



January/February 2002

AIM Articulates into 2002

In this Issue

Page 2

Innovation and Imagination at Work

Page 3

2002 IWD Debate

Page 4

Speaking Clubs Celebrate Christmas

First 2002 Regional MasterClass

Page 5

SPINS

Page 6

Booking Form

2002 Course Directory Available Now

Page 7

Training Information

Page 8

Online Learning with TheCyberInstitute

Articulation a Key Theme for AIM in 2002

As Australia's leading private provider of Nationally Accredited business qualifications, AIM is committed to offering the best options for students in 2002.

Whether it be a Certificate IV, Diploma, Graduate Certificate, or Masters Degree, AIM has developed strong articulation or learning pathways for all of their students.

"Through a range of key strategic partnerships with leading universities and institutions, successful students in any AIM qualification can take their learning further and continue their education at a higher level," AIM Chief Executive Officer **Carolyn Barker** FAIM said.

Graduate Certificate a winner

AIM's highly successful Graduate Certificate in Management Competence (GCMC) was offered face-to-face for the first time in 2001.

This nationally accredited Graduate Certificate, which covers the areas of *Managing Leading and Developing People, Managing Finance, Managing Information and Managing Operational Improvement*, had previously been available as a distance education option.

Spawned from the Karpin report and based on the world renowned British Management Charter Initiative (MCI) competency standards, the Graduate Certificate mixes an academic framework with practical experience, helping participants to apply learned knowledge to the workplace.

"Students are engrossed in the course and the unique way in which the program mixes theory and practice," Ms Barker said.

"The GCMC provides students with a skill-set that can be automatically transferred to the workplace," she said.

"At AIM our focus is not to make our students academics or researchers, our focus is to make better managers, therefore, our courses have a more practical slant."

The first class of the face-to-face GCMC students will graduate in June 2002 and, through exciting partnerships with Griffith University and the University of Southern Queensland (USQ), they can continue their studies with a Masters of Business Administration (MBA) or Masters of Management.

The arrangement with Griffith University allows AIM graduates to continue face-to-face education through the Griffith MBA.

Alternatively, AIM graduates can continue their studies online or via distance education with an AIM-USQ Graduate Diploma in Management which articulates into a Masters of Management or an MBA.

New Online courses in 2002

With the nature of training and education constantly changing, AIM's wholly owned subsidiary and online learning provider, TheCyberInstitute, will now be offering an online graduate certificate level program in Leadership and Innovation in the New Economy.

On completion of a four unit program covering *Corporate Leadership, Change and Innovation, Managing Information in the New Economy and Managing and Implementing Strategy*, or at any exit point, AIM will work with the university of your choice to arrange acceptance and advance standing.

Ms Barker said "this model is a fresh and new initiative in the Australian context that allows AIM to source the very best teachers, content and programs in order to ensure the most rigorous learning journey takes place".

The BSTP revolution

The first stage of the Business Services Training Package (BSTP) comes into effect in 2002. This new national package revolutionises traditional Nationally Accredited training in the Business Services area by offering students amazing levels of flexibility in a fully transportable national framework.

AIM offers 15 different Certificate IV and Diploma offerings under the BSTP and plans to expand this suite to include additional Advance Diploma offerings in late 2002.

Continued to page 2

Information Evening on Graduate Certificates

Tuesday 12 February 2002

Information Evening on AIM Certificate and Diploma Qualifications Under the BSTP

Tuesday 19 February 2002

Information Evening on TheCyberInstitute

Tuesday 26 February 2002

Venue: AIM Management House
Cnr Boundary and Rosa Streets
Spring Hill Qld 4004

Time: 6:00pm to 7:00pm

Cost: Free

RSVP: Phone 13 16 48 or
email enquiry@aimqld.com.au



JOIN THE LEADERS

AIM Articulates into 2002 *continued*

Continued from page 1

Through the new specialisation pathways model introduced in the BSTP, AIM now offers Diploma programs in Business, Business Management, Marketing, Human Resources and Frontline Management.

These programs expose students to world's best practice in their chosen specialisation and provide a perfect platform for those looking to advance in their chosen field or to make that long awaited career change.

And, like the Graduate programs, the focus is on the easy and practical application of skills to the workplace.

"While AIM's course offerings are academically rigorous, we want students to develop skills they can apply immediately in their careers," Ms Barker said. "These courses do not represent just pieces of paper, they are part of a student's ongoing career and professional development."

Under the package, whilst students have to complete a certain amount of specified core subjects, the remainder of their qualification can be made up of chosen electives.

In keeping with AIM's "no educational-ceiling approach, all Certificates and Diplomas can articulate into further qualifications including Advanced Diplomas and Undergraduate Degrees.

These exciting articulation and learning pathways, when coupled with AIM's non-threatening and supportive study environment, make AIM the perfect solution for your further education needs.

AIM courses are held at Management House, a purpose built facility that aids students' study needs. With access to mountains of management information, study skills programs and the AIM Student Care program, those considering taking on any further study should look no further than the Institute.

Minister Launches New Innovation Book

The **Hon. Paul Lucas**, Minister for Innovation and Information Economy officially launched AIM's newest publication, *Innovation and Imagination at Work*, on Monday 19 November 2001.

Innovation and Imagination at Work is the first title in the AIM Management Today Series of books. It is a compilation of eight multi-authored chapters that explore the role and direction of innovation in Australian organisations.

Minister Lucas said it was gratifying to launch a book that would assist in increasing the depth of innovative enterprise in Queensland.

He said *Innovation and Imagination at Work* will help to improve understanding about innovation and the pivotal role it will play in creating the Smart State in Queensland.

"I'm delighted that AIM's Queensland and Northern Territory branch has taken such a proactive role in the production of this book, with four of the eight contributing authors coming from Queensland," Mr Lucas said.

Mr Lucas said the task of government, private enterprise and academia is to work towards seeing that the scope of innovative activity widens and deepens to encompass all organisations.

Leading Queensland investment company, Wilson HTM, hosted the launch at their offices overlooking the Brisbane River and more than 50 senior executives with an interest in the innovation process attended the event.

The Management Today Series of books is a unique collaboration between AIM and the business publishers, McGraw-Hill Australia.

Series Editor and CEO of AIM Qld & NT, **Carolyn Barker** FAIM, said that though the books are projects of AIM nationally, both the Management Today Series and the first book have a distinctly Queensland edge.

"Some of Queensland's leading business thinkers have contributed chapters, including Dr Ken MacKenzie, Prof. Evan Douglas, Dr Susan Dann and Dr Stephen Dann, and the Associate Editor, Robyn Coy, is with AIM Qld & NT," she said.

Minister Lucas said, "that so many of the authors are from Queensland is a reflection of the amount of innovative activity taking place in our organisations, institutions and businesses. I am constantly amazed by the ingenuity and intellectual capital that exists throughout the State."

Ms Barker said that the book emphasises that innovation is within the grasp of every organisation.

She said people, not technology, are the source of imagination, creativity and innovation.

"It is a misconception that innovation is about quantum leaps or scientific breakthroughs. In reality, for the majority of Queensland organisations, it is actually about doing things smarter, faster and better, and the major source of innovation is the imagination and creativity of their own people," Ms Barker said.

"That is why this book also explores the role of 'imagination' in the corporate cycle. It is not a traditional management word, and yet it underpins innovation. Organisations must learn to nurture the imagination of their people, and to

harness it to increase their competitive edge and improve bottom line outcomes," she said.

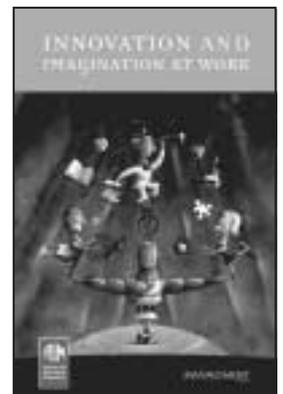
"Innovation must become part of the fabric of the organisation and be embedded in the strategic plan, the culture, the systems and the infrastructure. But none of this will happen without the commitment of the leadership team, who must have the courage to foster creativity, exploration and appropriate risk taking behaviours."

"This easy to read book, is both thought-provoking and practical, providing direction for those who would accept the innovation challenge," she said.

Future titles in the Management Today Series will examine contemporary issues of concern to Australian managers.

The second title in the Series, *The Heart and Soul of Leadership*, will be released in May 2002. It will feature original work from a variety of authors, and will explore leadership from a uniquely Australian perspective.

Copies of *Innovation and Imagination at Work* are available from the AIM Bookshop for \$32.95. Call 13 16 48 now to order your copy.



Book Now for all your management training and career development needs.

See Page 7 for Training Dates for the First Quarter of 2002

International Women's Day Debate is on again in 2002!

Do women need to play the game to get ahead?...

This is the question that will be on the lips of women throughout the state over the next few months in the lead up to the 2002 International Women's Day AIM Debate on Friday 8 March.

You are invited to join some of Queensland's top business leaders for an informative, insightful and hilarious day as they debate this thought provoking topic.

The annual Australian Institute of Management International Women's Day Debate is a key calendar date for hundreds of Queensland's most influential business leaders who gather to network with their peers and be thoroughly entertained over lunch.

Renowned Brisbane identity, **Jan Power** returns as the Master of Ceremonies, using her quick thinking and deadly wit to guide six prominent businesswomen and personalities through this challenging topic which explores and interprets gender and management themes.

Previous attendees have praised and enjoyed Jan's skillful and witty handling of sensitive topics and her ability to make sure everyone is involved in discussions while having a good time.

The AIM International Women's Day Debate is one of Brisbane's most successful and influential networking events.

Last year more than 600 of Queensland's leading businesspeople were entertained as the topic that "the best women managers manage

like men", was discussed.

The answer was a resounding no with the many foibles of male managers being brought to the fore.

Held at the Sheraton Hotel, the IWD Debate is sure to again provoke some stimulating and humorous thoughts.

The International Women's Day Debate is always a sell out so reserve your place now!

For tickets or more information call **13 16 48** or visit www.aimqld.com.au.

Date	Friday 8 March 2002
Venue	Sheraton Hotel Turbot Street Brisbane
Time	12 noon to 2.30pm
Cost	Non Members \$88.00 AIM Members \$77.00 Non Member Table (10) \$858.00 Corporate Member Table \$748.00



AIM WELCOMES NEW MEMBERS – DECEMBER 2001

FAIM

Mr Dennis Armstrong FAIM
Mr Ken Avenell FAIM
Mr John England FAIM
Mr Frank Gardiner FAIM
Mr Jeff Harris FAIM
Mr Paul Moreton FAIM

AFAIM

Ms Avril Baynes AFAIM
Mr Michael Brice AFAIM
Dr Margaret Card AFAIM
Mr David Heiner AFAIM
Mr Peter Kalkman AFAIM
Mr Glen Prien AFAIM
Mr Edward Sims AFAIM
Mr Andrew Young AFAIM

AIMM

Mr Robert Arbuthnot AIMM
Mr Christopher Barton AIMM
Ms Wendy Baumun AIMM
Mr Damon Bennett AIMM
Ms Christiane Biemann AIMM
Dr Dawn Butler AIMM
Mr Tom Byrne AIMM
Mr James Campbell AIMM
Mr Philip Charlton AIMM
Miss Winnie Chen AIMM
Mr Jeff Chua AIMM
Mr Dan Collins AIMM

Mr Steve Conroy AIMM
Mr Dale Coward AIMM
Mr Ron Coyle AIMM
Mrs Kelly Crookes AIMM
Mr Simon Dancer AIMM
Mr Phillip Dean-Jones AIMM
Mrs Linda Fazldeen AIMM
Mr Mark Fenton AIMM
Mr Jason Futcher AIMM
Mr Ian Harding AIMM
Mr Kevin Hartigan AIMM
Mr Mark Harvey AIMM
Miss Pemy Hemawath AIMM
Ms Anita Herlaar AIMM
Ms Jill Hinspeter AIMM
Miss Teresa Holland AIMM
Mr Simon Honywood AIMM

Mr Cliff Horwood AIMM
Mr John James AIMM
Mr Craig Josic AIMM
Mrs Marife Juralbal AIMM
Ms Linda Laker AIMM
Mr Dean Lance AIMM
Mr Paul Lynch AIMM
Mr Chris Marais AIMM
Dr Rob McCartney AIMM
Miss Laura McDade AIMM
Mr Andrew McDonald AIMM
Mr Kevin McKernan AIMM

Ms Melissa Meldrum AIMM
Mr Shri Mordekar AIMM
Mr Peter Neaum AIMM
Mr John Proper AIMM
Mrs Kelly Raymond AIMM
Ms Michelle Reed AIMM
Mr Tony Robertson AIMM
Miss Belinda Robjohns AIMM
Mrs Jennifer Ross AIMM
Mr Gary Rushton AIMM
Mr Mohammed Saheed AIMM
Miss Samantha Schuster AIMM
Mr John Searle AIMM
Mr Manuel Siliprandi AIMM
Mr Martin Soluch AIMM
Mr Stephen Smith AIMM
Mr Timothy Smith AIMM
Mr Drew Unwin AIMM
Mr Paul Verschaeren AIMM
Mr Paul Waight AIMM
Mr Ross Walker AIMM
Capt Allan White AIMM
Mr Shun Wong AIMM
Ms Mary Woods AIMM

New Student and Affiliate Members

Mrs Sherrin Caulfield
Mr Matthew Crompton
Ms Leanne Dickman

Mr Paul Fitzgerald
Dr Sue George
Mrs Kirsty McGrath
Mr Graeme Newton
Ms Kate Wallace

New Corporate Members

Bandag Manufacturing Pty Ltd
Business Training Group
CHR Employment Services - Brisbane
Coastal Accommodation Support Service
DeWalt Industrial Power Tool Company Pty Ltd
EVP Recruitment (Qld)
Ferra Engineering Pty Ltd
Jarratt Transport Pty Ltd
Kath Dickson Family Centre
Mabrook Pty Ltd
Metroll Building Products
Orli-Tech Pty Ltd
Quantum Scientific Pty Ltd
SFP Services Pty Ltd
Sisters of Charity & Holy Spirit Health
St Joseph's College
Gregory Terrace



AIM Speaking Clubs Celebrate Christmas

AIM's Daytime and Evening Speaking Clubs held their Christmas function and Speaking Club awards night on Tuesday 11 December.

Speaking Competition winner (as voted by the audience) and the Most Memorable Chairman award was presented to **Ian Gilbert** AIMM while **Annie Tamblyn** AIMM was awarded Most Improved Speaker.

Annie also reached the finals of the Speaking Competition along with **Lyn Ambrose** AIMM and **Richard Swift** FAIM. All participants are to be congratulated for their splendid efforts – voting was very tight. The daytime club President's award went to **Blandine Cousin** for her consistent participation in Daytime club activities throughout the year.

Members and guests witnessed a plethora of speeches of different styles, ranging from the humorous to the truly poignant and thought provoking.

This event is the culmination of a year's hard

work for both the Daytime club (meets each Monday, 12 noon to 1.00pm) and Evening club (meets each Tuesday, 6.00pm to 7:30pm) at AIM Management House in Spring Hill.

The meetings are free to Personal Members and staff of Company Members of AIM. They are open to visitors who want to come along and discover how these clubs can help enhance their public speaking skills.

Club objectives include providing a forum for individuals to practice and develop the skills of speech development, public speaking; chairmanship; meeting procedures, plus evaluation self and others. This all occurs in a safe and supportive environment where mistakes are 'encouraged' as a point of mutual learning.

Activities that you are likely to encounter at either club meeting include:

- Guest presenters
- Prepared speeches

- Impromptu speeches
- Motivating moments
- Book review presentations
- General meeting procedures
- Dinner meetings and award nights
- Learning and development segments
- Lots of laughter and great entertainment
- Networking with other management professionals

So, whatever your level, if you are keen to improve your public speaking skills, as a New Years resolution get yourself along to one of the meetings. You will be welcomed by a bunch of friendly individuals with a passion for practising Public Speaking.

For further details about the AIM Speaking Clubs, please phone AIM on 13 16 48.

Alan McAlpine AIMM (Evening Club President)
Neville Jolly FAIM (Daytime Club President)

MasterClass challenges Managers to Mind their Own Business

Queensland and Northern Territory managers will be challenged to mind their own business in a constructive and practical way in the first regional MasterClass for 2002.

Facilitated by Mindwork's **Laurie Kelly**, the MasterClass examines practical techniques to help managers adapt to a constantly changing business environment, especially how to introduce new ways of thinking about old problems.

Mr Kelly said that as Australia moves into the 21st century, organisations are heading towards a time of even greater change - change that many experts believe will totally alter the old way we have done business.

Looking at theories of left and right brain functions, Mr Kelly said the MasterClass allowed participants to step back and examine where they are going as a business unit and as an individual.

"The one basic requirement shared by all beings is purpose," Mr Kelly said. "When we recognise and claim our purpose we are unstoppable. Inner leadership is about focusing on this purpose."

Mr Kelly said that a shift in thinking was necessary to allow managers to take advantage of change, to see it as an opportunity to get the balance back into their lives, and to enjoy living with all the abundance that success brings.

It may be a cliché but he said the MasterClass reinforces the fact that you need to be able to manage yourself before you can effectively manage others.

One of the key skills Mr Kelly teaches is the ability to balance professional workloads, client expectations and family commitments by linking a clearly defined professional direction with a sense of self.

The MasterClass series will be run throughout Queensland and the Northern Territory in the first half of 2002. More information will be posted in future Agendas and on the AIM website as it becomes available or call 13 16 48.

Strategic HR Forum

Where to Start with your Work Life Balance Program

Organisations are continually searching for ways in which they can improve productivity as well as reduce their operating costs. With many organisations' single highest cost being their people, they are following many USA and European organisations and providing workplace Health and Wellbeing programs.

With such programs able to be provided in many forms, they are now being recognised as some of the most cost effective HR initiatives.

It goes without saying that a healthy employee working in a healthy environment will ensure a healthy organisation. With most people spending an average of 66% of their adult life at work, the workplace provides the best medium to deliver health initiatives.

Whatever success means for your staff, there are two key areas, which underpins this success, namely:

- they need to be physically capable to live their success
- they need to have the financial ability to live their success

Therefore the creation and provision of a total wellbeing program which involves both health and financial counselling, are more likely to provide organisations with a greater return on your investment.

Join **Stephen Tarr**, an experienced human resources professional with more than 9 years experience working in both consulting and corporate environments. Most recently Steve was the National Human Resources Manager for Flight Centre Limited. It was here where he successfully developed, launched and ran the Flight Centre Health and Wellbeing Program. Steve will share his expertise and advice on the benefits of implementing work life balance programs and will provide an insight into the benefits that can be achieved - both for employers and their staff.

Date	Tuesday 19 February 2002
Venue	AIM Management House
Time	6.00pm to 8.00pm
Cost	Non Members \$27.50 AIM Members \$16.50

Negotiation Management Forum

Principles of Negotiation

The Negotiation Management Forum is one of AIM's most successful and popular Special Interest Networks. It continues to provide participants with key negotiation skills that can be applied in all aspects of life.

So join AIM and the Negotiation Management committee for the first Special Interest Network presentation for the year.

Negotiation is a management skill for everyone. It is a vital tool for communicating in today's changing business environment and something that challenges a lot of us quite regularly.

Presented by **Dennis Hall** AIMM, 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!

Date	Wednesday 13 February 2002
Venue	AIM Management House
Time	6.00 – 7.30pm
Cost	Non Members \$22.00 AIM Members \$11.00

Women in Management

On Board to Board is back for 2002!

After another successful year visiting the boardrooms of leading businesswomen, the On Board to Board series returns for 2002 with the first 'mystery' journey to take place in February.

Come along and join existing Women in Management members for a bus tour and informal evening of wine and networking.

Each On Board to Board bus tour remains a mystery until participants board a minibus that will take them to their unknown destination. Upon boarding, an overview is given of the leading businesswoman that is to be visited and after arrival at their boardroom, the special host will give an account of her personal journey including the trials, triumphs, challenges and experiences she has faced.

Last year included visits to Professor **Sandra Harding** (QUT's Dean of Business), **Jude Munro** (CEO of Brisbane City Council) and **Bronwyn Morris** (Chair of QR), to name but a few and this year we have plenty more fascinating and inspiring women scheduled.

These events are ALWAYS a sellout so book early to avoid disappointment. Prepaid bookings are essential. Limited numbers only.

Date	Wednesday 20 February 2002
Venue	AIM Management House
Time	Registration 5.30pm for 6.00pm departure Return 8.00pm
Cost	Non Members \$33.00 AIM Members \$22.00

Personal Development Forum

Managing Time Effectively

If you find you have more things to do each day and less time to do them, your personal effectiveness and quality of life may be at risk.

The ability to manage time effectively is what sets the best managers apart from the rest.

Time Management is more than 123 and ABC in a diary!

Learn why we do what we do and the importance of goal setting, prioritising, recognising and controlling universal time wasters.

Start the early part of the year off on a good note and join AIM facilitator **Peter Ferreira** AIMM, for this introductory session on time management.

In this presentation, he will help attendees touch on the techniques that can be acquired that will help you take control of the things you do, in the time available.

Date	Wednesday 27 February 2002
Venue	AIM Management House
Time	6.00pm to 7.30pm
Cost	Non Members \$22.00 AIM Members \$11.00

Membership

Members Networking Reception

The first of the Members Networking Receptions for 2002 is to be held in March and will offer attendees the opportunity to meet both members and non members and make many new contacts.

Last year's Networking Receptions saw record numbers of people in attendance as the auditorium was filled to capacity with AIM Council representatives, members, staff and visitors.

So take just two hours out of your day to join us for some wine, hor d'ouvres and great networking. We look forward to seeing our members on a regular basis and invite you to bring along your colleagues and friends.



Date	Wednesday 20 March 2002
Venue	AIM Management House
Time	6.00pm to 8.00pm
Cost	Non Members \$27.50 AIM Members \$16.50

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"/> Information Evenings			
Graduate Certificates	12 Feb	Page 1	\$ FREE
Certificates, Diplomas and the BSTP	19 Feb	Page 1	\$ FREE
TheCyberInstitute	26 Feb	Page 1	\$ FREE

Negotiation Management Forum

Principles of Negotiation 13 Feb Page 5 \$ _____

Strategic HR Forum

Where to Start With your Work Life Balance Program 19 Feb Page 4 \$ _____

Women in Management

On Board to Board 20 Feb Page 5 \$ _____

Personal Development Forum

Managing Time Effectively 27 Feb Page 5 \$ _____

International Women's Day Debate

Do Women need to Play the Game to Get Ahead? 8 March Page 3 \$ _____

Members Networking Reception

20 March Page 5 \$ _____

Total: \$ _____

Name: _____

Company: _____ Position: _____

Postal Address: _____

_____ Postcode: _____

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 Qld 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.

Please refer to our Privacy Statement on page 6.

Book and Securely Pay Online at www.aimqld.com.au

2002 Course Directory AVAILABLE NOW

The Australian Institute of Management's 2002 Course Directory is now available.

As reported in the November edition of Agenda, the 2002 course information has been available online since mid-October.

This online information is now complemented by the physical directory which offers a easy reference to AIM's suite of training options.

Redesigned and updated from the 2001 Directory, the new 2002 version offers HR managers, trainers and students a wealth of knowledge and information.

From individual modules to complete Diplomas, Certificates and Graduate Certificates, AIM provides the training solutions for your professional development needs.

The Directory also lists customised training options and details how AIM can tailor training packages to suit you. It also contains important information about the new Business Services Training Package (BSTP).

The BSTP has had a significant impact on the delivery of management training throughout Australia and anyone who is completing training or who is looking at training for themselves or colleagues needs to be aware of the changes.

2002 Course Directories are available by calling 13 16 48 or by emailing courses@aimqld.com.au.

Secure online bookings for all AIM's courses and events are available at www.aimqld.com.au.

AGENDA

EDITOR: Damon Cavalchini AIMM

PUBLISHED BY: AIM Qld & NT

PO Box 200

Spring Hill Qld 4004

TEL: 13 16 48

FAX: 07 3832 2497

EMAIL: enquiry@aimqld.com.au

WEB: www.aimqld.com.au

ABN 40 009 668 553 ACN 009 668 553

Agenda is mailed 10 times a year to AIM Qld & NT Personal and Corporate Members. Circulation 8,500 ©AIM Qld & NT 2002

Privacy Statement

We may use your Personal Information to tell you about our products and services and may disclose it to Approved Third Parties (see our Privacy Statement). If you would like further information on AIM's privacy practices, or on how to access your Personal Information, view our Privacy Statement at www.aimqld.com.au or contact our Privacy Officer on 13 16 48 or at privacy@aimqld.com.au

Note: While every effort has been made to verify the contents of Agenda, AIM Qld & NT accepts no responsibility for inaccurate information or the views of contributing authors or advertisers within this publication. All prices include GST unless otherwise noted

www.aimqld.com.au

2002 First Quarter Training Information

2002 Course Offering	Duration in Days	Jan	Feb	Mar	2002 AIM Member Rate	2002 AIM Non-Member Rate
NOT NATIONALLY ACCREDITED						
Assertion Skills	1	18		18	\$317.00	\$362.00
Business Operations Management	2				\$634.00	\$724.00
Business Writing Skills	2				\$634.00	\$724.00
Coaching and Mentoring in the Workplace	2			14-15	\$634.00	\$724.00
Creativity and Innovation for Continuous Improvement	2				\$634.00	\$724.00
Dealing with Difficult People and Situations	1	22		4	\$317.00	\$362.00
Enhancing Manager Effectiveness	3			6-8	\$951.00	\$1,086.00
Governance for Not-for-Profit Organisations	1				\$317.00	\$362.00
Leadership Excellence for Not-for-Profit Organisations	2				\$634.00	\$724.00
Management Skills for the Office Professional	2		4-5		\$634.00	\$724.00
Managing Conflict	2				\$634.00	\$724.00
Managing Organisational Knowledge and Information	2				\$634.00	\$724.00
Marketing Yourself on the World Wide Web	1	21			\$317.00	\$362.00
Negotiation Skills	2	23-24		12-13	\$634.00	\$724.00
Principles of Management	5			4-8	\$1,585.00	\$1,810.00
Stress Management	1			25	\$317.00	\$362.00
Taking Control With Time Management	2	21-22	25-26	21-22	\$634.00	\$724.00
The Experienced Supervisor	2			14-15	\$634.00	\$724.00
The New Supervisor	2	21-22	25-26	18-19	\$634.00	\$724.00
Working With An Effective Team	2		11-12		\$634.00	\$724.00
Young Manager Program	3				\$951.00	\$1,086.00
NATIONALLY ACCREDITED						
Accounting for Non Accountants	2		11-12	14-15	\$654.00	\$744.00
Budgeting and Planning	2		6-7		\$654.00	\$744.00
Continuous Quality Improvement	2		18-19		\$654.00	\$744.00
Creating a Safe Workplace	2		7-8		\$654.00	\$744.00
Developing a Learning Environment	2			14-15	\$654.00	\$744.00
Developing and Implementing Marketing Strategies	3				\$981.00	\$1,116.00
Developing and Managing Key Accounts	2				\$654.00	\$744.00
Developing Assessment Skills	2		27-28		\$654.00	\$744.00
Developing High Performance Teams	2		26-27		\$654.00	\$744.00
Developing Strategic Plans	2			11-12	\$654.00	\$744.00
Effective Communication	2	17-18		4-5	\$654.00	\$744.00
Effective Meetings	1				\$327.00	\$372.00
Effective People Skills	2		18-19	25-26	\$654.00	\$744.00
Essential Selling Skills	3		13-15	20-22	\$981.00	\$1,116.00
Exceptional Customer Service	2		21-22		\$654.00	\$744.00
Fundamentals of Human Resource Management	3		20-22		\$981.00	\$1,116.00
Implementing and Reviewing Marketing Performance	2				\$654.00	\$744.00
Implementing Change	2	17-18			\$654.00	\$744.00
Industrial Relations	2				\$654.00	\$744.00
Leadership in the Workplace	3			6-8	\$981.00	\$1,116.00
Managing Human Resources and Systems	2				\$654.00	\$744.00
Managing Performance	2		18-19		\$654.00	\$744.00
Managing Quality Customer Service	2		14-15		\$654.00	\$744.00
Managing Work Priorities	2		11-12		\$654.00	\$744.00
Market Analysis and Profiling	2				\$654.00	\$744.00
Marketing Communications	2				\$654.00	\$744.00
Organising and Implementing Training	2		21-22		\$654.00	\$744.00
Professional Presentations	2				\$654.00	\$744.00
Project Management Fundamentals	5		11-15		\$1,635.00	\$1,860.00
Project Management Procurement	1		28		\$327.00	\$372.00
Project Risk Management	1			11	\$327.00	\$372.00
Recruiting and Selecting Employees	2				\$654.00	\$744.00
Reviewing and Rewarding Staff Performance	3				\$981.00	\$1,116.00
Sales Team Management	2				\$654.00	\$744.00
Strategic Marketing	2				\$654.00	\$744.00
Techniques for Planning and Organising	2			21-22	\$654.00	\$744.00
Train the Trainer	5		4-8		\$1,635.00	\$1,860.00
Using Management Information	2			4-5	\$654.00	\$744.00
Writing Effective Reports and Documentation	2		21-22		\$654.00	\$744.00
Writing Successful Business Plans	2				\$654.00	\$372.0



Make it a reality

Effective e-learning solutions
for your organisation



Australia's pre-eminent business and personal skills e-learning company, **TheCyberInstitute**, is the ideal partner for all your individual and corporate development needs.

Hundreds of students and dozens of clients from across Australia demonstrate **TheCyberInstitute's** capability to provide online management development solutions from individual units to Graduate Certificate level programs.

Choose from scheduled dates to an integrated fully branded corporate college model or other solutions designed to suit your organisation's requirements.

To explore these opportunities, phone the e-learning specialists on 61 7 3227 4841 or email tcif@aimgld.com.au.

 **TheCyberInstitute**
www.thecyberinstitute.com

A subsidiary of The Australian Institute of Management Queensland & Northern Territory.