



October 2002

Australia's Practical Management Benchmark

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Special Event - Rob Dickson's Australian 'Survivor' Story

Queensland and Northern Territory members are in a league of their own, with highest per capita personal membership in the country.

Membership has continued to grow steadily over the past five years as managers seek to connect with an organisation that will get them close to business, industry and other managers.

AIM's professional membership grades of Member, Associate Fellow and Fellow, have been built on a framework that reflects Australian managers' capabilities.

Applied since the early 1940's, each of these grades confers the professional postnominals of AIMM, AFAIM and FAIM respectively and are often regarded as Australia's only practical management benchmark.

One of the reasons that the Institute has such a strong hold Australia-wide is that it uses a rigorous admissions framework that is reviewed regularly to ensure that it keeps pace with the times.

"Titles are no longer an indication of a manager's seniority. Responsibilities are now so diverse that it is difficult to readily determine a manager's level of practical experience, and traditional constructs such as hierarchical structures are shifting so that reporting lines are not as straight-forward as they once were", said **Anne Gately** FAIM, Board member and Chair of the Membership Committee.

Across the country, these grades are regularly reviewed to ensure they remain consistent with the rapidly changing nature of business and work.

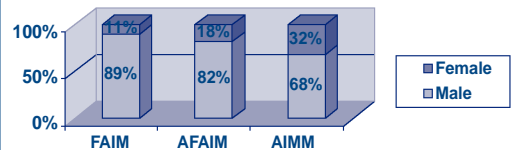
"Many recruiters and internal HR departments tell us that they actively look for candidates who have current professional membership to the Institute," said Ms Gately.

Recruiter **Mark Nicol** AFAIM, Managing Director of MDN Consulting, believes managers at all levels, including senior executives, show their intent to be professional managers by being members of the Institute.

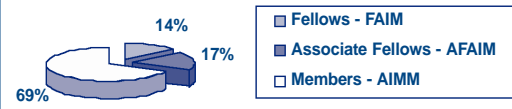
"Often there are two candidates who could be inseparable in their suitability for the job – it is at times like this that the client looks for the differentiating factor and often an AIM membership does just that", he said.

Prospective members provide a history of their work experience, with specific emphasis on their level of responsibility for planning, leading, controlling, budgeting and evaluating. This application is further supported by referees, and is then reviewed by a panel of senior managers from the AIM's Board, Council and the broader management community.

Gender Breakdown



Breakdown of AIM's Management Population - Qld & NT



"When you combine this level of individual assessment, with a framework that has evolved over 60 years of Australian management practice, the emphasis on a member's postnominals is well regarded in the workplace," Ms Gately commented.

Alison Dart, Brisbane General Manager at TMP Worldwide says, "any manager working in today's environment needs a professional body to attach themselves to, to keep abreast of current management principles and thinking. The working environment is moving at such a pace no-one can afford to get left behind. Too often we see a manager who has been too busy to stop, prop and continually develop themselves. To stay marketable you must do this for yourself and your business."

AIM is regularly hearing from agencies and corporations asking for information about the Institute's grading framework as well as from members, who are using their postnominals to add professional credibility to job applications, promotions, business proposals and professional profiles.

"Managers come in so many different shapes and sizes. In an environment where speed is one of the dominant factors, AIM has a real role to play in providing organisations with a practical management benchmark they can rely on when assessing new talent," said Ms Gately.

Membership Committee

The Membership Committee reviews all new membership applications on the last Friday of each month.

Anne Gately FAIM, Chair, Board Member
 Jim Kabel FAIM, Past President
 Susanne Knowles FAIM, Councillor
 Ian Glew FAIM, Councillor
 Caz Osbourne AIMM, Member





Julie Laimer FAIM

National Sales Manager - **Discosource Australia Pty Ltd**

Discosource is a "One Stop – One Source" office supplies company. It is wholly Australian owned with offices in Brisbane, Maroochydore, Southport, Sydney and Melbourne. It has been operational for over 20 years.

What was the most significant turning point in your career?

In my first role as State Manager with a national IT and IT consumables company, I was given the trust and opportunity to manage the Queensland Branch. This division was initially running at a loss but over a period of time achieved over \$8 million in sales revenue and became the most profitable State in the national network. This success gave me the confidence to move on to a larger international company.

What would be your advice to young managers?

My number one policy is always to "lead by example", to never expect anyone to do something that I would not do myself. Practice open communication with your staff – always explain the direction you are taking – do not expect staff to blindly follow. Demonstrate integrity and respect for individuals rights at all times and you can't go wrong.

Many leaders are known for a 'catch phrase', what is yours?

Years ago when I was a sales representative, I had a supervisor who opened each sales meeting with the following phrase, "If you say you CAN – you WILL, if you say you CAN'T – you WON'T". This had quite an effect on me and I now use this in many of my own sales meetings. Nothing will make you more successful than a positive mental attitude and determination to succeed.

What did your association with AIM mean for your career?

AIM has excellent networking opportunities that have resulted in many new business contacts. I believe that you should never stop learning to improve managerial competence and keep up with the advances in technology.

The AIM courses have improved the skills of my employees and I have also attended a number of courses and the excellent breakfast presentations are second to none.

INSPIRING leadership **Becoming a Self-Actualised Leader** by John Renesch

Anyone who's studied human motivation probably knows about Abraham Maslow and his world famous "Hierarchy of Needs". His premise is that humans climb a ladder of needs, reaching for the next highest "rung" as the previous need has been met. He describes these needs in the following sequence: survival, security, belonging, self-esteem, and self-actualisation.

People who are concerned with their physical survival on a daily basis - wondering whether or not they're going to die that day, for example - are not particularly motivated to develop better self-esteem. They are too busy watching out for themselves, fearing death or attack every minute. But as people's basic needs are met and they start taking them for granted, they start aspiring for self-actualisation. Many of us in the industrialised West have reached this top rung of Maslow's ladder, which is why there's been so much interest in the human potential movement of the 1970s and 1980s and why there's now a new movement to bring greater meaning into our lives, our relationships, and our work.

Traditional leadership models aren't very useful anymore. Leading by intimidation, or by rank, or even by charisma alone is insufficient because those who are supposed to follow are becoming self-actualised and they won't accept this outmoded style of leadership. The more self-actualised people in the world become, the more we'll need self-realised leaders who demonstrate mastery at serving some higher purpose and choosing right action.

Maslow says that there are two processes which are essential for self-actualisation. These processes are called self-exploration and action. Pure awareness without action is useless. The Conscious Leader walks in the spiritual and physical domains *concurrently*, remaining simultaneously grounded and comfortable in *both*. Responsible action based on one's awareness

makes one a Conscious Leader who makes tough decisions and takes courageous action once he or she becomes aware of the situation that needs changing.

Conscious leadership is freely-assumed. It comes from *within* oneself and requires taking a strong personal stand with unshakable conviction and total commitment.

John Renesch is a San Francisco business futurist, writer, commentator and consultant/coach. His latest book is "Getting to the Better Future: A Matter of Conscious Choosing". He's received much praise as a business/social peer.

John will talk more about these issues at the upcoming Inspiring Business Leadership Forum, to be held at the Radisson Resort Gold Coast from 29 Nov - 1 Dec. This event will be a perfect environment for stretching and growing, exploring yourself and pursuing self-actualisation. To find out further information about this Forum, or to book email admin@guidelight.com.au .

Submissions Sought from Young Managers for Bursary

In a move strongly supported by President Peter Slaughter, AIM is sponsoring the Inspiring Business Leadership Forum, as part of our commitment to providing a platform for developing the exceptional achievements of young managers.

Submissions are being sought for a bursary that entitles the winner to attend the Inspiring Business Leadership forum. All managers under the age of 40 are invited to make a written submission of 250 words outlining how and why they would value participating in such a forum. Please send your submission, with a brief personal profile to Peter Doyle at pdoyle@guidelight.com.au.

Planning for the Future – Utilising the Strategic Biosphere

An important part of the new futurist approach to planning and organisational change is Strategic Foresight, which combines Strategic Planning, Future Studies and Organisation Development in order to form a powerful new management tool.

A key element of this new strategic planning technique is the **Strategic Biosphere**, which provides a framework for thinking that closely integrates futures and strategy and has already been implemented by such organisations as NRMA and Brisbane City's 2010 Project.

To find out how to utilise the Strategic Biosphere for your organisation, join presenter **Mike McAllum** FAIM, co-author of the book *Strategic Foresight – The Power of Standing in the Future* and architect of *Strategic Biosphere* thinking, for

this special event. You will learn how to use the strategic biosphere framework in order to analyse where your business is going, what processes create value and what assets need to be leveraged to achieve goals.

Book now to find out about the planning technique that other managers are already successfully implementing.

- Date:** Wednesday 2 October
- Venue:** AIM Management House
- Time:** Registration & Networking: 5.30pm to 6.00pm
Presentation: 6.00pm to 7.30pm
- Cost:** Non Members \$27.50
AIM Members \$16.50

Releasing the Power of Post

Australia Post is one of the nation's leading Corporations. It is a unique case study of how an organisation has reinvented itself - capitalising on its core competencies, becoming a leader in substitute markets and penetrating new areas of business.



Bill Mitchell FAIM
General Manager
Australia Post, QLD

Bill Mitchell FAIM, General Manager of Australia Post Queensland, is leading this rapid change throughout the State. With more than 30 years experience in the business, Bill has been a prominent player in this evolution and revolution in Queensland.

Post's focus is on restructuring the business around its customers and ensuring its people are fit for commercial challenges.

Post in Queensland is embedding a sales and customer service culture across the business. This fundamental cultural shift and refocus is challenging traditional paradigms that have existed for more than a century.

Please join Bill for the final Executive Club Luncheon for 2002 and hear firsthand, his account of the journey of Post's transformation.

Hear how Post in Queensland is delivering more than ever by releasing the power of this Australian icon.

Date: Wednesday 30 October
Venue: Victorias at the Hilton Hotel
Time: 12noon to 2pm
Cost: \$74.80 per person

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.

Executive Club Luncheons



INSIGHTS INTO BALANCED LEADERSHIP

Many of us understand that our personal wellbeing - in our family, our career and business achievements - demands balance between mind and body and spirit. Yet we have difficulty achieving such balance - or even moving toward it. Can we in fact change our personal habits and skill sets? How do we identify the attitudinal changes we will work on ... and what skill sets can we develop?

At the same time, there is an emerging awareness that we are all leaders at times, or have leadership opportunities presented to us. Most likely, this awareness places more pressure on us.

How can we satisfy our natural inclination to take up leadership challenges and yet bring greater balance into our daily lives - at work, in our family, in our community organisations?

In this discussion centred on their new book, *The Effective Leader*, **Vicki Bennett** and **Ian Mathieson** bring a wealth of experience and insight to these related areas.

At this **launch of the book** you will gain insight and take away valuable ideas for you personally to implement in your workplace including how to:

- Integrate mind, body and spirit into the workplace
- Search out and empower the leaders around you
- Prepare and plan for your outcomes, and maintain your direction
- Identify your most productive personal 'role' and focus yourself more effectively
- Listen - really listen
- Know when to lead and when to manage

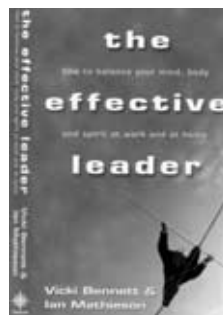


Vicki Bennett



Ian Mathieson

The personal partnership that Ian and Vicki share, combined with their consultancy services to hundreds of businesses and government organisations, provide a unique insight into what makes an effective leader and balanced person.



Date: Thursday 10 October
Venue: AIM Management House
Time: Registration & Networking: 5.30pm to 6.00pm
Presentation: 6.00pm to 7.30pm
Cost: Non Members \$33.00
AIM Members \$22.00

Young Managers Program

With younger managers being given more management and leadership responsibility in the workplace, AIM has developed a training program specifically for their requirements. Now in its second year, the Young Managers Program gives participants the opportunity to tackle the important issues of management and leadership in ways that connect with their level of skills and experience.

AIM recognises that the issues facing young managers are not the same as those of executives. They have their own set of burning issues that need to be addressed in the context of learning about self and how to lead.

Throughout the program, which has been developed, and is facilitated by Melbourne based consultant, **Shane Mahar**, participants will be provided with the fundamentals of self-leadership that can be used in their career as well as their personal lives. The key content of the program covers change management, leadership, management of self and others, team building, motivation and managing up.

For further information or enrolments please contact **Joshua Farrell** on **3227 4878** or email jfarrell@aimqld.com.au.

Dates: 2 - 4 October or 20 - 22 November
Venue: AIM Management House
Time: 8.30am to 4.30pm
Cost: Non Members \$1251.00
AIM Members \$1096.00

MEA Final set for Spectacular Gala

With the regional finals of the Management Excellence Awards (MEAs) almost completed across Queensland and the Northern Territory, the preparation for the 2002 MEA State Final and Gala Dinner is underway.

This eagerly anticipated evening is always popular with AIM members and business leaders in general, who recognise the value of celebrating management excellence and the chance to network with the State's top business representatives, in one of Brisbane's superior venues.

As well as the announcements of Professional Manager of the Year, Owner Manager of the Year and Young Manager of the Year, 2002 sees the introduction of the DPI Rural and Remote Manager of the Year Medal, and the QR Medal of Innovation.

The event will be hosted by **Mike London** (Channel Nine), and will feature prominent international speaker, **Colleen Stammer-Matson**, the US Management and Communications Adviser with the Bush Administration's Office of Management and

Budget (OMB). She will present on the topic - *Is Leadership a Passion or a Pain?*

This event always sells out so to ensure your place at this Gala evening, book now at www.aimqld.com.au or call 13 16 48.

Date: Friday 8 November
Venue: Sheraton Hotel
Time: 7.00pm to midnight
Cost: \$132.00 (GST inclusive)
\$1320.00 (Table of 10)
Dress: Black Tie

Book now for the Brisbane Regional Management Excellence Awards Final Featuring Australian 'Survivor' winner, Rob Dickson. See back page for details.

ONE DAY MASTERCLASS

"Passionate Performance - The key to your sustainable competitive advantage in the 21st Century and the link to high performance leadership"

In the globalised 21st century business environment, there are several guiding principles to ensure long-term sustainability for any organisation. These include:

- Redefining 'profit' to include the concept of the 'triple bottom line'
- Creating work characterised by a deeper sense of life purpose (work that lets people feel they are making a difference, being fully alive, living with integrity and developing quality relationships)
- Creating a work environment where team members can be open and honest and accepting of the need to make mistakes whilst learning

- An attitude of cooperation, encouraging diversity, while establishing community.

This High Performance Leadership paradigm focuses on courage, passion, vision, integrity, values, risk-taking, creativity, innovation, trust and teamwork. It is counter to the way most organisations behave in focusing on short-term goals, short-term thinking and a rigid, directive, 'command-and-control' culture.

Join presenter **Charles Kovess**, Founder and CEO of **Passionate Performance**, a division of Kovess International Training & Development and author of *Passionate People Produce*, and *Passionate Performance*.

This innovative session is designed to continue to develop the performance and leadership skills of participants and is structured to achieve a number of key outcomes including:

- Increased self-awareness of each participant, including their leadership strengths and weaknesses
- How to clarify the purpose and vision for each participant's organisation
- Understanding the power of creating clear links between achievement of the organisational vision and the personal success of each team member
- Learning practical strategies to identify personal values, and their importance as guides to individual success within any organisation
- Increased understanding and practical application of the Seven Key Steps to creating outstanding teams
- Identifying the essential ingredients necessary to maintain high levels of energy, leading to outstanding productivity and results

Date: Saturday 9 November
Venue: Brisbane Sheraton Hotel
Time: 9.00am to 4.00pm
Cost: Non Members \$330.00
AIM Members \$286.00
(Includes morning tea, lunch, afternoon tea, and all materials)

The Theatre of Networking - Brisbane Women Celebrate the Season

With annual support from major women's groups around Brisbane, the AIM 2002 Business Women's Christmas Celebration promises to be another raring success.

Now in its fifth year this event brings together local professional businesswomen to celebrate the festive season. 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.

Previous celebrations have seen women dine at The River Room at Southbank or mingle together at the Brisbane Club. This year hundreds of businesswomen, representing a range of professional women's groups, are

expected to fill The Tivoli theatre to capacity for an evening of festivity and fun.

Last year tickets sold quickly - so book early to avoid disappointment!

Book Now - Call 13 16 48 or book online at www.aimqld.com.au

Date: Thursday 5 December
Time: 6.00pm to 8.00pm
Venue: The Tivoli
52 Costin Street
Bowen Hills, Brisbane
(Opposite the RNA showgrounds)
Cost: Non Members \$55.00
AIM Members \$44.00
(includes drinks & nibbles)

DIARY NOTE - Toowoomba GREAT DEBATE

It's highly challenging, highly amusing and back again on demand!

Yes, it's Toowoomba's GREAT DEBATE.

Cheer your side to victory as leading local women argue, "That women need to crack the code".

Date: Friday 1 November
Time: 12 noon to 2.00pm

Claim this date in your diaries now and call (07) 4614 0759 to secure your pre-booking.

Around the Regions

Management Excellence Awards Gala Dinners

Gladstone and Townsville will host their Gala Awards dinners in October, featuring the announcement of the regions' Managers of the Year, as well as entertainment and business networking opportunities.

Gladstone Regional Final

Date: Saturday 12 October
Venue: Entertainment Centre
Goondoon Street
Gladstone Qld
Time: 6.00pm drinks - late
Cost: \$70.00

Bookings for the Gladstone Final are to be made direct to the Entertainment Centre on 4972 2822.

Townsville Regional Final

Date: Friday 18 October
Venue: Southbank Hotel and
Convention Centre
19-29 Palmer Street
Townsville Qld
Time: 7.00pm for 7.30pm start - late
Cost: Non Members \$88.00
AIM Members \$82.50

AIM MasterClass – Power Selling

Bringing management training to regional Queensland

It is a common belief that selling is for 'sales people'. In reality, few of us get through the day without being involved in a sale of some form, and it is those who train and perfect their sales techniques who become exceptional business achievers.

Presented by **Phil Corbett** AFAIM, Director, Australian Business Class, the course will equip businesses with a selection of practical innovation skills that make a difference to the bottom line and enable businesses to achieve a competitive edge.

This course is suitable for Managers, Executives and aspiring Managers who wish to enhance and build on their interpersonal skills.

All MasterClasses

Time: 8.30am to 4.30pm
Cost: Non member - \$295.00
AIM member - \$236.00

Rockhampton

Date: Monday 1 October
Venue: Dreamtime Lodge Motel
Yaamba Road, Bruce Highway
Rockhampton Qld

Mackay

Date: Tuesday 2 October
Venue: The Windmill Motel &
Function Centre
5 Highway Plaza, Bruce Hwy
North Mackay Qld

Darwin

Date: Friday 4 October
Venue: Darwin Central Hotel
Cnr Smith and Knucky Streets
Darwin NT

Gladstone – Managing My Career

Career management is vital in achieving career goals, maintaining job satisfaction and most importantly, ensuring your career reflects your potential.

Due to member demand, **Paul Grant** AIMM, a Consulting Psychologist with more than 10 years experience, will provide Gladstone managers with practical strategies for managing their careers – and their lives.

Held over two nights, these two workshops will include a focus on developing a positive plan to help to manage your career.

Date: 18 and 25 September
Venue: Country Plaza International
100 Goondoon Street
Gladstone Qld
Time: 5.30pm networking for a
6.00pm start to 7.30 pm
Cost: Non Members \$22.00
per workshop
AIM Members \$16.50
per workshop

Tropical North Queensland – Managing A Broad Church (ABC)

The Australian Broadcasting Corporation (ABC) is one of the largest and most successful public broadcasters in the world, facing wide-ranging challenges and influences in a diverse business environment.

Join ABC's Queensland State Director, **Chris Wordsworth**, as he discusses the issues involved with managing such a large and diverse organisation, with particular reference

to managing in Queensland...the most decentralised state in the Commonwealth.

Date: Tuesday 15 October
Venue: Sofitel Hotel
35-41 Wharf Street, Cairns Qld
Time: 12.00pm to 2.00pm
Cost: Non Members \$36.00
AIM Members \$29.00

Gold Coast and Toowoomba – Networking Functions

Featuring management and recruitment expert, **Geoff Hines** FAIM, this local networking function will bring together your region's most influential business leaders in a relaxed and provocative setting.

This highly regarded event focuses on pertinent management topics, providing the opportunity for discussion, socialising and business development. The upcoming Gold Coast and Toowoomba functions will incorporate the concepts of recruitment and selection, as you learn from one of the industry's best about the

key to finding a successful new recruit, no matter what the situation.

Toowoomba

Date: Tuesday 1 October
Venue: Paddy's Cafe
The Cathedral Centre
Toowoomba Qld
Time: 5.15pm to 6.00pm
(after-work drinks)
Cost: Non Members \$15.00
AIM Members \$11.00

Gold Coast

Date: Monday 7 October
Venue: The Grand Mezure
81 Surf Parade, Broadbeach
Gold Coast Qld
Time: 5.30pm networking for a
6.00pm start to 7.30pm
Cost: Non Members \$22.00
AIM Members \$16.50

Secure your booking, call AIM on 13 16 48 or visit www.aimqld.com.au

PSYCHOLOGY AT WORK

Managing Types and Temperaments

Dr Linda Berens has integrated the work of Carl Jung, David Keirse and a theory of living systems into a methodology for helping people understand themselves and others. Dr Berens has conducted many training programs in this theory and its applications to counselling, education, career development and organisational development.

Dr Berens will share something new in **personality style** to help you better manage people and relationships and communicate more effectively at all levels (at work and in life in general). By attending this presentation you will gain;

- *an understanding of the more effective personality instruments and models*
- *insight into how to use different tools for different purposes and goals*
- *an understanding of a model that explores how people interact and why their different interaction styles are one of the major sources of stress and conflict in the workplace (not to mention at home!)*

Dr Berens is one of the primary authors for 8 new workbooks launched and available exclusively through AIM QLD & NT. These books will be available for purchase on the night.

Date	Monday 23 September
Venue	AIM Management House
Time	Registration & Networking: 5.30pm to 6.00pm Presentation: 6.00pm to 7.30pm
Cost	Non Members \$27.50 AIM Members \$16.50

PERSONAL DEVELOPMENT FORUM

"How trends become issues that become problems for business"

So often today in business we hear "I do nothing but put out bushfires". Many managers spend their time doing a lot of problem solving or even worse 'failure fixing'. Sometimes it is necessary to take time to identify these issues and see where these problems really arise.

Paul Wildman will demonstrate a method called *Emerging Issues Analysis* to backtrack problems to underlying trends. This will help attendees learn to 'fore track' trends as they become issues that become the day-to-day problems we spend so much time trying to resolve. His book, Wildman, P., & Warner, J. (2002) *The Problem Solving & Decision-making toolbox* will be available for purchase on the evening.

The book is aimed at the busy supervisor, manager or facilitator. It has a wide range of tools to use when helping teams deal with difficult and ambiguous problems, issues and day-to-day challenges. The 32 tools come in seven categories.

Date	Tuesday 1 October
Venue	AIM Management House
Time	Registration & Networking: 5.30pm to 6.00pm Presentation: 6.00pm to 7.30pm
Cost	Non Members \$22.00 AIM Members \$11.00

YOUNG MANAGERS NETWORK

Young & In Charge

Ben Shapiro is the driving force behind DCG, an e-business consulting integration company. As Chief Executive since founding DCG in 1996, he has been responsible for sales, conceptualisation, design, production, coding and art direction, taking a more focused approach toward the strategic direction of DCG and its national expansion.

Under the guidance of Ben, DCG has shown exceptional organic growth from 1 to more than 25 professionals employed today.

In other fields of endeavour, Ben was appointed as one of two sailing coaches for the Fijian Olympic Sailing team at the 1996 Atlanta Olympic Games. In 2001, Ben was awarded the prestigious Young Australian of the Year – Career Achievement Award (Qld).

Join Ben Shapiro as he reveals the secrets to his success by answering the questions of the Young Managers Committee in an informal interview style discussion. Ben will address the challenges he has faced and some of the personal methods and philosophies that make him Young and In Charge!

Date	Tuesday 22 October
Venue	AIM Management House
Time	Registration & Networking: 5.30pm to 6.00pm Presentation: 6.00pm to 8.00pm
Cost	Non Members \$27.50 AIM Members \$16.50

NOT FOR PROFIT FORUM

The Joy and Tribulations of Not-for-Profit Organisations

Institutes, associations, societies, charities, clubs and foundations play a critical if often unheralded role in Australia's community and business world. The Not-For-Profit (NFP) organisation sector is growing. The topics covered at this presentation include;

- *The size of the NFP sector: in numbers and dollars*
- *Special characteristics of NFPs*
- *Size, role, term and election of Boards and Office Bearers*
- *Minimising national/divisional clashes in NFPs*
- *Products & services for members & non-members*
- *Membership recruitment & retention*

John Peacock, General Manager of NFP Analysts Pty Ltd leads this workshop.

NFP Analysts Pty Ltd is a specialist consultancy for the not-for-profit sector. It has pioneered the Association Benchmarking ratings and conducted training, structure review, marketing and a variety of other projects for not-for-profits.

Date	Wednesday 23 October
Venue	AIM Management House
Time	Registration & Networking: 5.30pm to 6.00pm Presentation: 6.00pm to 7.30pm
Cost	Non Members \$22.00 AIM Members \$11.00

NEGOTIATION MANAGEMENT FORUM

Negotiation Management

Join guest presenter **Phil Corbett** AFAIM, director of Australian Business Class, for the final Negotiation Management session for 2002.

With over 20 years experience gained in business management, HR, sales and customer service, spanning industries as diverse as tourism, pharmaceutical, financial services, food & beverage, FMCG and construction, Phil has developed a deep understanding of the key success factors for small, large and multinational businesses.

In this session Phil will relay his experiences negotiating the business world. He will touch on what has worked and what hasn't, creating win-win situations and give examples of how people can sabotage their own negotiations without even knowing it.

This session is for all people with a genuine interest in the ins and outs of negotiating.

Date	Tuesday 12 November
Venue	AIM Management House
Time	Registration & Networking: 5.30pm to 6.00pm Presentation: 6.00pm to 7.30pm
Cost	Non Members \$22.00 AIM Members \$11.00

OFFICE PROFESSIONALS FORUM

Eat or be Eaten - Navigating Office Politics

You are invited to join fellow secretaries, personal assistants and senior administration officers for a fantastic opportunity to network and share information and experiences at the Office Professionals Network breakfast series.

The next event in this series will be titled Eat or be Eaten - Navigating Office Politics. This topic will help stimulate some creative thinking about how to handle the situations that we all face in today's modern business world.

This new Office Professionals Network Series is aimed at providing you with some time and space to deal with the issues, concepts and learnings that we all need to do our job better!

Conveniently planned so not to interfere with your busy schedules, this breakfast will be the perfect start to your day. Book now!

Date	Wednesday 20 November
Venue	Carlton Crest Hotel, King George Square Brisbane
Time	7.00am to 9.00am
Cost	Non Members \$44.00 AIM Members \$38.50

ORGANISATIONAL ENTREPRENEURS NETWORK

Organisational Entrepreneurs Network

The inaugural meeting of the Organisational Entrepreneurs Network provides people driving innovation and organisational change with the opportunity to get together with key practitioners and test new approaches in real-time. Help shape the future of the Network by identifying the type of people, events, and information you would like to see delivered.

In this first meeting we will:

- **Hear about a case study on innovative change**
- **Use systems thinking tools to analyse the case study in action**
- **Discuss the constraints and realities of implementing innovation**
- **Scope the future of the Organisational Entrepreneurs Network**

Amanda Martin AFAIM who is Chair of the Organisational Entrepreneurs Network Committee will lead this session. Amanda is a leading change and innovation practitioner who has extensive experience in improving the performance of large organisational systems.

Date	Wednesday 27 November
Venue	AIM Management House
Time	Registration & Networking: 5.30pm to 6.00pm Presentation: 6.00pm to 8.00pm
Cost	Non Members \$22.00 AIM Members \$11.00

SPEAKING CLUB FORUM

Speaker of the Year 2002

Voices speak volumes without having to shout in the annual AIM Speaker of the Year competition. The competition has been developed over many years to assist AIM members in developing their speaking skills and confidence in a variety of public speaking forums.

Topics are chosen to be of interest to a wide variety of audiences. Each entrant chooses their own interesting topic which they must speak on for 7 convincing minutes.

Participative training for the event is being held during September and October on Tuesday nights at AIM House. Two formal training sessions have been arranged for 24 September and 15 October at 6pm, covering Gesture and Voice Control.

Heats for the competition event are held during November. The finalists are judged at the Speakers Club Annual Dinner. Entry in the competition is open to all AIM personal and corporate members.

If you would like to participate in the weekly heats leading up to the Speaking Club Dinner please call **13 16 48** to register your attendance.

Date	Tuesday 3 December
Venue	AIM Management House
Time	6.00pm to 9.00pm
Cost	Non Members \$44.00 AIM Members \$33.00

AIM Events Booking Form

Please complete a separate form for each participant

AIM Personal Member AIM Corporate Member Non Member Membership No: _____

<input type="checkbox"/>					Investment
<input type="checkbox"/>	Psychology at Work				
	Managing Types and Temperaments - Dr Linda Berens	23 September	Page 6		\$ _____
<input type="checkbox"/>	Planning for the Future				
	Utilising the Strategic Biosphere - Mike McAllum	2 October	Page 2		\$ _____
<input type="checkbox"/>	Personal Development Forum				
	How trends become issues - Paul Wildman	1 October	Page 6		\$ _____
	Insights into Balanced Leadership - Ian Mathieson and Vicki Bennett	10 October	Page 3		\$ _____
<input type="checkbox"/>	Special Event "Against All Odds"				
	Rob Dickson's 'Survivor' Story	16 October	Page 12		\$ _____
<input type="checkbox"/>	Young Managers Network				
	Young & In Charge - Ben Shapiro	22 October	Page 6		\$ _____
<input type="checkbox"/>	Not for Profit Forum				
	The Joy & Tribulations of Not-for-Profit Organisations - John Peacock	23 October	Page 6		\$ _____
<input type="checkbox"/>	Executive Club				
	Releasing the Power of Post - Bill Mitchell	30 October	Page 3		\$ _____
<input type="checkbox"/>	2002 MEA State Final and Gala Dinner	8 November	Page 4		\$ _____
<input type="checkbox"/>	One-Day MasterClass				
	Passionate Performance - Charles Kovess	9 November	Page 4		\$ _____
<input type="checkbox"/>	Negotiation Management Forum				
	Negotiation Management - Phil Corbett	12 November	Page 7		\$ _____
<input type="checkbox"/>	Office Professionals Forum				
	Eat or be Eaten - Navigating Office Politics	20 November	Page 7		\$ _____
<input type="checkbox"/>	Organisational Entrepreneurs Network				
	Inaugural SPIN Event - Amanda Martin	27 November	Page 7		\$ _____
<input type="checkbox"/>	Speaking Club Forum				
	Speaker of the Year Dinner	3 December	Page 7		\$ _____
<input type="checkbox"/>	Brisbane Women Celebrate the Season				
	The Theatre of Networking	5 December	Page 4		\$ _____
Total: \$					\$ _____

Name: _____

Company: _____ Position: _____

Postal Address: _____

Postcode: _____

Telephone: _____ Fax: _____

Email: _____

Payment is required to confirm registration

Method of Payment: Cheque / Money Order

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Cardholders Name: _____

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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.

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

Member Excels at Commonwealth Games

The skills of AIM members are many and diverse, however only one individual's extends to athletics at the 2002 Commonwealth Games. Student Affiliate, **Paul Harpur**, has recently returned triumphant from Manchester where he placed sixth in the final of a 100-metre event for partially and totally blind runners.



Paul Harpur
Student Affiliate

In the heats leading up to the final, Paul drew on the enthusiasm of spectators and clocked a personal best time of 12.43 seconds. Another highlight of the Games experience for Paul was the welcome home ceremony in Brisbane's King George Square. It proved to be great autograph-signing practice as well as the chance to demonstrate his media relations skills!

Paul's sights are now firmly set on his next challenge of the Blind World Titles in Canada in 2003 and then on to Athens where no doubt more personal bests will be achieved. AIM commends Paul on his commitment and drive and wishes him all the best with his future sporting endeavours.

AGENDA

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ALSO TRADING AS:

The AIM Management Development and Training Centre
 The AIM Consulting Group
 The Centre for Career and Self Advancement
 AIM Women in Management
 Management Excellence Awards
 MemberNet

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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

Business Innovation MasterClass

Workplace Relationships: building a framework for success



Organisations get things done through people.

No matter what other assets you have, if you do not manage your people you are not optimising the true potential of your business.

You are invited to attend the last seminar for 2002 in the AIM Business Innovation series – a co-initiative with Gadens Lawyers.

This seminar will consider “best practice” employment contracting, contemporary management of workplace relationships and

promotion of organisational performance through delivery of incentives.

Andrew Tobin, Director of Gadens Lawyers’ Workplace Relations practice, will present this seminar along with guest speakers from other industry related organisations.

Andrew is an expert in risk management, employment contracting, client education and employment and industrial litigation.

Don’t miss this opportunity to hear from the experts about how to maximise the true potential of your workforce, big or small.

Book now for this free and innovative event!

Date: Wednesday 13 November
Venue: Queensland Art Gallery
Time: 5.30pm
Cost: FREE
RSVP: Therese Zammit
Gadens Lawyers
Phone 3231 1521
Email: tzammit@qld.gadens.com.au

MBA Showcase 2002

Interested in enrolling in a Master of Business Administration (MBA)? Unsure about which course is right for you?

Researching MBA options can be a daunting and time-consuming activity given the variety of courses and study alternatives available to prospective students.

Continuing or re-entering study is a personal decision that can have many impacts on family, work and other commitments, therefore it is important that you explore all educational options and find the best institution and method of study for you.

Some of the diverse options available for studying an MBA include full-time, part-time, evening, distance-education and on-line programs. Entry requirements for courses are also varied with some institutions not requiring candidates to have completed an undergraduate degree.

The MBA Showcase 2002 being held at the Riverside Centre in Brisbane, provides the perfect opportunity for prospective students to investigate management study options by meeting with representatives from a wide range of institutions at one central location.

For further information about the MBA Showcase 2002 contact Victoria O’Connor at MBA Marketing Solutions on (02) 6687 5112 or visit their website at www.mbasolutions.com.au.

Date: Thursday 26 September
Venue: Riverside Centre
Eagle Street, Brisbane Qld
Time: 11.30am to 7.00pm
Cost: FREE

NEW MEMBER’S WELCOME – September 2002

FAIM

Peter Long FAIM
John Tame FAIM

AFAIM

Ray Aspey AFAIM
Kenneth Bennett AFAIM
Steve Butler AFAIM
Tracy Dare AFAIM
Ruth Fox AFAIM
Richard Huelin AFAIM
Jane Lee-Steere AFAIM
Alison Lelliott AFAIM

AIMM

Steve Amey AIMM
Frank Baines AIMM
Bruce Barclay AIMM
Steve Buchanan AIMM
Mario Chetcuti AIMM
Patrick Doonan AIMM
Ray Doyle AIMM
Jason Engstrom AIMM
Jill Facer AIMM
Richie Fort AIMM
Tharon Gaffney AIMM
Maureen Gardener AIMM
John Gimiseve AIMM

Shona Grant AIMM
Vanessa Grinvalds AIMM
Heinrich Grunefeld AIMM
Rowena Hamilton AIMM
Chris Hamon AIMM
Cynthia Hardy AIMM
Andrew Hedges AIMM
Sandy Hollows AIMM
Claire Holtsbaum AIMM
Sarah Hume AIMM
Tracey Hunter AIMM
Gilly Johnson AIMM
Darren Jones AIMM
Kylie Kaandorp AIMM
Bill Kernahan AIMM
Paul Kerr AIMM
Jean Kirkley AIMM
Ingrid Larkin AIMM
Lynne Lloyd AIMM
John Longhurst AIMM
George Lucas AIMM
Rosalyn Mann AIMM
Paul Marks AIMM
Scott McKay AIMM
Lorraine McMurtie AIMM
Pauline Moores AIMM
Virginia Mort AIMM
Andrew Nagel AIMM

Phong Nguyen AIMM
Cherie O’Toole AIMM
Robert Pafumi AIMM
Megan Parkinson AIMM
Maree Patane AIMM
Deepa Pattuswami AIMM
Alistair Pritchard AIMM
Peter Rebec AIMM
Olivia Riandiyuni AIMM
Leanne Rohde AIMM
Bev Rose AIMM
Julieanne Senyard AIMM
David Short AIMM
Christine Stache AIMM
Lee Stemm AIMM
David Stolz AIMM
Jane Szeto AIMM
Keta Tambyln AIMM
Dalan Tambyln AIMM
Dean Thomas AIMM
Hemmy Timotius AIMM
Michael Townsend AIMM
Terry Trevarthen AIMM
Rosemary Wagner AIMM
Amanda Warry AIMM
Peter White PAIMM
Kristen Wilson AIMM

STUDENT AFFILIATES

Kimberly Clark
Ben Price
Clint Withers

CORPORATE

Aviation Australia Pty Ltd
Corporate Response Pty Ltd
Disability Services Queensland
Hager B & R Pty Ltd
Jorge
Laird McPhee
Mackay & District Education Centre
Manpower Services (Aust) Pty Ltd
OSS World Wide Movers (Qld) Pty Ltd
Precious Metal Chain
Queensland Ambulance Service
R W Corrie & Co
School of International Business & Asian Studies
Schuh & Company
Vodafone Australia



AIM Bookshop Order Form

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*Prices and book availability are subject to change without notice.	Subtotal \$	
	Delivery \$	7.15*
	Total \$	

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Method of Payment: Cheque / Money Order

Please charge to my: Bankcard Mastercard

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No: _____

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Signature: _____

AIM Personal Member AIM Corporate Member Non Member

13 16 48

***Postage & Handling**

Books are sent via Australia Post. Express postage and overseas orders will incur additional delivery charges. Prices are valid at time of printing however they may be subject to change. Expires 31 October 2002.

The AIM Qld&NT Bookshop
 Australian Institute of Management
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 Telephone 13 16 48 Fax (07) 3832 0339
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Between the Pages at the AIM Bookshop

“Transformational Boards”

by Byron L. Tweeten
 Hard Cover \$58.95



This guide for non-profit organisations is designed for board members whose organisation faces change. It is organised as a quick roadmap towards a performance-based paradigm. The author’s model involves setting a core agenda with regard to the organisational mission, whilst also responding to changes and trends within the organisation and externally.

“Improving the Economy, Efficiency, and Effectiveness of Not-For-Profits”

by Rob Reider
 Hard Cover \$94.95



Aimed at board members and executives of Not-For-Profits (NFPs) facing pressure to maximise results with fewer resources. The author presents comprehensive case study materials, forms, tools and checklists to be used as organisations proceed with operational reviews of almost every aspect of the organisation. Additional background information specific to the reviewer is also included.

“Planning Special Events”

by James S. Armstrong
 Soft Cover \$58.95



Part of a series of publications on NFPs from The Fund Raising School at Indiana University, this guide to fund raising adopts the same principles and methods that have proven successful in other industries. The author describes a four-phase process of managing fund raising events to raise money cost effectively, expand your support base and attract attention to your cause.

“Managing To Survive”

by Alun C. Jackson & Frances Donovan
 Soft Cover \$32.95



Specifically designed for “human service” NFPs of all sizes, this broad introduction covers the basics of managing different staff roles and skills, staff and volunteer recruitment and training. The authors also take a look at managing financial and physical resources in a changing environment.

AIM Bookshop Winner



Congratulations to **Mr S. Hampton** from **Margate, Brisbane** – the lucky winner of this month’s business card draw.

He 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.

AIM Training Highlights

AIM has over 60 courses that can assist you with your management training.

To view the full outlines and list of all AIM training courses go to www.aimqld.com.au or call us direct on 13 16 48.

Many of our courses will contribute towards certificate and diploma level qualification.

Professional Presentations

October 28-29 and 28-29 Nov

Developing effective professional presentations and addressing groups with confidence are important attributes in business today. This course will provide participants with competencies to make effective professional presentations that are structured for impact and make optimal use of visual aids.



Essential Selling Skills

October 21-23 & December 2-4

This intensive, interactive course will equip enthusiastic sales professionals with the skills and competencies necessary to ensure their place as highly valued relationship-builders who can return high sales-to-calls ratios.



DURATION — 2 days

Investment

\$744.00
\$654.00 AIM Member Rate

DURATION — 3 days

Investment

\$1116.00
\$981.00 AIM Member Rate

Developing and Managing Key Accounts

October 3-4 & December 5-6

Retaining existing clients is far more cost effective than attracting new ones. In today's competitive environment key skills are needed to attract and maintain long-term client relationships.



Leadership in the Workplace

October 28-30

The frontline manager has an important leadership role in the development of the organisation. This will be most evident in the manner in which they conduct themselves, the initiative which they take in influencing others, and the way they manage their responsibilities. This course takes participants through these essential elements of providing leadership in the workplace.



DURATION — 2 days

Investment

\$744.00
\$654.00 AIM Member Rate

DURATION — 3 days

Investment

\$1116.00
\$981.00 AIM Member Rate

Young Manager Program

October 2-4 & November 20-22

With young managers being given more management and leadership responsibility in the workplace, AIM has developed a premium training program specifically designed for their requirements.

AIM's Young Manager Program gives participants the opportunity to tackle the important issues of management and leadership in ways that connect with their level of skills and experience. Participants will also be provided with the fundamentals of self-leadership, which can be used in their career, and other aspects of their lives.

Exceptional Customer Service

October 28-29

Clients and customers are the most important asset for any business. Therefore anyone dealing with customers needs to provide excellent, quality service. All outstanding organisations recognise the importance of staff working effectively with their customers and with each other. This course enables participants to develop the "customer first" attitude and the practical "people skills" required to show customers that they really matter.



DURATION — 3 days

Investment

\$1251.00
\$1096.00 AIM Member Rate

DURATION — 2 days

Investment

\$744.00
\$654.00 AIM Member Rate

Upcoming Training Dates for Darwin

Essential Selling Skills October 8-10
Sales Team Management October 15-16

Exceptional Customer Service October 22-23
Developing and Managing Key Accounts October 29-30

BOOK NOW 13 16 48 or www.aimqld.com.au

Against All Odds



Rob Dickson's Australian 'Survivor' story

How do we reach our goals when the going gets tough and seemingly immovable obstacles are put in our way time after time?

Australia's own 'Survivor' winner, **Rob Dickson** will present this very special breakfast and will share the tales of endurance and perseverance that resulted in him surviving 40 days in harsh outback conditions to walk away richer as a person.

Rob may have won \$500,000 and a brand new four-wheel drive, but most importantly, he grew as an individual and developed strong skills that are relevant to all of us in business life today:

- ◆ Setting and achieving goals
- ◆ Operating in a team
- ◆ Managing relationships
- ◆ Pushing ourselves to 'the limit'

Join us for this unique and exclusive insight - a Queensland first! Rob has a full and varied background and will present a challenging story that is relevant to managers of all levels and their teams. He will show video clips of some of the challenges he faced while playing the game of 'Survivor'.... experience them for yourself.

Date: Wednesday 16 October
Venue: Grand Ballroom, Hilton Hotel
Time: 7.00am to 9.00am
Cost: Non Members \$55.00 each or \$528.00 for table of ten
AIM Members \$44.00 each or \$418.00 for table of ten.

The winners of the 2002 Brisbane Regional Management Excellence Awards will be announced at this breakfast.

The Brisbane Regional Final is proudly supported by Hans Continental Smallgoods.



You can tell by the taste it's HANS

To book phone 13 16 48, fax this form to 07 3832 2497 or register online at www.aimqld.com.au

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8. _____
9. _____
10. _____

2. _____
4. _____
6. _____
8. _____
10. _____



JOIN THE LEADERS

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 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. Please refer to our Privacy Policy at www.aimqld.com.au