

How  
to  
make

# good people great leaders

...and reap the rewards!

**This first-rate MasterClass will help you and your business improve your professional and personal profile and build relationships with greater clarity and vision. It will position you with a point of difference in a world that is positively different.**

This session will be interactive and practical and enable you build more resilient relationships with your staff, clients and stakeholders.

The MasterClass provides contemporary and comprehensive strategies in leadership that will allow you to successfully and positively connect and succeed in complex environments - from business to personal.

#### **Who should attend:**

The business owner, manager and staff responsible for improving business results, profits and sales (and relationships) in the workplace.

Strictly Limited Numbers



# Resilient Relationships in Business, Community & Life

*How to Build Profit & Productivity to Get Results!*

Tuesday 27th April 2010 | 8.30am - 12.30pm

Resilient relationships with employees are vital to surviving the downturn and managers and leaders must monitor the warning signs that they're at risk. With the current economic environment placing greater pressure on the workforce it's critical not only to manage the financials but manage relationships so people are supported and cared for when under extreme pressure and expectations are high.

This highly interactive MasterClass will address the competing priorities of when bottom line pressure is interfering with results as staff, clients and stakeholders are feeling less connected and committed to supporting the businesses, companies and their leaders. As organisations are having trouble coping with increased expectation and decreased resources leading to their staff becoming less resilient, this session will show you how the power of resilience can create a strong and sustainable business.

### ***Proven Outcomes and Takeaways***

- *Identify employees and staff who are at risk in their financial and physical health*
- *Look at historical behaviour and how it predicts the future and know what to do*
- *Develop and sustain support systems to help staff through tough times*
- *Identify and promote healthy environments that create healthy relationships*
- *Enrich relationships so they enrich your income statement*

**MasterClass provides:**

- Case study analysis
- Peer discussion
- Leading techniques and strategies in learning and development for practicing managers and leaders

**Special Features**

- Limited numbers of delegates
- Interactive workshop format
- Networking with other like minded professionals
- Exciting learning opportunities

**Participants Receive**

- Comprehensive MasterClass Manual
- Tea and Coffee on arrival
- Morning Tea
- Ricky's book "Boost Your Success"

# REGISTRATION

|                          |                                                         |               |           |
|--------------------------|---------------------------------------------------------|---------------|-----------|
| <input type="checkbox"/> | RESILIENT RELATIONSHIPS FOR SMALL BUSINESS              | 27 April 2010 | \$497.00  |
| <input type="checkbox"/> | RESILIENT RELATIONSHIPS FOR SMALL BUSINESS - Table of 6 | 27 April 2010 | \$2690.00 |

# DELEGATE DETAILS

|                 |           |
|-----------------|-----------|
| First Name      | Surname   |
| <hr/>           |           |
| Email           |           |
| <hr/>           |           |
| Company         |           |
| <hr/>           |           |
| Address         |           |
| <hr/>           |           |
| Suburb          | Post Code |
| <hr/>           |           |
| Phone           | Mobile    |
| <hr/>           |           |
| Booking Contact | Phone     |
| <hr/>           |           |

# PAYMENT DETAILS

Visa  Mastercard  Cheque Payable to Confident Communications

|                   |             |
|-------------------|-------------|
| Card Number       | Expiry Date |
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| Cardholder's Name | Signature   |
| <hr/>             |             |

## Four Easy Ways to Register

Phone: 03 9500 9886  
 Fax: 03 9500 9267  
 Mail: Suite 1432, 1 Queens Road  
 Melbourne Victoria 3004  
 Web: [www.rickynowak.com/masterclasses](http://www.rickynowak.com/masterclasses)

## Money Back Guarantee

If for any reason you are dissatisfied with the MasterClass we will refund your money. Simply notify the presenter and hand in your manual as you leave the MasterClass.

## In-House Workshops

These MasterClasses can be tailored to your organisations needs and presented as an in-house workshop.

*For more information contact 03 9500 9886*

## MasterClass Times

Registration from 8.30am for a 9.00am start, morning tea at 10.15am, concludes 12.30pm.

T 03 9500 9886  
 F 03 9500 9267  
 M 0419 839 994

St Kilda Road Towers  
 Suite 1432, 1 Queens Road  
 Melbourne, Victoria 3004

E [leadership@rickynowak.com](mailto:leadership@rickynowak.com) **RICKYNOWAK.COM**