



**Registration**  
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# Leadership Development

for the

# Facilities Manager



**Location:** HC Coombs Centre, Kirribilli, Sydney.  
**Duration:** 3.5 Days Residential + 3 Month online forum.

**Commences:** 6.00pm, Sunday 29 June 2014  
**Concludes:** 2.00pm, Wednesday 2 July 2014

Program Fees = Early Bird up to 31 January 2014 AUD \$3800.00 plus GST AUD \$380.00 = AUD \$4180.00.  
Program full fees AUD \$4200.00 plus GST AUD \$420.00 = AUD \$4620.00 includes all accommodation, meals and program materials.

**“This is a powerful program. It provides you with the core knowledge required to manage a facilities business and allows you the opportunity to develop a close network of peers from every area of facilities management. The real power though is in the personal growth that you experience as a manager but more importantly, as an individual.”**

**Quentin Parisotto - University of Sydney**





**Eugene Fernandez**  
Program Leader

MPhil (Dist), Dip Bus, Dip T&A,  
FIMC, MAICD, MALARA

Eugene is Managing Partner of Metanoa. He has facilitated the facilities leadership program for the past ten years.

Eugene has worked as a Program Director and has consulted for Australia-Asia's Leading Business Schools, (Melbourne Business School, The Australian Graduate School of Management, Macquarie Graduate School of Management and Australian Institute of Management) designing and running their leadership programs and organisational interventions.

He has extensive experience in Leadership Development, Organisational Change and Strategy, Team Development and Action Learning. Some of his clients include: BHP Billiton, Bunnings, CSIRO, Cummins, Carlton United Breweries, Masterfoods, Pfizer, Roche, Reserve Bank of Australia, State Revenue, SunMicrosystems, SRA, Thomas Cook, TAFE and various universities and community organisations.

Eugene has lectured and facilitated learning in the Executive MBA at the AGSM, Organisational change in the Masters Program at Sydney University, Graduate Certificate in HR and Training at the Sydney Institute of Technology and for the International Management Centers Association in their Postgraduate studies in Management.

He holds a Master of Philosophy majoring in Organisational Change & Strategy and various other qualifications in human resources and business. He is accredited in the TMI, MBTI, Belbin, Hogan, FiroB, CPI, Conflict Dynamics, Birkman Benchmarks, PSI, Spiral Dynamics, Learning Styles and is also a Qualified Coach and Workplace Mediator. He is currently completing his Doctorate at the University of Technology Sydney.

### Personal Outcomes:

- Increased capability to think strategically;
- Harmonious and productive team work;
- Increased ability to manage the customer;
- Increased confidence in leading work groups and influencing the decision making process; and
- Fulfillment through setting and achieving personal and organisational goals.

### Organisational Outcomes:

- A greater capacity of participants to think strategically and implement with organisational outcomes in mind;
- Increased capacity of participants to achieve organisational goals;
- Increased ability of participants to lead work teams as well as to build, motivate and participate in teams;
- A greater capacity for participants to manage conflict, due to a greater understanding of conflict sources and the appropriate approaches;
- Access to a diverse network of facilities and specialist managers, as a result of contacts made by participants;
- A greater capacity of participants to meet customer expectations, due to the broader range of tools that participants have to draw upon.

### On-Line Forum:

Continue the learning journey for a further 3 months through the facilitated On-Line Forum.

**“The content of this workshop albeit very busy was perfect for my needs. We worked together extremely well and had some great presenters. The group work was by far the best I had ever experienced and even though we worked long hours, we had really good fun as well. I would not hesitate in advising any person within the FM/Security area to attend.”**

**Ian Bastable, University of SA.**

### Overview

This program will provide you with a broad overview of current management theory and the tools and skills to apply it back to your immediate work environment

### Framework

A combination of established leadership theory, contemporary case studies and highly regarded instrumentation will form the basis of the framework.

### Outstanding Presenters

The content and approach of this program will be supported by a team of presenters with a vast array of experience, who have worked with the leadership of some of Australasia's biggest public and private sector organisations.

### Pre & Post Follow-up

Pre and post follow up discussions with each participant by the facilitator Eugene Fernandez.

The Pre program discussion will help towards identifying personal goals, and prepare for the learning journey ahead.

The Post program discussion will help participants to apply their new knowledge and skills on the job.

**“This program allowed you to be yourself, using your experiences, knowledge and attitude. It enabled you to share and network with others to develop new approaches to improve your current management skills.”**  
**Gaye Cameron, University of NSW.**

**Talk to your TEFMA representative, your manager or a previous course attendee. Places are limited, we encourage you to apply as soon as you can to avoid disappointment.**

# Leadership Development for the Facilities Manager

## Agenda Overview:

Pre Program Discussion

Introduction and Networking Session

How to create and grow a network  
Networking with facilities managers

Exploring Self as a Leader

Myers Briggs Type Indicator (MBTI)  
Leadership and learning  
Emotional Intelligence

Leadership and Management

Differences between leadership  
and management  
Values/Vision/Strategy

Problem Solving and Decision Making

7 step approach

Coaching

Solution focused coaching  
Coaching skills

Dealing with Conflict

Signs and stages of conflict  
Conflict management style  
Managing conflict

Managing Change & Learning

Understanding your thinking style  
Managing change in the workplace  
Dealing with resistance to change

Goal Setting & Action Planning

Barriers to goal setting  
Developing specific action plans  
Applying goal setting principles to  
implement the strategies and skills  
gained within the program.

Post Program Discussion

On-Line Forum (Open for 3 months after  
the program)

**“Attending this programme I had the opportunity to be temporarily insulated from the daily challenges at the office which was fantastic. This provided us the fertile environment to reflect and discuss the way we approach tasks, assess our reasoning and share with the group the challenges we were faced with.”**

**Past Participant.**



**“Provided a well rounded overview of some key components to being a successful facilities manager.”**

**Gavin Whittome, Murdoch University.**

**Breathtaking views of iconic Sydney Harbor.....**



[www.hccoombcentre.gov.au](http://www.hccoombcentre.gov.au)



## About Metanoa

Since 1991 Metanoa has worked with clients, customising services in the areas of Organizational Change, Leadership Development, People Management, Strategic Thinking and Organizational Development and Culture. Programs promote real and sustainable change within the organisation.

We provide the frameworks and processes that resource and engage people to collaborate and learn from real organisational issues, this is supported by the latest research and theory.

**For more specific information  
See the metanoa website on:  
<http://tcfma.metanoa.com.au>**



# Registration Form and Tax Invoice

Leadership Development for the Facilities Manager Program  
29 June to 2 July 2014



### Attendee Information:

Preferred name (First name) \_\_\_\_\_ Surname (Family or second name) \_\_\_\_\_  
 Position \_\_\_\_\_  
 Organisation \_\_\_\_\_  
 Postal address \_\_\_\_\_ Postcode \_\_\_\_\_  
 Tel \_\_\_\_\_ Fax \_\_\_\_\_  
 Email \_\_\_\_\_ Management level:  Supervisor  Middle  Senior  N/A

### Terms and conditions:

Program fees are due and payable on receipt of the application. Payment methods are detailed below. Programs are frequently oversubscribed and places can be guaranteed only on receipt of payment. As Metanoa incurs substantial administrative costs prior to the commencement of a program, the following policy applies to variations in enrolment to the program. Please note that variations must be notified in writing. The participant also agrees to follow the rules and regulations of the conference venue.

### Substitutions, Deferrals and Withdrawals:

#### Notification

Prior to Commencement	Greater than 4 weeks	One to Four weeks	Within One week
Substitutions	No Administration Charge	No Administration Charge	No Substitution Possible
Deferrals	No Administration Charge	\$ 900 Administration Charge	50% Credited, 50% Forfeited
Withdrawals	\$600 Administration Charge	50% Refund 50% Forfeited	No Refund

Acceptance of terms and conditions (to be signed by the person authorising payment)

I understand and agree to the above terms and conditions. Upon acceptance of this application, I/my organisation will become liable for the program fee and will be bound by the terms and conditions.

Signature \_\_\_\_\_ Date \_\_\_\_\_  
 Preferred name (First name) \_\_\_\_\_ Surname (Family or second name) \_\_\_\_\_  
 Position \_\_\_\_\_  
 Organisation \_\_\_\_\_  
 Postal address \_\_\_\_\_ Postcode \_\_\_\_\_  
 Tel ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_  
 Email \_\_\_\_\_

### Payment Details:

Program fees = Early Bird up to 31 January 2014 AUD \$3800.00 plus GST AUD\$380.00 = AUD \$4180.00. Program full fees AUD \$4200.00 plus GST AUD \$420.00 = AUD \$4620.00

Includes all accommodation, meals and program materials.

The program will be held at The HC Coombs Centre, 122A Kirribilli Avenue, Kirribilli, Sydney.

Cheque enclosed (payable to Metanoa)

Electronic Funds Transfer from bank account to:

A/C Name: Metanoa Bank: Commonwealth Bank Rockdale, NSW, Australia 2207. BSB: 062-235 Acc: 1023-2627

### Send this form:

Please send this form via:  
 post: PO Box 353 Bexley, NSW, Australia 2207  
 email (scan first): [wendy.metanoa@bigpond.com](mailto:wendy.metanoa@bigpond.com)

### If you have any questions, please contact:

Eugene Fernandez 0423 669 531

[eugene.metanoa@bigpond.com](mailto:eugene.metanoa@bigpond.com)

or

Wendy Short- 61 2 9553 4141

[wendy.metanoa@bigpond.com](mailto:wendy.metanoa@bigpond.com)

We look forward to meeting you and working with you during the program. Eugene will contact you for a pre program discussion during May.

Privacy Clause: Your registration information is being collected for the purposes of processing your registration or enquiry. It will also be added to the Metanoa database to keep you informed of other events and information.