Emerging Leaders Program 2015
In partnership with the Public Service Commission

Module 3:
Communicating for Results
Emerging Leaders Program 2015
Module 3: Communicating for Results

MODULE BENEFITS

Building trust, establishing and maintaining successful relationships, holding courageous conversations and asking powerful questions are considered essential skills for leaders in the public sector. In this module, participants will develop these essential communications skills along with their ability to listen actively, influence, advocate and persuade as they apply new models and approaches to the communication challenges in their workplace.

Those who complete both the Active Learning Module and the Award Extension Unit will be better equipped to:

1. Identify and analyse key issues in workplace communication, negotiation and conflict resolution.
2. Identify and evaluate your communication strengths, weaknesses and areas for improvement.
3. Analyse and apply current communication theories to workplace issues.
4. Design and evaluate a communication development plan that addresses key issues that managers of complex organisational environments face within a specific workplace context.

WHO SHOULD ATTEND

This program is suitable for Team Leaders and Program Managers (mid to senior level Public Service employees) who need to build capacity both within themselves and those they lead.

THE MODULE

Successful teams and organisations depend upon high performing leaders with a sound understanding of communication processes, a realistic awareness of their own communication behaviours, and well-developed skills. This module supports senior leaders to develop this understanding and awareness.

In this module, leaders will develop knowledge and understanding of:

- communication, leadership and organisational culture
- communicator style, competence and roles
- communicating for trust and credibility
- listening and questioning skills
- communicating for positivity and creativity
- creating a safe communication environment
- the hard conversations
- coaching skills
- principles of persuasion
- principled negotiation
- managing meetings
- nonverbal communication
- communicating personal and professional brand.

SUPPORTING EXECUTIVE PERFORMANCE DEVELOPMENT

This module develops capability mapped to the QPS Balanced Scorecard and the QPS Executive Leadership Competencies.
THE EMERGING LEADERS PROGRAM

For the Queensland Government, recognising and developing talent is critical to retention and corporate stability; just as important is the ability of individuals to perform to their potential.

The Emerging Leaders Program (ELP), designed and delivered by one of Australia’s leading business schools, is a flexible, work-based, blended learning program which develops leadership skills, supports career development, and complements existing technical/functional skills with expertise in leadership and business.

Designed for aspiring leaders or recently appointed leaders within the Queensland public sector, this program focuses on developing leadership capabilities in conjunction with developing knowledge and skills across a number of core disciplines.

Participants can choose to complete one or several of the nine active learning modules. The option of completing qualifications through extension units allows departments and individuals to share the responsibility and cost of professional development.

HOW THE PROGRAM WORKS

Each active learning module is offered as a stand-alone and is paired with an optional award extension unit offering postgraduate certification. Active learning modules begin with an online component—an authentic, relevant, leadership challenge—followed by two face-to-face workshops allowing participants to explore the challenge in more detail and a work-based project. The active learning module completes with a third face-to-face workshop.

Similar to the active learning modules, the eight award extension units (each complementing and paired with an active learning module) involve online learning and a face-to-face workshop. These units also include a written summative assessment with extended readings, investigation, critique and adaptation of models and frameworks introduced throughout the program.

Participants who complete four award extension units will be awarded a Graduate Certificate of Business. There are two core units (Leading Self and Others and Actioning Strategic Change & Innovation) and two electives. If you complete eight award extension units, you will be awarded a Graduate Diploma of Business. From here, you may then be eligible to continue with your studies and complete a Masters of Business Administration (MBA).

The Emerging Leaders Program has helped me as a public sector manager through exploring real scenarios and using up-to-date ideas and tools which build upon my existing skills and knowledge.

REBECCA KENNY, MANAGER, DEVELOPMENT ASSESSMENT ADVISORY TEAM, DEPARTMENT OF STATE DEVELOPMENT, INFRASTRUCTURE AND PLANNING
WORKSHOP FEES
Program fees include: course facilitators; tuition; course materials; workshop morning tea, lunch and afternoon tea.

<table>
<thead>
<tr>
<th>Item per participant</th>
<th>Investment (ex GST*)</th>
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<tbody>
<tr>
<td>Active Learning Module (per module)</td>
<td>$2,880</td>
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<tr>
<td>Award Extension Unit (per module)</td>
<td>$1,925</td>
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* GST does not apply to this QUT Corporate Education course

MORE ABOUT QUT GRADUATE SCHOOL OF BUSINESS
QUT has a strong reputation, both nationally and internationally, for its work in leadership research and education. As one of Australia’s leading universities, we have one of the largest and most respected business faculties in Australia.

QUT Business School was the first Australian business school to achieve triple accreditation by three leading international bodies — AACSB International, EQUIS and AMBA — all hallmarks of excellence and recognition of the quality of our courses and operations.

In addition to designing, developing and delivering programs that effect real change in the workplace, QUT Graduate School of Business has the ability to support future curriculum and program development through a variety of means, such as online learning solutions and coaching.

ENQUIRIES OR FURTHER INFORMATION
For more information on the ELP or other learning solutions offered by QUT Graduate School of Business, please contact us:

Phone: +61 7 3138 4202
Fax: +61 7 3138 1299
Email: elprogram@qut.edu.au
Web: www.qut.edu.au/gsb

For more information on Public Service Commission programs:

Email: development@psc.qld.gov.au
Web: www.psc.qld.gov.au

HOW TO REGISTER
Visit: https://www.qut.edu.au/study/short-courses-and-professional-development/short-courses/emerging-leaders-program and follow the links through to the Emerging Leaders Program.


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