



PNGIM NEWS LETTER

Training With Credibility



PNG Institute of Management in affiliation with the New Zealand Institute of Management Central Inc.

Volume 3, Issue 1

March
2011

Training Dates
for 2011

- 4th Jul – 16th Jul
- 19th Sept – 1st Oct
- 7th Nov – 19th Nov
- 5th Dec - 17th Dec

Call our Sales & Marketing Team on:

Tel: (675) 321 1197

(675) 321 1152

340 6717

Fax: (675) 321 1157

Email: pngim@pngim.com

Training With Credibility

Editor-in-Chief:

William W. Jackson

Editor:

Vinoria Isoroembo

Publisher:

PNG Institute of Management

Any queries write to:

The Editor

PNGIM Newsletter

P.O Box 209, Konedobu

GREETINGS and SALUTATIONS

READERS!

The Voice

NZIM Frontline Management Level 5 Modules

Managers today constantly face the challenge of being competitive and holistic not only in their dealings with clients and competitors but also in their approach to their jobs as well as their dealings with staff related issues in the departments or organizations that they work in.

This is necessary in order to create and maintain a conducive working environment where staff are able to carry out and perform their duties.

In light of these challenges, there is also, however, the need for training that will meet these needs.

The New Zealand Institute of Management (NZIM)

Frontline Management Modules are aimed at empowering frontline managers to deliver

superior business results.

The NZIM Frontline Management Modules focus on individual learning and applications, emphasizing the importance of developing specific competencies. These modules are designed to benefit middle to senior managers with at least five years management experience.

The PNG Institute of Management in association with the New Zealand Institute of Management is able to meet challenges facing managers today, through conducting this programme, facilitated by the New Zealand Qualification (NZQ) and National Training Council (NTC) certified New Zealand trainers who have the necessary skills and expertise to run the programme and assisted by one or two national trainers.

The programme can be run for ten (10) days over 6-8 months and can be customized to run as in-house for any organization, upon request.

HIV/AIDS AWARENESS



Tingim
Bihain
Taim

Bilong Yu
na Famili Bilong Yu

Choose Life and Prosperity.

HIV/AIDS has become a case of national concern in Papua New Guinea (PNG) as it is affecting every person, regardless of their socio-economic status.

Most importantly, it continues to affect the productive population, or the workforce of the country, which includes the educated elites of the country. This is a real cause for concern as this can lead to the shortage of intellectuals as well as skilled tradesmen and women to occupy jobs in the public and private sector, which will in turn affect the economy.

However, as much as one may hate to admit it, we see that occurring every where, in a country

that is richly endowed with natural resources, but whose human resource is threatened, by a virus that has no respect for any person, age, nationality, race, creed or colour.

Even though there is awareness on HIV/AIDS, as the saying goes, "you can lead a horse to water, but you can not make it drink".

The onus is on each intelligent Papua New Guinean to take action by personalizing this fight against HIV/AIDS, and viewing the devastating results this virus can cause, to themselves, their families and their future.

The PNG Institute of Management believes that it is only when people have a change of attitude and behaviour, that they will be able to take control of their lives and make wise decisions for the betterment of their families, their communities and the country as a whole.



Choosing The Best In Training

– March Training in Review –

Training for the year 2011 started with two (2) weeks in March with our New Zealand consultant trainer, Mr. Richard Millar from the New Zealand Institute of Management (NZIM) running training for large organizations in both Port Moresby and Wewak.

The first week of training started with a one day course, *Basic Work Practices*, conducted as in-house for staff of a large supermarket and department chain in Port Moresby. This was followed by a two-day course for supervisors and managers of another large supermarket in the nation's capital. During the two-day course, participants were challenged and encouraged to apply the skills and concepts learned through discussions, problem-solving and group activities as well as other fun activities.

A two-day customer service course was conducted as a public course. Participants were grateful for the course and the topics covered by the trainer as it related to their jobs as well as showing them how they were supposed to treat their customers.



Trainer stressing a point to participants during the two-day customer service course.

Every organization has customers and clients, whether it be staff in the organization or staff of other organizations, they are all customers, as they all contribute to the success of the organization. Hence how customers/client are treated is crucial to making or breaking the business. Training then continued for the second week in Wewak with Mr. Millar conducting four days of on-the-job training for hotel staff Of The *In Wewak – Boutique Hotel*.

Hotel staff continuously thanked PNGIM

and its trainers for the training conducted as well as expressing gratitude for the knowledge and



Participants working on exercises in their workbooks.

skills acquired through these on-the-job training sessions. Mr. Millar also conducted a two-day *Supervisor/Team Leader Skills* course for supervisors of a stevedoring company.



Participants posing with their certificates after the two-day *Essential Management Skills* course.

PNGIM in association with NZIM continue to offer international, high quality, up-to-date, management best practice courses to those who only choose the best in training for their organizations.

Courses on Offer

Essential Management Skills – 2 days

Leading Virtual Teams – 2 days

Supervisor/Team Leader Skills – 2 days

Professional Administrator Skills – 2 days

Business Communication Skills – 2 days

Negotiation Skills – 2 days

Planning and Budgeting – 2 days

Developing Customer/Client Relationships – 2 days

Developing Frontline Staff – 1 day

Basic Work Practices – 1 day

Health and Safety At Work – 1 day

Managing Your Money – 1 day

Cost

Corporate/In-House: K18,000 – 1 day

K36,000 – 2 days

Maximum 20 participants

Minimum 6 participants