

Don't you wish your company could soar above its competition?

The AMCA Strategic Service Leadership course enables you to develop your knowledge, skills and experience in essential elements of service management and service leadership.

The course equips staff to lead with understanding of what actions will improve financial performance; outstanding insight into sales and marketing; effective management of human resources; earned respect; successful strategic planning across the business; and consideration for sustainability.

Why Strategic Service Leadership?

With courses typically focused on business principles and construction elements, there has been a need to make courses available for the specific needs of the service industry; and sometimes, it takes more than understanding the basics, having technical skills or living through your own personal experiences.

Strategic Service Leadership takes you beyond this by ensuring your skills and knowledge in strategically managing finances, marketing, sales and people will bring you and your business added success and the ability to break new ground.

What is the best way to learn Strategic Service Leadership?

Participants will explore practical 'hands-on' concepts, tools and techniques in service leadership through interactive discussions and experiential exercises. The experiences of both facilitators and participants will be drawn upon, supported by AMCA expertise and guest speakers.

Why the AMCA Strategic Service Leadership course?

AMCA is the leading educational Association for delivering courses that meet the real needs of the Industry.

AMCA is uniquely positioned to craft and structure this dynamic, custom developed course for our industry's current and future service professionals.

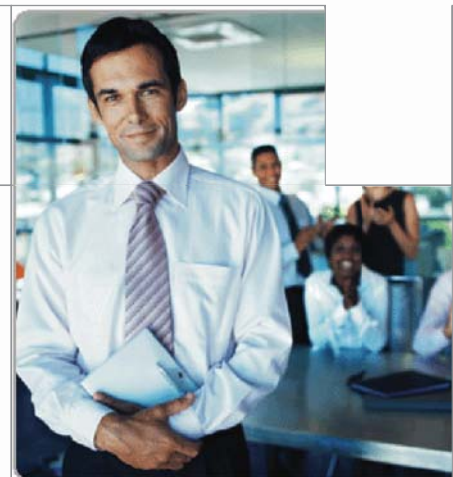
In addition, AMCA is committed to providing resources to ensure that the Strategic Service Leadership Course stays cutting edge in its content and fresh in its presentation.

Who should attend?

This course is designed for Senior Service Managers, Team Leaders, Supervisors and Senior Technicians who want to expose themselves to advanced business practices impacting the service industry nationally. This can be completed as a continuation from the Fundamental Service Leadership course, or as a standalone, depending on your experience, confidence and senior role. Participants can lead their business by strategically managing human resources, budgets and forecasts, sales and marketing, whilst considering successful sustainability principles.

Why join with the Australian Institute of Management (AIM)?

The Australian Institute of Management (AIM) has successfully developed and delivered a number of nationally accredited programs for AMCA members, including Managing for Profit, Managing Finance and the AMCA Leadership Program. The Service Leadership courses delivered by AIM will ensure the same successful consistency found in AMCA courses, but with a flavour palatable and relevant to our specific Service industry.



What will you learn?

The Strategic Service Leadership course covers topics such as:

- Understanding Business Performance
- Budget Management
- Prospecting Skills
- Influencing Skills
- Staff Training
- Misconduct
- Unique legal responsibilities of the Commercial Air Conditioning Service Industry
- Performance Management
- Coaching Strategies
- Enabling Trust
- The relationship between the Strategic Plan, Business Plan, and Operational Plan
- Principles in keeping a Business Sustainable

What qualifications do I achieve?

The Strategic Service Leadership course adds to the existing National Learning and Development Pathway for AMCA. Statements of Attainment will be issued upon the successful completion of this course. The outstanding competencies required for a Diploma of Management may be achieved through the RPL/RCC process.

Program Date

Monday 6 September 2010
 Tuesday 7 September 2010
 Wednesday 8 September 2010
 Thursday 9 September 2010
 Friday 10 September 2010

Venue and Accommodation Details

The Service Leadership 2 Strategic course is being held at the Waratah Room, Crowne Plaza Hotel, 2807 Gold Coast Highway QLD

It is not a requirement of this course to 'live in' during the program.

However, if you require hotel information, please contact Martin Dennison at martin.dennison@amcansw.com.au

Dress Code: Smart Casual

Program Costs

The cost of the AMCA Strategic Service Leadership course is \$2600 (plus GST) per person.

This includes course materials, morning & afternoon tea, and buffet lunch each day.

Accommodation is not included in this fee.

Please make your residential arrangements directly. For hotel information, contact martin.dennison@amcansw.com.au

Bookings

As this is a highly popular program, it is advised that you enrol as soon as possible.

Bookings can be made by completing the enclosed enrolment form.

Bookings will be confirmed in writing.

More information?

For more information, please contact the AMCA NSW Office: Martin Dennison, Learning & Development Manager, PO Box 637 ROSEBERY NSW 1445

Phone: (02) 9662 2033

Fax: (02) 9313 6282

