Now more than ever, the most important challenge in asset intensive industries is managing change successfully. Individual and organizational success depends on the ability to quickly and effectively convert ideas into better practice. Whether improving a local work process or transforming organization-wide technology or behavior, significant skills and supportive attitudes are needed in the execution of change initiatives.

**PURPOSE**

The purpose of this Master Class is to improve engineers, professionals and managers ability to adapt to and contribute to a changing environment.

To achieve this, the Master Class will develop an understanding of the forces of change in power engineering and then provide the following:

- An ability to better adapt and support change programs that are being driven by the senior executive teams of power organisations in Australia.
- The tools to objectively analyse new business improvement ideas.
- The ability to take the lead in implementing change.

**TARGET AUDIENCE**

This Master Class is designed for Engineers, professionals and managers who are required to drive or contribute to corporate change. The examples and knowledge conveyed will reference many years of experience in both technical and behavioral change within the power industry. The skills and techniques covered in this Master Class will also apply across many settings.

**PRESENTERS**

**Tony Bennett** is Principal of Betterchange Pty Ltd, consultants in people and change management. Tony is a psychologist with a Bachelors and Masters degree in business management, and extensive experience in sponsoring, managing and facilitating corporate change programs across a variety of industries. Tony consults to the Power Industry and has held senior management roles with Energex, including Group Manager Human Resources, General Manager Planning and Investments, General Manager Business Services and General Manager Asset Services.

**James Stokes** is the Director of Jarrah Solutions Pty Ltd, a company specialising in Engineering and technology solutions. James graduated from the University of Western Australia with a first class honours Bachelor of Electrical and Electronic Engineering and has over 18 years of power industry experience. Within Western Power James trained as a lean six sigma black belt in business improvement. With these skills, he led a project to optimise maintenance and asset management across transmission. As Principal Engineer of technology development at Western Power, James pioneered the use of engineering change frameworks to introduce IEC 61850 into digital substations.
COURSE OBJECTIVES

At the conclusion of this program, participants will be able to:

- Demonstrate the attitudes and skills necessary to support and contribute to change initiatives within the power industry.
- Go beyond complicated academic concepts and models to pinpoint the key issues and practical steps in making change work.
- Reduce the risk and increase the investment return from change initiatives.
- Document and pitch compelling change proposals.
- Determine where to invest scarce time and resources in change management to attain maximum impact and benefit.
- Develop strategies to build consensus among key stakeholders.
- Confidently take the lead in planning and delivering a major change project.
- Apply new skills to managing high performing development teams.
- Better manage business expectations.

PLEASE NOTE:

Should you wish to host an in-house Master Class course with a minimum of 15 participants, please contact (API) Chief Executive, Mike Griffin, at mcgriffin@caloundra.net.au

AGENDA

<table>
<thead>
<tr>
<th>Start</th>
<th>Finish</th>
<th>Day 1 - Drivers &amp; Options</th>
<th>Day 2 - Leading Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:30</td>
<td>10:30</td>
<td>Theory: The need to change.</td>
<td>Customer needs.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>External influences driving change.</td>
<td>Interviewing and listening techniques.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Corporate influences driving change.</td>
<td>Process for change.</td>
</tr>
<tr>
<td>10:30</td>
<td>10:45</td>
<td>Morning Tea</td>
<td>Morning Tea</td>
</tr>
<tr>
<td>10:45</td>
<td>12:45</td>
<td>Practical Session: How to better support change programs.</td>
<td>Stakeholder management, communication plans, &amp; managing corporate expectations.</td>
</tr>
<tr>
<td>12:45</td>
<td>1:30</td>
<td>Lunch</td>
<td>Lunch</td>
</tr>
<tr>
<td>1:30</td>
<td>3:00</td>
<td>Theory: Tools for objectively analysing options for change.</td>
<td>Practical: Introduction of case study.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Aternoon Tea</td>
<td>Development of change framework.</td>
</tr>
<tr>
<td>3:00</td>
<td>3:15</td>
<td>Aternoon Tea</td>
<td>Aternoon Tea</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Business case writing and pitching.</td>
<td>Post course action planning.</td>
</tr>
</tbody>
</table>

COURSE PRICE

$1550 + GST for API members.
$1850 + GST for non-API members

*Course fees include catering and electronic course material.

COURSE DATE

The course will be held in the following cities with the following dates:
- Melbourne - 31 August & 1 September
- Sydney - 7 & 8 September
- Brisbane - 21 & 22 September
- Perth - 5 & 6 October
- Adelaide - 12 & 13 October

COURSE NUMBERS

Each Master Class will have a minimum of 15 participants based on registration number two weeks prior the event. To ensure an interactive event, numbers will be held at a maximum of 30.

TESTIMONIALS

91% of past participants stated they would be extremely likely to recommend this course to their colleagues.

“This Master Class covered a broad spectrum of technical knowledge. The case studies were practical and the presenters were great facilitators. I strongly recommend these courses."

“A fast paced intensive course led by well-spoken, experienced engineers. I am very grateful for them sharing personal experiences with design insights with implementation of IEC 61850 systems.”

“Outstanding course! The presenters had a very high level of technical expertise and a fantastic presentation style.”

REGISTRATION, ACCOMMODATION AND FURTHER INFORMATION

Registration available from Engineering Education Australia (EEA) Website at www.eeaust.com.au

Accommodation if required is the responsibility of participants.

Technical Enquiries on course content may be addressed to Australia Power Institute (API) Chief Executive, Mike Griffin, mcgriffin@caloundra.net.au.