



National Retail  
Association



# People Leadership Program FOR WOMEN LEADERS

MODULE 1  
EFFECTIVE  
COMMUNICATION  
28 NOVEMBER  
2018

## Course information

Each module is a one-day workshop.

NRA Training supplies participants with a detailed workbook that provides all of the information covered in the workshop, plus room for note-taking.

Tea, coffee and water provided.

### What is the duration?

The workshop will run from 9.30am - 4.30pm.

### What is the cost?

Free. This project is supported by the Queensland Government's Advancing Women in Business Initiative.

### What is the location?

NOGI Room, Big Rig Roma  
2 Riggers Rd, Roma QLD 4455

## Module 1 : Effective Communication

- What is communication?
- What's my style?
- Hearing vs listening
- Body language
- Positive and negative cycle success model
- Team relationships
- Influencing
- Change management

## Register Now!

OR Contact Ginny Morris on

**E:** [g.morris@nra.net.au](mailto:g.morris@nra.net.au)

**T:** 1800 732 066





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# People Leadership Program FOR WOMEN LEADERS

MODULE 2  
GETTING THE  
BEST FROM YOUR  
WORKFORCE  
30 JANUARY  
2019

## Course information

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Tea, coffee and water provided.

### What is the duration?

The workshop will run from 9.30am - 4.30pm.

### What is the cost?

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### What is the location?

Maranoa Council Community Hub  
57 Bungil Rd, Roma QLD 4455

## Module 2 : People Management

- Understanding people capabilities
- Situational leadership
- Succession planning
- Managing a diverse workforce
- Managing my team for retention
- Employee engagement
- Coaching and the GROW model

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# People Leadership Program FOR WOMEN LEADERS

MODULE 3  
LEADING MY TEAM  
27 FEBRUARY  
2019

## Course information

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Tea, coffee and water provided.

### What is the duration?

The workshop will run from 9.30am - 4.30pm.

### What is the cost?

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### What is the location?

Maranoa Council Community Hub  
57 Bungil Rd, Roma QLD 4455

## Module 3 : Leading My Team

- Problem solving
- Root cause analysis
- Decision making
- Managing performance
- Performance management
- Must have conversations

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# People Leadership Program FOR WOMEN LEADERS

MODULE 4  
INSPIRE MY TEAM  
27 MARCH 2019

## Course information

Each module is a one-day workshop.

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Tea, coffee and water provided.

### What is the duration?

The workshop will run from 9.30am - 4.30pm.

### What is the cost?

Free. This project is supported by the Queensland Government's Advancing Women in Business Initiative.

### What is the location?

Maranoa Council Community Hub  
57 Bungil Rd, Roma QLD 4455

## Module 4 : Inspire My Team

- Management vs leadership
- Delegation in action
- What does a great team look like?
- Stages of team life
- Engaging your employees
- Customer connection

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