learning experiences.

On top of developing others, Karen is dedicated to the continual upgrading of her own skills and has a Certificate IV in Workplace Training & Assessment and Small Business Management, a Diploma in Life Coaching, Counselling and Social Media Management.

Furthermore, Karen is an Advanced Emergenetics Associate and a Certified Emergenetics ESP Consultant. She has co-designed and developed Speak up for Sport, a training program that develops young athletes in professionalism on and off the field. When she is not writing new books, developing her skill set or engaged in workshops or speaking opportunities, you can find her at sporting events encouraging her favourite team (in a matching jersey) or travelling to explore unfamiliar places.

## Friday 18th September, 2020

### 8.15am – 8.30am – Webinar Log In

### 8.30am – 10.00am – Workshop A David Vinegrad

#### Surviving Workplace Performance Conversations

Whenever you have to deal with other people, you will, sooner or later, have to deal with conflict. Conflict is not inherently bad. In fact, conflict simply stems from differing viewpoints about what we value, believe in, aim for, care about, communicate and share with others.

When you need to have a difficult conversation in your workplace, with someone you supervise or if you need to go up the chain of command and talk to someone more senior, your fears may take over. It's quite natural and there are very few people who actually enjoy confronting someone else about their behaviour and performance at work.

So what will help?

Trying to 'wing it' or 'fly by the seat of your pants' will usually end with mixed messages being given and sometimes damage to the relationship as a result. The other strategy of 'avoidance' will simply allow the issues to fester and often get worse providing further impediments to your working relationships.

You need a plan, a framework of what to say and how to say it. The reason conflict has received such bad press is because of the emotional aspects that come along with it. When there is conflict, it means that there is strong disagreement between two or more individuals. The conflict is usually in relation to interests or ideas that are personally meaningful to either one or both of the parties involved. The key to managing conflict effectively is to learn the skills necessary to become a good conflict manager.

This workshop will -

- Explore the origins, responses and outcomes from conflict
- Provide a insight into high conflict personalities and organisations
- Delve into why 80% - 90% of these conversations are avoided
- Apply simple responses such as Sorry, Glad, Sure
- Investigate the 4 step difficult conversation framework

### 10.15am – 11.45am – Workshop B Christina Katopis

#### Setting up and Recording a Successful Meeting

Minute taking is an integral factor in the success of a meeting. When the discussions are underway and decisions have been verbally made, accurate meeting minutes will record what has taken place and what actions are required, this course focuses on how to take concise minutes that are easy to read and form an accurate account of a meeting.

Participants Outcomes:

- Develop the confidence and skills to take accurate and concise minutes.
- Understand best practice theories to prepare for meetings and record effective minutes.
- Clearly identify your role before, during and after the meeting.

- Identify different methods of minute taking and organising your material.
- Learn techniques to identify and highlight important points.

Topics - Before, During and After the Meeting

- Why do organisations use minutes?
- Working with the Chair
- Agenda guidelines
- Identifying key points to record (and what not to record)
- Dos and don'ts of minute taking
- Structuring your minutes

### 12.45pm – 2.15pm – Workshop C Karen Smythe

#### The secrets to effective inbox, email, calendar and content management

In Karen's session, you will discover how to:

- Construct an effective email by writing to your audience to gain a response.
- Use the 4 D's of dealing with email to save time in your day.
- Use your calendar more effectively to support your work priorities.
- Market your school more effectively through social media, including what to post, when, where and how.
- Deal with sensitive information, especially dealing with facts and not letting emotions cloud your judgement.

### 2.30pm – 4.00pm – Workshop D David Vinegrad

#### Developing your Front of Office Communication and Relationship Skills From Reception to Management...

This workshop will address strategies to improve your work place relationships and strategies to improve your communication skills. If you are in the front line and work with parents, teaching staff, and students on a regular basis then this workshop is for you. This program is ideal for general office staff whose role includes working with and supporting all members of complex school communities. Front of office staff drive the heart beat and often provide the first impression of 'who we are' at many schools; culture. Front of office staff are the often the 'first responders' to distressed and sometimes angry parents, anxious and often self-important students, stressed and sometimes demanding teachers. Establishing and sustaining productive relationships across the school is a key role of office staff and they need adequate training and skills to make sure their wellbeing is maximized and the office can function without toxic relationships and unnecessary conflict. If respectful relationships are at the core of your school vision and values then how is this translated into those very busy Front of Office relationships? The quality and nature of relationships in the school office will be a significant determinant in people's perception of 'school culture.' Front of Office staff now have less time to do more things and have additional roles that for some of us were never trained for. Tensions can be reduced and conflict managed positively by working 'relationally' with people rather than management through more traditional approaches.

## Towards Excellence - Enhancing the Skills of our Administration Staff

If registering Manually please fill in all details below and scan and email to [admin@criticalagendas.com.au](mailto:admin@criticalagendas.com.au)

**Employers/School Details: (for invoicing/payment purposes)**

School/Employer: \_\_\_\_\_

School Postal Address: \_\_\_\_\_

Suburb/Town: \_\_\_\_\_

State: \_\_\_\_\_ Post Code: \_\_\_\_\_

Country: \_\_\_\_\_

School Telephone: \_\_\_\_\_

**Participant 1**

First Name: \_\_\_\_\_

Surname: \_\_\_\_\_

Mobile Number: \_\_\_\_\_

Position: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Participant 2**

First Name: \_\_\_\_\_

Surname: \_\_\_\_\_

Mobile Number: \_\_\_\_\_

Position: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Payment details, \$258.50 inc GST per person**

**Option 1 INVOICE**

Purchase Order No (Compulsory if school is to be invoiced): \_\_\_\_\_

Name of Contact for Invoice (Accounts Payable Person): \_\_\_\_\_

Accounts Payable Contact Email: \_\_\_\_\_

**OR Option 2 Credit Card Payment**    Visa     Mastercard

Credit Card Number:

Expiry Date:   /

Cardholder's Name: \_\_\_\_\_

Cardholders Signature: \_\_\_\_\_

**OR you can register online at [www.criticalagendas.com.au](http://www.criticalagendas.com.au)**

**Register online :**  
[www.criticalagendas.com.au](http://www.criticalagendas.com.au)

Contact Details:

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Geelong Vic 3220

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F: 1800 638 021

E: [admin@criticalagendas.com.au](mailto:admin@criticalagendas.com.au)

**Booking Conditions**

No applications for this program will be accepted after all vacancies have been filled. Unsuccessful applicants will have any monies paid refunded in full. Cancellation made prior to the Friday 4th September 2020 will incur a 25% service charge per applicant. This program will be payable for in full for cancellations made on or after Friday 4th September 2020 or for failure to attend the program.

Participants will be sent a Zoom link which is only to be used by the registered person, if any other unregistered person views the webinar without registration, they will be liable for the full registration plus an additional 25% administration fee. No attendance certificates will be issued until all monies are paid in full.

Any cancellation must be made in writing and emailed to [admin@criticalagendas.com.au](mailto:admin@criticalagendas.com.au).

In the event of insufficient applications this program will not proceed, and registration monies paid will be fully refunded. Critical Agendas Pty Ltd will not be accepting liability for any other associated costs.

Critical Agendas Pty Ltd reserves the right to vary the advertised program prior to commencement.