



MANNINGHAM

*“Create the highest,  
grandest vision  
possible for your life  
because you  
become what you  
believe.”*



# The Conference for Women

an exciting 2 day conference designed by women for women

**Professional Growth and Development**

Tuesday 11 May 2010

**Developing Your Inner Power**

Thursday 28 October 2010

# The Conference for Women

You have unlimited potential when it comes to what you can achieve. All it takes is the right attitude, the right plan, the right opportunities and the right tools. Getting it “right” is exactly what this event is all about. It’s specially designed to give you the powerful information and profound insights that will make a lasting, positive impact on your life.

You’re invited to attend a conference like no other - developed by women who have discovered the keys to success, presented to inspire and invigorate you—and designed with your success in mind.

- ★ Assertiveness Skills
- ★ Communication Techniques
- ★ Positive Self-Esteem
- ★ Conflict Management
- ★ And more!

Choose from among 10 incredibly enlightening sessions over two dates to supply the tools you need ... give you the direction you’re looking for ... and show you great new possibilities for your career and your life—and spark the passion to turn them into action.

To book, *Manningham City Council staff* may submit a training request on CHRIS Kiosk (sessions are listed under CFW); or complete the Conference Registration form (at the back of this brochure) and forward to the Learning & Development Consultant in the Organisational Development Unit. *Staff from other Councils* must contact their Learning & Development Consultant or Training Manager to book and complete the Conference Registration form.

This exciting conference among professionals and your peers will give you new ideas and action plans to boost your career, your attitude and your life.

Don’t miss this opportunity. We’ll see you there!

Contact the Learning & Development Consultant at [training@manningham.vic.gov.au](mailto:training@manningham.vic.gov.au) or on 9840 9436 for further information regarding this conference.

Design your day to meet your unique needs. Feel free to register for the whole day, or just one or two of the 10 dynamic sessions available. It's about you so don't miss out!!

# Conference Agenda

	<b>Professional Growth and Development</b> Tuesday 11 May 2010	<b>Developing Your Inner Power</b> Thursday 28 October 2010
OPENING SESSION 9.00am–9.40am	<b>Life lessons from unstoppable women</b> Inspirational ideas and wisdom on how to overcome adversity, bounce back powerfully and be a super success	
Session 1 9.50am–10.50am	<b>How to communicate like a pro</b> Verbal and written skills that convey power, confidence and authority	<b>Are you doing what you love—or even loving what you're doing?</b> You CAN develop a passion for your work!
10.50am–11.05am	<b>BREAK</b>	
Session 2 11.05am–12.05pm	<b>Conflict management skills especially for women</b> How to keep your cool, stand your ground and positively resolve conflict	<b>How to say the right thing in tough situations</b> Tips and techniques for navigating delicate interactions like a pro
LUNCH 12.05pm–1.00pm	<b>NETWORKING LUNCH</b> (complimentary for conference participants)	
Session 3 1.00pm–2.00pm	<b>A brand-new you ... assertiveness skills that lead to success</b> Ask for—and get—what you want	<b>Keep your emotions from running the show</b> Maintain your composure in every stressful situation
Session 4 2.15pm–3.15pm	<b>Learning to lead</b> Cultivate your untapped potential	<b>Personalise your work space to feed your spirit</b> Simple feng shui techniques that will enhance your office, work area or desk ... and inspire you to do your very best
3.15pm -3.30pm	<b>BREAK</b>	
Session 5 3.30pm–4.30pm	<b>How to keep difficult people from ruining your day</b> Take charge of difficult situations and impossible people	<b>Presenting yourself as a woman who's going places</b> Super strategies for creating a powerful, positive image

# Professional Growth and Development

**Opening Session: Life lessons from unstoppable women.....9.00 – 9.40 am**  
*Inspirational ideas and wisdom on how to overcome adversity, bounce back powerfully and be a super success*

**Session 1: How to communicate like a pro .....9.50 – 10.50 am**  
*Verbal and written skills that convey power, confidence and authority*

How clearly you communicate your thoughts and ideas are at the very heart of your professional success. In this session, you'll discover the vital techniques for ensuring that both your spoken and written communication skills are a powerful, positive reflection of your talents and abilities. You'll learn tips for communicating with professionalism and polish every time you put your thoughts into words.

- You don't have to be pushy to get your point across: How to correctly use assertive language and mannerisms that send a message of power, confidence and authority.
- Discover the most common communication pitfalls—and how to sidestep them.
- How to present your ideas to upper management, clients, co-workers, those you manage—anyone—in a way that gets attention and ensures “buy in” and support.
- Profiling your personality.

**Session 2: Conflict management skills especially for women .....11.05am – 12.05 pm**  
*How to keep your cool, stand your ground and positively resolve conflict*

Conflict can be a destructive force in your life ... or the springboard to some of the most productive interchanges and positive problem-solving sessions you can experience if you have the right attitude. The person who controls that choice is you. Whether you're faced with long-simmering conflicts, down-and-dirty disagreements or off-the-chart emotional outbursts, this session can steer you toward increased harmony, shared enthusiasm for resolution and impressively improved productivity.

- Win-win conflict resolution.
- Expressing yourself without accusation, sarcasm or hostility.
- How to make sure you're not asking for the very behaviour from others you find hard to handle.
- The real differences between how men and women communicate.
- A 4-step approach to delivering feedback that's specific, non-accusatory and gets results.
- How to handle rejection and still feel good about yourself.

**Networking Lunch.....12.05 – 1.00 pm**

**Session 3: A brand-new you ... assertiveness skills that lead to success..1.00 – 2.00 pm**  
*Ask for—and get—what you want*

Is it ever hard to say “No” or turn down a request? Do you sometimes skirt difficult situations? Are you nice—too nice for your own good? Stop holding yourself back! Learn how to become more assertive, change your style and image and get ahead. Here's a step-by-step program that will transform you into a strong and gutsy woman who trusts her instincts, asks for what she needs, takes calculated risks—and gets what she wants and what her job demands.

- Five strategies for turning indecisiveness into assertive action.
- Eliminating behaviours that label you “weak” and “hesitant”.
- When the word is “No”—here's how to say it and mean it without hurt feelings and misunderstandings.
- Get rid of the passive, eradicate the aggressive and thrive with the assertive approach instead.
- Asserting yourself with those especially challenging personalities.

## **Session 4: Learning to lead .....2.15 – 3.15 pm**

### *Cultivate your untapped potential*

Do you have a desire to lead projects or people? Are you in a leadership position now and want to hone your skills? Wherever you are on the leadership ladder, this thought-provoking session will help you cultivate the characteristics, skills and vision you need to be in charge—and succeed. You'll discover the importance of delegating, facing challenges head-on, planning for the long term and more ... in an encouraging and supportive environment filled with important discoveries about yourself and your untapped potential.

- What a leader is ... and isn't.
- Five inevitable leadership challenges and how to overcome them
- How leaders delegate and multiply their impact.
- All leaders talk ... now learn the strategies of those who communicate.
- How to see long-term—and put your vision into a plan.

## **Session 5: How to keep difficult people from ruining your day .....3.30 – 4.30 pm**

### *Take charge of difficult situations and impossible people*

Women who develop the ability to deal with difficult people enjoy a true advantage in today's workplace. And are there ever plenty of impossible people to practice on. There are bullies, dictators, con artists, know-it-alls—we could go on and on. In this session, you'll discover how to take charge of each trying situation and neutralize the impact difficult personalities have on your life and sanity.

- You *can* express anger in healthy, constructive ways—this can actually help resolve the conflict.
- Great insight into mending relationships you thought were permanently damaged.
- Techniques for keeping your cool no matter how heated the situation.
- How to manage the anxiety that goes hand in hand with difficult encounters.
- Five fears that keep women from confronting people who rub them the wrong way.
- Are you sure your beliefs and attitudes aren't contributing to the problem?

# Developing Your Inner Power

**Opening Session: Life lessons from unstoppable women.....9.00 – 9.40 am**  
*Inspirational ideas and wisdom on how to overcome adversity, bounce back powerfully and be a super success*

**Session 1: Are you loving what you're doing? ..... 9.50 – 10.50 am**  
*You CAN develop a passion for your work!*

It's important to be satisfied with your work, particularly since that's where so much of your time is spent. But, at the close of a stressful and busy day, you may wonder: Where is the joy? This inspiring guide shows you how to find it—right in your own job. You'll learn how to transform the way you view your 9 to 5 life, use goals to ignite new energy, find the thrill in change and many other useful tips for making the work you do the work you love.

- How to find out what's really important to you.
- 8 reasons to seek passion in your work and life.
- Proven ways to bring more value to your present position.
- How to embrace change if it's necessary for passionate living.
- Answering the Big One: Am I living the way I want to live?
- Regain your passion for your work and see yourself thrive.

**Session 2: How to say the right thing in tough situations ..... 11.05am – 12.05 pm**  
*Tips and techniques for navigating delicate interactions like a pro*

Have you ever wondered how some people seem to sail through difficult situations with ease, while others stammer, blunder or suffer through them in tongue-tied silence? Here's your chance to learn the simple techniques and attitude adjustments that separate the winners from the wannabes ... and be able to approach even the most complicated conversations with confidence.

- The secret to dealing with people directly, honestly and on equal footing.
- The 5 Golden Rules for having conversations turn out the way you want.
- How to address even the most awkward topics—like body odour, bad breath, poor table manners and inappropriate dress—in a way that leaves everyone's dignity intact.
- No more conversational cul-de-sacs or wrong turns! How to plan your interactions in advance so you won't get sidetracked.
- Tips on how to ask for things—a deadline extension, a raise, relief from an assignment—without being apologetic or defensive.

**Networking Lunch ..... 12.05 – 1.00 pm**

**Session 3: Keep your emotions from running the show ..... 1.00 – 2.00 pm**  
*Maintain your composure in every stressful situation*

Like it or not, we all have times when we're angry, upset or sad at work ... or simply feel overcome by stress. In this session, you'll learn how successful women manage to experience the full range of emotions without being taken over by them and how you can put their strategies and techniques to use in your own life.

- How to overcome your "fear of foolishness" and loosen up a little.
- Have you tried this? Unusual—but effective—ways to manage stress and beat the blues.
- Exercise your humour muscle! Learn how to use levity to cope with problems and make you feel good.
- The 6 Golden Rules for maintaining emotional control.
- What to do when you're really upset and you know you're going to cry.
- How to uncover your anger triggers ... and how to express anger productively.

#### **Session 4: Personalise your work space to feed your spirit ..... 2.15 – 3.15 pm**

*Simple feng shui techniques that will enhance your office, cubicle or desk ... and inspire you to do your very best*  
Are your surroundings at work distracting and draining ... or inspiring and energizing? In this session, you'll learn how to give your office a makeover with feng shui, the ancient Chinese art (and very popular method) of creating ideal environments for human beings. Whether you've got a spacious corner office or are dealing with a desktop, these simple principles will help you design a work space that stimulates your creativity, productivity and overall sense of well-being.

- Creative ideas for personalising your space in a way that makes you feel good as soon as you step in the door.
- What hidden messages is your work environment sending? Here's how to decode your décor and change it for the better.
- How to use music to improve your performance ... and why you must consider the type of work and time of day when making your selection.
- How the placement of items on your desk can affect your mood and ability to get things done.
- How colour, furniture placement, greenery and lighting can affect your vitality and enthusiasm.

#### **Session 5: Presenting yourself as a woman who's going places ..... 3.30 – 4.30 pm**

*Super strategies for creating a powerful, positive image*

A professional image is vital to getting ahead in your career. More than sporting a crisp business suit and matching heels, a positive professional image also means carrying yourself credibly and confidently and being absolutely sure about what you say and do. In this session, you'll learn the essential ingredients of projecting a strong professional presence.

- Why your personal appearance plays an important role in whether you're taken seriously at what you do
- How to foster an appearance that shows you're in command, yet approachable
- How to keep from sabotaging your own success
- Are you guilty of these credibility busters? Learn which mannerisms, gestures and speech habits you should avoid at all costs
- How to handle stressed-out people and difficult situations calmly and confidently
- How to project an image of self-confidence and assertiveness without seeming "pushy"

## Conference Facilitator: Robyn Bull



Robyn Bull is an intuitive and professional Practitioner, Trainer, Success Coach and Body Centered Psychotherapist. Her passion is supporting people to know that they make a difference, that they can stand out in the world in their own purpose and passion and bring peace and healing and love to their own communities and the world.

Robyn's work embraces both psychotherapy and success coaching bringing authenticity, identity, richness, wisdom and commitment both to the client and their process. She draws upon her own life experience, wisdom and her professional training's to guide and support others to "Live Their Best Life". Robyn's unique style, her grounded-ness and direct approach have inspired many in accomplishing both personal and professional challenges and goals.

Robyn's philosophy is simple - "how can I take a client to a place in their own healing or life if I have not been there myself!"

Robyn absolutely believes in her clients and from a deep and powerful place - she calls this 'intention' and, wants each person to know that they make a difference and that they can win, no matter what they have been through.

Robyn has the ability to work with both her Radix Body Centered Psychotherapy work and Success Coaching to help clients to take amazing steps through life's patterns, challenges and blocks, to go to the truth-telling of their issue and how to move forward.

Robyn is not afraid to be bold and guide you to take new and exciting steps.

### **Robyns' Trainings**

2008 - Certificate IV in Life & Business Coaching, Success and You

2007 - Certificate IV in Training & Assessment, MBG Education with Meadow Heights Learning Shop Inc

2000-2003 - Radix Body Centered Psychotherapy Training, Australian Radix Training Centre

1998 - Breakthrough Course, Zoeros Lifeskills Training

1997 - Voice Dialogue Training - Hal & Sidra Stone

1995 - Being Up Front, People Knowhow

1995 - 1996 Somatic Integration Therapy Training, College for Experiential Psychotherapy Pty Ltd (2 Years)

1994 - Mastery & Service, People Knowhow

## How to Book

**Manningham City Council staff** can book a place on conference sessions by submitting a training request on KIOSK or by completing the Training Booking Form. With permission from their manager, staff can attend the full day conference or individual sessions as appropriate.

The Conference sessions are listed under CFW in Kiosk. Please contact the Learning and Development Consultant for any assistance.

**Staff from other Councils** can book by contacting their Learning & Development representative or Training Manager.

At the time of booking, ensure that you have sought approval from your Manager to attend the conference.

Please ensure that you are available to attend the sessions you book.

## Cost

**Manningham City Council staff** can attend any sessions at no cost.

**Staff from other Councils** can attend individual sessions at \$100 per session or \$350 for a full day. Payment must be made at the time of booking and be made by cheque.

## Cancellation & Refund Policy

### **Manningham City Council staff**

While Manningham City Council staff can attend the conference at no cost, cancellations must be received in a timely manner. If any participant withdraws from the conference with less than a weeks notice and a substitute participant cannot be found, an invoice may be sent to the relevant Unit for payment.

### **Staff from other Councils**

- You may, at any time prior to 5 days before the conference (not including the day of the seminar) cancel your registration and receive a full refund.
- Cancellations within 5 days of the conference will not be eligible for a refund.
- Please be aware, if you cannot attend the seminar and fail to give proper notification prior to your seminar date you will forfeit your entire conference fee.

## Important information

- Our registration table opens at 8.30 am for staff attending the full day and external visitors.
- For those attending the full conference, we begin at 9.00 am on the dot and wrap up at 4.30 pm.
- Staff attending individual sessions are asked to be prompt to all booked sessions; late arrivals may not be admitted.
- A networking lunch is provided for all participants from 12.05 pm to 1.00 pm. Why not take the opportunity to share information, review the morning sessions and meet other Local Government professionals.
- Free parking is available on-site outside of the Civic Offices

## For further information

For further information, please contact the Learning and Development Consultant, Alyda Domantay, on [training@manningham.vic.gov.au](mailto:training@manningham.vic.gov.au) or on 9840 9436.



# The Conference for Women Registration Form

Please complete and return both pages of the Registration form by 4 May 2010 to:  
Learning & Development Consultant  
Manningham City Council  
PO Box 1, Doncaster VIC 3108

Surname \_\_\_\_\_ First Name \_\_\_\_\_

Email \_\_\_\_\_ Phone No. \_\_\_\_\_

Unit/Team \_\_\_\_\_

Council

- Manningham City Council
- Other \_\_\_\_\_ (please specify)

I wish to attend:

## Full day conference

- Professional Growth and Development**  
Tuesday 11 May 2010 (9.00am – 4.30pm)
- Developing Your Inner Power**  
Thursday 28 October 2010 (9.00am – 4.30pm)

OR

## Individual Sessions

### **Professional Growth and Development:** Tuesday 11 May 2010

- Opening Session: Life lessons from unstoppable women (9.00am–9.40am)
- Session 1: How to communicate like a pro (9.50am–10.50am)
- Session 2: Conflict management skills especially for women (11.05am–12.05pm)
- Networking Lunch (12.05pm–1.00pm)\*
- Session 3: A brand-new you... assertiveness skills that lead to success (1.00pm–2.00pm)
- Session 4: Learning to lead (2.15pm–3.15pm)
- Session 5: How to keep difficult people from ruining your day (3.30pm–4.30pm)

### **Developing Your Inner Power:** Thursday 28 October 2010

- Opening Session: Life lessons from unstoppable women (9.00am–9.40am)
- Session 1: Are you loving what you're doing? (9.50am–10.50am)
- Session 2: How to say the right thing in tough situations (11.05am–12.05am)
- Networking Lunch (12.05pm–1.00pm)\*
- Session 3: Keep your emotions from running the show (1.00pm–2.00pm)
- Session 4: Personalise your work space to feed your spirit (2.15pm–3.15pm)
- Session 5: Presenting yourself as a woman who's going places (3.30pm–4.30pm)

\* Please note lunch is available only to full day conference participants or staff attending Sessions 2 and/or 3, it does not incur an additional cost.

## Conference Objectives

Objectives for participation in the conference must be discussed and agreed with the employee's Manager/Supervisor prior to attending a course.

My objectives for participating in this conference are:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

## Commitment and Approval

By signing this section, the employee commits to attending the course and to participate unreservedly during the training.

Employee signature: \_\_\_\_\_ Date: \_\_\_\_\_

By signing this section, the manager approves the employee's participation in the course and will provide the support required to assist the employee in their successful completion of the course.

Manager signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager name: \_\_\_\_\_ Contact no: \_\_\_\_\_

## Payment

**Manningham City Council staff** incur no costs for attending the conference.

**Staff from other Councils** can attend individual sessions at \$100 per session (note lunch does not incur an additional fee where participant will attend full day or sessions prior to or after the lunch break) or \$350 for a full day. Payment must be made at the time of booking and can be made by cheque. Cheques payable to Manningham City Council and must be accompanied with a completed Registration Form. Please refer queries to the Learning & Development Consultant, Alyda Domantay, at [training@manningham.vic.gov.au](mailto:training@manningham.vic.gov.au) or on 9840 9436.