



"...we speak for air conditioning..."



Creating a **Positive** Workplace Culture



An unpleasant workplace culture adds to the pressures of the tough times our Industry is currently experiencing. A positive workplace culture in these times is critical to the survival of some businesses.

This course will enable you to create and lead a 'no-whinge, solution-focussed workplace' by providing motivation information and practical techniques to create a more positive personal and professional culture back in their workplace. To identify strategies that will assist in managing difficult behaviour, building productive teams, providing quality service and giving people positive recognition and encouragement.

Presenter: **Richard Dore**
Proteus Leadership Centre

Location: AMCA NSW
Level 3
Suite 304
51 Rawson St
Epping

Date: Refer to the AMCA NSW website for details (www.amcansw.com.au); or Receive the AMCA-AEA-NFIA Learning and Development Newsletter (martin@amcansw.com.au)

Time: 8:30am – 5:00pm

Who should attend? Managers, Supervisors, Service Managers, Team Members

What will I learn? At the end of this session you will be able to:

- Provide recognition
- Lead a robust 'no-whinge' solutions-focussed culture
- Deal with miserable people
- Fight clean
- Move forward with positive workplace change
- Develop a 'complaints are a gift' approach to service

Bookings: Fax your booking form to **(02) 9869 3166**

AMCA, NFIA & AEA Members: **\$360** plus GST per Participant

Non-Members: **\$720** plus GST per Participant