

# Local Government Training Module 5

Australian Receivables Ltd

Proudly supporting the  
Revenue Management Association

Presents

***"Get a Life, Get a Balance"  
And  
"Valuation Best Practice 2008 Workshop"***

**ARL/RMA Workshop Day  
Darebin International Sports Centre,  
281 Darebin Road, Thornbury  
Friday, 1<sup>st</sup> December 2006  
9:30am – 5:00 pm  
Cost: – Free**

Please complete the Registration details below.

Name:	<input type="text"/>
Position Title:	<input type="text"/>
Council Name	<input type="text"/>
Email Address	<input type="text"/>
Other Attendee Names	<input type="text"/>
Email Addresses	<input type="text"/>
Number of Attendees	<input type="text"/>

# Local Government Training

## Module 5

### AGENDA

#### ARL/RMA Workshop Day

- |                 |   |
|-----------------|---|
| <b>09:30 am</b> | <b>Registration</b>   |
| <b>10:00 am</b> | <p><b>Professional Development – “Get a Life, Get a Balance”</b></p> <p><b>Module A: Resilience and Style Management</b></p> <ul style="list-style-type: none"> <li>■ Understanding your style and the styles of others.</li> <li>■ Style differences and their impact on well-being.</li> <li>■ Communication strategies for maintaining healthy relationships.</li> <li>■ Conflict solving techniques for managing difficult situations.</li> </ul> <p><b>Module B: Well-being and Change Resilience</b></p> <ul style="list-style-type: none"> <li>■ Style attitudes to change.</li> <li>■ Resilience and the phases of transition.</li> <li>■ Understanding what you can and cannot control – the power grid.</li> <li>■ Change response strategies for building resilience.</li> <li>■ Support networks and how to access them.</li> </ul> |
| <b>12:00 pm</b> | <b>Lunch</b>  |
| <b>1:00 pm</b>  | <p><b>Benefits of GIS &amp; Mapping Information for Valuation Best Practice 2008</b></p> <p><i>Presenter: to be advised</i></p>   |
| <b>3:00 pm</b>  | <b>Afternoon tea break</b>  |
| <b>3:30 pm</b>  | <p><b>Handy tips for Contract Managers for Valuation Best Practice Workshop</b></p> <p><i>Presenter: to be advised</i></p>  |
| <b>4.30 pm</b>  | <b>Presentation of Certificates followed by Drinks and platters</b>   |

## **Local Government Training Module 5 – Testimonials**

*"Well done to ARL again"*

**Rod Leith, Ballarat City Council**

*"Excellent Venue, presentations and lunch"*

**Chris Doupe, Mitchell Shire**

*"Well done excellent day"*

**Vanessa Faulkner, Nillumbik Shire Council**

*"Excellent Day"*

**Kerrie Wellington, Darebin City Council**

*"Very useful for us local government and rates people; more participation from rates offices should be encouraged to attend"*

**Sam Criticos, City of Greater Dandenong**

*"Very good program, enjoyable and informative,"*

**Ian Holland, Frankston City Council**