



## Manage People

### Diploma of Financial Services, component 5

Managing people well is essential to the role of a successful manager. The role of a manager includes developing job descriptions that set performance standards that meet organisational goals. Key performance indicators should be developed with your staff to ensure that they are achievable and that you have the opportunity to identify any training and development needs that staff may need to ensure they are able to meet those standards. An area that many managers feel less than confident in is counselling poor performance in staff. Participants will gain useful insights into this important management skill.

#### 2 day program

#### Topics to be addressed include:

Defining performance management  
Job Analysis and Descriptions  
Approaches to Evaluating Performance  
Establishing performance objectives and measurement  
Performance Diagnosis and Improvement Strategies  
Performance Feedback

Managing Effective Performance  
Managing poor performance  
Counselling poor performance  
Documenting performance management issues  
The legal and ethical guidelines of performance management

#### □ BRISBANE

**9<sup>th</sup> & 10<sup>th</sup> September 2010**

**Tattersalls Club**  
215 Queen Street, Brisbane

#### SYDNEY

**16<sup>th</sup> & 17<sup>th</sup> September 2010**

**Four Points by Sheraton**  
161 Sussex Street, Sydney

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#### AUSTRALIAN INSTITUTE OF CREDIT MANAGEMENT

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## REGISTRATION FORM

Please fax your completed registration form to 02 9906 5686 or email [education@aicm.com.au](mailto:education@aicm.com.au)

First Name ..... Surname .....

Company .....

Mailing Address ..... Post Code .....

Telephone ..... Fax ..... Mobile .....

Email ..... Tick box if under 18yrs

Special dietary requirements ..... For other special requirements contact AICM

Emergency contact number ..... Name of person to be contacted .....

AICM Member  \$1020 (GST exempt)      Non Member  \$1240 (GST exempt)

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#### General Information

Training is conducted from 9.00 am to 5.00 pm and it is recommended that you arrive 15 mins prior to commencement.

All fees are due and payable before commencement of training. Participants receive student manual and required textbooks with each component undertaken. Lunch, morning tea and afternoon teas are included in the fee.

#### Privacy

Personal details will remain in confidence and in accordance with the Australian Institute of Credit Management's privacy policy.

#### Copyright

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#### Liability

Whilst all care is taken in providing training, AICM does not accept any liability for the use made by the client or its employees or agents of any training, products, instruments or services provided.

#### Cancellation/Refund Policy

If any enrolment is cancelled between 7 & 14 days prior to commencement, a refund of 50% will be made.

Cancellations received less than 7 days before commencement are non refundable.

Any course may be cancelled by AICM if insufficient participants are registered and a full refund will be made in such cases.

#### Payment methods

Please find **enclosed cheque** of \$.....

**OR** Please note: **All credit card payments are subject to a 3% surcharge**

Visa / MasterCard / Amex / Diners #..... Expires...../.....

Cardholders Name (Printed).....Signature.....

**OR** EFT payment (please quote name)

Bank details as follows: **Commonwealth Bank, Artarmon NSW      BSB: 062 104    Account: 1003 9560**

**OR** Invoice - Student  Signature .....

\* Company  \*Person responsible for payment - Signature ..... Print name .....

***A tax invoice/receipt will be emailed or sent to the above address.***

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