

ORGANISATIONAL EXCELLENCE

How to use Diagnosis Based Consulting to develop individuals, teams and the whole organisation

This three-day workshop program is a wide ranging, fast-paced and highly concentrated learning experience which draws on the extensive practical experience of the trainers as OD consultants.

The program includes case studies, role plays, practical tips, tools and techniques to help you get even better results as an internal or external consultant looking to create organisational excellence.

In addition, it offers the opportunity for individuals to experience several world class paper based and web based assessment tools in the areas of personality determination, team effectiveness and style preferences.



This highly practical three-day course will help to develop and hone your internal or external organisational consulting skills and dramatically improve your ability to achieve organisational excellence by developing individuals, teams and the whole enterprise.

The course will specifically enable you to:

- Increase your overall awareness of a wide range of best practice organisational development and management theory (and know how and where to apply it)
- Apply diagnostic processes intelligently at individual, team and enterprise wide level as necessary
- Build and develop organisational development solutions that will achieve the best long term results
- Use proven professional consulting tools, processes, methods and techniques that really work
- Operate with greater personal self-confidence and knowledge when dealing with a range of organisational challenges

To book a place on our next public course:

- Phone + 61 7 5593 4350 now to reserve your place
- To pay by credit card complete the booking form and card details on the back page of this brochure and fax it to 07 5593 4377 OR
- To pay by cheque complete the booking form and post it with a cheque to the address provided

ORGANISATIONAL EX

The Pacific Centre for Organisational Development's course on *Organisational Excellence and Diagnosis Based Organisational Consulting* seeks to build participant knowledge about successful intervention strategies to use in the right circumstances, based on strong and well researched diagnostic tools and processes. These fall into four key areas as follows:

DIAGNOSIS

- Diagnostic assessment based organisational consulting
- Organisational surveys
- 360 degree feedback
- Focus group interventions
- Change readiness determination
- Learning needs analysis

TARGETING

- T-groups
- Process mapping
- Team building
- Emotional intelligence determination
- Systems thinking and strategy
- Quality circles/continuous improvement team formation
- Benchmarking

SOLUTION DELIVERY

- Leadership strategy
- Team optimisation
- Work/job/role re-design
- Individual/team wellness
- Diversity/cultural awareness interventions

REVIEW/EVALUATION

- Performance measurement strategy
- 'Balanced scorecard' interventions
- Action research/learning and planning
- Evaluation methods/interventions

These and a range of other processes will be covered during this in-depth three day program.

The Pacific Centre for Organisational Development presents a unique program of outstanding quality and depth, which can be experienced by attending a public course in our superb training centre on the magnificent Gold Coast. Alternatively, our trainers can come to you and run the program in-house anywhere in Australia.

This three-day seminar (see course program) is a fast-paced and highly concentrated learning experience and draws on the extensive practical consulting and management experience of the course leaders. The program includes consulting case studies, simulations, role-plays and practical hints, tools and techniques to help you improve your results as an internal or external consultant looking to lift overall organisational performance.

In a participating team of no more than 10 individuals and guided by two of our trainers, you will be taken through a wide range of organisational development theory and practice and learn how to apply many world-class diagnostic tools and techniques that are critical to building effective long term solutions for an organisation.

Before the program commences, and on several occasions during the program, individuals will be given the opportunity to undertake several of the diagnostic assessment tools for themselves. Some of these will be in paper based format and others will be completed on the Internet (allowing for rich interpretative data to be generated – both individually and collectively). Every internet based diagnostic instrument produces extensive output reports, which an individual can utilise to better understand themselves and others.

The program is ideal for people that want to work directly to add value to the organisation, whether as an internal practitioner or an external consultant. You will therefore benefit from attending this workshop if you are: a human resource practitioner, IT professional, OD specialist, training practitioner, learning and development specialist, internal auditor, Total Quality specialist, OH&S professional, project manager, business development manager, change agent etc. In fact any role where bringing about improvement or producing excellent results are an important part of your role.



EXCELLENCE PROGRAM

WORKSHOP AIMS

By participating in this workshop participants will be able to:

- Appreciate and apply the Diagnosis Based Consulting approach to organisational development and improvement projects.
- Recognise and use the key people related concepts and models that usefully apply to **individual personality, behaviour and competency**.
- Recognise and use the key people related concepts and models that usefully apply to **group and team behaviour and role competency** within an organisation.
- Recognise and use the key people related concepts and models that usefully apply to **organisational behaviour, competency and processes**.
- Utilise the major web-based assessment 'engines' and tools on the www.profiles-r-us.com web site to help build organisational excellence.

THE PROGRAM

DAY 1

- Session 1** Introduction to diagnosis based consulting and the concept of organisational excellence
- Session 2** Organisational development theory and practice
- Session 3** The concept of diagnosis based consulting as a key foundational tool for organisational development success
- Session 4A** Current thinking and practice about individual behaviour in organisations particularly relating to:
- Motivation
 - Personality
- Case study illustrating the use of diagnostic tools, integrating threads from the earlier sessions

DAY 2

- Session 4B** Current thinking and practice about individual behaviour in organisations relating to:
- Intelligence
 - Competency
- Session 5** Current thinking and practice about group and team behaviour in organisations relating to:
- Learning and development
 - Roles and values

DAY 3

- Session 6** Current thinking and practice about human systems in organisation – to include an outline of concepts relating to:
- Leadership
 - Communication
 - Organisational culture
- Session 7** Issues in diagnosis and assessment at individual, team and enterprise wide levels
- Session 8** Major case study illustrating the use of diagnostic tools, integrating threads from the earlier sessions
- Showcasing of assessment process 'engines' on the www.profiles-r-us.com web site and how to deploy them successfully

The logic of organisational development (OD) consulting interventions suggests that the improvement of individual and group relationships leads to the improvement of the whole enterprise. Organisations need to develop quick responses to changing environments and any internal conflict that may be in existence. The practitioners of OD, sometimes called change agents, use OD techniques, methods, tools and processes to bring groups together to examine their own interactions, activities, and sentiments and their relationship to organisational effectiveness.



YES I want to register for the Organisational Excellence program. Enrol me today.

- ① Phone (+617) 5593 4350 NOW to reserve your place.
- ② Complete the Booking Form and attach your cheque (made payable to the Pacific Centre for Organisational Development).
- ③ Mail the Booking Form and cheque to: **Pacific Centre for Organisational Development, PO Box 652, Mudgeeraba, Gold Coast, Queensland 4213.**

REGISTRATION DETAILS

Fee: \$1750 + \$175 GST = \$1925 which includes comprehensive documentation, free on-line feedback profiles, lunch and refreshments. A tax invoice will be issued and fees are payable in advance.

\$150 discount: When two or more delegates from your organisation register at the same time, the fees are \$1750 (incl. GST) for the first delegate and \$1600 (incl. GST) for each additional delegate.

Save further with our in-house training: We would be pleased to run a three-day Organisational Excellence program for your staff anywhere in Australia or New Zealand. Simply phone one of our staff to discuss your specific needs on (+617) 5593 4350.

CANCELLATIONS

If you are unable to attend, a substitute delegate is very welcome. We will make a full refund (less \$100 + GST administration fee per delegate) for cancellations received in writing (letter or fax) at least 14 days prior to the course start date. Alternatively you may choose a 100% credit note for the full value of the paid registration fee to apply towards a future course. For cancellations or postponements received in writing at least seven days prior to the course we will give you a 50% credit note for

a future course. Unfortunately, no refund can be made for cancellations or postponements received less than seven days prior to the program start date or for delegates who fail to attend the course. The Pacific Centre for Organisational Development reserves the right to change the program, venue and tutors without notice. In the event that a course is cancelled, the Pacific Centre for Organisational Development's liability is limited to the return of the course fees only. Credit notes are valid for 12 months.

FUTURE DATES

Information about our training and certification workshop programs is available on our website www.OD-centre.org. Click on the Training/Certification link or download our latest brochures.

VENUE

The Pacific Centre for Organisational Development is based near Burleigh Heads on the Gold Coast. Situated a few hundred metres from the Pacific Highway and only 15 minutes by car from Coolangatta Airport (or an hour from Brisbane Airport), the centre is ideally placed for visitors and accreditation course attendees to not only gain valuable training, but also to experience the many attractions of the beautiful Gold Coast.

BOOKING FORM: Organisational Excellence (Please print clearly. Photocopy to register more than one delegate.)

First name: _____

State: _____ Postcode: _____

Surname: Mr/Ms _____

Approving Manager (print): _____

Job title: _____

Their position: _____

Organisation: _____

Method of payment: Cheque Credit Card

Phone: _____ Fax: _____

Visa Mastercard Amex Bankcard

Email: _____

Card No.

Postal address: _____

Expiry Date: _____

Name on card: _____

To confirm your registration, mail this Booking Form with your cheque, or for credit card payment fax it to (+617) 5593 4377.