

# professional development.

June 2018

**Missed a webinar from a previous calendar?**  
You can order a recording from our catalogue of previous webinars by emailing [bookings@restaurantnz.co.nz](mailto:bookings@restaurantnz.co.nz)

## Managing conflict – Full day course

CDL Insight consulting

Conflict Management is about dealing with difficult and often emotional situations in a more rational, calm and professional manner. A workplace conflict that is well managed can result in significant benefits for both the people and the business. This course is designed for people who would benefit from enhancing their personal skills to more effectively deal with situations involving conflict.

On completion of this course, you will know how to...

- Recognise when conflict is likely to occur
- Identify the differences in how conflict manifests itself
- Know how to prevent conflict from escalating
- Assess the best approach to use when managing conflict
- Use win-win negotiating techniques to resolve conflict
- Apply relevant non-verbal communication strategies

**date** Tuesday 5 June  
**time** 8.30am – 5pm  
**venue** Taste, 45 Normanby Road, Mt Eden  
**price** Members: \$399 incl gst  
General industry rate: \$575 incl gst

## First Aid for Hospitality – Auckland

St John, with the support from the Lewisham Foundation

The Restaurant Association of New Zealand has worked with St John to design a first aid training experience that provides savings in time and money by addressing the specific requirements of the hospitality industry. On completion attendees will:

- be able to recognise life-threatening situations.
- be able to offer vital assistance before more experienced help arrives.

This workshop will cover:

- Burns & bleeding, fractures, allergic reactions
- scenarios related to hospitality businesses
- scene assessment and danger mitigations
- CPR & foreign body airway obstruction
- Patient assessment and positioning

This workshop comes with a St John attendance Certificate only.

**date** Monday 11 June  
**time** 9am – 12pm  
**venue** Taste, 45 Normanby Road, Mt Eden  
**price** Members & non-member rate is \$55.20 incl gst

## First Aid for Hospitality – Christchurch

St John

The Restaurant Association of New Zealand has worked with St John to design a first aid training experience that provides savings in time and money by addressing the specific requirements of the hospitality industry. On completion attendees will:

- be able to recognise life-threatening situations.
- be able to offer vital assistance before more experienced help arrives.

This workshop will cover:

- Burns & bleeding, fractures, allergic reactions
- scenarios related to hospitality businesses
- scene assessment and danger mitigations
- CPR & foreign body airway obstruction
- Patient assessment and positioning

This workshop comes with a St John attendance Certificate only.

**date** Wednesday 13 June  
**time** 9am – 12pm  
**venue** The Cellar, O.G.B, 28 Cathedral Square, Christchurch  
**price** Members & non-member rate is \$66.70 incl gst

## Managing restructure and redundancy

Sam Houlston, Hesketh Henry

When times are tough, hospitality businesses will often consider staffing requirements and whether redundancies may need to be contemplated to ensure viability. Redundancy processes are often viewed with suspicion by employees, and so it is crucial to ensure there is a persuasive business case, but even more so that the process is fair and reasonable. This seminar aims to provide useful guidance and tips on how to manage a redundancy process, engage with staff in the right way, and discuss the pitfalls.

The topics covered will be:

- Explaining the legal requirements for restructuring your business
- Strategies to manage the process and mitigate legal risk; and
- Examining the latest case law precedents and explaining what you need to know.

**date** Tuesday 19 June  
**time** 10am – 12pm  
**venue** Taste, 45 Normanby Road, Mt Eden  
**price** Members \$55.20 incl gst  
General industry rate: \$86.25 incl gst

## Established managers

Krishna Botica, Saan, café Hanoi, XuXu

Following demand for our Emerging Managers programme, the Restaurant Association is proud to bring this addition to our professional development series.

This seminar takes a more detailed look at hospitality management techniques, styles and systems, covering topics such as; conflict management and resolution, motivating your staff and successful systems. This advanced programme is perfect for those who have attended 'Emerging Managers' or for front of house and kitchen managers looking to develop their skills further.

As this is a great follow on from the Emerging Managers course presented by Krishna in April.

**date** Tuesday 26 June  
**time** 10am – 12pm  
**venue** Taste, 45 Normanby Road, Mt Eden  
**price** Members \$55.20 incl gst  
General industry rate: \$86.25 incl gst

## Real answers for real profits - Wellington

James O'Connell and Liz Perkins, The Hospitality Company

Real answers, for real profit, from the real world! This workshop focuses on growing sales, reducing and controlling costs - and most importantly, building an increasingly profitable business.

Liz and James from *The Hospitality Company* will break down the exact steps you need to take, to turn a business around. These are practical and proven steps taken from personal experience in the hospitality industry. Over the last four years Liz has seen her company grow from an underperforming Restaurant & Bar - to a highly profitable and consistent business.

**date** Wednesday 27 June  
**time** 10am – 12pm  
**venue** Elements Café, 144 Onepu road, Lyall Bay, Wellington  
**price** Members \$55.20 incl gst  
General industry rate: \$86.25 incl gst