

THINK, FEEL , KNOW

This month will see the first in a series of presentations throughout the year from Shirlaws, an international coaching firm that specialises in helping businesses to grow, no matter what stage of development they are at.

The Think Feel Know (TFK) framework allows a business and individuals to have a united communication process.

Come along and learn how to understand this process and use it effectively to create unity and respectful communication in situations such as:

- Working effectively with our friends and partners
- Identifying the different processing types
- Managing and communicating with staff – different communication styles
- Building effective teams by understanding one another's primary communication style
- Recruiting new staff or management people – ensuring you have a balance of all three primary communication styles
- Angry and/or frustrated with each other – no respect
- Handling complaints

We look forward to welcoming you.

Agenda:

5:30pm	Registration Canapés & Refreshments Served
6:15pm	Presentation by Shirlaws
7:15pm	Prize Draw & Presentations
8:00pm	Close



Time & Date: 5:30pm, Wednesday, 24 February 2010

Location: UNSW CBD Campus
Level 6, 1 O'Connell Street
Sydney NSW 2000

RSVP: **Monday, 22 February 2010**

Email: membershipnsw@aiop.com.au

Fax: 02 6276 9745



Contact on night: Michelle Saffrett (0413 914 753)

National Sponsors



PDE Partners





AIOP NSW Division
February PDE
24 February 2010

RSVP FORM / INVOICE / RECEIPT - ABN 68 004 992 527/005

Please register your attendance

We encourage you to register securely online at:

<http://www.stickytickets.com.au/2904>

The AIOP NSW Division is dedicated to improving the education and knowledge of its members by providing you with Professional Development Evenings that are relevant and practical for today's office professionals. Our PDE program has proven to be both popular and successful, and the October PDE is sure to be an event to remember.

Name:

Company:

Email Address:

Contact telephone no:

Name of guests:

Are you a member of AIOP? **YES = \$15.00** **NO = \$30.00**

Payment Options

I will be paying by:

Cheque: **Made payable to: Australian Institute of Office Professionals (AIOP)**
Posted to: **Finance Officer – February 2010 PDE**
GPO Box 3167
SYDNEY NSW 2001

Credit Card: **Visa** **Mastercard**

Total amount due: \$ _____ **(no payments will be accepted on the night)**

Card No: _____ **Expiry Date:** _____

Cardholder's Name: _____ **Signature:** _____

RSVP: No later than COB Monday, 22 February 2010 Please fax back to: 02 6276 9745

Email: membershipnsw@aiop.com.au

Privacy Act Collection Notice: www.aiop.com.au

Bookings and payments are essential for this event. A replacement guest is welcome if the nominee is unable to attend. Unfortunately cancellations will not be accepted two days prior to the event. If participant does not attend the fee payable will be charged as advertised.

Australian Institute of Office Professionals
GPO Box 3167 Sydney NSW 2001