

REGISTRAR'S DAY WORKSHOP

CONTEMPORARY SOLUTIONS



A WORKSHOP FOR REGISTRARS AND ENROLMENT MANAGERS

HILTON HOTEL AUCKLAND

Princes Wharf Quay Street Auckland

MONDAY AUGUST 15, 2011 - 8.30am—4.45pm



Andrea McCall



Tony Conabere



Geraldine Wilson

EXAMINING, EXPLORING AND ENRICHING THE COMPLEX ART OF THE REGISTRAR

- Maximizing your first impression
- Analysing your competitors' performance
- Positioning your school in the catchment
- Indispensable data for management
- Cultivating your word-of-mouth
- Analyse your competitor's performance

JANUS CONSULTING

Enterprise
with a Social Conscience

THE WORKSHOP

EXAMINE, EXPLORE AND ENRICH THE COMPLEX ART OF THE REGISTRAR

The Workshop will have no more than twenty-eight members. It offers each the opportunity to work closely with the facilitators and with peers on problems, challenges and future possibilities to reach conclusions for action, implementation or discussion with management. The workshop contains a breadth of experience and a rare collegiality to complement what the facilitator will propose. A workbook is created specifically to support the presentations. With such a diversity of expertise on the ground and in management and creative thought, each participant can extract what will matter to improve their practice. The workshop is not a conference but rather a forum that offers professionals the opportunity to learn, to develop a "take-back" package to improve their practice, and to enjoy the company of the like-minded, establishing links that will continue.

- **Maximizing your first impression to succeed**
- Cultivating your **word-of-mouth**
- A DIY approach to analysing your competitors' performance and **positioning your school** in the catchment
- Indispensable **data for management** and future financial security

8.30am

Coffee and Registration

9.00 am – 10.00 am

THE FIRST IMPRESSION: RATING YOUR RAPPORT SKILLS

The first impression: you and your team members only get one chance to make that first impression. What makes the first impression positive, engaging and memorable? What doesn't? The critical 'first five' minutes. How can the first impression span the generations from traditionalist discipline-seeking grandparents or the free association radicalism of the Baby Boomers to the resourceful, change-driven, 'want-it-now' values of Gen X or the e-media-savvy of Gen Y? How can that first impression be consistent across a school, especially when we allow such individual expression? What training is required so you do not lose the opportunity for your first impression to be lasting and unforgettable?

Presenter: Andrea McCall

10.00 am

THE STUDIO ON THE FIRST IMPRESSION

10.30am

Q & A, SUMMATION AND 'TAKE-BACK' ON THE FIRST IMPRESSION

10.45am

MORNING TEA

Ianus Consulting has been conducting National Conferences and Master Classes for Registrars in Independent Schools since 2000 and has a reputation for providing specific, innovative and cutting edge professional development for Registrars, promoting best practice.

**FULL DAY
INCLUDING
ALL WORKING
PAPERS AND
LUNCH**

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11.15—1.00pm OPEN ROUND TABLE FORUM

Issues for the open forum

Facilitated by Geraldine Wilson

Panel: Andrea McCall, Tony Conabere, A Registrar

1.00pm—1.45pm LUNCH**1.45pm—4.30pm****THE WORK ROOM—THE WORKROOM – DATA MANAGEMENT****Data Management: the Registrar's Lighthouse function**

Registrars husband complex sets of data. Typically, if tabulated, that data has been reported only to the Principal, the Business Manager and the Board. The opportunity for this data to drive continual improvement is consequently limited. As schools come to see the importance of trend analysis, benchmarking, understanding the catchment and mapping change, the registrar will increasingly become a lighthouse to all, Indicating where the passage is safe and secure while warning of approaching storms or unseen reefs. What data should be being tabulated? How should it be sourced? To whom should it be reported as a matter of course? To whom should it be made available on request?

And

MANAGING THE INTERVAL BETWEEN CONTRACT AND ENTRY

Schools quite properly aim to enrol their future students some two or three years before entry. Yet, several are discovering that, between the signing the contract of enrolment and point of entry, things change and the enrolled student does not commence for any number of reasons. How should this interval between contract and entry be managed? What incentives should the school offer to keep the enrolment current? What positive strategies can be employed to service the enrolment, raise commitment and encourage notification of any change of enrolment status?

4.30pm—4.45PM**The Take Back****EARLY BIRD REGISTRATIONS CLOSE FRIDAY JULY 8, 2011**

The early bird concession also applies to second and subsequent registrations from one school.

REGISTRATIONS CLOSE FRIDAY JULY 22, 2011

Early Bird

AUD\$495

Full Fee

AUD\$625

The fee includes, morning and afternoon teas, lunch and a work book.



**NETWORK
AND LEARN
WITH YOUR
PEERS**



Andrea McCall was born in the UK and migrated to Australia in 1981. She has qualifications in History, Politics & Human Resources and is bilingual French/English. She is a trainer, mentor and mediator and has lectured in a variety of Management subjects at Monash University, Swinburne and Victoria University. She currently runs the Industry Based Learning, Workplace and Internship program for the Faculty of Business and Economics at Monash

Her work experience has included time as an executive secretary at Guinness and British American Tobacco, Ministerial Adviser to the Parliamentary Cabinet Secretary and 7 years as a member of the Victorian State Parliament for the seat of Frankston. She also runs her own HR training and consulting business and has co-authored a Human Resource Management casebook. She designs and runs courses and is an experienced public speaker at conferences and seminars. She also hosts overseas business delegations visiting Melbourne.



Tony Conabere, BA (Melb.), B.Ed. (Mon), M.Admin. (Mon), F.A.C.E.L., now Director of Janus Consulting and Toorak College, has had a long and outstanding career in education. He is a Head of 30 years standing in independent schools and is consulting in change and risk management, innovation, and people management. Tony is committed to the importance of education, professional and career development. His exceptional leadership was recognized with the award of an Honorary Fellowship of the Australian Council of Educational Leaders in 2003.



Geraldine Wilson, FAIOP, AIMM, Director of Janus Consulting managed support Staff for the one of the “Big 4”, managing recruitment, induction and performance, prior to commencing Janus Consulting. She is a Past President of the Victorian Division of the Australian Institute of Office Professionals and a Fellow of the Institute. She has been a member of advisory boards at RMIT University and Swinburne University during the development phases of post graduate certificates specifically designed for Office Professionals. Geraldine contracts to many leading independent schools. She is the author of two professional books and over the last decade has significantly contributed to the office professional's role development.

Ianus (pronounced Janus) was an ancient Latin deity, depicted with two faces looking in opposite directions, who presided over the beginnings of all enterprise

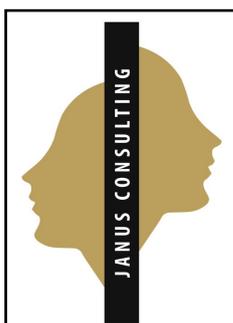
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