



HUMAN INSTINCTS AT WORK

Align your leadership practices to the 9 hardwired instincts of humans

**Melbourne Zoo,
Melbourne**

20-21 July 2011

**Taronga Zoo,
Sydney**

27-28 July 2011

Understanding behaviour of people at work commences with an understanding of the hardwired instincts that come as part of the package of being human.

Once we understand the 9 instincts of humans we can then make intelligent choices about our actions as leaders and in the design of our leadership practices.

Without the insight into instincts we repeat predictable mistakes that are avoidable if we understand hardwired behaviour.

Why the Zoo?

The zoo is an ideal setting to take a zoological view of human behaviour.

Over the last year the alpha male of the Taronga Zoo chimpanzee community has been resisting the move by two other males to replace him as the leader. The alpha's investment in a constructive leadership style has paid dividends. He retains the support of his followers and continues to lead. At Melbourne Zoo the silverback gorilla has been learning the role of leader and his group is becoming more functional.



In taking a zoological view of humans, we learn to:

- Accurately predict human behaviour
- Know what will work and what won't
- Make better leadership choices to avoid predictable derailers

The topics covered

Common organisational issues that are explained and solutions given include:

- Silos, matrix and organisation structures
- The role of leaders of human groups
- Overcoming the derailers of change
- Overcoming the common failures of performance systems
- Using the grapevine productively
- Using hierarchy effectively

Who should attend?

This program will appeal to line managers, middle-level executives, HR directors/managers and OD executives who want to apply human instincts to build constructive organisations and who want to avoid predictable mistakes.

Walk away with

- A thorough understanding of the 9 instincts of humans and the leadership imperatives
- Insight into the implications for leadership and HR practice
- Apply the insight to practical work issues

Organisational benefits

- Overcome common barriers to performance
- Avoid predictable mistakes if instincts are ignored
- Enduring solutions to engagement and retention, performance and change

“Understanding instincts helps leaders make intelligent choices”

Dr Robin Kramar

Professor of Human Resource Management
The Australian Catholic University



Program Facilitator

Andrew O'Keeffe is Principal of Hardwired Humans and has extensive experience as a senior HR executive with IBM, Optus, SKM and Hewitt Associates. Andrew is author of *The Boss* and *Hardwired Humans—Successful Leadership Using Human Instincts*. Andrew is involved in executive education with AGSM Executive Programs and Mt Eliza.

In October 2008, Andrew toured Australia and New Zealand with Dr Jane Goodall speaking to business audiences about hardwired instincts and the lessons for leaders. They will again join forces in June 2011.

THIS PROGRAM IS LIMITED TO A MAXIMUM OF 12 PARTICIPANTS

Human Instincts at Work

Day 1 8:15am for 8:30am start - 5:00pm finish

- The 9 instincts of humans and the leadership imperatives
- Instincts of chimpanzees and visit the apes
- Leadership of human groups
- Organisation structures based on families and villages – overcome silos and matrix issues
- Align performance systems to human instincts to overcome the 7 reasons common performance appraisals fail

Day 2 8:15am for 8:30am start - 5:00pm finish

- Change management and what causes humans to support or resist change
- Avoiding pay and rewards as control tools
- Why managers instinctively avoid managing poor performance and 5 keys to fix it
- The role of gossip and how to use the instinct positively
- Setting your priorities

Registration Form and Tax Invoice

20-21 July 2011
Melbourne Zoo, Melbourne
 Elliott Ave, Parkville
 8:15 for 8:30am – 5:00pm

27-28 July 2011
Taronga Zoo, Sydney
 Bradleys Head Road, Mosman
 8:15 for 8:30am – 5:00pm

Attendee Information:

Organisation _____ Postal address _____

No	Name of Attendee	Position Title	Phone No	Email Address
1				
2				
3				



No of attendees from same organisation	Price for each delegate	Total	GST	Payment Total including GST
1	\$2,800	\$2,800	\$280	\$3,080
2	\$2,500	\$5,000	\$500	\$5,500
3	\$2,250	\$6,750	\$675	\$7,425
AMOUNT PAYABLE				\$

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Any questions Please contact:

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Cancellation Policy: 1. Transferring registration to another person is welcome at any time which ensures a cancellation fee will not apply. 2. Prior to 14 days of the date of your registered program you will receive a credit note of the full value of the program to transfer to registration to a future program. 3. Within 14 days of the date of your registered program you will receive a credit note to the value of 50% of the value of the program to transfer to registration to a future program. 4. If you cancel and do not wish to transfer your registration to another person or another program, then prior to 14 days of the date of your registered program you will receive a 50% refund of your registration fee and within 14 days of the date of your program your registration fee is forfeited and no refund will apply. Exclusions: Privacy Clause: Your registration information is being collected for the purposes of processing your registration or enquiry. It will also be added to the Hardwired Humans database to keep you informed of other events and information.