My time at the General Manager Program allowed a deep reflection of both my personal and professional goals and objectives in the surrounds of some inspiring facilitators and a cohort of like-minded future leaders.

Following the General Manager Program, I have greater confidence and skills to make better decisions and truly lead through awareness and consideration.”

Ken Whitton
General Manager – Member Education
HESTA Superannuation

Enabling General Managers to navigate complexity and enhance their leadership capabilities

Stepping up to a general management role is a transformational career move, requiring an organisation-wide perspective and a deeper understanding of the external context and drivers of performance. The AGSM General Manager Program extends beyond your current expertise to build strategic leadership capabilities.

Competing priorities, ambiguous information and uncertain outcomes are hallmarks of the decisions you will face as a general manager. This program will provide you with the tools and frameworks to increase your contribution across core management domains:

– Designing and implementing strategy
– Harnessing data to anticipate rather than follow
– Building and investing in teams and allocating organisational resources
– Innovating in processes, platforms and culture
– Navigating the politics of power
– Leading with presence and authenticity

Made for:
General and divisional managers responsible for multiple functions across the enterprise, as well as senior managers being groomed for these roles.

Sydney, UNSW Campus, 5.5 Days
(Residential) $14,300 (incl. GST)

Program fee includes: accommodation, program materials and all catering.

This program will earn you nine unit points towards the Certificate in Executive and Management Development (CEMD).

Unit points towards your CEMD certification
Developing Acumen and Expertise

Thinking strategically involves facing uncertainty and ambiguity, and being disciplined in allocating resources. You will develop the knowledge and tools to:
- Address the challenges of strategic leadership
- Think and act strategically

Building a Performance Culture

Workplace culture has a significant impact on the ability to achieve organisational outcomes. You will focus on:
- Assessing and building culture to drive performance
- Understanding and leveraging the drivers of cultural transformation
- Identifying your role in leading the culture

Leadership, Presence and Impact

Effective General Managers know how to create and adapt their physical presence to have maximum impact. Through a series of interactive sessions, you will explore:
- Building trust through communication
- Your personal and audience awareness
- The relationship between verbal messages and non-verbal communication

Driving Change by Managing Meaning

Successful change leaders are strong communicators, with the ability to engage hearts and minds. This session will enable you to:
- Understand the importance of and connect with others’ values
- Communicating change and effectively engaging stakeholders
- Apply the principles of persuasion

Beyond Persuasion: Power & Politics

The ability to effectively navigate power and politics enables you to build relationships with key stakeholders and senior leaders across your organisation. You will learn how to:
- Understand the impact of and leverage power dynamics
- Utilise informal networking skills to build relationships
- Apply strategic stakeholder management techniques

Finance & Risk: Capturing and Valuing the Unknown

The techniques and frameworks to make strong investment decisions are an important part of a General Manager’s toolkit. You will build the tools, skills and knowledge to:
- Make stronger decisions on long-term investments
- Measure risks and the ‘unknown unknowns’
- Understand systemic risk

The General Manager Program is a unique immersion experience that challenges you to become a stronger leader and manager. Harnessing a powerful combination of dynamic content, site visits, experiential activities, practical tools and executive wellbeing sessions, you will be taken on a transformational journey to strengthen performance and enhance career development.
Outcomes

- Gain new analytical skills to identify, dissect and solve complex business problems
- Develop the personal capabilities to lead and drive change across the organisation
- Enhance your understanding of the interplay of organisational dynamics – people, power, politics and systems
- Gain practical insight into the importance of physical and mental wellbeing to maximise performance and combat stress and burnout
- Learn from high calibre peers from a diverse range of industries

The Learning Experience:
The General Manager program combines classroom experience with experiential learning to ensure it can be applied in the workplace;

- Testing your decision-making skills in an Adventure Learning Simulation with Peak Teams Australia
- Exploring the concepts of lean start-up, digital disruption and the power of data analytics at a technology incubator

“I knew I would get a tool kit of skills to help me do my job, but I didn’t realise how it would make me completely rethink how I go about my job and how to be a better leader”

Rachel Travers
Managing Director, New Zealand
LexisNexis Pacifica

Participant Profile:
This program brings together experienced managers from a diverse range of industries, backgrounds and functional specialities to maximise supportive, interactive, peer-to-peer learning.

The residential format is conducive to building strong networks, and it is expected that all participants stay on-site for the duration of the program.
Program Team
The AGSM program team will deliver, facilitate and support your learning during the program. Different experts will facilitate each day to bring different styles and distinctive panache to the learning experience.

Dr. Elizabeth Maitland is a Senior Lecturer in the School of Management at UNSW Business School and a visiting Professor at the Nanjing Business School, Nanjing University, China. She has extensive experience providing corporate advice and teaching in the areas of strategy and international business. In 2013, she was the sole recipient of the AGSM Executive Education Outstanding Facilitator Award.

Program Director:

The AGSM program team will deliver, facilitate and support your learning during the program. Different experts will facilitate each day to bring different styles and distinctive panache to the learning experience.

The program introduces participants to the strategic skill-sets that senior leader need to run a business. It’s no longer about being in a team and being excellent in that team, but about managing the whole business and various different teams within the organisation.”

Dr. Elizabeth Maitland
Program & Academic Director
General Manager Program

Presenters:

Professor Christopher Adam is a Professor of Finance and Associate Dean, Postgraduate Programs and Director, AGSM @ UNSW Business School. His primary areas of teaching and research in Finance are Corporate Financial Strategy and International Finance.

Professor Wai Fong Chua is the Pro Vice-Chancellor (Students) at UNSW Australia. Her training and research is in organisational analysis, interpretive science, reputation management and process redesign. Professor Chua has consulted for a variety of organisations in the public and private sectors and has been involved in executive education for over two decades.

Dr Jaco Lok holds a Master of Science in Strategic Management through Rotterdam Business School and holds a PhD from the University of Cambridge. Jaco has extensive international experience teaching strategic management and focuses on connections between effective leadership and the use of power in organisations.

Gareth Dando is a founding MD of Southern Cross Venture Partners and Director of the Australian Venture Capital Association (AVCAL). Gareth has significant expertise in strategy and innovation, with a particular interest in technological change and big data analytics.

Lex Dwyer designs and presents using action-learning processes as a principal learning method. Having played as a professional in the highly competitive arena of sport provided the experience for Lex to integrate his academic training in management with a practical understanding of what is involved in creating high performance at individual and team levels.

Jo O’Reilly is a dynamic, internationally acclaimed performer and trainer, combining her experience in the world of comedy, opera and social sciences, and advising to senior leaders and teams on their presence, gravitas and communication. Jo brings a unique humour and humanity to executive assumptions about leadership presence.

Dr Rose Trevelyan completed her PhD at London Business School, teaches on the AGSM MBA programs, and is Program Director for “Leading Change with Impact”. She is currently researching the psychology of entrepreneurs, in particular the impact of optimism and overconfidence on entrepreneurial activity.

To find out more
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