[date]

Dear Participants

I would like to welcome you to our Management Qualification Training at [venue]

[venue] is situated at . . . . When entering the property drive to the car park at the rear . . . The training will take place in the . . . . Your trainers for the day will be [trainers names].

This is a 2-day training, but may be done as separate days at different times. The training each day commences promptly at 8.45am with registration from 8am and will conclude by 3.00pm on Sunday. Camp shirt or uniform is the dress for the day including closed in shoes. A Leadership Qualification training will be taking place in parallel in the venue for the whole weekend.

Prior to the training please familiarise yourself with the following documents: District Managers Passport (Available on the [www.girlguides.org](http://www.girlguides.org).au - click to Leaders tab above the main menu, and you will be asked to login. (Login details: User Name – leaders, Password – ggainfo ) Click on the blue box (Australian Learning and Qualification Program) and a new page will open. Click on Management Qualifications and a list of the available documents will appear. Click on the District Management Passpport.

For this Management qualification training we are conscious that everybody brings knowledge, experience and talent to the table and want to ensure we meet your needs at this time given the short amount of time we have together. For the *Becoming a Manager* training on Saturday, please see attached a *Position Description for District Managers* and advise by return email to [learning and development email] five things from the list that are most important for you to learn at this stage of your Guiding Journey.

For the *Leading Volunteers* training on Sunday please see below (p.2) a list of learning outcomes to be addressed in this course as well as the code of conduct. Please review the learning outcomes and advise by return email to [learning and development email] five things from the list that are most important for you to learn at this stage of your Guiding Journey. You could add them to your Position Description priorities if attending both days.

You will also need to bring with you:

* A pen and paper for taking notes
* Leaders Handbook (Please borrow one if you do not have one)
* Logon to state website
* Memory Stick
* Laptop, Tablet or Mobile Phone

We look forward to meeting you all on [date]

Yours in Guiding

[trainers] (your brilliant facilitators)

[phone number]



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MQ Training Day 2 – Leading Volunteers

Training Outcomes



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| Being the Manager   * skills required for an effective manager * personal summary of skills for future development |
| Team Building   * stages of team formation * how do teams come together and work towards a common goal * establish strategies for supporting their teams |
| Listening & Questioning   * how to obtain information or clarification |
| Coaching   * questions in a coaching situation * active listening techniques |
| Supporting Others   * Matching leadership style to the needs of their team members * Identify what each team member needs from them as a manager * Reviews |
| Prioritising   * strategies for managing their time effectively |
| Problem Solving   * Problem solving techniques * exploring options before making decisions |
| Conflict Resolution   * strategies to choose a response to a conflict situation rather than just reacting |
| Meeting Skills   * running district meetings * what can be tabled at a meeting * challenged poor meeting behaviour |
| Reflection |