AGSM VIRTUAL LEARNING 2020

AGSM @ UNSW Business School
The AGSM @ UNSW Business School delivers innovative, experiential courses designed to equip a new generation of leaders to make an impact in an accelerated world.

AGSM has more than 40 years of leadership experience across Australia. Our short courses are designed and facilitated by industry thought leaders and faculty to build individual and organisational capability. Our courses combine the latest research and best practice to create an outcome-focused learning environment.
WELCOME TO
AGSM VIRTUAL LEARNING

A new era in virtual learning

In the current environment, leaders must remain committed to delivering value for their organisations as, simultaneously, they are being tasked with operating flexibly in an increasingly virtual environment. To support leaders and organisations in navigating these challenges, AGSM @ UNSW Business School is proud to introduce AGSM Virtual Learning.

Our virtual courses deliver the best of AGSM leadership knowledge, expertise, and experience in an online format, allowing you to develop the skills you need to thrive, wherever you are.

Drawing on our extensive experience delivering Australia’s #1 online MBA, we’ve designed highly practical, interactive, and unique learning experiences. Taking online learning to a new level, our courses are designed to deliver best practice frameworks, build new skills, shift mindsets and behaviours, and spark change.

Delivered over two weeks, participants take part in a range of live virtual workshops interspersed with action learning and coaching to achieve immediate, measurable, and enduring outcomes. Led by expert faculty and industry practitioners, virtual workshop sessions bring participants together in a real time, social learning environment to discuss challenges and experiences, learn from each other, take part in group activities, and build their professional networks.

As with all our courses, participants also receive digital badges and points towards their AGSM Certificate of Executive Management and Development, a recognition of their commitment to lifelong learning, articulating towards select AGSM MBA Programs.

We invite you to join AGSM Virtual Learning as we navigate this new world, preparing to face challenges and realise the opportunities that lay ahead.

MAGNUS GITTINS
Director, AGSM Short Courses
AGSM @ UNSW Business School
WHY PARTNER WITH AGSM?

Experience Australia’s #1 short course provider

When it comes to choosing your development partner, you want the experts. AGSM Short Courses has been ranked as the #1 Executive Education Provider in Australia since 2017, driven by our ongoing commitment to delivering quality learning experiences and measurable, enduring impact.¹

Access the greatest minds in business

As part of UNSW Sydney, we have access to the greatest business minds across the country, the region and the globe. Our courses bring together academic and industry experts to deliver the latest in management thinking, research and best practice techniques to respond to challenges and realise opportunities.

Maximise your impact

AGSM Short Courses provide leaders with effective tools, frameworks and insights to drive sustainable team and organisational change. We prepare leaders across all industries to make an impact in today’s accelerated world.

Attain recognised qualifications

Individual short courses and customised solutions earn credits towards an AGSM Certificate in Executive Management and Development (CEMD). Recognising the depth and breadth of your capability and your ongoing commitment to professional development, the CEMD provides course credit into select AGSM MBA programs².

Learn when, where and how you want

AGSM Virtual Learning brings AGSM leadership knowledge, experience and expertise to you, wherever you are.

Virtual learning participants take part in a range of live virtual workshops interspersed with action learning and coaching to achieve immediate, measurable, and enduring outcomes. Led by expert faculty and industry practitioners, virtual workshop sessions bring participants together in a real time, social learning environment to discuss challenges and experiences, learn from each other, take part in group activities, and build their professional networks.

¹ Financial Times (UK) 2019 Executive Education Global Rankings. AGSM’s Open Programs ranks 40th globally. AGSM’s Custom Programs ranked 43rd globally making AGSM number 1 in Australia and number 3 in Asia-Pacific.
² Entry into the AGSM MBA (Executive) and AGSM MBAX (Online) is subject to meeting admission requirements.
AGSM VIRTUAL LEARNING

Going beyond traditional online learning, AGSM Virtual Learning courses deliver practical and interactive experiences that develop new skills, embed best practice, and shift behaviours and mindsets to help you thrive.

Proven learning experiences
Drawing on our extensive experience delivering Australia’s #1 online MBA, we’ve designed highly practical, interactive, and unique learning experiences to deliver measurable, enduring outcomes.

Unique real time, interactive workshops
Virtual workshop sessions bring a real time, social learning environment to you, where you can share challenges and experiences, learn from your peers and your expert facilitator, and build your professional network.

Measurable impact
Our Virtual Learning courses are designed to maximise your impact, delivering immediate outcomes and supporting you to embed learning in your workplace.

Recognition of your development
As with all our courses, AGSM Virtual Learning courses contribute points towards your AGSM Certificate in Executive Management and Development and offer digital badging.

Find out more
Visit www.agsm.edu.au/virtual or contact the Client Engagement team on +61 2 9385 0330 or enquiries@agsm.edu.au
THE VIRTUAL LEARNING EXPERIENCE

Over each two week course, you will take part in live virtual workshops, action learning and coaching designed to deliver immediate, measurable and enduring outcomes.
The AGSM Navigator is an innovative learning platform specifically designed to support your professional development.

Designed to work seamlessly with the tools you already use like Zoom, WhatsApp and your personal calendar, the Navigator is a hub for all your learning experiences.

The Navigator tracks your journey, stores and submits your course work. It creates a community where you can ask questions, communicate with the facilitator and other participants, and build your network.
The need to rapidly increase digital adoption in your team or organisation has never been greater. Today’s array of business technologies can be an ally in improving everything from team productivity to customer engagement, when properly embedded in your culture and practices.

What you will learn

Over two weeks of virtual workshops and action learning, this online course will equip today’s leaders with the knowledge and practical tools to consider their organisations digital journey and plot a course for evolution.

You will build a toolkit to:

- Identify and define your organisation’s digital ambition
- Assess your organisation’s current digital maturity
- Identify capabilities needed to undertake digital transformation
- Utilise frameworks to support the acceleration of digital adoption
- Enable a digital-first culture

How you will learn

Led by industry leaders and expert faculty from UNSW Business School, you will take part in live virtual workshops, interspersed with action learning and coaching to drive digital adoption and prepare your team for the road ahead.

Virtual workshop sessions bring a real time, social learning environment to you, where you can share challenges and experiences, learn from your peers and your expert facilitator, and build a professional network.

In between the workshop sessions, you will take part in a range of supported learning experiences independently and with the group to develop and embed learning. Over the duration of the course, you will develop a targeted action plan to accelerate digital adoption in your workplace.

To maintain the interactivity and ensure participants can achieve their outcomes, each course is limited to 25 participants.

Key Details

- 2 CEMD Points
- 2 week virtual learning journey
- AUD $990 (incl. GST)
- www.agsm.edu.au/virtual
ACCELERATING INNOVATION IN YOUR ORGANISATION

Optimising for today, preparing for tomorrow

As we navigate increasing complexity and ambiguity, innovation must become more than just an intention. It must be a mindset and a practice that is embedded across your team, business unit or organisation, or you risk being left behind.

What you will learn

Over two weeks of virtual workshops and action learning, this course will enable you to build a roadmap to fast-track innovation, embracing transformation, and building the skills to drive your organisation into the future.

You will develop a toolkit to:

• Understand and articulate the innovation imperative
• Evaluate and apply innovation tools and frameworks
• Move innovation from intention to practice
• Manage the transformation process
• Understand and implement cultural and behavioural shifts
• Create and use a targeted innovation roadmap for your organisation

How you will learn

Led by innovation experts, you will take part in live virtual workshops, interspersed with action learning and coaching designed to help you take innovation from intention to practice.

Virtual workshop sessions bring a real time, social learning environment to you, where you can share challenges and experiences, learn from your peers and your expert facilitator, and build a professional network.

In between the workshop sessions, you will take part in a range of supported learning experiences independently and with the group to develop and embed learning. Over the duration of the course, you will develop a targeted roadmap to accelerate innovation in your organisation.

To maintain the interactivity and ensure participants can achieve their outcomes, each course is limited to 25 participants.

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ACTIVATING AUTHENTIC VIRTUAL PRESENCE

Adapting your communication style for a virtual environment

Presence and communication are critical skills to engage, influence, and drive performance. In today’s increasingly virtual environment, even the most experienced communicators must shift their style to maximise their impact online.

What you will learn
Building on our long-running and proven Authentic Communicator program, this course will help you develop and adapt your communication skills for a virtual environment.

Over two weeks of live virtual workshops, action learning and coaching, you will develop a communication toolkit to:

- Set the rules of engagement for virtual communication
- Leverage physical presence, appearance and background
- Use the camera to engage and connect with your audience
- Make better use of your voice
- Choose the right language and tone for the context
- Increase your impact in video conferences

How you will learn
Led by communication experts with backgrounds in corporate communication and the acting and theatre sphere, you will take part in a unique journey of live virtual workshops, action learning, and targeted coaching to increase your virtual presence.

Virtual workshop sessions bring a real time, social learning environment to you, where you can share challenges and experiences, learn from your peers and your expert facilitator, and build a professional network.

In between the workshop sessions, you will take part in a range of supported learning experiences independently and with the group to develop and embed learning. Over the duration of the course, you will receive coaching targeted to your individual goals so you can maximise your impact.

To maintain the interactivity and ensure participants can achieve their outcomes, each course is limited to 25 participants.

Key Details

- 2 CEMD Points
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Understanding and making use of your data is critical to making informed decisions, addressing challenges, building competitive advantage, and ultimately achieving business outcomes. Your data should be your organisation’s biggest asset, but it must be used to its full advantage.

What you will learn

Over two weeks of virtual workshops and action learning, you will build the knowledge, tools and skills to drive data adoption in your team, helping you to make better decisions, navigate ambiguity and complexity, allocate resources, and improve productivity.

You will develop a toolkit to:

- Evaluate and leverage your data assets
- Use your data to make more informed decisions
- Understand how your data can be used to allocate resources and improve productivity
- Make better use of your data to inform the customer experience
- Drive data adoption in your team

How you will learn

Led by global industry experts, you will take part in live virtual workshops, interspersed with action learning and coaching to help you rapidly improve the way you use your data. Virtual workshop sessions bring a real time, social learning environment to you, where you can share challenges and experiences, learn from your peers and your expert facilitator, and build a professional network.

In between the workshop sessions, you will take part in a range of supported learning experiences independently and with the group to develop and embed learning. Over the duration of the course, you will develop a targeted action plan to increase data adoption in your workplace.

To maintain the interactivity and ensure participants can achieve their outcomes, each course is limited to 25 participants.

Key Details

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- AU $990 (incl. GST)
- www.agsm.edu.au/virtual
LEADING AN ORGANISATION THROUGH DYNAMIC ENVIRONMENTS

Take a human-centred, agile and adaptive leadership approach to successfully lead through disruption and challenging times

Leaders are being asked to navigate teams through increasingly complex and uncertain times. This course will build the leadership skills to adapt and lead with agility, responding to challenges, realising opportunities and preparing for the road ahead.

What you will learn

Over two weeks of virtual workshops and supported action learning, you will build an essential leadership toolkit to navigate through challenging times. Underpinned by the principles of human-centred leadership, you will develop your ability to:

• Use an adaptive leadership style
• Respond to adaptive challenges
• Build the flexibility and agility to navigate uncertainty
• Apply human-centred leadership principles in your team
• Build and maintain a positive team culture
• Motivate others and deliver results through challenging times

How you will learn

Led by leadership and industry experts, you will take part in live virtual workshops, interspersed with action learning and coaching designed to build the essential skills to lead through turbulent times.

Virtual workshop sessions bring a real time, social learning environment to you, where you can share challenges and experiences, learn from your peers and your expert facilitator, and build a professional network.

In between the workshop sessions, you will take part in a range of supported learning experiences independently and with the group to develop and embed learning. Over the duration of the course, you will develop a targeted action plan to pivot and adapt your leadership to current and future challenges.

To maintain the interactivity and ensure participants can achieve their outcomes, each course is limited to 25 participants.

Key Details

- 2 CEMD Points
- 2 week virtual learning journey
- AUD $990 (incl. GST)
- www.agsm.edu.au/virtual
Robust change leadership has never been more critical for organisations to address ever-evolving challenges and realise the opportunities that lie ahead. This course will develop your skills as an influential change leader.

What you will learn

Over two weeks of virtual workshops and supported action learning, this course will develop your skills to become a change agent with the capability, knowledge and confidence to deliver on transformation and change projects.

You will build a toolkit to:

- Apply change frameworks to organisational and strategic challenges
- Diagnose readiness for change and identify key organisational risks
- Understand your diverse stakeholders
- Empathise and engage with those stakeholders for impact
- Create a connection to change to build commitment
- Manage yourself through the rollercoaster of transformation

How you will learn

Led by change experts, you will take part in live virtual workshops, interspersed with action learning and coaching designed to develop you as a change leader who is ready to take on new challenges and shape the future.

Virtual workshop sessions bring a real time, social learning environment to you, where you can share challenges and experiences, learn from your peers and your expert facilitator, and build a professional network.

In between the workshop sessions, you will take part in a range of supported learning experiences independently and with the group to develop and embed learning. Over the duration of the course, you will develop a targeted action plan to deliver your change project.

To maintain the interactivity and ensure participants can achieve their outcomes, each course is limited to 25 participants.

Key Details

- 2 CEMD Points
- 2 week virtual learning journey
- AUD $990 (incl. GST)
- www.agsm.edu.au/virtual
LEADING VIRTUAL TEAMS

Build your management toolkit to optimise performance and drive results

Some organisations have been making the shift to virtual work practices incrementally, for others it is an entirely new paradigm. Wherever you are in the journey, virtual team leadership presents new challenges and opportunities which requires leaders to expand their existing leadership toolkit.

What you will learn

Designed for team leaders and managers who need a toolkit to navigate virtual leadership, this course will help you build on and grow your leadership style to drive productivity in a virtual team.

Over two weeks of virtual workshops and action learning, you will develop your management toolkit to:

- Make the shift to virtual leadership
- Understand the challenges and opportunities of a virtual team
- Improve team communication and collaboration
- Motivate others and maximise performance
- Create and sustain a positive team culture

How you will learn

Led by management experts, you will take part in live virtual workshops, interspersed with action learning and coaching designed to help you lead with influence, motivate and drive performance, communicate better, align team goals and deliver value in a remote team environment.

Virtual workshop sessions bring a real time, social learning environment to you, where you can share challenges and experiences, learn from your peers and your expert facilitator, and build a professional network.

In between the workshop sessions, you will participate in a range of supported learning experiences independently and with the group to develop and embed learning. Over the duration of the course, you will develop a targeted action plan to increase team productivity and effectiveness.

To maintain the interactivity and ensure participants can achieve their outcomes, each course is limited to 25 participants.

Key Details

- 2 CEMD Points
- 2 week virtual learning journey
- AUD $990 (incl. GST)
- www.agsm.edu.au/virtual
Resilience is a critical leadership skill to steer your team and organisation through challenging times, complexity, and ambiguity. As our business landscape becomes increasingly uncertain, robust, resilient leadership may prove the difference between those who survive and those who thrive.

**What you will learn**

Over two weeks of virtual workshops and supported action learning, you will build the skills of a resilient leader who can recover quickly, sees challenges as opportunities, and thrives in this new world. You will develop a mindset and toolkit to:

- Lead with resilience
- Understand and apply principles of mindful leadership
- Navigate challenging times and crisis situations
- Respond to emotions in yourself and others
- Manage stress and burnout
- Identify opportunities within challenges
- Face emerging challenges and uncertainty with a sense of purpose

**How you will learn**

Led by leadership practitioners and experts, you will take part in live virtual workshops, interspersed with action learning and coaching designed to strengthen your leadership, build resilience, and help you navigate challenges.

Virtual workshop sessions bring a real time, social learning environment to you, where you can share challenges and experiences, learn from your peers and your expert facilitator, and build a professional network.

In between the workshop sessions, you will take part in a range of supported learning experiences independently and with the group to develop and embed learning. Over the duration of the course, you will develop a targeted plan to build on your skills and lead your team with resilience and purpose.

To maintain the interactivity and ensure participants can achieve their outcomes, each course is limited to 25 participants.

**Key Details**

- 2 CEMD Points
- 2 week virtual learning journey
- AUD $990 (incl. GST)
- www.agsm.edu.au/virtual
Operational risk management is a core skill for anyone working in financial services. Whether you are looking to build on your existing role or step up to a new role with a focus on risk, this course will help you understand best practice risk management.

What you will learn

Over two weeks of virtual workshops and action learning, you will develop an understanding of compliance and key regulators, strategic objectives, emerging trends and best practice risk management, alongside the mindsets and behaviours to support a shift into risk-related tasks or roles.

You will complete a series of live workshops and self-paced activities, designed to build your ability to:

- Understand the role of compliance and regulators
- Distinguish between different types of risk
- Understand the link between strategic objectives and compliance
- Understand the importance of risk culture in an organisation
- Evaluate and categorise risks
- Use the lens of likelihood to analyse risk
- Work with risk management frameworks
- Understand how risk and the risk culture can impact your customer
- Implement operational controls to minimise risk
- Respond to emerging trends and challenges with future-focused strategies

How you will learn

Led by an industry expert, you will take part in live virtual workshops, interspersed with action learning and coaching to upskill you as a risk professional, ready to take on the challenges of today’s dynamic environment.

Virtual workshop sessions bring a real time, social learning environment to you, where you can share challenges and experiences, learn from your peers and your expert facilitator, and build a professional network.

In between the workshop sessions, you will take part in a range of supported learning experiences independently and with the group to develop and embed learning.

To maintain the interactivity and ensure participants can achieve their outcomes, each course is limited to 25 participants.

Key Details

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- AUD $990 (incl. GST)
OPERATIONAL RISK IN FINANCIAL SERVICES – EXISTING RISK PRACTITIONERS

Drive better decisions and build a positive risk culture within the Financial Services industry.

As we navigate today’s challenging business environment, it has never been more critical to respond to new risks and threats and identify opportunities in your organisation and your industry. Risk management must be a value-creator for your organisation, driving positive customer outcomes and sustainable business operations.

What you will learn
Over two weeks of virtual workshops and action learning, you will develop a deep understanding of emerging challenges and technologies, the risks, threats and opportunities ahead and how to build a positive risk culture in your organisation.

You will complete a series of virtual workshops and self-paced activities, designed to build your knowledge, skills and tools to:

- Position risk management as a strategic business enabler
- Identify emerging risks, threats and opportunities
- Apply a customer-centred design approach to risk and compliance
- Understand and leverage the role of risk management in customer service
- Review and apply learnings from the Royal Commission
- Use systems thinking to drive decisions
- Develop your communication approaches and toolkit
- Understand the impact of emerging technologies

How you will learn
Led by a financial services risk expert, you will take part in live virtual workshops, interspersed with action learning and coaching to help you step up to the challenges of today’s dynamic business environment.

Virtual workshop sessions bring a real time, social learning environment to you, where you can share challenges and experiences, learn from your peers and your expert facilitator, and build a professional network.

In between the workshop sessions, you will take part in a range of supported learning experiences independently and with the group to develop and embed learning.

To maintain the interactivity and ensure participants can achieve their outcomes, each course is limited to 25 participants.

Key Details
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Meeting ever-evolving customer needs is a challenge faced by every business today. Building a customer-centric team, business unit or organisation can become your greatest source of competitive advantage, building a sustainable future for your business.

What you will learn
Over two weeks of virtual workshops and action learning, this course will help you understand how to embed customer-centricity in your organisation, addressing the challenges and realising the opportunities.

You will develop the skills and knowledge to:
• Evaluate and measure your customer experience
• Map and improve your customer journey
• Identify emerging trends, risks and opportunities for your organisation
• Drive a customer-centric culture and behaviours
• Apply a customer-centric mindset to strategy to grow your organisation

How you will learn
Led by industry leaders, you will take part in live virtual workshops, interspersed with action learning and coaching designed to help you define, measure, and deliver on customer experience.

Virtual workshop sessions bring a real time, social learning environment to you, where you can share challenges and experiences, learn from your peers and your expert facilitator, and build a professional network.

In between the workshop sessions, you will take part in a range of supported learning experiences independently and with the group to develop and embed learning. Over the duration of the course, you will develop a targeted action plan to build a customer-centric culture in your organisation.

To maintain the interactivity and ensure participants can achieve their outcomes, each course is limited to 25 participants.

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