

“ Excellence is doing ordinary things extraordinarily well. ”

# Administration Courses

Professional Development Training has a specialised division of Administration experts that will tailor the delivery of any of the courses to be specific to your situation and learning needs

# Administration Courses

- Business Etiquette Training Course
- Meeting Management Course
- Personal Productivity Training
- Professional Telephone Skills Course
- Time Management Training
- Foundation Skills for PA's and Executive Assistants
- Foundation Skills for New HR Officers
- Budgets and Financial Reports
- Bookkeeping Fundamentals
- Minute-taking Training Course
- Advanced Skills for PA's and Executive Assistants

*Our trainer Kirsty was excellent, she listened to how our business operates & made the content more relevant to us. Also listened to what we hoped to achieve & added extra content to suit. Excellent, fun, stimulating and entirely appropriate for my needs. Thank You*

*Public Class Participant - Time Management*



## **Courses for** Executive Assistants, Administrative Assistants, Personal Assistants and Secretaries

Professional Development Training has a specialised division of Administration experts that will tailor the delivery of any of the courses to be specific to your situation and learning needs. Our extensive curriculum in Administration, outstanding depth of trainers across the country and diverse range of industry experience means that pd training is the best choice for Administration courses. pd training will exceed your expectations and help you achieve the results you are seeking.

# In-House Training

# Public Courses

## In-House Training Benefits:

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- Tailored to your needs and goals
- Cost-effective - from \$140 per person (full-day)
- You choose the day, place and time
- Greatest impact in the shortest time
- Great team building opportunity
- Convenient - Employees do not need to go off-site

## Tailored Delivery – Standard

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We will always tailor the delivery of your In-House Training course to ensure it is relevant to your team and targeted at your learning goals. We can incorporate your company's examples and terminology to ensure that the training can be directly related back to your workplace. This is standard and included in the price.

### The "1-hour Motivator" Training Sessions

These 60-90 minute sessions are highly motivating and thought-provoking - ideal for those people who need to fit training in around a busy work schedule - great as an early morning kick-start or lunchtime boost!

### Full-day Short Courses

1-day and 2-day short courses are delivered with a unique focus on 80% activities 20% content - just the way learning should be!

### The "3-hour Power" Sessions

3-hour power sessions are a great solution when you have very specific outcomes you are targeting, or if scheduling the team to be off the job for a whole day is proving to be a challenge!

### Conferences and Workshops

Do you want your conference to be memorable, fun, interactive and be a real highlight? pd training's dynamic trainers can add that flair, excitement and much more!

## Expert Trainers

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"While you are training with us, you receive experiential training from an expert in their field which ensures you can apply what you have learned directly back to your workplace. When you are training with us, you are there to learn from the trainer, not the manual!"

## Training Style:

Your course will be activity-based learning. You receive some background theory, and then spend most of the time working together and with the trainer to apply the concepts to workplace situations that are applicable to your specific situation.

## Class Size:

Classes are an average of 6 people, max of 12. We keep classes small to ensure the trainer can work with each participant to tailor each activity to be relevant to each person's workplace/common scenarios.

## Where:

Sydney, Melbourne, Brisbane, Canberra, Adelaide, Perth, Parramatta.

## Scheduling & Times:

**Classes run from 9:00am - 4:30pm each day**

Quality Lunch (tell us your dietary requirements)

Comprehensive up-to-date courseware

## Practical & Real - Activities tailored to you...

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Training is much more effective and enjoyable if you can apply the concepts you learn directly to your own circumstances. So the trainer will change textbook activities to be relevant to you.

## For example:

If the example activity is based in a retail setting, but you work in a customer service call-centre, we will adapt activities to reflect the culture of a call-centre environment, so your team will be learning relational tools and techniques that really make sense to their world. Helping you learn today, and

## Fun & Relaxed - Laugh while you learn...

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Our relaxed and practical approach with experienced trainers that like to 'have a laugh' will ensure you enjoy the experience of learning as much as you enjoy acquiring new skills that help you perform better.

Yes, lunch is free - and we all like a free lunch. However, the highlight of your course will be the learning experience - not the break!



Customised, Interactive  
and Practical

Each course involves about 20 activities each day to assist practical skill development and understanding of concepts. Training is customised according to the requirements of the participants for maximum benefit.

Considering your needs, pd training has made Administration available at your place, online and at various locations across Australia. The courses are designed to be of short-duration, lively, informal and highly valuable.



Making Training  
Accessible



World Leading  
Reinforcement  
Framework

Reinforcement Package

- Training Booster Reinforcement System
- Free Re-sit
- eHelpDesk Support
- Bonus Supplementary eLearning
- Quick Reference Job Aid
- Hours of Business Video content



## Business Etiquette & Professional Conduct

The pd training Business Etiquette training course will align your staff's understanding of professionalism with the desired expectations of your company. As participants your staff will conduct themselves more professionally, communicate more effectively, acquiring the tools to create that all important first impression.

Business etiquette training courses are available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

## Business Etiquette Training Course Outline

### Foreword:

Business etiquette has never been more important. Traditional structures and communication is changing, however etiquette and professionalism are still important within the business and with external clients.

### Outcomes:

In this course participants will:

- Understand what etiquette is and why it's important
- Learn how to introduce yourself professionally
- Understand the "3 C's" and how to use them to create a good first impression
- Learn tools to assist and minimise nervousness
- Use techniques to master name memorisation
- Know the "4 levels of conversation"
- Learn to conduct yourself professionally
- Understand appropriate etiquette for open plan and cubicle environments
- Know what not to do in a meeting
- Acquire the fundamentals of email etiquette

Business Etiquette Training Course - Lesson 1

**Networking for Success**

- Creating an Effective Introduction
- Making a Great First Impression
- Minimising Nervousness
- Using Business Cards Effectively
- Remembering Names

Business Etiquette Training Course - Lesson 2

**Professional Introductions**

- The three-step process
- The four levels of conversation
- The Handshake

Business Etiquette Training Course - Lesson 3

**Professional Office Conduct**

- Open Plan and Cubicle environments
- Working out of the office
- Eating at Work
- Meeting Do's and Don'ts

Business Etiquette Training Course - Lesson 4

**Business Email Etiquette**

- Professionalism & emails
- Proper and improper use for forwarding and CC
- Grammar, flaming and netiquette
- Top 5 technology tips

Business Etiquette Training Course - Lesson 5

**Business E-Mail Etiquette**

- Addressing your Message
- Grammar and Acronyms
- Top Five Technology Tips

Business Etiquette Training Course - Lesson 6

**Eating Out**

- Ordering in a Restaurant
- About Alcoholic Beverages
- Paying the Bill
- Tipping

Business Etiquette Training Course - Lesson 7

**Telephone Etiquette**

- Developing an Appropriate Greeting
- Dealing with Voice Mail
- Mobile Phone Do's and Don'ts

Business Etiquette Training Course - Lesson 8

**The Written Letter**

- Thank You Notes
- Formal Letters
- Informal Letters

Business Etiquette Training Course - Lesson 9

**Dressing for Success**

- The Meaning of Colours
- Interpreting Common Dress Codes
- Deciding what to Wear

Business Etiquette Training Course - Lesson 10

**International Etiquette**

- General Rules
- Important Points
- Preparation Tips

**Web Links:**

View this course online:

<http://pdtraining.com.au/courses/business-etiquette-training-course>

In-house Training Instant Quote:

<https://bookingstest.professionaldevelopmenttraining.com/inhouseex1/quoterequestex1a.aspx>

Public Classes - Enrol Now!

<https://bookingstest.professionaldevelopmenttraining.com/publicclassbooking.aspx?courseid=5>



Australian businesses spend \$19bn per year on meetings and most meeting attendees spend their time daydreaming and even snoozing.

Learn how to gain accountability, manage the participants, handle disruptions and ensure outcomes and follow-through with this *Meeting Management* course from pdtraining.

This effective training course is available now in Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth.

## Meeting Management Course Outline

### Foreword:

An Australian University study has shown that companies are wasting huge amounts of money on inefficient meetings. The study conducted by the University of South Australia discovered that one in three workers admitted to falling asleep in meetings while 87% said they daydream and 26% said they did other work.

Professor Terry Robbins-Jones, head of the University's School of Accounting and Information Systems says face-to-face meetings are costing Australian businesses a whopping A\$19bn a year. "People spend well over 50% of their time working with other people - making it the single most expensive activity in the business world - and yet we know nothing about it," he said.

"Bearing in mind that collaboration - including the time spent in face-to-face meetings - probably accounts for well over half the total costs of any organisation, companies should be thinking about having a budget for it or monitoring how effectively it operates," he added. The University of South Australia study found that 46% of executives felt meetings were a good use of time, while 33% felt that - at best - they were fairly productive. These figures suggest that utilising a "meeting auditor" or "collaborative advocate" could produce cost savings and increased productivity benefits.

**This Meeting Management Training Course** will assist participants with the appropriate meeting conventions and protocols to managing formal, informal and e-meetings. Participants will learn to apply tools and techniques in planning, participating in, and concluding successful meetings.

### Outcomes:

- Plan & prepare for meetings
- Identify the correct participants
- Gain insight into choosing the right time & place based on meeting type, attendees & necessary outcomes
- Create clear & concise meeting agendas
- Set up meeting spaces for maximum efficiency
- Learn how to incorporate electronic options for remote participants
- Define & assign meeting roles & responsibilities
- Use an agenda for meeting management garnering a desired outcome & accountability
- Chair meetings effectively by dealing with disruptions, professionally handling personality conflicts and taking meeting minutes.



Meeting Management Training Course - Lesson 1

### **Planning and Preparing - Part One**

- Identifying the participants
- Choosing the time and place
- Creating the agenda

Meeting Management Training Course - Lesson 3

### **Setting up the Meeting Space**

- The basic essentials
- The extra touches
- Choosing a physical arrangement

Meeting Management Training Course - Lesson 5

### **Meeting Roles and Responsibilities**

- The chairperson
- The minute taker
- The attendees
- Variations for large and small meetings

Meeting Management Training Course - Lesson 7

### **Chairing a Meeting - Part Two**

- Keeping the meeting on track
- Dealing with overtime
- Holding participants accountable

Meeting Management Training Course - Lesson 9

### **Taking Minutes**

- What are minutes?
- What do I record?
- A take-home template
- Closing

Meeting Management Training Course - Lesson 2

### **Planning and Preparing - Part Two**

- Gathering materials
- Sending invitations
- Making logistical arrangements

Meeting Management Training Course - Lesson 4

### **Electronic Options**

- Overview of the choices available
- Things to consider
- Making a final decision

Meeting Management Training Course - Lesson 6

### **Chairing a Meeting - Part One**

- Getting off on the right foot
- The role of the agenda
- Using a parking lot

Meeting Management Training Course - Lesson 8

### **Dealing with Disruptions**

- Running in and out
- Mobile phones and pagers ringing
- Off on a tangent
- Personality conflicts

Meeting Management Training Course - Lesson 10

### **Making the most of your Meeting**

- The 50 minute meeting
- Using games
- Giving prizes
- Stuffed with magic

#### **Web Links:**

View this course online:

<http://pdtraining.com.au/courses/meeting-management-training>

In-house Training Instant Quote:

<https://bookingstest.professionaldevelopmenttraining.com/inhouseex1/quoterequestex1a.aspx>

Public Classes - Enrol Now!

<https://bookingstest.professionaldevelopmenttraining.com/publicclassbooking.aspx?courseid=16>



Ever wish you had more hours in the day?

Participants in this Personal Productivity course from pdtraining, will learn how to establish routines, set personal goals, create an efficient environment and use practical, take away tools for maximising personal productivity.

This practical and engaging training course is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

## **Personal Productivity Training Outline**

### **Foreword:**

Most people find that they wish they had more time in a day. This workshop will show participants how to organise their lives and find those hidden moments. Participants will learn how to establish routines, set goals, create an efficient environment, and use time-honoured planning and organisational tools to maximize their personal productivity.

### **Outcomes:**

- Set & evaluate SMART goals (specific, measurable, achievable, relevant & timed)
- Learn to use routines to maximise productivity
- Master numerous scheduling tools for efficient use of time
- Learn to stay on top of a to-do list
- Learn how to start new tasks & projects on the right foot
- Master basic project management techniques
- Organise physical & virtual workspaces for maximum efficiency
- Take back time from e-mail & handheld devices
- Learn to tackle procrastination

Personal Productivity Training Course - Lesson 1

**Setting Goals**

- Setting SMART Goals
- Creating good habits
- Evaluating and adapting

Personal Productivity Training Course - Lesson 3

**Scheduling Yourself**

- Developing a tracking system
- Scheduling appointments
- Scheduling tasks
- The simple secret of successful time management

Personal Productivity Training Course - Lesson 5

**Tackling New Tasks and Projects**

- The sliding scale
- A checklist for getting started
- Re-evaluating and adapting

Personal Productivity Training Course - Lesson 7

**Creating a Workspace**

- Choosing a physical layout
- Ergonomics 101
- Using your computer efficiently

Personal Productivity Training Course - Lesson 9

**Managing E-mail**

- Using E-mail time wisely
- Folders and rules
- Making use of your E-mail program
- Resisting the lure of the Blackberry/iPhone

Personal Productivity Training Course - Lesson 2

**The Power of Routines**

- The importance of routines
- Personal and professional routines
- Six easy ways to simplify your life

Personal Productivity Training Course - Lesson 4

**Keeping Yourself on Top of Tasks**

- The One-Minute Rule
- The Five-Minute Rule
- What to do when you feel like you're sinking

Personal Productivity Training Course - Lesson 6

**Using Project Management Techniques**

- Understanding the triple scope
- Creating a timeline
- Using a RACI chart

Personal Productivity Training Course - Lesson 8

**Organising Files and Folders**

- Organising physical files
- Organising electronic files
- Scheduling archiving and clean-up

Personal Productivity Training Course - Lesson 10

**Beating Procrastination**

- Admitting the problem
- Making it manageable
- Identifying the reasons
- Adapting your long-term strategy

**Web Links:**

View this course online:

<http://pdtraining.com.au/courses/personal-productivity-training>

In-house Training Instant Quote:

<https://bookingstest.professionaldevelopmenttraining.com/inhouseex1/quoterequestex1a.aspx>

Public Classes - Enrol Now!

<https://bookingstest.professionaldevelopmenttraining.com/publicclassbooking.aspx?courseid=19>



In today's business environment, telephone etiquette displayed in organisations is indicative of its willingness and ability to efficiently assist customers.

This Professional Phone Skills course from pdtraining teaches how to project professionalism over the phone, how to gain client confidence quickly, handle irate customers and so much more.

This practical and engaging training course is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

## Professional Telephone Skills Course Outline

### Foreword:

This Telephone Skills Training course will provide your staff with the awareness and skills they need to handle phone calls professionally. This will ensure the positive image of your organisation is reinforced and strengthened with every conversation.

In today's business environment, telephone etiquette displayed in organisations is indicative of its willingness and ability to efficiently assist customers, both internal and external. The skills and the attitude projected over the telephone form a lasting impression in the minds of an organisation's customer, making it a critical customer 'touch point'.

Nowadays, virtual teams are the norm rather than the exception, and one of their primary channels of communication is the telephone. Hence, it is imperative for employees to have a good understanding of business telephone etiquette in order to aid efficient information exchange.

This **Professional Telephone Skills Training Program** aims at helping employees create a lasting impression in their customers' minds - one that shows the organisation reflected in the best light possible. It focuses on developing telephone etiquette and skills to deal with customers assertively, empathetically, with a sense of care and a positive attitude.

### Outcomes:

- Learn how to provide effective client service over the phone
- Project a professional image over the phone
- Master a professional, effective & reassuring telephone voice
- Gain client's trust using proven communication techniques
- Learn to question effectively over the phone
- Master proven techniques to manage irate customers professionally
- Learn tips for handling a busy reception
- Phrase more effectively for positive and clearer communication
- Establish the right words for unambiguous, positive & productive communication

Professional Telephone Skills Training Course - Lesson 1

### **Providing Effective Client Service**

- The ten commandments of good business
- What makes an effective client communicator?
- Seven sins of service
- Skills and attributes of an effective client communicator
- High emotion = low intelligence

Professional Telephone Skills Training Course - Lesson 3

### **Gaining your Client's Trust**

- Create a great first impression
- Put your customer at ease
- Finding a better phrase
- Ending a call politely and professionally

Professional Telephone Skills Training Course - Lesson 5

### **Effective Questioning**

- Questioning techniques
- ??? Questions ???
- Open and closed questions
- Questions to keep control of the call
- Telephone techniques

Professional Telephone Skills Training Course - Lesson 7

### **Reception Tips**

- Top Useful reception tips

Professional Telephone Skills Training Course - Lesson 9

### **Action Plan**

- Create a Personal action plan
- What I am going to implement immediately on-the-job

Professional Telephone Skills Training Course - Lesson 2

### **Your Telephone Voice**

- Communication skills
- Five qualities of a good telephone voice
- Vocal qualities checklist

Professional Telephone Skills Training Course - Lesson 4

### **Prepare Yourself**

- Professional handling of incoming calls
- Transferring calls
- Taking messages

Professional Telephone Skills Training Course - Lesson 6

### **Irate Clients**

- Determine why your client is irate
- Learn the challenges of irate clients
- Have a H.E.A.R.T. to defuse an irate client

Professional Telephone Skills Training Course - Lesson 8

### **Better Phrases**

- Improve your interaction with Inbound calls
- Better your Outbound calls success

Professional Telephone Skills Training Course - Lesson 10

### **Wrap up and course conclusion**

- Review the course
- Share ideas and personal challenges
- Question and answer time

## **Web Links:**

View this course online:

<http://pdtraining.com.au/courses/telephone-skills-training>

In-house Training Instant Quote:

<https://bookingstest.professionaldevelopmenttraining.com/inhouseex1/quoterequestex1a.aspx>

Public Classes - Enrol Now!

<https://bookingstest.professionaldevelopmenttraining.com/publicclassbooking.aspx?courseid=21>



This Time Management Training course is one of the most popular training courses for pd training worldwide. People learn effective time management strategies such as goal setting, prioritisation and how to beat procrastination. There are topics that apply to some people more than others such as 'effective delegation' and 'managing meetings'. We want to you get the most out of your time spent in class (this is a Time Management course after all) so you'll be able to tell the trainer which lessons are most important to you, and they will cover those topics in more detail. Attend a Time Management Training Course in Australia in a city near you including Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra, Perth and online, phone 1300 121 400.

## Time Management Training Outline

### Foreword:

Most of us have, at one time or another, felt daunted and overwhelmed by the number of tasks and commitments that have been pushed in our direction. The key to tackling this situation is effective time management. Understanding, identifying and defining your long-term goals is the very first step for an effective time management. With the broader goal in the background, you can now set your short-term goals that will effectively lead you to achieving your cherished long-term goals in your life. One skill that is prevalent in all leaders of repute is time management. People who use these techniques routinely are the highest achievers in all walks of life, from business to sport to public service. Managing time well enables you to be in control of your life; it allows you to act on situations rather than react to situations. When reacting to situations you are ill-prepared and under stress so your action is far from your optimal capacity. Whereas when you act on situations, it is well-planned and allows you to function at your highest level. At the heart of time management is an important shift in focus: Concentrate on results, not on being busy. This is a one of the most important time management skills. Many people spend their days in a frenzy of activity, but achieve very little because they are not concentrating on the right things. According to the Pareto Principle, or the '80:20 Rule', typically 80% of unfocused effort generates only 20% of results. The remaining 80% of results are achieved with only 20% of the effort. By applying the skills taught in the Time Management Workshops, you can optimise your efforts to ensure that you concentrate as much of your time and energy as possible on the high-payoff tasks. This ensures that you achieve the greatest benefit possible with the limited amount of time available to you. Contrary to popular belief, effective time management is not based on doing more things in less time.

### Outcomes:

- Set S.M.A.R.T. goals
- Prioritise effectively
- Understand how to apply the 80:20 rule
- Categorise tasks using the Urgent/Important Matrix
- Managing Email
- Plan strategically
- Gain lasting skills to tackle procrastination
- Handle high pressure, crisis situations with ease
- Learn to organise the workspace for efficiency and productivity
- Master when and how to delegate for maximum productivity
- Set daily rituals for better productivity
- Gain insightful skills to better manage meetings and keep them on track
- Discover alternatives to in-person meetings

Time Management Training Course - Lesson 1

**Goal Setting**

- The Three P's
- S.M.A.R.T Goals
- Prioritising your goals
- Visualisation

Time Management Training Course - Lesson 2

**Prioritising your Time**

- the 80/20 rule
- The Urgent versus Important Matrix
- Assertiveness

Time Management Training Course - Lesson 3

**Planning Wisely**

- Creating your Productivity Journal
- Maximising the power of your productivity journal
- The Glass Jar: rocks, pebbles, sand and water
- Chunk, block and tackle
- Ready, Fire, Aim!

Time Management Training Course - Lesson 4

**Tackling Procrastination**

- Why we procrastinate
- Nine ways to overcome procrastination
- Eat that frog!

Time Management Training Course - Lesson 5

**Crisis Management**

- When the storm hits
- Creating a plan
- Executing the plan
- Lessons learned

Time Management Training Course - Lesson 6

**Organising your Workspace**

- De-clutter
- Managing workflow
- Dealing with e-mail
- Using calendars

Time Management Training Course - Lesson 7

**Delegating Made Easy**

- When to delegate
- To whom should you delegate
- How should you delegate
- The importance of full acceptance

Time Management Training Course - Lesson 8

**Setting a Ritual**

- What is a ritual?
- Ritualising sleep, meals, exercise
- Examples of rituals
- Using rituals to maximise time

Time Management Training Course - Lesson 9

**Meeting Management**

- Deciding if a meeting is necessary
- Using the PAT approach
- Building the agenda
- Keeping things on track
- Making sure the meeting was worthwhile

Time Management Training Course - Lesson 10

**Alternatives to Meetings**

- Instant Messaging and chat rooms
- Teleconferencing
- E-mail Lists and online groups
- Collaborating applications

**Web Links:**

View this course online:

<http://pdtraining.com.au/courses/time-management-training>

In-house Training Instant Quote:

<https://bookingstest.professionaldevelopmenttraining.com/inhouseex1/quoterequestex1a.aspx>

Public Classes - Enrol Now!

<https://bookingstest.professionaldevelopmenttraining.com/publicclassbooking.aspx?courseid=29>

## Foundation Skills for PA's and Executive Assistants



Executive Assistants are some of the most important people in the company. This course empowers them with the skills and techniques to become even more efficient, productive and professional.

This Foundation Skills for PA's and Executive Assistants Training Course provides Executive Assistants (EA's) and Personal Assistants (PA's) with the techniques to become more organised, efficient and well-planned. Participants in this course will enhance their skills to communicate effectively with all levels of staff.

This practical training course provides techniques you can really use! We look forward to welcoming you to a class in Brisbane, Sydney, Melbourne, Adelaide, Canberra, Parramatta and Perth.

Looking for something more advanced? [Try the Advanced Skills for EA's and PA's course](#)

## Foundation Skills for PA's and Executive Assistants Outline

### Foreword:

In this Foundation Skills for PA's and Executive Assistants Training Course you will learn the skills to help you use your resources efficiently, manage your time wisely, communicate effectively and collaborate with others skillfully. The practical skills and techniques you will learn in this course will help you support your manager, and present 'your team of two' as a professional, confidence-inspiring team.

Looking for something more advanced? [Try the Advanced Skills for EA's and PA's course](#)

### Outcomes:

#### In this course participants will:

- Become highly organised using smart, efficient systems
- Learn to manage time more effectively & strategically
- Master prioritisation of time, complete all important tasks and help their manager do the same
- Learn highly effective verbal and nonverbal communication techniques
- Become more proactive and empowered in their role
- Learn to communicate more effectively with their manager
- Gain an insight into the importance of caring for themselves
- Learn how to make the most of their 'Team of Two'



Foundation Skills for PA's and Executive Assistants  
Training Course - Lesson 1

### Getting Organised (Part 1)

- Dealing with Email
- Managing Electronic Files
- Keeping Track of the Paper Trail
- Making the most of Voice Mail

Foundation Skills for PA's and Executive Assistants  
Training Course - Lesson 3

### Managing Time

- Managing your Time
- Keeping others on Track
- Maintaining schedules

Foundation Skills for PA's and Executive Assistants  
Training Course - Lesson 5

### Special Tasks

- Planning small Meetings
- Planning Large Meetings
- Organising Travel

Foundation Skills for PA's and Executive Assistants  
Training Course - Lesson 7

### Non-Verbal Communication skills

- Body Language
- The signals you send to Others
- It's not what you say, It's how you say it

Foundation Skills for PA's and Executive Assistants  
Training Course - Lesson 9

### The Team of Two

- Working with your Manager
- Influencing skills
- What to do in sticky situations

Foundation Skills for PA's and Executive Assistants  
Training Course - Lesson 2

### Getting Organised (Part 2)

- Keeping your Workspace Organised
- Using a To-do Book
- The Extra Mile: Adding Project Management Techniques to your Toolbox

Foundation Skills for PA's and Executive Assistants  
Training Course - Lesson 4

### Getting it all Done on Time

- Prioritising
- The secret to staying on Track
- Goal setting

Foundation Skills for PA's and Executive Assistants  
Training Course - Lesson 6

### Verbal Communication skills

- Listening and Hearing: they aren't the same
- Asking Questions
- Communicating with Power

Foundation Skills for PA's and Executive Assistants  
Training Course - Lesson 8

### Empowering Yourself

- Being Assertive
- Resolving Conflict
- Building Consensus
- Making Decisions

Foundation Skills for PA's and Executive Assistants  
Training Course - Lesson 10

### Taking Care of Yourself

- Ergonomics
- Stress Management
- Dealing with a Heavy Workload

## Web Links:

View this course online:

<http://pdtraining.com.au/courses/foundation-skills-for-pas-and-executive-assistants>

In-house Training Instant Quote:

<https://bookingstest.professionaldevelopmenttraining.com/inhouseex1/quoterequestex1a.aspx>

Public Classes - Enrol Now!

<https://bookingstest.professionaldevelopmenttraining.com/publicclassbooking.aspx?courseid=41>

## Foundation skills for new HR Officers



This Human Resources course from pd training is designed for HR Officers and new managers. It develops a set of practical techniques for core HR functions including interviewing, orientation, safety, harassment, discrimination, violence, discipline and termination.

This practical, hands-on course is for people who want to develop practical human resource skills as line managers, administrators or human resource officers.

This dynamic training course is available now throughout Australia including, Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth

## Foundation Skills for New HR Officers Outline

### Foreword:

An organisation's staff is now seen as its most valuable asset, and human resources skills are vital to organisational success. This HR course covers the complete lifecycle of HR responsibilities including recruitment, staff retention, employee annual review and feedback, workplace health and safety, employee discipline and staff termination.

Whether you are a new HR Officer, or you are responsible as a manager for HR functions this course will help you understand how much of that role is really about people, as well as aspects of legislation, policy, and procedures.

### Outcomes:

- Explore the range of Human Resource activities and responsibilities
- Define human resource terms & subject matter
- Effectively recruit, interview & retain employees
- Follow up with a new employee in a structured manner
- Become an advocate for employee health and safety
- Provide accurate, actionable feedback to employees
- Act appropriately in situations requiring discipline & termination
- Evaluate strengths & opportunities for human resources in the workplace
- Identify three areas for further human resources development as part of a personal action plan

Foundation Skills for New HR Officers Training Course - Lesson 1

### Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Foundation Skills for New HR Officers Training Course - Lesson 3

### Recruiting and Interviewing

- The Job Selection Process
- Get Good at Interviewing
- Interviewing Fairly
- The Best Way to Interview

Foundation Skills for New HR Officers Training Course - Lesson 5

### Following up with New Employees

- Checking in
- Following up
- Designing the Follow-up Schedule

Foundation Skills for New HR Officers Training Course - Lesson 7

### Workplace Bullying, Harassment, and Violence

- Definitions
- Costs to the Organization
- The Manager's Role
- An Employer's Responsibility

Foundation Skills for New HR Officers Training Course - Lesson 9

### Providing Feedback to Employees

- Feedback Model
- The Feedback Sandwich
- Encouraging Growth and Development

Foundation Skills for New HR Officers Training Course - Lesson 11

### Terminating Employees

- Documenting Events
- Making the Decision
- Communicating the Decision

Foundation Skills for New HR Officers Training Course - Lesson 2

### Human Resources Today

- What is Human Resources Today?
- Key Factors Influencing Human Resources Today
- Growth in Human Resources

Foundation Skills for New HR Officers Training Course - Lesson 4

### Retention and Orientation

- Getting Off on the Right Track
- Creating an Engaging Program
- Using an Orientation List

Foundation Skills for New HR Officers Training Course - Lesson 6

### Workplace Health and Safety

- Understanding your role and Responsibilities
- Understanding Local and Industry Specific Rules
- Training for Managers

Foundation Skills for New HR Officers Training Course - Lesson 8

### Workplace Wellness

- Wellness Behaviors
- Wellness Trends
- The Case for Wellness

Foundation Skills for New HR Officers Training Course - Lesson 10

### Disciplining Employees

- The General Discipline Process
- The Progressive Discipline Process
- Having Discipline Meetings
- Following Up

Foundation Skills for New HR Officers Training Course - Lesson 12

### Wrapping Up

- Documenting Events

## Web Links:

View this course online:

<http://pdtraining.com.au/courses/foundation-skills-for-new-hr-officers-training>

In-house Training Instant Quote:

<https://bookingstest.professionaldevelopmenttraining.com/inhouseex1/quoterequestex1a.aspx>

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<https://bookingstest.professionaldevelopmenttraining.com/publicclassbooking.aspx?courseid=42>



The Budgets and Financial Reports training course is practical and will provide participants with the understanding, knowledge and tools to effectively work with and interpret financial reports. This Budgets and Financial Reports training course is available now throughout Australia, including Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth.

## **Budgets and Financial Reports Outline**

### **Foreword:**

Financial management is the lifeblood of an organisation. Budgeting and forecasting is an essential financial process for any business, no matter how large or small. This easy to understand and fun *Budgets and Financial Reports Training* course aims to demystify some of the financial terms and concepts and will define key terms like ROI, EBIT, GAAP, and extrapolation.

Participants will explore the tools, concepts and techniques used by financial analysts. They will be guided through a practical and best practice approach to understanding budgets and financial reports. The end result is a solid understanding of key finance and budgeting principles so that the participant can hold relevant discussions and render decisions based on financial data.

### **Outcomes:**

In this course participants will:

- Understand financial terminology and concepts clearly
- Gain skills to analyse financial statements
- Understand the differences between budgets & budgeting
- Be able to implement techniques for effective budgeting
- Be able to apply advanced forecasting techniques
- Discover how to make smart purchasing decisions
- Interpret some of the legal aspects of finances

Budgeting & Financial Reports Training Course - Lesson 1

### Getting Started

- Workshop Objectives

Budgeting & Financial Reports Training Course - Lesson 2

### Glossary

- What is Finance?
- Commonly Used Terms
- Key Players
- Important Financial Organisations
- Understanding GAAP

Budgeting & Financial Reports Training Course - Lesson 3

### Understanding Financial Statements

- Balance Sheets
- Income Statements (AKA Profit & Loss Statements)
- Statement of Retained Earnings
- Statement of Cash Flows
- Annual Reports

Budgeting & Financial Reports Training Course - Lesson 4

### Analysing Financial Statements (I)

- Income Ratios
- Profitability Ratios
- Liquidity Ratios
- Working Capital Ratios
- Bankruptcy Ratios

Budgeting & Financial Reports Training Course - Lesson 5

### Analysing Financial Statements (II)

- Long-Term Analysis Ratios
- Coverage Ratios
- Leverage Ratios
- Calculating Return on Investment (ROI)

Budgeting & Financial Reports Training Course - Lesson 6

### Understanding Budgets

- Common Types of Budgets
- What Information do I Need?
- Who Should Be Involved?
- What Should a Budget Look Like?

Budgeting & Financial Reports Training Course - Lesson 7

### Budgeting Made Easy

- Factoring in Historical Data
- Gathering Related Information
- Adjusting for Special Circumstances
- Putting It All Together
- Computer Based Methods

Budgeting & Financial Reports Training Course - Lesson 8

### Advanced Forecasting Techniques

- Using the Average
- Regression Analysis
- Extrapolation
- Formal Financial Models

Budgeting & Financial Reports Training Course - Lesson 9

### Managing the Budget

- How to Tell If You're on Track
- Should Your Budget be Updated
- Keeping a Diary of Lessons Learned
- When to Panic

Budgeting & Financial Reports Training Course - Lesson 10

### Making Smart Purchasing Decisions

- 10 Questions You Must Ask
- Determining the Payback Period
- Deciding Whether to Lease or Buy
- Thinking Outside the Box

Budgeting & Financial Reports Training Course – Lesson 11

### A Glimpse into the Legal World

- A Brief History
- The Sarbanes-Oxley Act
- CEO/CFO Certification
- 8th Company Law Directive

Budgeting & Financial Reports Training Course - Lesson 12

### Wrapping Up

- Words from the Wise

#### Web Links:

View this course online:

<http://pdtraining.com.au/budgeting-and-financial-reports-training-course>

In-house Training Instant Quote:

<https://bookingstest.professionaldevelopmenttraining.com/inhouseex1/quoterequestex1a.aspx>

Public Classes - Enrol Now!

<https://bookingstest.professionaldevelopmenttraining.com/publicclassbooking.aspx?courseid=135>



This Bookkeeping Fundamentals training course will provide participants with tools and techniques to effectively understand bookkeeping procedures and prepare financial statements. Bookkeeping Fundamentals training courses includes lunch and refreshments, enrol in a class today in Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra, and Perth.

## **Bookkeeping Fundamentals Outline**

### **Foreword:**

Keep your skills current with this sought-after Bookkeeping Fundamentals course. Bookkeeping is the heart of any business. Without it, we cannot hope to keep track of the most important part of any business: money. Gain excellent skills in using various accounting procedures and maintain your books efficiently and effectively for the success of your business. On completion of this one day course, you will have a sound knowledge about the basic steps and techniques used in bookkeeping, including identifying the differences between cash & accrual accounting methods and helpful tips for the employer, as well as other topics related to a commercial environment.

### **Outcomes:**

In this course participants will:

- Learn to recognise and use basic accounting terminology
- Understand the differences between cash & accrual accounting methods
- Become familiar with accounts payable & receivable
- Learn how to use a journal and general ledger to document business financials
- Be comfortable reading and analysing the balance sheet
- Learn to identify different types of financial statements
- Understand the reasons for a budget, and how to create one
- Gain a knowledge of internal & external auditing

Bookkeeping Fundamentals Training Course - Lesson 1

**Introduction**

- Workshop Objectives

Bookkeeping Fundamentals Training Course - Lesson 2

**Basic Terminology (I)**

- Balance Sheet
- Assets
- Liabilities
- Equity
- Income Statement
- Revenue
- Cost of Goods Sold
- Expenses
- Accounting Period

Bookkeeping Fundamentals Training Course - Lesson 3

**Basic Terminology (II)**

- Accounts Receivable
- Accounts Payable
- Depreciation
- General Ledger
- Interest
- Inventory
- Journals
- Payroll
- Trial Balance

Bookkeeping Fundamentals Training Course - Lesson 4

**Accounting Methods**

- Cash Method
- Accrual Method
- Differences between Cash and Accrual

Bookkeeping Fundamentals Training Course - Lesson 5

**Keeping Track of Your Business**

- Accounts Payable
- Accounts Receivable
- The Journal
- The General Ledger
- Cash Management

Bookkeeping Fundamentals Training Course - Lesson 6

**Understanding the Balance Sheet**

- The Accounting Equation
- Double-Entry Accounting
- Types of Assets
- Types of Liabilities
- Equity

Bookkeeping Fundamentals Training Course - Lesson 7

**Other Financial Statements**

- Income Statement
- Cash Flow Statement
- Capital Statement
- Budget vs. Actual

Bookkeeping Fundamentals Training Course - Lesson 8

**Payroll Accounting / Terminology**

- Gross Wages
- Net Wages
- Employee Tax Withholdings
- Employer Tax Expenses
- Salary Deferrals
- Employee Payroll
- Employee Benefits
- Tracking Accrued Leave
- Government Payroll Returns/Reports

Bookkeeping Fundamentals Training Course - Lesson 9

**End of Period Procedures**

- Depreciating Your Assets
- Reconciling Cash
- Reconciling Investments
- Working with the Trial Balance
- Bad Debt
- Posting Adjustments and Corrections

Bookkeeping Fundamentals Training Course - Lesson 10

**Financial Planning, Budgeting and Control**

- Reasons for Budgeting
- Creating a Budget
- Comparing Budget to Actual Expenses

Bookkeeping Fundamentals Training Course - Lesson 11

**Auditing**

- What is an Audit?
- When and Why Would You Audit?
- Internal
- External

Bookkeeping Fundamentals Training Course - Lesson 12

**Wrapping Up**

- Words from the Wise

**Web Links:**

View this course online:

<http://pdtraining.com.au/bookkeeping-fundamentals-training-course>

In-house Training Instant Quote:

<https://bookingstest.professionaldevelopmenttraining.com/inhouseex1/quoterequestex1a.aspx>

Public Classes - Enrol Now!

<https://bookingstest.professionaldevelopmenttraining.com/publicclassbooking.aspx?courseid=199>



Across an entire organisation, many meetings from informal to formal are taking place every day. Are accurate records of key business decisions being recorded? Who were the key decision makers? Does anyone know what happened in the meeting and what decisions were made and carried and ideas discussed and motioned? Are your business units effectively implementing decisions made after the meeting? The pd training minute-taking training course will enable you to **understand the important role of a minute-taker** as well as efficiently recording all the important information discussed.

This action packed day will include fun mock-meetings and activities run by one of our expert minute-taking trainers and is available now throughout Australia, including Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth.

## Minute-taking Training Course Outline

### Foreword:

Improve your meeting outcomes with **effective minute-taking**.

Effective minute-taking will enable your business units to solve many problems and complaints associated with running meetings. In the hands of a competent minute-taker, the following skills will enable managers and staff to effectively action efficiently recorded meeting items.

You will also learn advanced styles of minute taking such as colour-coding and suitable methods for minute-taking in informal, formal and action meeting settings.

### Who will benefit from taking this workshop?

- Administrative staff and assistants
- Recording Secretary
- Administrative Assistant

### Outcomes:

- Recognise the importance and outcomes of minute-taking
- Identify and record action items during board meetings
- Develop skills in active listening, critical thinking, and organisation
- Understand and customise meeting agreements
- Record three types of minutes, including formal meetings, informal, and action items
- Prepare and publish minutes with perfection
- Take minutes in interactive board meetings
- Write drafts, proofread and organise minutes
- Build and maintain a minute book
- Recognise the outcome of minute-taking for a particular meeting
- Recognise the role of a minute-taker in achieving larger goals of an organisation
- Deal with common complaints and difficulties faced by minute-takers
- Perform the role with expertise using knowledge and skills



Minute-taking Training Course - Lesson 1

### **The Role of a Minute Taker**

- Discuss The Role of a Minute Taker
- Explore common problems and solutions in small groups

Minute-taking Training Course - Lesson 3

### **Meeting Agreements**

- Discuss meeting agreements
- Three templates to take away and customise

Minute-taking Training Course - Lesson 5

### **What Do I Record?**

- Participants will learn what to record during a meeting

Minute-taking Training Course - Lesson 7

### **Taking Minutes in an Interactive Meeting**

- Learn how their role as a minute-taker will be different in an interactive meeting

Minute-taking Training Course - Lesson 2

### **The Skills of a Minute Taker**

- An ability to listen
- Critical thinking skills
- Good organisation techniques

Minute-taking Training Course - Lesson 4

### **Minutes Styles**

- Formal meeting style
- Informal meeting style
- Action meeting style

Minute-taking Training Course - Lesson 6

### **Techniques for Preparing Minutes**

- Tools for creating minutes
- Organisation methods
- Techniques for writing drafts
- Proofreading tips

Minute-taking Training Course - Lesson 8

### **The Minute Book**

- participants will learn how to build and maintain a minute book

### **Web Links:**

View this course online:

<http://pdtraining.com.au/minute-taking-training-course>

In-house Training Instant Quote:

<https://bookingstest.professionaldevelopmenttraining.com/inhouseex1/quoterequestex1a.aspx>

Public Classes - Enrol Now!

<https://bookingstest.professionaldevelopmenttraining.com/publicclassbooking.aspx?courseid=286>



Together a 'big picture boss' and an effective assistant set the tone, culture and tempo for the entire organisation. This Advanced Skills for EA's and PA's course provides clear understanding of the range of important functions they fill and provides tools and techniques to be more effective in the role.

In this course you learn a range of practical skills and techniques that will empower you to portray professionalism across each aspect of your office. You will learn a range of techniques to help in your role - from arranging and controlling meetings, to managing upwards and handling commercially sensitive information.

This is a great course, full of excellent content, and useful skills and techniques, enrol in the course closest to you. Courses are available Australia-wide including Sydney, Melbourne, Brisbane, Canberra, Adelaide, Perth and Parramatta, and online.

People also viewed: [Foundation Skills for PA's and Executive Assistants Training Course](#)

## Advanced Skills for PA's and Executive Assistants Outline

### Foreword:

During this course, participants engage in learning in theory and practice the duties of a personal assistant. This interactive course includes activities to enhance learning and the development of practical skills.

This comprehensive course involves the development of skills and knowledge that the job of a personal assistant demands. These include developing social intelligence, flexibility, management skills, people management skills, business writing skills, and prioritising tasks.

People also viewed: [Foundation Skills for PA's and Executive Assistants Training Course](#)

### Outcomes:

**After completing this course, participants will have learnt to:**

- Adapt to the manager's needs and style of working
- Take initiative when needed
- Develop social intelligence
- Develop basic business acumen
- Understand the importance of office management
- Listen actively
- Prepare for changes and surprises
- Manage others and keep them on track
- Keep minutes
- Manage meetings expertly
- Understand and use email protocol
- Develop computer and communication skills
- Develop phone and voicemail etiquette
- Develop confidentiality
- Understand and use social media management
- Handle difficult people and situations

Advanced Skills for PA's and Executive Assistants Training Course - Lesson 1:

### Getting Started

- Workshop Objectives
- Pre-Assignment

Advanced Skills for PA's and Executive Assistants Training Course - Lesson 3:

### Administrative Soft Skills

- Social Intelligence
- Basic Business Acumen
- Office Management
- Active Listening
- Case Study
- Lesson Three: Review Questions

Advanced Skills for PA's and Executive Assistants Training Course - Lesson 5:

### Meeting Management

- Creating an Agenda
- Keeping Minutes
- Keeping the Meeting on Time
- Variations for Large and Small Meetings
- Case Study
- Lesson Five: Review Questions

Advanced Skills for PA's and Executive Assistants Training Course - Lesson 7:

### Tools of the Trade (II)

- Phone and Voicemail Etiquette
- Word Processing
- Business Writing
- Internet Research
- Case Study
- Lesson Seven: Review Questions

Advanced Skills for PA's and Executive Assistants Training Course - Lesson 9:

### Organizational Skills

- Prioritising Your Workload
- Goal Setting
- Plan for Tomorrow, Today
- Staying on Track
- Case Study
- Lesson Nine: Review Questions

Advanced Skills for PA's and Executive Assistants Training Course - Lesson 11:

### Special Tasks

- Project Management
- Trade Shows
- Interacting with Clients
- Social Media Management
- Case Study
- Lesson Eleven: Review Questions

Advanced Skills for PA's and Executive Assistants Training Course - Lesson 2:

### Working with Your Manager

- Adapting to Their Style
- Anticipate Their Needs
- Getting Your Responsibilities Defined
- When to Take the Initiative
- Case Study
- Lesson Two: Review Questions

Advanced Skills for PA's and Executive Assistants Training Course - Lesson 4:

### Effective Time Management

- Calendar Management
- Prepare for Changes and Surprises
- Keeping Others on Track
- Urgent / Important Matrix
- Case Study
- Lesson Four: Review Questions

Advanced Skills for PA's and Executive Assistants Training Course - Lesson 6:

### Tools of the Trade (I)

- Email Protocol
- Office Machinery
- Computer and Software Skills
- Communication Skills
- Case Study
- Lesson Six: Review Questions

Advanced Skills for PA's and Executive Assistants Training Course - Lesson 8:

### Being an Effective Gatekeeper

- Filtering Data and Information
- Learn to Say No
- Dealing with Difficult People
- Recognise the Tricks
- Case Study
- Lesson Eight: Review Questions

Advanced Skills for PA's and Executive Assistants Training Course - Lesson 10:

### Confidentiality Guidelines

- Your Confidentiality Duty
- Be Diplomatic and Discreet
- Keeping Data Secure
- What to Do in Sticky Situations
- Case Study
- Lesson Ten: Review Questions

Advanced Skills for PA's and Executive Assistants Training Course - Lesson 12:

### Wrapping Up

- Words from the Wise
- Lessons Learned

## Web Links:

View this course online:

<http://pdtraining.com.au/courses/advanced-skills-for-pas-and-executive-assistants>

In-house Training Instant Quote:

<https://bookingstest.professionaldevelopmenttraining.com/inhouseex1/quoterequestex1a.aspx>

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