



November 2001

# 2002 Online Bookings Available Now

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Continuing AIM's commitment to the world of e-solutions, the 2002 AIM Qld & NT Course Directory was launched online in October.

Offering convenience, support and secure booking options, the 2002 online catalogue can be found at [www.aimqld.com.au](http://www.aimqld.com.au).

The online catalogue covers all of AIM's training options including the 2002 business, professional and personal development courses, as well as advanced Graduate Certificate level courses.

Information about dates and courses for TheCyberInstitute, AIM's e-learning facility, is also available.

**Taking the online advantage**

AIM Qld & NT General Manager of Business Services, **Reg Trevaskis** FAIM, said more and more people were taking advantage of online services.

"You can log on at your own convenience, whether from home or work, and find out information about the courses before securely booking your place there and then," Mr Trevaskis said.

"Alternatively you can download a booking form and fax it back to AIM. Whatever your preference, the system is about making sure people have access to AIM's training options how, and when, they want them."

"The online information is always up-to-date and reflects scheduling changes or additions that may occur during the year," he said.

**New Home Pages for Most Popular Courses**

In an exciting new step, Mr Trevaskis said AIM's most popular 10 courses will be given their own home page.

"This move is about providing more information for people in this networked world."

The home pages will feature course overviews, additional materials such as links to relevant articles, web pages, sample exercises and case studies.

**A Major Revision for 2002 Courses**

Mr Trevaskis said the 2002 Course Directory features a major revision of AIM's training options.

"The recently endorsed national Business Services Training Package means that we have gone back to basics and re-examined all of our courses," Mr Trevaskis said.

"Under the new packaging rules, people are able to build their own qualifications," he said.

"The new training package rules offer more convenience to people looking for training and add a greater flexibility in designing training options to suit their specific needs."

**Course Directory hard copy coming in mid November**

Supporting the online Course Directory, the traditional hard copy version of the directory will be available in mid November.

"The physical course directory is a valuable tool for many Human Resources and Training Managers within organisations," Mr Trevaskis said. "AIM has taken on board the feedback about last year's directory and includes a revised look with new features such as detailed indexes and information about the different levels of accreditation available."

The directory will also indicate intake times for courses that will be available online and will include web links to the relevant homepages.

Mr Trevaskis said the physical course directory was still an integral part of AIM's training resources.

"Sometimes, having the information at your fingertips, is an essential tool in doing business," he said.



A screenshot of the new online course directory

Visit the online Course Directory at [www.aimqld.com.au](http://www.aimqld.com.au)

To order a physical copy (available mid November 2001), call Client Services on 13 16 48



# When the only constant is change

If you are an aspiring manager at the start of your career, over the next twenty years you will take for granted many of the things that I and my colleagues have grappled with (just as we take for granted those things that amazed our predecessors). Likewise, you will face challenges that twenty years ago managers would have found impossible to comprehend.

Before exploring your future management challenges, however, I think it is worth spending some time looking back a couple of decades. I do this for two reasons.

Firstly, because if we do not learn the lessons of history we are indeed doomed to repeat its mistakes. Secondly, while the details of the past become more and more dim as I get older, they are infinitely clearer than the events of the future.

Two decades ago, many of the current younger members of the Australian Institute of Management had not yet learned to read, write, or in some cases even walk and talk. Bondy won the America's cup and was a hero, so were other members of the prevailing entrepreneurial oligarchy such as Christopher Skase, Robert Holmes á Court and Bruce Judge. They could do no wrong. Banks queued up to give them money and one imaginative deal was followed by yet another.

The Japanese economic miracle, whilst no longer at its height, was only just beginning to wane. Large tracts of the Gold Coast and elsewhere in Australia were sold to Japanese companies for huge sums of money. This contributed to the prevalent fear of the time that most of Australia would soon be owned by foreigners.

Investors were happily (or perhaps not so happily) paying over 20% for the privilege of using banks funds. Joh Bjelke Peterson was Premier for Life, or after 20 years it certainly seemed that way. According to the Prime Minister of the day, by the end of the decade no child would live in poverty.

Fortunes were made and invariably lost as markets convinced themselves that companies that managed to deliver PE (price earnings) ratios of more than 20 or 30 were really bargains.

American and European companies flocked to China drawn by the hope that "if we can make one dollar from every Chinese then....." without first checking if those same Chinese actually had that dollar. IBM, once the mainstay of the IT industry had lost its way and appeared to be in danger of imploding.

The "Evil Empire" preoccupied the attentions of the ex-movie star who was the US President.

Great Britain's first female Prime Minister was basking in her ability to defeat the Argentinians at war, if not rugby, and the USA held ten baseball "world series" without seeing the need to invite any other country.

Ted Turner created a thing called CNN. With his help we all watched in horror as China turned its tanks on its own people. Later CNN allowed us to safely experience modern warfare, live and without the blood, sweat, smells and gut wrenching fear that our parents and grandparents faced.

In the 80s the US government created a network that linked together a number of university supercomputers in order to give US scientists the ability to do better research.

Meanwhile, Dr Ed Brownrigg connected all the University of California libraries together in a single network, using something called the Arpanet and microwave communication bands. What today we refer to as an Intranet was born.

## Twenty years later, what has changed?

Well, the Evil Empire is gone. It imploded and was replaced by lots of little evil empires so that the US now feels it must build a star wars-type defence system to protect itself.

Elsewhere, someone who is treated like a movie star is in control, but this time running Japan. Japan Inc is not regarded as an economic threat to anyone today, except in as much as their continual compounding of their problems regularly sends shivers through the financial systems of the world.

Interest rates are at a level that the investors of the 80s could only dream about. IBM has recovered and is still the largest IT company, and Hewlett Packard is about to gobble Compaq, who previously gobbled DEC, who earlier gobbled Tandem.

Companies, large and small, are still going to the wall. Bond is out of jail, Holmes á Court and Skase are dead, and the last time I heard of Bruce Judge he was living in the South of France. But just to prove that the odd thing stays the same, American companies are still going to China looking for that elusive dollar.

Looking forward, can we predict what the next twenty years will bring for business? The answer is probably not, just as in the 80s we could not have imagined many of the things that have come to pass in the past two decades.

History, however, can provide some guidance. For example, it is fairly safe to predict that managers will face the usual stock market surges and retreats, cycles of recession and boom, growth and contraction. They will bear

the impact of such things as global warming, bio-technology, world-wide pandemics like AIDS, genetically altered foods, alternative energy supplies, wars and terrorism,

drought and famine, and an aging population in the western world. They will also witness more and more companies charging into the rapidly opening Chinese market. And, who knows, maybe they will finally solve the conundrum of how to bring home that Chinese dollar.

In addition, there are five trends that I believe will have a major impact on the business world of the next twenty years.

1. It is said that the only constant in business life is change. This will be the same in the future, but the rate of change will increase rapidly. Managers will need to be able to not only to cope with change, but to embrace it and drive it.
2. Globalisation will have as big an impact on business as industrialisation had on the rural and cottage industries of the past. We are already witnessing this. It will change the way we perceive and manage our business partners, customers, staff and ourselves, the way we do business and work, and even how we live. The challenge will be to develop an understanding of how to structure, manage, remunerate, operate and compete in such a global business environment.
3. The legacies of Ted Turner, Ed Brownrigg and others will be instantaneous access to information, clients, suppliers, competitors, staff, trends, market intelligence and business opportunities. For the first time in history, managers will not be faced with insufficient information to make a decision but with too much data. How will they handle this?

• continued to page 9

### The Next Young Managers Program runs

Date	28 - 30 November
Venue	AIM Management House
Time	8:30am to 4:30pm
Cost	Non Members \$1304.50 AIM Members \$1044.50



Ralph Hunt – Vice President Mincom IT Contractual Services

# Finalists display Management Excellence

The 2001 Regional Management Excellence Awards have been completed and the finalists for the State Final have been decided.

With a record number of nominations this year, the regional judges had a difficult time in picking the best of the best from the best.

As well as the winners of the three major categories - Young Manager of the Year, Owner Manager of the Year and Professional Manager of the Year - there were also Medals of Innovation awarded in a number of regions.

And, in this Year of Volunteers, a special medal recognising the efforts of volunteer managers in the community was also presented.

## THE MEA FINALISTS

### Brisbane

Gerard Menses FAIM, Endeavour Foundation, *Professional Manager of the Year*

Robert Falzon, Furniture Manufacturing Company of Australia, *Owner Manager of the Year*

Aretha Garlick AIMM, Tamawood Homes, *Young Manager of the Year*

Tim O'Connor, *Volunteer Medal*

Dr John Hinwood FAIM, *Volunteer Medal*

### Rockhampton

Ross Quinn, ABC Radio, *Professional Manager of the Year*

Pat O'Driscoll, Pat O'Driscoll Real Estate, *Owner Manager of the Year*

Rod Hill, Castlemaine Perkins, *Young Manager of the Year*

Brendon Rassie, *Innovation Medal*

### Sunshine Coast,

Geoff McLay, Maroochydore State High School, *Professional Manager of the Year*

Leigh Rachow, Sunshine Coast Business Academy, *Owner Manager of the Year*

Aaron Morris, Boral Concrete & Clay, *Young Manager of the Year*

Ross Tregidga AIMM, *Volunteer Medal*

Greg Peach, *Medal of Innovation*

### Gladstone

Elizabeth Lysaght, Bluecare Hibiscus Gardens Hostel, *Professional Manager of the Year*

Beryl Turner, Occupational Medical Services, *Owner Manager of the Year*

Victoria Robinson, CS Energy - Callide Power Station, *Young Manager of the Year*

Beryl Turner, Occupational Medical Services, *Innovation Medal*

Rod West, *Volunteer Medal*

### Toowoomba

Caroline Cuckson AIMM, South Inland QLD Area Consultative Committee, *Professional Manager of the Year*

David Heiner, The Range Pharmacy, *Owner Manager of the Year*

Melissa Berghofer, Kath Dickson Long Daycare Centre, *Young Manager of the Year*

### Townsville

Ken Wano, Department of Corrective Services, *Professional Manager of the Year*

Graham Caddies AIMM, Advance Profit Plan, *Owner Manager of the Year*

Craig Bloxham, Maunsell MacIntyre, *Young Manager of the Year*

### Mackay

Geoff Fetherstone, QR, *Professional Manager of the Year*

Col Meng AIMM, Mengs Tyres, *Owner Manager of the Year*

Scott Bell AIMM, Bi-Lo, *Young Manager of the Year*

Bob Sim FAIM, *Volunteer Medal*

### Cairns

Neville Neucom, Queensland Fire and Rescue, *Professional Manager of the Year*

Steven Rudolph, Edmonton Family Medical Practice, *Owner Manager of the Year*

Kelly Mackay, Internet Outpost, *Young Manager of the Year*

Alan McPherson, *Volunteer Medal*

## Award Program Sponsors



## Celebrate the 2001 AIM Gala Dinner & MEA State Final

Join Brisbane's top managers and business leaders for the announcement of the Management Excellence Award winners for 2001, on Friday 9 November.

During the event you will be introduced to the regional winners from around Queensland who have travelled to contest the State Final.

As well as the MEA presentations, special guest speaker, **Robert Gottlieb**, will address the *Five basic challenges facing Australian managers and how to tackle them* during an entertaining dinner presentation.

A respected business expert, Mr Gottlieb is The Australian's National Business Commentator, writing on business and investment matters. He also hosts Business Daily Television for pay TV channel, Sky News, reaching an audience of 700,000 people.

MC Mike London will host a night of gala celebration including a wide range of entertainment such as leading band 'Brothers of Oz' - in a special appearance direct from The Basement in Sydney.

The Gala Dinner is your chance to join the state's best and to celebrate the importance of management excellence in all aspects of life.

**This event is always a sellout so book now to avoid disappointment**

<b>Date</b>	<b>Friday 9 November</b>
<b>Venue</b>	Sheraton Hotel
<b>Time</b>	7:00pm to midnight
<b>Cost</b>	\$125.00 per person \$1250.00 Table of 10
<b>Dress</b>	Black Tie

Guest speaker proudly brought to you by:



In association with  
Ericsson Corporate Networks



Robert Gottlieb

Following the Gala Dinner there will be a special MasterClass with Laurie Kelly on Saturday 10 November. See story on Page 9 for more details.

# AIM has the perfect thank you gifts

With the festive season approaching, why not thank your staff, suppliers or key clients with a gift from the AIM Bookshop?

Whether you are looking for company-to-company, manager-to-staff, or personal-to-personal gifts, the AIM Bookshop has an array of choices for all purposes.

Apart from being Queensland's best source of management specific resources, the AIM Bookshop's wide range of partners means it can also source and deliver different books, CDs, videos and even board games that you may not find on the shelves.

Gift vouchers are also available for that 'hard-to-buy-for' or selective shopper who has everything.

As an added bonus, the Bookshop's friendly staff will gift wrap your purchase for free (on-site) or deliver it wrapped directly to your door for a small fee of \$9.50 including postage and handling.

## GIFT IDEAS

### Diaries:

AIM's extensive range of 2002 diaries offers something for everyone. From leather bound, day-at-a-glance volumes for the CEO's office, to hardback, week-at-a-glance diaries for the briefcase, this range offers a choice for any occasion.

### Books:

Choose from a selection of special interest, coffee table, children's, history or biographical books as well as an

extensive range of management related titles. On a number of selected titles we can even arrange for your book to be signed by its author.

### Games:

The Bookshop stocks a range of Mensa brain games and Personality games to find out more about you and who you are, and a variety of card and trivia games.

### CDs, videos and miscellaneous gifts:

From management and training videos, self-help CDs to travel luggage and wall calendars, the AIM Bookshop has the gift to suit all tastes.

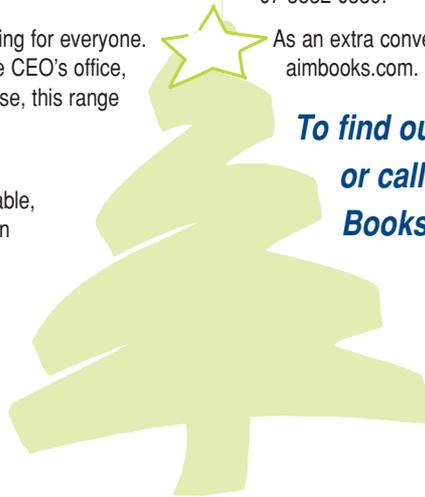
### Order Now:

The Bookshop is open between 8:00am and 6:00pm weekdays as well as special extended hours for AIM functions and Special Interest Network events. Alternatively, complete the Hotbooks form included with this Agenda.

Orders can also be made by calling 07 3227 4835 or faxing 07 3832 0339.

As an extra convenience, materials can also be ordered online from [aimbooks.com](http://aimbooks.com).

**To find out more visit [www.aimqld.com.au](http://www.aimqld.com.au) or call 13 16 48 and ask for the Bookshop.**



## 2001 Case Study Luncheon Series for Associate Fellows Managing a crisis on the move



Mr Tom Phillips,  
President and CEO of  
Mitsubishi Motors  
Australia Ltd

Join AIM for the final 2001 luncheon in this successful series of exclusive events specifically created for senior managers in key decision making positions.

These lunches are different to others in that they are intimate and exclusive and are set in a

'live' case study atmosphere where the audience takes an active role. Recent guest speakers have included Ken Smith from Century Yuasa Batteries, Euan Murdoch from Herron Pharmaceuticals and more recently, Heather Jefferey, Group Public Affairs Manager

for Ansett-Air New Zealand Group.

In November AIM has pleasure in welcoming **Mr Tom Phillips**, President and CEO of Mitsubishi Motors Australia Ltd, as the final 2001 Case Study special guest speaker.

Mr Phillips will share the recent challenges related to the Australian based operations of Mitsubishi and provide all attending with a valuable insight into management at its best.

Mr Phillips has an extensive background in the Australian automotive industry, having first commenced at General Motors-Holden in the mid 1960s and then moving to Toyota Motor Corporation before commencing with Mitsubishi Motors.

He has held various Non Executive Chairman

positions with Thrifty Car Rental and St George Motor Finance and is more than qualified to explain the challenges that one of the best known automotive companies has faced.

These case study luncheons are exclusive to AIM Associate Fellows and their guests (one guest per Associate Fellow).

Book Now on 13 16 48 or [www.aimqld.com.au](http://www.aimqld.com.au)

Proudly Supported By:



Date	Tuesday 13 November
Venue	Stamford Plaza Hotel
Time	11:45am to 2:00pm
Cost	\$66.00 per person inc GST

## Professor Swannell to speak at the final Executive Club for 2001

AIM Fellows and their guests are invited to join prominent academic and business speaker, **Professor Peter Swannell**, at this exclusive Executive Club luncheon in October.

These luncheons allow attendees the opportunity to enjoy the company of a fascinating speaker in an intimate and relaxed environment, while networking with senior executives and business professionals.

Professor Swannell is the Vice-Chancellor and President of the University of Southern Queensland.

He is also a Director of USQed Pty Ltd, Chairman of the Board of Directors for Empire Theatre Pty Ltd, and is the current Chair of the

Australian Broadcasting Corporation's Education Advisory Group.

This Address will examine some of the challenges and opportunities associated with the leadership of an organisation that is emerging from a fairly obscure position in the Australian university system, to become an acknowledged national and international front-runner in the delivery of lifelong learning opportunities.

The Address is much more about leadership and the empowerment of people than about education and therefore has great relevance in a broader business context.

The Executive Club luncheons are exclusive to

Fellows of the Institute and their guests. As numbers are limited there is a limit of one guest per Fellow.

Numbers are limited so book now to avoid disappointment.

This luncheon is proudly supported by



<b>Date</b>	<b>Wednesday 24 October</b>
<b>Venue</b>	Victoria's at the Brisbane Hilton Hotel
<b>Time</b>	12:15pm to 2:00pm
<b>Cost</b>	\$74.80 per person

# Around the Regions

## DARWIN

### Principles of Management II

Principles of Management is an outstanding professional development program delivered across Australia which teaches participants to organise themselves, develop solutions, influence outcomes, choose appropriate communication approaches, understand motivational theories, and manage change.

It will benefit managers, technical specialists with management responsibilities and those who aspire to make a career change to management.

Principles of Management II - 20 to 22 November, The Holiday Inn, the Esplanade, Darwin, 8:30am to 4:30pm. Cost Non Members \$945.00 or AIM Members \$780.00. Call Pam Laverty on 13 16 48 for bookings or more information.

## GLADSTONE

### Members Night

13 November. Members have shown an interest in getting together for an opportunity to network in an informal atmosphere. It gives an opportunity for discussion and interaction and a chance for general socialising. Call 4978 0620.

### Christmas Breakfast

5 December. Why not start the day with a healthy breakfast, enjoyable company and a Christmas breakup all rolled into one? Phone 4978 0620 for more information.

## TOOWOOMBA

### The Great Debate

2 November 2001, the Downs Club at 12.15pm.

The topic "The Myth of the Glass Ceiling" will be hotly debated by some of Toowoomba's best known identities:

- Ros Cousins (Toowoomba City Library)
- Stuart Robinson (ABC Radio)
- Ruby Slippers (4GR)
- Tonya Carew (Inspector of Police)
- Ian Andersen (Chair of QCCL)
- Beryce Nelson (USQ)
- Amanda Fint (CEO Cambooya Shire Council)
- Prof Ronell Erwee (USQ)

The major sponsor: Crediflex Darling Downs, for Commercial and Business Finance, Mortgage Lending and Technology.

## 2002 Diary collection

Plan your future with this selection of essential time management tools. A variety of leather bound, mock leather and hard covered diaries are available in many different shapes and sizes.

From Day-at-a-Glance to full week spreads this range of high quality diaries has something for everyone. Also available are a number of related



business products from travel luggage to wall planners.

Call the AIM Bookshop on **13 16 48** for a brochure and order form

## Satellite Network

# How to Irritate a Recruiter

Discover what recruitment agencies are looking for and what rubs them up the wrong way!

This session will be presented by **Di Tinkler**, former Director of Human Resources for Ernst & Young and a specialist in the field, who has been in the Brisbane recruitment industry for more than 20 years.

Di is the author of the recently published book "11 Ways to Irritate a Recruiter" which incorporates both her own past experiences and comments from other recruiters in the marketplace to demonstrate both the worst and the best ways to approach the job application process.

Learn from the mistakes that others have made as Di shares her experiences and her expertise on how to approach the all-important process of applying for a new job.

This is a must for those members wanting to get on to the "right" side of a recruiter.

For more information call 13 16 48.

<b>Date</b>	Tuesday 13 November – Sunshine Coast Thursday 15 November – Gold Coast
<b>Time</b>	6:00pm to 7:30pm
<b>Cost</b>	Non Members \$22.00 AIM Members \$16.50

## Satellite Network

### **Principles of Negotiation – Logan**

Negotiation is a management skill for everyone. It is a vital tool for communicating in today's changing business environment.

Join **Dennis Hall** AIMM for this Satellite Network presentation as he journeys outside Brisbane CBD to Logan, to share his negotiation knowledge.

This session will provide an introduction to the skills of negotiating, covering the basic principles of how to arrive at win-win outcomes.

This presentation is suitable for those with little or no formal negotiation experience, as well as for managers looking to improve their negotiating outcomes.

It is fun, interactive and compact enough to fit in after work!

<b>Date</b>	<b>Wednesday 24 October</b>
<b>Venue</b>	Logan City Police Citizens Youth Club Jacaranda Avenue Logan Central (Bookings must be paid prior to function through AIM on 13 16 48)
<b>Time</b>	6:00pm to 8:00pm
<b>Cost</b>	Non Members \$27.50 AIM Members \$16.50

## Manager's Speaking Forum

### **Give Your Business Presentations Impact**

Join the AIM Evening Speaking Club for one of their specialised meetings as they deliver a session specifically around the subject of "Giving your Business Presentations Impact".

Business presentations are a fact of everyday working life and the AIM Speaking Club regularly discuss techniques for beating the age old fear of getting up in front of a crowd to speak.

At this special meeting there will be full group participation with training and evaluations of people's presentations.

Various long time members of the AIM Speaking Club will be making the presentations so you will have the opportunity to learn from some very experienced members while also learning what occurs in the weekly Speaking Club meetings.

**This session is FREE however booking is essential.**

<b>Date</b>	<b>Tuesday 30 October</b>
<b>Venue</b>	AIM Management House
<b>Time</b>	6:00pm to 7:30pm
<b>Cost</b>	FREE - Bookings Essential on 13 16 48

### **Making a Paperless Office Achievable**

Have you ever wondered how much it costs to use paper in your organisation?

In 1996 a small accountancy practice calculated and measured these costs. While it thought it was a fairly technologically progressive firm, the staff was amazed to see the level of these "paper-driven" costs. Now, still basically using their existing technology but with a simple shift in procedures, techniques, and way of thinking, they have become a benchmark for the "paperless office" environment.

Join **David Overell** as he shares his "paperless office journey" and you will come away from the session with the following:

- recognise the benefits of having a paperless office
- be aware of who will benefit from going down the paperless office path
- understand how your existing equipment and software can be utilised to generate efficiencies and savings
- understand 5 techniques that can be implemented immediately

<b>Date</b>	<b>Wednesday 7 November</b>
<b>Venue</b>	AIM Management House
<b>Time</b>	6:00pm to 7:30pm
<b>Cost</b>	Non Members \$22.00 AIM Members \$11.00

### **The Future of e-Business**

Corporate planning, windows of opportunity and protection in tomorrow's digital economy – technology is changing the architecture of business.

Change opens all businesses to risk, regardless of their size or industry. As business leaders in the digital economy, managers have a dual role – to capitalise on change while minimising the digital risk exposure.

This is the latest in a series of Digital MasterClasses coordinated by Gadens Lawyers.

These MasterClasses are a 'must attend' for CEOs, CFOs, Company Secretaries, Board Members, in-house legal counsels and other senior executives who deal with risk management, corporate governance and business growth.

Numbers are limited to 100 people per MasterClass so book in early to ensure your spot.

<b>Date</b>	<b>Wednesday 14 November</b>
<b>Venue</b>	Queensland Art Gallery Lecture Theatre
<b>Time</b>	5:30pm
<b>Cost</b>	Each MasterClass is FREE but registration is essential.
<b>Phone</b>	Desire Oosthuisen on 07 3231 1564
<b>Email</b>	rsvp@gadens.com.au
<b>Online</b>	www.gadens.com.au/public/clientservices

## Have your share of Government Grants and Incentives

Many, if not all, businesses or non-profit organisations have those "wish list" projects they would like to start but are unable to because of financial constraints.

A significant and often overlooked source of funding assistance to kick-start such projects are cash grants and incentives offered by Federal, State or Local Governments.

The annual budget for incentives for grants across all levels of government is estimated to exceed \$4,500 million per year.

But how do you get a slice of this financial grant pie?

Join **John Dunleavy** from Hall Chadwick who will show you how to access it and some of the secrets of successful grant applications.

<b>Date</b>	<b>Monday 19 November</b>
<b>Venue</b>	AIM Management House
<b>Time</b>	6:00pm to 7:30pm
<b>Cost</b>	Non Members \$22.00
	AIM Members \$11.00

## Members Christmas Networking Reception

Join AIM for the last 2001 Members Networking Reception.

These networking events are always very popular and the auditorium is filled to capacity with AIM members, staff and AIM Council representatives enjoying an evening of fine wine, good food and great 'mingling'.

Many contacts are made at these functions and new members will be welcomed to the Institute on the night.

This is your chance to kick back and relax for an hour or two as we journey towards Christmas and the end of 2001.

Come along and meet other members in a casual and relaxed atmosphere and begin relationships that may help you in your ongoing career.

We look forward to seeing our members on a regular basis and invite you to bring along your colleagues and friends.

<b>Date</b>	<b>Wednesday 12 December</b>
<b>Venue</b>	AIM Management House
<b>Time</b>	6:00pm to 8:00pm
<b>Cost</b>	Non Members \$27.50
	AIM Members \$16.50

## Brisbane Women Celebrate the Season

**BOOK NOW**  
Numbers Limited to 250!



The Australian Institute of Management invites local professional business women to celebrate the festive season at Brisbane's premier networking event – the **2001 Business Women's Christmas Celebration.**

More than 200 businesswomen, representing a range of professional women's groups, are expected to fill The River Room at Southbank for an evening of festivity and fun.

On this evening, diverse women's groups have the opportunity to take time out, celebrate the season and renew contacts... an evening of quality networking with Brisbane's leading professionals.

This is the fourth time this event has been held and it promises to be a success. Last year's tickets sold quickly – so book early to avoid disappointment!!

**Book Now - Call 13 16 48 or book online at [www.aimqld.com.au](http://www.aimqld.com.au)**

<b>Date</b>	Tuesday 4 December
<b>Time:</b>	6:00 to 8:00pm
<b>Venue</b>	The Southbank River Room, Riverside Restaurants Above San Marco's Restaurant Southbank Parklands
<b>Cost:</b>	\$44.00 includes drinks, nibbles and light supper

# AIM Events Booking Form

Please complete a separate form for each participant

AIM Personal Member       AIM Corporate Member       Non Member

Membership No: \_\_\_\_\_

				Investment
<input type="checkbox"/> <b>Executive Club</b>				
Professor Swannell	24 Oct	Page 5		\$ _____
<input type="checkbox"/> <b>Satellite Network</b>				
Principles of Negotiation – Logan	24 Oct	Page 6		\$ _____
Di Tinkler – Sunshine Coast	13 Nov	Page 5		\$ _____
Di Tinkler – Gold Coast	15 Nov	Page 5		\$ _____
<input type="checkbox"/> <b>Manager's Speaking Forum</b>				
Give Your Business Presentations Impact	30 Oct	Page 6		\$ _____
<input type="checkbox"/> <b>Making a Paperless Office Achievable</b>	7 Nov	Page 6		\$ _____
<input type="checkbox"/> <b>AIM Gala Dinner and MEA State Final</b>	9 Nov	Page 3		\$ _____
<input type="checkbox"/> <b>MEA Masterclass</b>				
Laurie Kelly	10 Nov	Page 8		\$ _____
<input type="checkbox"/> <b>Case Study Luncheon Series</b>				
Tom Phillips – Mitsubishi Motors	13 Nov	Page 4		\$ _____
<input type="checkbox"/> <b>The Future of e-business</b>	14 Nov	Page 6		\$ _____
<input type="checkbox"/> <b>Have Your Share of Government Grants and Incentives</b>	19 Nov	Page 7		\$ _____
<input type="checkbox"/> <b>Women in Management</b>				
Brisbane Women Celebrate the Season	4 Dec	Page 7		\$ _____
<input type="checkbox"/> <b>Members Networking Reception</b>				
Christmas Function	12 Dec	Page 7		\$ _____
			<b>Total:</b>	\$ _____

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

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

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

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Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

email: \_\_\_\_\_

### Payment is required to confirm registration

**Method of Payment:**  Cheque / Money Order

Please charge my:  Bankcard  Mastercard  Visa  Diners  Amex ID No. \_\_\_\_\_

Exp. Date: \_\_\_\_\_ Card No: \_\_\_\_\_

Cardholders Name: \_\_\_\_\_

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

**To secure your place:** Call 13 16 48, complete and fax this form with your payment to (07) 3832 2497 or send this form with payment to AIM, PO Box 200, Spring Hill Q 4004. Please make cheques payable to AIM Qld & NT. If you are unable to attend, a substitute is welcome at no extra charge. However, we regret that refunds cannot be made.

**Book and Securely Pay Online at [www.aimqld.com.au](http://www.aimqld.com.au)**

## AIM MasterClass

### Flexing the Mental Muscle for Inner Leadership

As we move into the 21st Century we are heading towards a time of even greater change. Change, we are told, that will totally alter the old way we have done things.

Personal change can be desired or it can be thrust upon us. The willingness and ability to change can often daunt us – yet it can also offer exciting opportunities.

What is required is a mental shift. A shift in thinking that will allow us to take advantage of the change and see it as an opportunity to get balance back into our lives and enjoy living with all the abundance that success brings.

Presented by **Laurie Kelly**, this special MasterClass follows the AIM Gala Dinner and builds on the examples of management excellence that would have just been celebrated.

Laurie has been opening the mysteries of the mind to audiences from all walks of life for more than 14 years and is passionate about the importance of information he shares.

Everybody can learn a little bit more about how to use their brain, and Laurie has the ability to explain just how to do that.

Perhaps the biggest reason why so many people feel they gained so much from Laurie's training is the way he makes the information relevant to everyone in the room.

It's not about hype, it's not about complicated theories, and it's not about hollow words. It's about taking a common sense approach, coupled with new information, in order to make a big difference.

**Date** : Saturday 10 November  
**Venue** : Sheraton Hotel  
**Time** : 10:30am brunch for a 11:15am start 2:45pm finish  
**Cost** : \$138.00 per person

### AGENDA

**EDITOR:** Damon Cavalchini AIMM  
**PUBLISHED BY:** AIM Qld & NT  
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# When the only constant is change

• continued from page 2

- The managers of tomorrow will take for granted the CNN phenomenon, computers, the Internet and the global economy. The flipside is that email, SMS, mobile and wireless communications will ensure there is no escape and no excuse for being out of touch. The real impact of this on business, personal and family life is only just being acknowledged, let alone managed.
- In order to find, recruit, train and retain the best people, managers will need to compete on a global basis. Like business and trade, staff will no longer be bound by geographical constraints and will be a highly prized commodity. This trend is going to test the managers of the future because, unlike most of the challenges they face, there is little precedent to draw on.

## So what will our future managers require to do their jobs effectively and cope with these challenges?

Obviously they will need the knowledge to understand and filter the overwhelming amount

of information they will receive. If I define knowledge as information plus experience, and we accept that they will have access to all the information they require, then all they will need is the experience to interpret. The question is how will they get the requisite experience?

Currently there are only two ways to gain experience. The time honoured way is usually shown by a preponderance of grey hair (or unfortunately in many cases, no hair). The second way is to use the experience of others as a base.

As someone once said, 'if I have seen further than others it was because I stood on the shoulders of giants'. An excellent education will be the giant upon whose shoulders future managers will stand.

Managers of the future will require an education that teaches them to think, to question, to challenge. It must provide them with access to leading-edge practical knowledge and skills, and capture the experiences of the best in the world. Managers' education will be ongoing, and like everything else in their lives, managers will

expect it to be delivered whenever, wherever and however they need it

Whatever happens over the next twenty years, however, I am confident that AIM will continue to provide best-practice education, learning opportunities and guidance for managers, just as it has done for grey-hairs (or no hairs!) like me over the past twenty years. I look forward to seeing how today's young managers tackle the challenges of which I can only dream.

*Ralph Hunt FAIM is Vice President, Mincom IT Contractual Services. Over the past twenty years he has gained (and lost) his grey hair whilst working with leading IT firms around the world (including in China).*

For all your information and secure online bookings for AIM events and training visit

[www.aimqld.com.au](http://www.aimqld.com.au)



## AIM WELCOMES NEW MEMBERS – OCTOBER

FAIM		AIMM		AIMM		Company Members	
Mr Michael Alcorn	FAIM	Mrs Sally Edwards	AIMM	Ms Beth Plowman	AIMM	D K Marketing Pty Ltd	
Mr James Austin	FAIM	Mrs Kirstin Ferguson	AIMM	Mr Samuel Plumejea	AIMM	Department of the Premier & Cabinet	
Mr Chris Gilbert	FAIM	Ms Megan French	AIMM	Mr Jens Preikschat	AIMM	Design Torque	
Mr John Robinson	FAIM	Ms Jenny Greenhalgh	AIMM	Ms Belinda Psaila	AIMM	Diebold Australia	
AFAIM		Mr Brenton Haskard	AIMM	Mr Andy Ralph	AIMM	Education Queensland	
Mr Frans Beetge	AFAIM	Mr Kingsley Hayes	AIMM	Mr Arasu Raman	AIMM	Entex 2.0 Pty Ltd	
Mr Greg Bonfield	AFAIM	Mr James Hooper	AIMM	Mr Guy Russell	AIMM	Estee Lauder Group of Companies	
Mr Noel Brownsey	AFAIM	Mr Graham Hughes	AIMM	Mr Kevin Schouten	AIMM	Fisher & Paykel	
Mr Ray Dennis	AFAIM	Mrs Bev Jackson	AIMM	Ms Jane Seawright	AIMM	Grace Australia Pty Ltd	
Mr Leighton Kuss	AFAIM	Mrs Lynda Kennedy	AIMM	Mr Rajesh Sharma	AIMM	Griffin Corporation Aust Pty Ltd	
Mr Jamie Massang	AFAIM	Mr Paul Klotz	AIMM	Mr Anthony Sheppard	AIMM	Griffith University-Office of Facilities Management	
Mr Gordon Patrick	AFAIM	Ms Jodi Latham	AIMM	Mr John Sibley	AIMM	Guide Dogs Queensland	
Mr Richard Wilson	AFAIM	Miss Nadine Laycock	AIMM	Ms Susan Tindall	AIMM	John E Christensen (Dental) Pty Ltd	
AIMM		Mr Terry Lucas	AIMM	Mr Sean Tunny	AIMM	Multiplex	
Mr Colin Alchin	AIMM	Ms Ronda MacLeod	AIMM	Mr Gavin Whitaker	AIMM	Origin Energy	
Mr Matt Austin	AIMM	Mr Jim MacPherson	AIMM	Mr Alan Wickham	AIMM	Panasonic Australia	
Ms Amy Brennan	AIMM	Miss Donna Maher	AIMM	Mr Michael Woolley	AIMM	Safelink Technologies	
Mrs Marlene Burgess	AIMM	Mr Andrew Massey	AIMM	Mr Zane Yoshioa	AIMM	Australia Pty Ltd	
Mrs Janet Campbell	AIMM	Ms Anita Melville	AIMM	Student and Affiliate Members		Teamworks Retail Services Pty Ltd	
Mr John Cass	AIMM	Mr Paul Milevskiy	AIMM	Mr Khalid Al Dabbas		The Rock Building	
Ms Caroline Clair	AIMM	Mr Mick Miron	AIMM	Ms Lisa Clark		Society Limited	
Miss Lana Clark	AIMM	Ms Liliana Montague	AIMM	Mrs Kate Clifford		Watpac Limited	
Mr John Davies	AIMM	Mr Jeremy Murfin	AIMM	Ms Melanie Foreman		workingmouse	
Mr Jag Dhingra	AIMM	Mr John Neilsen	AIMM	Mr Ben Hall			
Mr David Dobbie	AIMM	Ms Lynette Nelis	AIMM	Mr Mahesh Kotwani			
		Miss Toni Noden	AIMM	Mr Dean Paxton			
		Ms Shay Owen-Turne	AIMM				
		Mr Andrew Perry	AIMM				

## Southcorp Chair to address Leaders' Forum

One of Australia's leading professional company directors, **Mr Rick Allert AM**, is the special guest speaker at the final QUT Business Leaders' Forum luncheon for 2001.

As Chairman and Director of Southcorp Limited Group, Rick Allert has led the company's transformation into the world's largest premium wine company.

As well, as Chairman of AXA Asia Pacific Holdings Ltd, he is driving a major change program for one of Australia's leading financial services companies.

Amongst his many directorships, Rick Allert is also a Director of Coles Myer Ltd and FH Faulding and Co Limited. He was also a member of the John Ralph Business Taxation Review Committee.

In the midst of all these commitments, Rick Allert also finds time to Chair the Darwin/Alice Springs Railway project and for his beloved Adelaide Crows football team.

Rick Allert will speak about leadership issues in this very different and difficult global business environment.

A panel of leading business commentators will question Mr Allert and the Forum is delighted to welcome back the ABC's Kerry O'Brien as moderator.

**BOOKINGS:**  
Call the Brisbane Hilton  
on (07) 3231 3231



<b>Date</b>	<b>Thursday 15 November</b>
<b>Venue</b>	Brisbane Hilton Hotel
<b>Time</b>	12 noon to 2pm
<b>Cost</b>	\$93.50 per person \$935.00 for table of 10

### Investigating the relationship between Business and the Media

The role of the media in any business organisation is one which cannot be underestimated. In a global environment where news can be transmitted almost as soon as it happens, the media is a powerful ally.

**Anne Fussell**, group editorial manager for Queensland Newspapers will present her views on the interaction between business and media at the next Mt Eliza Business School Alumni event.

An MBA graduate with a wealth of experience gained through key roles in the Australian media with prominent newspapers including the Australian Financial Review and The Australian, Anne promises to offer an exciting insight into this powerful enigma called 'media'.

Don't miss the opportunity to learn from this industry expert and ask questions about how you can maximise your organisation's positive relationship with the media.

To secure a seat at this event please contact **1300 30 70 90**

<b>Date</b>	<b>Wednesday 24 October</b>
<b>Venue</b>	The Queensland Irish Club Level 1, 171 Elizabeth Street, Brisbane
<b>Time</b>	5.30pm for 6.00 pm start
<b>Cost</b>	\$25 Non-members/guests \$22 Alumni members, Mt Eliza Business School and UQ Business School

(hors d'oeuvres and cash bar available)

Presented by the Mt Eliza  
Business School Alumni

## Young Entrepreneurs....

### Your Passport to Business Success

International entrepreneur, **Peter Thomas**, will share the secrets of his success with the Brisbane business community at this exciting Young Entrepreneurs luncheon.

Considered a visionary in the modern business world with a career covering more than three decades, Peter's acute business acumen has made him a leader in the Real Estate and Investment industries.

He was the Founder and Chairman of Century 21 Real Estate Canada Ltd, which developed into one of the largest real estate networks in the world.

At the time he sold the company in 1989, it had achieved \$9 billion in annual sales and employed 8,500 sales representatives with 450 franchises.

He has been heavily involved in the investment industry and is a Chairman for the publicly traded Toronto Stock Exchange Company.

He has also been a Chairman for the British Columbia Housing Commission and the British Government Privatisation Review Committee, which reviewed all government owned assets to access their eligibility to be privatised.

He has written a number of best selling books including "Windows of Opportunity" which became a handbook for frontline sales people and also wrote "Never Fight With a Pig" detailing lessons learned in two decades of real estate deal making.

Peter also produced the "Peter Thomas Sales Course" - a sales training cassette program.

Business visionary, master salesman and consummate dealmaker - Peter Thomas is a goal-oriented achiever. Learn how Peter has applied his business knowledge, personal energy and salesmanship zeal to create a passport to business success.

<b>Date</b>	<b>Tuesday 20 November</b>
<b>Venue</b>	The Grand Windsor Ballroom Carlton Crest Hotel King George Square Brisbane
<b>Time</b>	Registrations from 12:00pm for 12:15pm start
<b>Cost</b>	\$88.00
<b>RSVP</b>	Tuesday, 13 November 2001 Please contact Jennifer Ralph on 07 3252 4700 or jennifer@showstopper.com.au



## AIM LIBRARY AND BOOKSHOP WINNER

Congratulations to **Mark Smith** AIMM from the Personal Trading Post - the lucky winner of this month's Business Card draw.

Mr Smith wins a \$25.00 Gift Voucher from the AIM Bookshop after placing his business card in the monthly book draw.

He will be able to choose from a wide variety of management specific specialist videos, CD ROMs, books and other resources.

# Last Quarter 2001 Professional Development

## Brisbane Training Dates

Course Name 2001	Course duration in days	Oct	Nov	Dec	2001 Member Rate	2001 Non-Member Rate
<b>NATIONALLY ACCREDITED</b>						
Accounting for Non Accountants	2	1-2	19-20		\$623.00	\$763.00
Budgeting & Planning	2	22-23			\$623.00	\$763.00
Business Writing Skills	2	18-19	29-30		\$623.00	\$763.00
Developing & Implementing Marketing Strategies	2	25-26			\$623.00	\$763.00
Developing & Managing Key Accounts	3		14-16		\$934.50	\$1,144.50
Developing a High Performance Team	2	15-16		3-4	\$623.00	\$763.00
Developing a Learning Environment	2		26-27		\$623.00	\$763.00
Developing Assessment Skills	2		7-8	12-13	\$623.00	\$763.00
Developing Strategic Plans	2		12-13		\$623.00	\$763.00
Effective Business Presentations	2	8-9	1-2	5-6	\$623.00	\$763.00
Effective People Skills	2	10-11	22-23		\$623.00	\$763.00
Essential Selling Skills	3	10-12	19-21		\$934.50	\$1,144.50
Fundamentals of Marketing	2	8-9	26-27		\$623.00	\$763.00
Fundamentals of Project Management	5	8-12		3-7	\$1,557.50	\$1,907.50
Fundamentals of Project Management Procurement	1	19		12	\$311.50	\$381.50
Fundamentals of Project Risk Management	1	26		13	\$311.50	\$381.50
Introduction to Accounting	1	24			\$311.50	\$381.50
Leadership in the Workplace	3	29-31			\$934.50	\$1,144.50
Managing Conflict	2			10-11	\$623.00	\$763.00
Managing the Marketing Communications Mix	2		12-13		\$623.00	\$763.00
Managing Work Priorities	2		8-9		\$623.00	\$763.00
Negotiation Skills	2	4-5	5-6		\$623.00	\$763.00
Organising & Implementing Training	2	3-4	1-2		\$623.00	\$763.00
Principles of Management	5		5-9		\$1,557.50	\$1,907.50
Taking Control with Time Management	2	15-16	5-6	3-4	\$623.00	\$763.00
Techniques for Planning & Organising	2		15-16		\$623.00	\$763.00
Train the Trainer	5	22-26		3-7	\$1,557.50	\$1,907.50
Working with an Effective Team	2	1-2	29-30		\$623.00	\$763.00
<b>NOT NATIONALLY ACCREDITED</b>						
Advanced Negotiation Skills	2		26-27		\$603.00	\$723.00
Assertion Skills	1	12	21		\$301.50	\$361.50
Dealing with Difficult People & Situations	1	17	14		\$301.50	\$361.50
Effective Communication	2	22-23			\$603.00	\$723.00
Exceptional Customer Service	2		15-16		\$603.00	\$723.00
Management Skills for the Executive Secretary	2	18-19	21-22		\$603.00	\$723.00
The Experienced Supervisor	2	11-12			\$603.00	\$723.00
The New Supervisor	2	15-16	12-13	10-11	\$603.00	\$723.00
Young Manager Program	3	8-10	28-30		\$1,044.50	\$1,304.50

Would you like a one page summary of upcoming training options? Call AIM on 13 16 48

# We Guarantee

our Managers will be

out of this

# World

Special Guest appearance by  
Sydney band **Brothers of Oz**

## AIM 2001 Gala Dinner and MEA State Final

MC Mike London will host this night of gala celebration



Robert Gottliebse

Join special guest speaker, Robert Gottliebse, who will address the *Five basic challenges facing Australian managers and how to tackle them*, during an entertaining dinner presentation.

A respected business expert, Mr Gottliebse is The Australian's National Business Commentator, writing on business and investment matters.

He also hosts Business Daily Television on pay TV Channel, Sky News, reaching an audience of 700,000 people.

Guest speaker proudly brought to you by:



### CELEBRATING MANAGEMENT EXCELLENCE

Join Brisbane's top managers and business leaders as we celebrate the 2001 Management Excellence Awards.

During the event you will be introduced to the regional winners of the Management Excellence Awards and

witness the announcement of the 2001 State winners in the categories of:

- Professional Manager of the Year
- Owner Manager of the Year
- Young Manager of the Year

#### Date

Friday 9 November, 2001

#### Time

7.00pm to midnight

#### Where:

Sheraton Hotel

#### RSVP

Friday 2 November

#### Cost

\$125 (GST inclusive)  
\$1250.00 Table of 10

#### Dress

Black Tie

Event Information

Award Program Sponsors



### BOOK NOW FOR THE AIM 2001 GALA DINNER

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

Cardholders Name: \_\_\_\_\_

Organisation: \_\_\_\_\_

Card Number: \_\_\_\_\_

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

Expiry Date: \_\_\_\_\_ Total Amount\$ \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

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

Bankcard  Visa  Diners

AIM Member:  Personal  Corporate  Non Member

Mastercard  Amex ID No:

Special Dietary Requirements: \_\_\_\_\_

Corporate Table Bookings (please print name and company)

Signature \_\_\_\_\_

1. \_\_\_\_\_

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9. \_\_\_\_\_

10. \_\_\_\_\_



To secure your place complete and fax this form with payment to 07 3832 2497 or send this form with payment to AIM, PO Box 200, Spring Hill, 4004. Please make cheques payable to AIM Qld & NT. If you are unable to attend, a substitute is welcome to attend at no extra charge. However, we regret that no refunds can be issued. All prices include GST.