

“ “It is not enough to have great qualities; We should also have the management of them.” ”

Management and Supervision Courses

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

Management and Supervision Courses

- Change Management Training
- Coaching and Mentoring Training
- Conflict Resolution Training
- Creative Problem Solving Training
- Leadership Training 2 day course
- Meeting Management Course
- Motivating Employees Course
- Negotiation Training
- Supervising Others Training
- Team Building Training
- Mentoring Training
- Highly Effective Management (2-days)
- Measuring Results from Training
- Budgets and Financial Reports
- Employee Engagement
- Performance Management and Appraisals
- Recruitment and Selection Training Course
- Employee Onboarding
- Think on Your Feet® (2-days)
- Critical Thinking
- Managing Difficult Conversations
- Business Ethics Training Course
- Effective Delegation Training
- Managing Virtual Teams Course
- Delivering Constructive Criticism Training

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



Excellent Management Skill are an Essential Ingredient in Today's workforce

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

Our extensive curriculum in Management and Supervision, outstanding depth of trainers across the country and diverse range of industry experience means that pd training is the best choice for Management and Supervision 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:

- 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

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

"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...

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...

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



This Change Management training course from pd training will teach aspiring change agents how to create and implement a change management plan efficiently with positive acceptance throughout your organisation. This practical class in change management is available now throughout Australia, including Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra, and Perth.

Change Management Training Course Outline

Foreword:

Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives. This Change Management workshop will give any leader tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

Change Management Training is important in today's professional world as organisational change is more the norm rather than the exception. More than ever, work roles and organisations are in a state of flux with changes in structure, re-deployment, return to work, redundancy and personal crisis. Hence it is important to understand the change management process and learn some important change management tools.

Change takes place on three different levels:

- the Individual
- the Team
- the Organisation

Organisational change management has to happen at all three levels, as they are interrelated.

This **Change Management** Training Program is geared toward teaching the change management process as well as some change management tools and principles that can support managers, consultants and other change facilitators to fulfil their mission: to initiate and sustain change processes.

Outcomes:

In this course participants will:

- Learn about effective change management strategies
- Understand and recognise individual motivators for change and how to use them
- Recognise that everybody's personal change journey will be different
- Develop a change management and communications plan
- Gain skills required to lead a change project, celebrating a successful change and sharing the benefits and results with all staff
- Master strategies to align people with change, appealing to emotions and fact
- Understand the importance of resiliency in the context of change
- Learn to foster resiliency throughout a change project
- Understand the importance of flexibility and how to foster this strategy throughout a change project

Change Management Training Course - Lesson 1

Preparing for Change

- Defining your strategy
- Building the team

Change Management Training Course - Lesson 3

Understanding Cycle of Emotions for the Individual

- Denial
- Avoidance
- Passive acceptance
- Challenged
- Committed

Change Management Training Course - Lesson 5

Gaining Support

- Gathering data
- Addressing concerns and issues
- Evaluating and adapting

Change Management Training Course - Lesson 7

Using Appreciative Inquiry

- The four stages
- The purpose of AI
- Examples and case studies

Change Management Training Course - Lesson 9

Building Resiliency

- What is resiliency?
- Why is it important?
- Five easy steps for the leader and individual

Change Management Training Course - Lesson 2

Identifying the WIIFM

- What's in it for me?
- Building support

Change Management Training Course - Lesson 4

Managing the Change

- Developing a change management plan
- Developing a communication plan
- Implementing the plans

Change Management Training Course - Lesson 6

Making it all Worthwhile

- Leading status meetings
- Celebrating successes
- Sharing the results and benefits

Change Management Training Course - Lesson 8

Bringing People to your Side

- A dash of emotion
- Plenty of facts
- Bringing it all together

Change Management Training Course - Lesson 10

Building Flexibility

- What is flexibility?
- Why is it important?
- Five easy steps for the leader and individual

Coaching and Mentoring



Through our Coaching and Mentoring training course, new Mentors will learn effective strategies that build trust, rapport and break down the obstacles for growth in their staff.

Join a coaching and mentoring training class today, or have a trainer come to your workplace in Brisbane, Sydney, Parramatta, Melbourne, Canberra, Adelaide or Perth.

Coaching and Mentoring Training Course Outline

Foreword:

In today's environment of changing technology and evolving organisations, coaching can create a strong competitive advantage. It provides continuous learning and develops people to meet current and future needs. Business mentoring and coaching is an investment that you make in developing your key resource people for the long-term benefit of the organisation.

About 6 out of 10 (59%) organisations currently offer coaching or other developmental counselling to their managers and executives, according to a nationwide survey of more than 300 companies conducted by Manchester, a human capital consulting firm. Another 20% of organisations said they plan to offer such coaching within the next year.

Productivity happens when managers can develop strong relationships with their employees. Executive coaching builds the capability of managers to help their employees with the intangible elements of human relationships. This Coaching and Mentoring Training program will help you turn performance management into a collaborative process that benefits everyone.

Outcomes:

In this course participants will:

- Understand the G.R.O.W. model and apply it
- Learn to set appropriate, effective goals using the S.M.A.R.T. technique
- Learn how to recognise the current state or reality of an employee's situation
- learn to identify coaching and mentoring options for your employees, creating a preliminary plan with action steps
- Learn how to develop a complete plan, including motivational opportunities to drive accomplishment
- Understand the importance of building & fostering trust with employees
- Master the art of giving effective feedback while maintaining trust
- Recognise & overcome common obstacles that are holding employees back
- Know when it is the right time to stop coaching an employee
- Learn to continue to transition an employee to other opportunities for continued growth

Coaching and Mentoring Training Course - Lesson 1

Defining Coaching and Mentoring

- What is Coaching?
- What is Mentoring?
- Introducing the GROW Model

Coaching and Mentoring Training Course - Lesson 3

Understanding the Reality

- Getting a Picture of Where you are
- Identifying Obstacles
- Exploring the Past

Coaching and Mentoring Training Course - Lesson 5

Wrapping it all Up

- Creating the Final Plan
- Identifying the First Step
- Getting Motivated

Coaching and Mentoring Training Course - Lesson 7

Providing Feedback

- The Feedback Sandwich
- Providing Constructive Criticism
- Encouraging Growth and Development

Coaching and Mentoring Training Course - Lesson 9

Reaching the End

- How to know when you've Achieved Success
- Transitioning the Coachee
- Wrapping it all up

Coaching and Mentoring Training Course - Lesson 2

Setting Goals

- Goals in the Context of GROW
- Identifying Appropriate Goal Areas
- Setting SMART Goals

Coaching and Mentoring Training Course - Lesson 4

Developing Options

- Identifying Paths
- Choosing your Final Approach
- Structuring a Plan

Coaching and Mentoring Training Course - Lesson 6

The Importance of Trust

- What is Trust?
- Trust and Coaching
- Building Trust

Coaching and Mentoring Training Course - Lesson 8

Overcoming Roadblocks

- Common Obstacles
- Re-Evaluating Goals
- Focusing on Progress

Coaching and Mentoring Training Course - Lesson 10

How Mentoring Differs from Coaching

- The Basic Differences
- Blending the Two Models
- Adapting the GROW Model for Mentoring
- Focusing on the Relationship

Conflict Resolution



Conflict in human relationships, even good relationships, is inevitable. Learning how to manage conflict is a key skill for anyone that works in a team, interfaces with customers or has a supervisory role. This Conflict Resolution Training Course empowers participants with the techniques to identify the source of conflict and to manage and resolve conflict quickly with professionalism. Join a Conflict Resolution Training Class today, or have a trainer come to your workplace in Brisbane, Sydney, Parramatta, Melbourne, Canberra, Adelaide or Perth.

Conflict Resolution Training Course Outline

Foreword:

Conflict is the result of people having differing needs, opinions, expectations and importantly different perspectives. The reality of conflict is that in any human relationship it is inevitable, if handled well, conflict provides a powerful avenue for significant growth.

Conflict resolution involves recognising and managing the particular conflict. This is an essential part of building emotional intelligence, and nurturing relationships. Poorly handled conflict can affect both the employees and the clients thereby impacting the company's bottom-line. To maintain your competitive advantage, you need the entire organisation to focus on developing conflict resolution strategies to quickly and effectively resolve conflict, while building trust and commitment with clients and colleagues.

This **Conflict Resolution Training Course** provides techniques for individuals in an organisation to resolve workplace conflict and build a common understanding and framework for working through challenging conflict situations. We have, after much research, decided to focus on the Win-Win Approach using the three critical skills of conflict resolution – Negotiation, Assertiveness and Persuasion. These skills will enable the participants to develop conflict resolution strategies for quickly and effectively recognising, resolving and preventing conflict.

Outcomes:

In this course participants will:

- Gain a thorough understanding of the sources, causes and types of conflict
- Master all six phases of the conflict resolution process
- Understand the five main approaches to conflict resolution
- Learn to apply conflict resolution approaches
- Learn how to use parts of the conflict resolution process to recognise and prevent conflict before it escalates
- Develop communication tools such as agreement frames and open questions
- Learn practical anger and stress management techniques

- Conflict Resolution Training Course - Lesson 1
An Introduction to Conflict Resolution
- What is Conflict?
 - What is Conflict Resolution?
 - Understanding the Conflict Resolution Process

- Conflict Resolution Training Course - Lesson 2
Conflict Resolution with the Thomas-Kilmann Instrument
- Collaborating
 - Competing
 - Compromising
 - Accommodating
 - Avoiding

- Conflict Resolution Training Course - Lesson 3
Creating an Effective Atmosphere
- Neutralising Emotions
 - Setting Ground Rules
 - Choosing the Time and Place

- Conflict Resolution Training Course - Lesson 4
Creating Mutual Understanding
- What do I Want?
 - What do They Want?
 - What do We Want?

- Conflict Resolution Training Course - Lesson 5
Focusing on Individual Needs
- Finding Common Ground
 - Building Positive Energy and Goodwill
 - Strengthening your Partnership

- Conflict Resolution Training Course - Lesson 6
Getting to the Root Cause
- Examining Root Cause
 - Creating a Cause and Effect Diagram
 - The Importance of Forgiveness
 - Identifying the Benefits of Resolution

- Conflict Resolution Training Course - Lesson 7
Generating Options
- Generate, don't Evaluate
 - Creating Mutual Gain Options and Multiple Option Solutions
 - Digging Deeper into your Options

- Conflict Resolution Training Course - Lesson 8
Building a Solution
- Creating Criteria
 - Creating a Shortlist
 - Choosing a Solution
 - Building a Plan

- Conflict Resolution Training Course - Lesson 9
The Short Version of the Process
- Evaluating the Situation
 - Choosing your Steps
 - Creating an Action Plan
 - Using Individual Process Steps

- Conflict Resolution Training Course - Lesson 10
Additional Tools
- Stress and Anger Management Techniques
 - The Agreement Frame
 - Asking Open Questions



"Learn to become part of the solution."

This Creative Problem Solving training course will provide participants with a complete and practical understanding of the steps involved to analyse, discover and solve problems in the workplace.

Join a Creative Problem Solving training class today, or have a trainer come to your workplace in Brisbane, Sydney, Parramatta, Melbourne, Canberra, Adelaide or Perth.

Creative Problem Solving Training Course Outline

Foreword:

In the past few decades, psychologists and business people alike have discovered that successful problem solvers tend to use the same type of process to identify and implement the solutions to their problems. This process works for any kind of problem, large or small.

This Creative Problem Solving workshop will give participants an overview of the entire creative problem solving process, as well as key problem solving tools that they can use every day.

Outcomes:

In this course participants will:

- Understand the complete process of creatively solving a problem.
- Learn some key questions to ask when gathering information about a problem
- Take home tools to effectively determine what 'the problem is'
- Learn to write concrete problem statements
- Discover idea-generating tools like affinity diagrams, word chaining, the box method, the six thinking hats & the blink method
- Learn to evaluate potential solutions against specific criteria like a cost/benefit analysis or group voting
- Learn to perform a final problem analysis and then select a solution
- Understand the why's & how's of refining & re-refining a solution shortlist
- Learn how to identify the tasks & resources necessary to implement a solution
- Understand how to evaluate & adapt solutions to reality

Creative Problem Solving Training Course - Lesson 1

The Problem-Solving Method

- Introduction to Six-Step Process
- Problem Definition
- Information Gathering
- Generating Possible Solutions
- Analysing the Solutions
- Selecting the Best Solution(s)
- Planning the Next Course of Action

Creative Problem Solving Training Course - Lesson 2

Problem Definition

- Identifying the Problem
- PAG vs. PAU
- Determining the Scope
- Writing the Problem Statement

Creative Problem Solving Training Course - Lesson 3

Information Gathering

- Understanding Types of Information
- Identifying Key Questions
- Developing Criteria

Creative Problem Solving Training Course - Lesson 4

Brainstorming Basics

- Creating a Creative Space
- Setting the Ground Rules
- Generating Ideas

Creative Problem Solving Training Course - Lesson 6

Generating Solutions - Part Two

- Using the Box Method
- Using the Six Thinking Hats
- Using the Blink Method

Creative Problem Solving Training Course - Lesson 5

Generating Solutions - Part One

- Logistical Solutions
- Using Affinity Diagrams
- Word Chaining

Creative Problem Solving Training Course - Lesson 7

Evaluating Solutions

- Developing Criteria
- Using Cost/Benefit Analysis
- Group Voting

Creative Problem Solving Training Course - Lesson 8

Selecting a Solution

- Doing a Final Analysis
- Facts vs. Intuition
- Refining and Re-Refining the Shortlist

Creative Problem Solving Training Course - Lesson 9

Planning your Next Steps

- Identifying Tasks
- Identifying Resources
- Evaluating and Adapting

Creative Problem Solving Training Course - Lesson 10

Recording Lessons Learned

- Planning the Follow-up Meetings
- Celebrating Successes
- Identifying Improvements



This Leadership Training course provides people in leadership positions with the insight, awareness and techniques to lead more effectively.

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

Leadership Training 2 day course Course Outline

Foreword:

Leadership Development Training has a place of great importance in today's world as leaders are viewed as evolved rather than born. Leaders have been traditionally viewed as "mythological creatures", separate from the rest of humanity and empowered by some mysterious quality that smoothes their path towards inevitable success. However, the modern view is that through patience, persistence and hard work, therefore anyone can become a highly effective leader. The onus is on oneself to believe and make it happen. That is the reason Executive Leadership Training is so highly sought after by all successful companies.

Leadership development comes from within us, in the sense that deeply held values and principles provide the road map for the way we lead, and the way other people respond. Hence it is important that a Leader must first understand and then communicate one's own value systems to other people. It is always the Leader's personal value system that sustains them in their quest, whether they are a person of impeccable morals, or quite disreputable. Hence this is an integral part of management training as it is of critical importance to have self-awareness to lead and manage other people.

The role of a leader starts with a thorough understanding of the team's needs, aspirations and concerns, for which it is important to have excellent listening and facilitation skills.

This Leadership and Influencing Skills Training Program will teach you that effective leadership starts with a thorough understanding and congruence of the value systems of all parties.

Outcomes:

Leadership Training - Day 1

- Be a leader with a vision, not just a manager
- Look beyond the leadership stereotypes
- Understand Situational Leadership
- Influence with passion and empower others to act
- Increase the performance of your team by setting objectives, expectations and goals

Leadership Training - Day 2

- Communicate with confidence and clarity so you are always understood
- Use creative problem solving & decision making methods
- Improve your influence by developing listening and questioning skills
- Give feedback to inspire greater performance with engagement and buy in
- Identify and manage conflict within the team
- Lead and motivate your team in a changing environment

Leadership Training Course - 2 days - Lesson 1

Getting Started

- Workshop Objectives

Leadership Training Course - 2 days - Lesson 2

The Evolution of Leadership

- Defining Leadership
- Characteristics of a Leader
- Leadership Principles
- A Brief History of Leadership
- Three Theories of Leadership

Leadership Training Course - 2 days - Lesson 3

Situational Leadership

- Situational Leadership: Telling
- Situational Leadership: Selling
- Situational Leadership: Participating
- Situational Leadership: Delegating

Leadership Training Course - 2 days - Lesson 4

A Personal Inventory

- An Introduction to Kouzes and Posner
- A Personal Inventory
- Creating an Action Plan

Leadership Training Course - 2 days - Lesson 5

Modelling the Way

- Determining Your Way
- Being an Inspirational Role Model
- Influencing Others' Perspectives

Leadership Training Course - 2 days - Lesson 6

Inspiring a Shared Vision

- Choosing Your Vision
- Communicating Your Vision
- Identifying the Benefit for Others

Leadership Training Course - 2 days - Lesson 7

Challenging the Process

- Think Outside the Box
- Developing Your Inner Innovator
- Seeing Room for Improvement
- Lobbying for Change

Leadership Training Course - 2 days - Lesson 8

Enabling Others to Act

- Encouraging Growth in Others
- Creating Mutual Respect
- The Importance of Trust

Leadership Training Course - 2 days - Lesson 9

Encouraging the Heart

- Sharing Rewards
- Celebrating Accomplishments
- Making Celebration Part of Your Culture

Leadership Training Course - 2 days - Lesson 10

Basic Influencing Skills

- The Art of Persuasion
- The Principles of Influence
- Creating an Impact

Leadership Training Course - 2 days - Lesson 11

Setting Goals

- Setting SMART Goals
- Creating a Long-Term Plan
- Creating a Support System

Leadership Training Course - 2 days - Lesson 12

Wrapping Up

- Words from the Wise



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 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

How to motivate people at work



"Motivation is the art of getting people to do what you want them to do because they want to do it." --Dwight D. Eisenhower

Employees who feel they are valued and recognized for the work they do are more motivated, responsible, and productive. This *Employee Motivation* course from pd training will teach the skills necessary for motivating a workforce, resulting in successful and more productive employees.

This fun, high-energy training course is available in Brisbane, Sydney, Parramatta, Melbourne, Canberra, Adelaide and Perth.

Motivating Employees Course Course Outline

Foreword:

Employee Motivation is becoming ever more important in the workplace and everyone agrees that a motivated workforce is far more likely to be a successful workforce. The happier and more professional an employee is, the better the results they will deliver for you. Of course, every employer wants to make sure that they have a workforce who will do their best, but this does not simply mean making the job easy for their employees. In fact, part of the problem of motivation is that where the job is too easy, employees become complacent.

There is therefore a challenge for all employers and management in delivering the right balance between a confident, motivated workforce and a workforce which is driven to attain goals. It can be described as a mix between the pleasure of a comfortable working environment and the fear of failure, although in honesty it is more complicated than that equation suggests. Regardless of how it is characterised, it is important to get the right balance in order to ensure that you have a motivated workforce. This Employee Motivation course is designed to show participants the way to get the best out of a confident, motivated set of employees, and to show them how to motivate that group.

Outcomes:

- Explain motivation
- Apply effective methods of staff motivation
- Interpret and discuss the psychological theories behind employee motivation
- Develop plans for more effective team motivation including making allowances for different personality types
- Set clear & defined goals as part of the motivation process
- Identify specific challenges of workplace motivation & learn how to address them

Motivating Employees Training Course - Lesson 1

A Psychological Approach

- Herzberg's Theory of Motivation
- Maslow's Hierarchy of Needs
- The Two Models of Motivation

Motivating Employees Training Course - Lesson 3

Using Reinforcement Theory

- A History of Reinforcement Theory
- Understanding the Three Factors
- Using the Three Factors to Motivate in your Workplace

Motivating Employees Training Course - Lesson 5

Personality's Role in Motivation

- Identifying your Personality Type
- Identifying others' Personality Type
- Motivators by Personality Type

Motivating Employees Training Course - Lesson 7

A Personal Toolbox

- Building your own Motivational Plan
- Encouraging Growth and Development
- Getting Others to see the Glass Half-Full

Motivating Employees Training Course - Lesson 9

Addressing Specific Morale Issues

- Dealing with Individual Morale Problems
- Addressing Team Morale
- What to do when the Whole Company is De-Motivated

Motivating Employees Training Course - Lesson 2

Object-Oriented Theory

- The Carrot
- The Whip
- The Plant

Motivating Employees Training Course - Lesson 4

Using Expectancy Theory

- A History of Expectancy Theory
- Understanding the Three Factors
- Using the Three Factors to Motivate in your Workplace

Motivating Employees Training Course - Lesson 6

Setting Goals

- Goals and Motivation
- Setting SMART Goals
- Evaluating and Adapting

Motivating Employees Training Course - Lesson 8

Motivation on the Job

- The Key Factors
- Creating a Motivational Organisation
- Creating a Motivational Job

Motivating Employees Training Course - Lesson 10

Keeping Yourself Motivated

- Identifying Personal Motivators
- Maximising your Motivators
- Evaluating and Adapting

Win Win Negotiation



This Negotiation Skills Training Course provides you with practical negotiation techniques applicable to negotiation in many contexts and situations. The negotiation training course is run like a workshop where you are given some theory, then work in pairs or small teams to prepare for negotiations that are relevant to your needs.

In this Negotiation Skills Training course you will learn theory and get the opportunity to apply it to scenarios that suit your specific needs. This is training tailored to you!

This hands on Negotiation Skills Training Course is available now throughout Australia including, Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth.

Negotiation Training Course Outline

Foreword:

Gain the confidence you need to resolve a point of difference, or the advantage in the outcome of a discussion, produce an agreement upon courses of action, or bargain for individual or collective advantage. Negotiation is a process which can lead to positive outcomes and develop relationships.

This highly participative learner focused Negotiation Skills Training Course will arm you and your team with winning negotiation skills and tactics so you feel better prepared, more confident and have greater control in the negotiation process.

Outcomes:

By the end of this training session, participants will be able to:

- Explain the basic types of negotiations
- Learn the phases of negotiations & gain the skills necessary for successfully negotiating
- Apply basic negotiating concepts (WATNA, BATNA, WAP & ZOPA)
- Lay the groundwork for negotiation
- Identify what information to share & what information to keep to your self
- Master basic bargaining techniques
- Apply strategies for identifying mutual gain
- Demonstrate how to reach a consensus & set the terms of agreement
- Deal with personal attacks & other difficult issues
- Apply the negotiating process to solve everyday problems
- Negotiate on behalf of someone else

Negotiation Skills Training Course - Lesson 1

Understanding Negotiation

- Types of negotiation
- The three phases
- Skills for successful negotiation

Negotiation Skills Training Course - Lesson 3

Laying the Groundwork

- Setting the time and place
- Establishing common ground
- Creating a negotiation framework

Negotiation Skills Training Course - Lesson 5

Phase Two - Bargaining

- What to expect
- Techniques to try
- How to break an impasse

Negotiation Skills Training Course - Lesson 7

Phase Three - Closing

- Reaching a consensus
- Building an agreement
- Setting the terms of the agreement

Negotiation Skills Training Course - Lesson 9

Negotiating Outside the Boardroom

- Adapting the process for smaller negotiations
- Negotiating via telephone
- Negotiating via E-mail

Negotiation Skills Training Course - Lesson 2

Getting Prepared

- Establishing your WATNA and BATNA
- Identifying your WAP
- Identifying your ZOPA

Negotiation Skills Training Course - Lesson 4

Phase One - Exchanging Information

- Getting off on the right foot
- What to share
- What to keep to yourself

Negotiation Skills Training Course - Lesson 6

About Mutual Gain

- Three ways to see your options
- About mutual gain
- Creating a mutual gain solution

Negotiation Skills Training Course - Lesson 8

Dealing with Difficult Issues

- Being prepared for environmental tactics
- Dealing with personal attacks
- Controlling your emotions
- Deciding when it's time to walk away

Negotiation Skills Training Course - Lesson 10

Negotiating on Behalf of Someone Else

- Choosing the negotiating team
- Covering all the bases
- Dealing with tough questions

Excellence in Supervision Training Course



The keys to successfully supervising others are being able to effectively delegate, manage time, set clear goals and expectations, and resolve conflict. Often, great team members are promoted to supervisor without consideration that supervising requires a completely different skill set as to that which made them stand out as part of the team. This *Supervision Training Course* helps people in supervisory roles improve their skills, confidence and general management abilities.

This *Supervision Training* course from pd training teaches conflict resolution strategies, how to set SMART goals, provide informal feedback and much more.

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

Supervising Others Training Course Outline

Foreword:

All too often great team members are promoted to a supervisory role without consideration that supervising requires a completely different skill set as to that which made them stand out as part of the team. One of the hardest moves to accomplish is the transition from being a team member to that of a team leader or supervisor. Someone in a supervisory role is no longer on equal terms with their peers, has to earn their respect, show authority and leadership, and often has to make unpopular decisions.

This **Supervision Training Program** will help supervisors become more efficient and proficient at delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, and resolving conflict. People in supervisory roles will improve their skills, confidence and general management abilities. This supervision training will benefit new supervisors and anyone that wants to improve their skills in supervising others to ensure productivity and team cohesion.

This **supervision training** covers all the important requirements of a supervisor. Through exercises, case studies, practical examples and clear guidelines you will develop the necessary skills and knowledge to achieve results through the effective supervision of staff.

Outcomes:

By the end of this course, participants will be able to:

- Set clear expectations for team members
- Set S.M.A.R.T. goals for team members that motivate and inspire dedication
- Effectively assign work that has been set according to each employee and situation
- Master techniques to delegate effectively and confidently
- Develop approaches to conducting formal feedback sessions
- Provide informal, constructive feedback
- Develop priorities and time management strategies as a team leader
- Establish conflict resolution strategies

Supervision Training Course - Lesson 1

Setting Expectations

- Defining the requirements
- Identifying opportunities for improvement and growth
- Setting verbal expectations
- Putting expectations in writing

Supervision Training Course - Lesson 3

Assigning Work

- General principles
- The Dictatorial Approach
- The Apple-Picking Approach
- The Collaborative Approach

Supervision Training Course - Lesson 5

Implementing Delegation

- Deciding to delegate
- To whom should you delegate
- Providing instructions
- Monitoring the results
- Troubleshooting delegation

Supervision Training Course - Lesson 7

Managing your Time

- The 80/20 Rule
- Prioritising with the Urgent-Important Matrix
- Using a Productivity Journal
- Using routines to simplify your work day

Supervision Training Course - Lesson 9

Tips for Special Situations

- What to do if you've been promoted within the team
- What to do if you're leading a brand new team
- What to do if you're taking on an established team

Supervision Training Course - Lesson 2

Setting Goals

- Understanding cascading goals
- Setting S.M.A.R.T. goals
- Helping others set goals

Supervision Training Course - Lesson 4

Degrees of Delegation

- Level One: Complete Supervision
- Level Two: Partial supervision
- Level Three: Complete independence

Supervision Training Course - Lesson 6

Providing Feedback

- Characteristics of good feedback
- Feedback delivery tools
- Informal feedback
- Formal feedback

Supervision Training Course - Lesson 8

Resolving Conflict

- Using a conflict resolution process
- Maintaining fairness
- Seeking help within the team
- Seeking help outside the team

Supervision Training Course - Lesson 10

A Survival Guide for the New Supervisor

- Ask the right questions of the right people
- Go to Gemba
- Keep learning!



The ability to successfully manage a cohesive, happy and high-performing team that consistently meets goals, is in high demand.

This Team Leadership workshop from pdtraining teaches how to develop different strategies for leading diverse teams, gain techniques for ensuring effective and productive team meetings and much more!

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

Team Building Training Course Outline

Foreword:

An increasing number of organisations are relying on teams – project teams, product development teams, virtual teams, and autonomous working teams to compete in a rapidly changing domestic and global market. The reason for this is the ability of teams to perform at high levels and adapt quickly to escalating demands. Hence in today's professional environment, more than ever, there is great emphasis placed on team leadership skills, team communication skills and team management styles.

Team effectiveness is enhanced by a team's commitment to reflect and perform on-going evaluation. In addition to evaluating accomplishments in terms of meeting specific goals, for teams to be high-performing it is essential for them to understand their development as a team.

Hence team members need to constantly sharpen their skills as team initiatives often fail due to improper implementation, conflict and competition. Team Leadership Skills are essential to maintain development and cohesion in the group.

This Team Leadership Training Program will help arm Team Leaders with the skills to create and maintain successful teams.

Outcomes:

- Learn to identify the different types of teams & develop different strategies for leading them
- Recognise the different team development stages and behaviours
- Master techniques to manage teams at each stage of development, known as Forming, Storming, Norming, Performing & Adjourning
- Develop a range of great team building activities
- Gain strategies & techniques to ensure effective & productive team meetings
- Develop great team problem solving & facilitation skills
- Learn techniques to foster teamwork & create a supportive team culture

Team Building Training Course - Lesson 1

Defining Success

- What is a team?
- Factors for success
- An overview of Tuckman and Jensen's Four-Phase Model

Team Building Training Course - Lesson 3

The First Stage of Team Development - Forming

- The Hallmarks of this stage
- What to do as a leader
- What to do as a follower

Team Building Training Course - Lesson 5

The Third Stage of Team Development - Norming

- The hallmarks of this stage
- What to do as a leader
- What to do as a follower

Team Building Training Course - Lesson 7

Team Building Activities

- The benefits and disadvantages
- Team building activities that won't make people cringe
- Choosing a location for team building

Team Building Training Course - Lesson 9

Solving Problems as a Team

- The Six Thinking Hats
- Encouraging brainstorming
- Building consensus

Team Building Training Course - Lesson 2

Types of Teams

- The traditional team
- Self-Direct teams
- E-Teams

Team Building Training Course - Lesson 4

The Second Stage of Team Development - Storming

- The Hallmarks of this stage
- What to do as a leader
- What to do as a follower

Team Building Training Course - Lesson 6

The Fourth Stage of Team Development - Performing

- The Hallmarks of this stage
- What to do as a leader
- What to do as a follower

Team Building Training Course - Lesson 8

Making the Most of Team Meetings

- Setting the time and place
- Try the 50-Minute meeting
- Using celebrations of all sizes

Team Building Training Course - Lesson 10

Encouraging Teamwork

- Some things to do
- Some things to avoid
- Some things to consider

Mentoring Training Course



This training course for mentors ensures that any mentorship program is successful and rewarding by teaching the mentor specific behaviours for fostering a mentoring relationship. This dynamic training course is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

Mentoring Training Course Outline

Foreword:

Mentoring isn't what it used to be. In today's high-tech, global economy, the days of stiff hierarchy and loyalty to the status quo are long gone.

Today's mentors understand that they have as much to gain from building close working relationships and sharing their experience with others as they have to give. Whether you are entering an informal arrangement or a formal training program, learn how to make mentoring more meaningful for everyone.

Outcomes:

- Describe mentoring & its application in today's workplace
- Practice mentoring in the development of other people
- Create, maintain & transition a mentoring relationship
- Master specific behaviours to maximise the impact of a mentoring relationship
- Determine which behaviours to stay away from in a mentoring relationship
- Apply mentoring to improve the workplace

Mentoring Training Course - Lesson 1

What is Mentoring & Why it Matters

- What Mentors do
- The enabling Mentor
- Mentoring today
- What does mentoring look like?
- The power of relationships in our lives
- Mentors care beyond the work
- A mentor goes above and beyond
- Part summary

Mentoring Training Course - Lesson 3

Maintaining a Mentoring Relationship

- Adopting a change attitude
- Managing change
- Coping mechanisms
- Mirroring
- Validation
- It's rarely black or white
- Progressive adaptation
- Part summary

Mentoring Training Course - Lesson 5

Fine Tuning & Transitioning the Mentoring Relationship

- Fine Tuning and transitioning
- Potential pitfall one: giving criticism
- Potential pitfall two: giving advice
- Potential Pitfall three: trying to rescue
- Transitioning the relationship
- Part summary

Mentoring Training Course - Lesson 2

Creating a Mentoring Relationship

- Stages of development
- Where to begin
- The Mentoring Match
- Determining Mentee expectations
- Developing a partnership
- Guiding principles
- Creating a Mentor/Mentee Agreement
- Two-Way Mentoring / Reverse Mentoring
- Part summary

Mentoring Training Course - Lesson 4

Navigating the Mentoring Relationship

- Effective mentoring tools
- Shifting context
- Active listening
- Naming feelings
- Listening for motivation
- Constructive confrontation
- Information that has positive impact
- Giving permission
- Being genuinely curious
- Part summary

Mentoring Training Course - Lesson 6

Conclusion

- Course review
- Planning engagement with the mentees
- Post course assessment if required

Highly Effective Management



Mid-level managers have a profound impact on the culture, stability and productivity of workplaces. Therefore it's crucial they be committed to the goals of the organization and can effectively execute these goals, through effective management of their direct and indirect reports.

This engaging training course will explore topics critical to highly effective management and help hone your managers' skills and align their activities with the goals of the organisation. It is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra, Perth and Parramatta.

Highly Effective Management (2-days) Course Outline

Foreword:

Traditionally, middle managers make up the largest managerial layer in an organization. Middle managers are responsible to those above them and those below them. They head a variety of departments and projects. In order for a company to operate smoothly, it is essential that those in management be committed to the goals of the organization and understand how to effectively execute these goals.

All managers need a framework in which to operate. Managers need to know the most effective techniques for guiding teams, mentoring individuals, and validating the results. Without solid methods, managers will revert back to using a one-size-fits-all approach to management that may impact on employee morale, productivity and retention.

This Highly Effective Management Training Course will focus on management challenges and offer managers opportunities to develop key skills that can be put into practice on a daily basis.

Outcomes:

- Define 'management'
- Explain the Ethics & Social Responsibility of Management
- Manage business information
- Explore managerial decision making
- Define control processes (what, why, how)
- Master Organisational Strategy & how to create a sustainable, competitive advantage
- Foster innovation & change in the workplace
- Explore organisational design & structures
- Leverage organisational strategies to facilitate change
- Create structures & processes to manage teams
- Gain insight into organisational motivation & leadership
- Implement motivation & leadership strategies

Highly Effective Management Training Course - Lesson 1

Introduction to Management

- What is Management?
- What do Managers do?
- What does it take to be a Manager?
- Why does management matter?

Highly Effective Management Training Course - Lesson 3

Managing Information

- Why information matters
- Strategic importance of information
- Characteristics and costs of useful Information
- Getting and sharing Information

Highly Effective Management Training Course - Lesson 5

Control

- Basics of control
- The control process
- Is control necessary or possible?
- How and what to control
- Control methods

Highly Effective Management Training Course - Lesson 7

Innovation and Change

- Organisational innovation
- Why innovation matters
- Managing innovation
- Organisational change
- Why change occurs and why it matters
- Principles of Managing change

Highly Effective Management Training Course - Lesson 9

Managing Teams

- The good and the bad of using teams
- Kinds of teams
- Work team characteristics
- Enhancing work team effectiveness

Highly Effective Management Training Course - Lesson 2

Ethics and Social Responsibility

- What is ethical workplace behaviour?
- What is unethical workplace behaviour?
- How to make ethical decisions
- What is social responsibility?

Highly Effective Management Training Course - Lesson 4

Decision-Making

- What is rational decision-making?
- Steps to rational decision-making
- Limits to rational decision-making
- Improving decision-making

Highly Effective Management Training Course - Lesson 6

Organisational Strategy

- Basics of Organisational Strategy
- Sustainable competitive advantage
- Strategy-making process
- Corporate, industry, firm level strategies

Highly Effective Management Training Course - Lesson 8

Organisational Structures and Process

- Departmentalisation
- Organisational authority
- Job design
- Designing organisational process

Highly Effective Management Training Course - Lesson 10

Motivation and Leadership

- Basics of motivation
- Equity theory
- Expectancy theory
- What is leadership?
- Situational leadership
- Strategic leadership

Measuring ROI from Training



Measuring a Return on Investment for training dollars can be a daunting and frustrating task and if done incorrectly, or not at all, can lead to a decreased training budget and unhappy employees.

This Measuring Training ROI course from pdtraining makes it easier to not only measure the tangible benefits of training, but also the intangible, and to successfully present the results that training brings to middle and upper management, garnering more training dollars and happier employees.

This high-energy, dynamic training course is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

Measuring Results from Training Course Outline

Foreword:

Although we all know that training can have many amazing benefits, sometimes it can be hard to prove those benefits and attach a dollar value to training. Some topics, like sales training or time management, might have direct, tangible benefits. Other topics, like communication or leadership, might have benefits that you can't put a dollar value on. In this course, we will learn about the different ways to evaluate training progress, and how to use those results to demonstrate the results that training brings.

Outcomes:

- Understand Kolb's learning styles & learning cycle
- Learn about Kirkpatrick's levels of evaluation
- Become familiar with the many types of evaluation tools including, goal setting, tests, reactionary sheets & interviews
- Learn when to use each type of evaluation tool
- Be able to perform a needs assessment
- Learn how to write learning objectives & link them to an evaluation
- Learn to write an evaluation plan
- Gain insight into identifying costs, benefits & ROI on training
- Develop a business case for training

Measuring Results from Training - Training Course - Lesson 1

Getting Started

- Icebreaker: Find the Leader
- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- Action Plans and Evaluations

Measuring Results from Training - Training Course - Lesson 3

Kirkpatrick's Levels of Evaluation

- Overview
- Level One: Reactions
- Level Two: Learning
- Level Three: Behaviour
- Level Four: Results

Measuring Results from Training - Training Course - Lesson 5

Focusing the Training

- Performing a Needs Assessment
- Creating Learning Objectives
- Drilling Down Into Content

Measuring Results from Training - Training Course - Lesson 7

Assessing Learning before Training

- Workplace Observation
- Objectives Assessment
- Pre-Assignments and Pre-Tests

Measuring Results from Training - Training Course - Lesson 9

Assessing Learning after Training

- Evaluation Timelines
- Learning Journal
- Goal Setting
- Additional Methods of Evaluation

Measuring Results from Training - Training Course - Lesson 11

Calculating the Return on Investment (ROI)

- A Basic ROI Formula
- Identifying and Measuring Tangible Benefits
- Identifying and Measuring Intangible Benefits
- Calculating Total Costs
- Making a Business Case

Measuring Results from Training - Training Course - Lesson 2

Kolb's Learning Styles

- The Four-Stage Process
- Accommodators
- Divergers
- Convergers
- Assimilators

Measuring Results from Training - Training Course - Lesson 4

Types of Measurement Tools

- Goal Setting
- Self-Evaluations
- Peer Evaluations
- Supervisor Evaluations
- High-Level Evaluations

Measuring Results from Training - Training Course - Lesson 6

Creating an Evaluation Plan

- What Will We Evaluate?
- When Will the Evaluation be completed?
- How Will We Evaluate It?
- Who Will Perform the Evaluation?

Measuring Results from Training - Training Course - Lesson 8

Assessing Learning during Training

- Reviewing Learning Objectives
- Performing Hip-Pocket Assessments
- Quizzes and Tests
- Skill Assessments

Measuring Results from Training - Training Course - Lesson 10

The Long Term View

- Creating a Long Term Evaluation Plan
- Methods of Evaluation
- Documenting Lessons Learned

Measuring Results from Training - Training Course - Lesson 12

Wrapping Up

- Words from the Wise
- Parking Lot
- Action Plans and Evaluations



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 Course 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

Effective Employee Engagement



Successful managers know they have to engage their workforce. **Engaged employees are emotionally and intellectually committed** to the success of the organisation. They go the extra distance; are more productive; have lower stress levels; enjoy greater work satisfaction and stay longer with the organisation.

Employee engagement from pdtraining teaches practical tools for managers to keep a team focused and productive while connecting with them on an emotional level.

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

Employee Engagement Course Outline

Foreword:

Having an **engaged workforce is critical to organisational success**. A distracted workforce is less than effective. Employees who do not pay attention to their work can waste valuable time and make careless mistakes.

So how do you improve employee engagement and create people who are 'connected and committed' to the business? This course will develop employee engagement as a useful skill that allows managers to connect with their employees on an emotional level and motivate them to focus on their work and how to reach their personal and company goals. It examines why employee engagement is important and valuable, how to foster and measure employee engagement and link it to key organisational goals and outcomes.

Outcomes:

- Wake up! Disengagement is costing your company millions
- Identify the different types of attention
- Create strategies for SMART goals
- Implement proactive methods to create engagement
- Procrastination: Eat that frog!
- Manage time and productivity
- Develop strategies for an engaged workforce
- Identify the different personality types & how they fit into a plan for employee motivation

Employee Engagement Training Course - Lesson 1

Getting Started

- Workshop Objectives
- Pre-Assignment Review

Employee Engagement Training Course - Lesson 2

Introduction to Employee Engagement

- What Is Employee Engagement?
- Stop Thinking and Pay Attention!
- What Is Mushin?
- What is Xin Yi (Heart Minded)?

Employee Engagement Training Course - Lesson 3

Types of Attention

- Focused Attention
- Sustained Attention
- Selective Attention
- Alternating Attention
- Attention CEO
- Attentional Blink

Employee Engagement Training Course - Lesson 4

Strategies for Goal Setting

- Listening to Your Emotions
- Prioritising
- Re-Gating

Employee Engagement Training Course - Lesson 5

Meditation

- Beta
- Alpha
- Theta
- Delta
- Gamma

Employee Engagement Training Course - Lesson 6

Training Your Attention

- Mushin
- Meditation
- Focus Execute
- Visualisation
- Case Study

Employee Engagement Training Course - Lesson 7

Attention Zones Model

- Reactive Zone
- Proactive Zone
- Distracted Zone
- Wasteful Zone
- Case Study

Employee Engagement Training Course - Lesson 8

SMART Goals

- The Three P's
- The SMART Way
- Prioritising
- Evaluating and Adapting

Employee Engagement Training Course - Lesson 9

Keeping Yourself Focused

- The One Minute Rule
- The Five Minute Rule
- What to Do When You Feel Overwhelmed

Employee Engagement Training Course - Lesson 10

Procrastination

- Why We Procrastinate
- Nine Ways to Overcome Procrastination
- Eat That Frog

Employee Engagement Training Course – Lesson 11

Prioritising Your Time

- The 80/20 Rule
- The Urgent / Important Matrix
- Being Assertive
- Creating a Productivity Journal
- The Glass Jar: Rocks, Pebbles, Sand and Water

Employee Engagement Training Course - Lesson 12

Wrapping Up

- Words from the Wise

Performance Management that motivates



Performance Management is not a company's way of employing micro-managing techniques that stunt the professional growth of its employees. But rather, it is a strategic approach to ensuring the efficiency and effectiveness of an organisation. Whether at the organisational, departmental or employee level, the goal of performance management is to make sure all business goals are being met in a satisfactory manner.

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

Performance Management and Appraisals Course Outline

Foreword:

Performance Management is not a company's way of employing micro-managing techniques that stunt the professional growth of its employees. But rather, it is a strategic approach to ensuring the efficiency and effectiveness of an organisation. Whether at the organisational, departmental or employee level, the goal of performance management is to make sure all business goals are being met in a satisfactory manner.

Outcomes:

- Define performance management
- Examine how performance management works & the tools used to make it work
- Analyse the three phases of performance management
- Assess the effectiveness of each phase
- Implement effective goal setting & how to use goal setting as an integral part of performance management
- Practice giving feedback on performance management
- Interpret Kolb's Learning Cycle & discuss how to engage adults differently based on their position in the Learning Cycle
- Gain insight into the impact of effective motivation in the workplace
- Develop a performance journal & a performance plan

Performance Management and Appraisals Training Course
- Lesson 1

Getting Started

- Workshop Objectives

Performance Management and Appraisals Training Course
- Lesson 2

The Basics (I)

- What is Performance Management?
- How Does Performance Management Work?
- Tools
- Case Study

Performance Management and Appraisals Training Course
- Lesson 3

The Basics (II)

- Three Phase Process
- Assessments
- Performance Reviews
- Case Study

Performance Management and Appraisals Training Course
- Lesson 4

Goal Setting

- SMART Goal Setting
- Specific Goals
- Measurable Goals
- Attainable Goals
- Realistic Goals
- Timely Goals
- Monitoring Results
- Case Study

Performance Management and Appraisals Training Course
- Lesson 5

Establishing Performance Goals

- Strategic Planning
- Job Analysis
- Setting Goals
- Motivation
- Case Study

Performance Management and Appraisals Training Course
- Lesson 6

360 Degree Feedback

- What is 360 Degree Feedback?
- Vs. Traditional Performance Reviews
- The Components
- Case Study

Performance Management and Appraisals Training Course
- Lesson 7

Competency Assessments

- Competency Assessment Defined
- Implementation
- Final Destination
- Case Study

Performance Management and Appraisals Training Course
- Lesson 8

Kolb's Learning Cycle

- Experience
- Observation
- Conceptualisation
- Experimentation
- Case Study

Performance Management and Appraisals Training Course
- Lesson 9

Motivation

- Key Factors
- The Motivation Organisation
- Identifying Personal Motivators
- Evaluating and Adapting
- Case Study

Performance Management and Appraisals Training Course
- Lesson 10

The Performance Journal

- Record Goals and Accomplishments
- Linking with Your Employees or Managers
- Implementing a Performance Coach
- Keeping Track
- Case Study

Performance Management and Appraisals Training Course
- Lesson 11

Creating a Performance Plan

- Goals
- Desired Results
- Prioritisation
- Measure
- Evaluation
- Case Study

Performance Management and Appraisals Training Course
- Lesson 12

Wrapping Up

- Words from the Wise
- Your Notebook

Recruitment and Selection



Employees are a vital part in determining the success of a business. Finding the best employees for each position requires strong recruitment strategies because top talent is hard to find. This Recruitment and Selection course from pdtraining will help find the most qualified candidates, ensuring a successful and smoother running business. These engaging, practical training courses are delivered throughout Australia, including Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth.

Recruitment and Selection Training Course Course Outline

Foreword:

Your employees are a vital part of determining the success of your business. Finding the best employees for each position requires strong recruitment strategies. Top talent will not always find you. You must seek out people to fill the positions that you have open. Recruiting the most qualified candidates will ensure that your employees keep your company running smoothly.

Outcomes:

- Master the recruitment process
- Recognise the G.R.O.W. model & how to set goals
- Learn how to prepare for the interview & question process
- Identify & avoid bias when making an offer
- Discover new ways of retaining talent & measuring growth

Recruitment and Selection Training Course - Lesson 1

Getting Started

- Workshop Objectives

Recruitment and Selection Training Course - Lesson 2

Introduction to Recruitment

- What is Recruitment?
- Challenges and Trends
- Sourcing Candidates
- Requirements
- Case Study

Recruitment and Selection Training Course - Lesson 3

The Selection Process

- Job Analysis and Descriptions
- The Approach
- The Recruitment Interview
- Testing
- Case Study

Recruitment and Selection Training Course - Lesson 4

Goal Setting

- Using the G.R.O.W. Model
- Identifying Goal Areas
- Setting SMART Goals
- Using a Productivity Journal
- Case Study

Recruitment and Selection Training Course - Lesson 5

The Interview

- Phone Interviews
- Traditional Interviews
- Situational Interviews
- Stress Interviews
- Case Study

Recruitment and Selection Training Course - Lesson 6

Types of Interview Questions

- Direct Questions
- Non-Direct Questions
- Hypothetical or Situational Questions
- Behavioural Descriptive Questions
- Case Study

Recruitment and Selection Training Course - Lesson 7

Avoiding Bias in Your Selection

- Expectancy Effect
- Primacy Effect
- Obtaining Bias Information
- Stereotyping
- Case Study

Recruitment and Selection Training Course - Lesson 8

The Background Check

- Preparation
- Data Collection
- Illegal Questions
- Being Thorough without Being Pushy
- Case Study

Recruitment and Selection Training Course - Lesson 9

Making Your Offer

- Outlining the Offer
- Negotiation Techniques
- Dealing with Difficult Issues
- Sealing the Deal
- Case Study

Recruitment and Selection Training Course - Lesson 10

Orientation and Retention

- Getting off on the Right Track
- Your Orientation Program
- The Checklist
- Following Up
- Case Study

Recruitment and Selection Training Course - Lesson 11

Measuring the Results

- Cost Breakdown
- Employee Quality
- Recruiter Effectiveness
- Fine Tuning
- Case Study

Recruitment and Selection Training Course - Lesson 12

Wrapping Up

- Word from the Wise

Employee Onboarding



Onboarding is the process of helping new employees adjust to social and performance aspects of their new jobs quickly and smoothly. It helps new employees adjust to their jobs by establishing better relationships to increase satisfaction; clarifying expectations and objectives to improve performance, as well as providing support to help reduce unwanted turnover.

Used in conjunction with Human Resource Management best practices, effective onboarding will result in a faster job readiness, improved communication and a more productive and engaged workforce.

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

Employee Onboarding Course Outline

Foreword:

Research and conventional wisdom both suggest that employees get about 90 days to prove themselves in a new job. Every organisation has its own version of the complex process new employees go through to learn skills, knowledge, attitudes and behaviours required to function effectively. The bottom line is, the faster the new employees feel welcome and prepared for their jobs, the faster they will be able to successfully contribute to the firm's strategic and operational plans.

Outcomes:

- Define onboarding
- Know the benefits & purpose of onboarding
- Prepare for a successful onboarding program
- Identify ways to engage & follow up with employees
- Set operational expectations
- Discover the importance of resiliency & flexibility

Employee Onboarding Training Course - Lesson 1

Getting Started

- Workshop Objectives

Employee Onboarding Training Course - Lesson 2

Purpose of Onboarding

- Start-up Cost
- Anxiety
- Employee Turnover
- Realistic Expectations
- Case Study

Employee Onboarding Training Course - Lesson 3

Introduction

- What is Onboarding?
- The Importance of Onboarding
- Making Employees Feel Welcome
- First Day Checklist
- Case Study

Employee Onboarding Training Course - Lesson 4

Onboarding Preparation

- Professionalism
- Clarity
- Designating a Mentor
- Training
- Case Study

Employee Onboarding Training Course - Lesson 5

Onboarding Checklist

- Pre-Arrival
- Arrival
- First Week
- First Month
- Case Study

Employee Onboarding Training Course - Lesson 6

Creating an Engaging Program

- Getting Off on the Right Track
- Role of Human Resources
- Role of Managers
- Characteristics
- Case Study

Employee Onboarding Training Course - Lesson 7

Following Up with New Employees

- Initial Check In
- Following Up
- Setting Schedules
- Mentor's Responsibility
- Case Study

Employee Onboarding Training Course - Lesson 8

Setting Expectations

- Defining Requirements
- Identifying Opportunities for Improvement and Growth
- Setting Verbal Expectations
- Putting It in Writing
- Case Study

Employee Onboarding Training Course - Lesson 9

Resiliency and Flexibility

- What is Resiliency?
- Why Is It Important?
- Five Steps
- What is Flexibility?
- Why Is It Important?
- Five Steps
- Case Study

Employee Onboarding Training Course - Lesson 10

Assigning Work

- General Principles
- The Dictatorial Approach
- The Apple Picking Approach
- The Collaborative Approach
- Case Study

Employee Onboarding Training Course - Lesson 11

Providing Feedback

- Characteristics of Good Feedback
- Feedback Delivery Tools
- Informal Feedback
- Formal Feedback
- Case Study

Employee Onboarding Training Course - Lesson 12

Wrapping Up

- Words from the Wise

Think on Your Feet®



Ever find yourself rambling on and stumbling for answers? Have a hard time getting your ideas across? This internationally acclaimed workshop teaches critical skills to get ideas across clearly, concisely, and persuasively. Think On Your Feet® training courses teach the "capsules-of-persuasion" concept - 10 plans that structure one's ideas quickly, for impact and are currently available now throughout Australia including, Brisbane, Sydney, Melbourne, Canberra, Adelaide and Perth.

Think on Your Feet® (2-days) Course Outline

Foreword:

The ability to Think on Your Feet® is now a core skill. It means getting your ideas across clearly, concisely, persuasively (and being remembered). Everyone wants you to get to the point - Quickly. Think on Your Feet® introduces the "capsules-of-persuasion" concept – 10 plans that structure your ideas quickly, for impact.

Outcomes:

- Learn to speak with brevity, clarity & persuasively
- Master getting to the point and being remembered
- Learn effective fall-back techniques when caught off-guard
- Learn to present ideas effectively
- Handle questions quicker, more concisely & persuasively
- Add depth to ones own messages using "visual" pegs
- Learn to avoid common communication traps
- Divide information into facets, aspects or perspectives
- Learn to bridge from question to answer

Think on Your Feet® Training Course - Lesson 1

Getting to the Point & Being Remembered

- Techniques to package persuasion
- Structuring ideas simply and clearly
- Speaking in different situations: one-on-one, on the phone, in meetings, informal presentations

Think on Your Feet® Training Course - Lesson 3

Using Handy Fall-Back Techniques when you're caught off guard

- Making sense out of a mass of facts
- Explaining step-by-step processes clearly

Think on Your Feet® Training Course - Lesson 5

Using "visual" pegs as your structure

- Achieving impact
- Supporting large and complex topics
- Adding depth to your message

Think on Your Feet® Training Course - Lesson 7

Dividing Information into Facets, Aspects or Perspectives

- Achieving objectivity
- Expressing thoughtfulness
- Addressing issues from different viewpoints

Think on Your Feet® Training Course - Lesson 9

How to broaden or focus your listener's perspective

- Moving from detail to big picture, or vice versa
- Handling sensitive or confidential information
- Countering sweeping generalizations

Think on Your Feet® Training Course - Lesson 11

Selling the benefits of your products, ideas, services

- Presenting benefits not features
- Showing advantages to your listener
- Employing the "So What" test

Think on Your Feet® Training Course - Lesson 2

Presenting your ideas

- Clearly
- Concisely
- Powerfully

Think on Your Feet® Training Course - Lesson 4

Handling Questions Quickly, Clearly and Persuasively

- Following the "Rule of Threes"
- Creating logical pegs to hang your thoughts one
- Announcing & Recapping

Think on Your Feet® Training Course - Lesson 6

Avoiding Common Communication Traps

- Keeping on Track
- Avoiding information overload
- Addressing your listener's core concerns

Think on Your Feet® Training Course - Lesson 8

Bridging from Question to Answer

- Buying time
- Answering the right question
- Handling objections and tough questions positively

Think on Your Feet® Training Course - Lesson 10

Moving two opposing viewpoints to a middle ground

- Negotiating a win-win outcome
- Dealing with conversational topics
- Moving to action

Think on Your Feet® Training Course - Lesson 12

Fleshing out your ideas

- Using examples to increase understanding and recall
- Developing ideas through the use of opposites
- Explaining an idea by cause and effect



To stay competitive, you must have this skill!

Critical thinking helps you step back, examine your thought processes and make them more effective. You'll ask the right questions, challenge assumptions and see others' viewpoints with clarity. Business leaders agree it's the only way to think at work — because it helps you get the best possible results.

Critical Thinking Course Outline

Foreword:

In this course, you'll get hands-on experience with a battery of practical tools (including the Watson-Glaser® Critical Thinking II Development Report) to help you make critical thinking an indispensable part of your skill set. You'll find out things you didn't know about yourself and make discoveries that can literally change your life. Instead of concentrating on theories, you'll be working with an expert instructor to get comfortable with a concrete set of tools. You'll then be ready to benefit from your new skills immediately when you return to your job.

Outcomes:

- Explore real-world examples of why critical thinking is so important in business
- Learn to use critical thinking skills when making business decisions
- Choose the right techniques to recognize assumptions and draw conclusions
- Know how to translate an abstract idea into something tangible
- Minimize the impact of job pressures on your thinking processes
- React with curiosity instead of emotion
- Get a roadmap for developing your critical thinking skills

Day 1

Critical Thinking Training Course - Lesson 1

Understanding Critical Thinking

- What is Critical Thinking?
- Characteristics of a Critical Thinker
- Common Critical Thinking Styles
- Small Group Work
- Developing Your Critical Thinking Skills

Critical Thinking Training Course - Lesson 2

Where Do Other Types of Thinking Fit In?

- Left and Right Brain Thinking
- Whole-Brain Thinking

Critical Thinking Training Course - Lesson 3

Pitfalls to Reasoned Decision Making

- Getting Over the Barriers
- Debrief
- Morning Wrap-Up
- Energizer: Puzzle Paradise

Critical Thinking Training Course - Lesson 4

The Critical Thinking Process

- Critical Thinking Model
- The Standards of Critical Thinking
- Identifying the Issues
- Identifying the Arguments
- Clarifying the Issues and Arguments
- Establishing Context
- Checking Credibility and Consistency
- Evaluating Arguments
- Case Study

Day 2

Critical Thinking Training Course - Lesson 5

A Critical Thinker's Skill Set

- Asking Questions
- Probing
- Pushing My Buttons
- Critical Thinking Questions
- Active Listening Skills

Critical Thinking Training Course - Lesson 6

Creating Explanations

- Defining Explanations
- Steps to Building an Explanation
- Small Group Work

Critical Thinking Training Course - Lesson 7

Dealing with Assumptions

Critical Thinking Training Course - Lesson 8

Common Sense

Critical Thinking Training Course - Lesson 9

Critical and Creative Thought Systems

- Tips for Thinking Creatively
- Creative Thinking Exercise
- De Bono's Thinking Hats

Critical Thinking Training Course - Lesson 10

Putting It into Practice

- Presenting and Communicating Your Ideas to Others
- Pre-Assignment Preparation
- Presentations

Managing Difficult Conversations



Managers, team members, owners and employees need to conduct difficult conversations at some time or another. Although difficult conversations cannot be avoided, they can be successfully managed to achieve positive outcomes. Understanding and skill development are necessary qualities that help in keeping you in control of difficult conversations before, during and after it so that you can achieve the desired outcome.

This highly valuable and engaging course empowers professionals to handle difficult conversations with ease to achieve professional success. Managing Difficult Conversations Training is now available throughout Australia including Brisbane, Sydney, Melbourne, Adelaide, Canberra, Parramatta and Perth, and also via instructor-led online training.

Managing Difficult Conversations Course Outline

Foreword:

Managing Difficult Conversations requires specialised knowledge and skill development because they are tough to handle without it. During this training course, participants develop an understanding of where, when, why and how to conduct difficult conversations.

The goal of this course is to empower professionals to be in control of a difficult conversation at all stages of it so that they can achieve the desired outcome. It is a necessary skill in the management of human resources, handling of customers, and team management.

Outcomes:

After completing this course, participants will have learned to:

- Predict the results of a conversation
- Establish the intent of a conversation
- Identify the desired outcome
- Manage their body language
- Speak persuasively
- Listen actively
- Use probing techniques
- Ask the right questions at the right time
- Establish the purpose of a difficult conversation
- Create a conversation template
- Create a personalised action plan
- Use communication skills to influence and control
- Maintain safety in a conversation
- Choose an appropriate place for a conversation
- Understand and analyse the other person
- Stay in control of the conversation throughout

Managing Difficult Conversations Training Course - Lesson 1

Introduction

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

Managing Difficult Conversations Training Course - Lesson 3

Toolkit for Successful Conversations

- Managing Your Body Language
- Speaking Persuasively
- Active Listening
- Asking Questions
- Probing Techniques

Managing Difficult Conversations Training Course - Lesson 5

Framework for Difficult Conversations

- What's Your Purpose?
- Steps for a Difficult Conversation
- Creating a Conversation Template

Managing Difficult Conversations Training Course - Lesson 7

Testing the waters

- Practice and review in class

Managing Difficult Conversations Training Course - Lesson 2

Choosing to Have the Conversation

- Considering the Consequences
- Establishing Your Frame of Reference
- Establishing Positive Intent
- Identifying the Desired Outcome

Managing Difficult Conversations Training Course - Lesson 4

Choosing the Time and Place

- Weighing urgency
- Privacy
- Consideration
- Transparency and presence of 3rd parties

Managing Difficult Conversations Training Course - Lesson 6

Staying Safe

- Anticipating conflict
- Mutual respect
- Common ground
- Staying in control
- When to walk away
- When things don't work

Managing Difficult Conversations Training Course - Lesson 8

Wrap up

- Course review
- Action plan



The business ethics training course will teach participants a clear understanding of what business ethics is, while providing them with enough knowledge and practical tools to implement an ethics program at their workplace. This engaging business ethics training course is available now in Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth.

Business Ethics Training Course Course Outline

Foreword:

Every day key decisions are made about how resources are used and consumed in the enterprise. The ethical imperative is to ensure that resources are used in the most appropriate way within the context of the organisation and the broader context of the organisation in the community.

Ethics should maintain a positive effect on the employees surroundings, creating an atmosphere of decision making that fosters help and not harm. This course will pose a series of questions that will form the basis of a practical ethical framework.

Outcomes:

In this course participants will:

- Understand what 'business ethics' is
- Learn how to make ethical decisions
- Receive practical tools to implement ethics in the workplace
- Understand employee rights to enable and create privacy, harassment & technology policies
- Understand your business & social responsibilities
- Learn how to balance personal and organisation ethics
- Learn when to "blow the whistle"
- Be able to identify unethical behaviours

Business Ethics Training Course - Lesson 1

Getting Started

- Workshop Objectives
- Action Plans and Evaluation Forms
- Module Two: What is Ethics?
- What Is Business Ethics?
- 10 Benefits of Managing Ethics
- Case Study

Business Ethics Training Course - Lesson 3

Employer/Employee Rights

- Privacy Policies
- Harassment Issues
- Technology

Business Ethics Training Course - Lesson 5

Ethical Decisions

- The Basics
- Balancing Personal and Organisational Ethics
- Common Dilemmas
- Making Ethical Decisions
- Overcoming Obstacles

Business Ethics Training Course - Lesson 7

Managerial Ethics

- Ethical Management
- Identifying the Characteristics
- Ensuring Ethical Behaviour

Business Ethics Training Course - Lesson 9

Ethics in Business (I)

- Organisation Basics
- Addressing the Needs
- Ethical Principles

Business Ethics Training Course - Lesson 2

Implementing Ethics in the Workplace

- Benefits
- Guidelines for Managing Ethics in the Workplace
- Roles and Responsibilities

Business Ethics Training Course - Lesson 4

Business & Social Responsibilities

- Identifying Types of Responsibilities
- Case Study
- Handling Conflicting Social and Business Responsibilities
- Case Study

Business Ethics Training Course - Lesson 6

Whistle Blowing

- Criteria and Risk
- The Process
- When You Should “Blow the Whistle”

Business Ethics Training Course - Lesson 8

Unethical Behaviour

- Recognise & Identify
- Preventing
- Addressing
- Interventions

Business Ethics Training Course - Lesson 10

Ethics in Business (II)

- Ethical Safeguards
- Developing a Code of Ethics
- Performing an Internal Ethics Audit
- Upholding the Ethics Program

Effective Delegation Training Course



Effective delegation is one of the most valuable skills that reduces your workload and enhances productivity through teamwork. Delegating effectively prepares employees to handle new responsibilities successfully, and also allows you to work on other important tasks. This training course in effective delegation provides necessary knowledge and skill development to help increase productivity through delegation of responsibilities.

This highly valuable and effective training course is now available throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra, Parramatta and Perth and also via instructor-led online training.

Effective Delegation Training Course Outline

Foreword:

Delegation is often one of the hardest skills for a manager to master. During this training course, participants receive training in the many of the facets of delegation, including when and whom to delegate responsibilities, understanding the delegation process, using effective techniques to overcome problems, and more.

Outcomes:

After completing this course, participants will have learned to:

- Understand how delegation fits into their job and increase productivity
- Understand and use different ways of delegating tasks
- Use Pre-assignment review
- Pick up the right person
- Use an eight-step process for effective delegation
- Give better instructions for better delegation results
- Give instructions effectively
- Identify common delegation pitfalls and learn how to avoid them
- Use ways to monitor delegation results
- Monitor delegation
- Use techniques for giving effective feedback
- Provide feedback
- Understand the importance of delegation and its results
- Manage a delegation meeting

Effective Delegation Training Course - Lesson 1

Getting Started

- Icebreaker
- Pre-Assignment Review
- Workshop Objectives

Effective Delegation Training Course - Lesson 3

What is Delegation?

- Delegation Definitions
- Levels of Delegation
- Guidelines for Success
- Lateral Delegation

Effective Delegation Training Course - Lesson 5

The Delegation Meeting

- Clarity in Communication
- Context & Relevance
- Ensuring Understanding
- Setting Performance Standards
- Delegating Authority
- Setting Support
- Clarity in Expectations & Commitment
- Rewards & Recognition

Effective Delegation Training Course - Lesson 7

Giving Instructions

- Three Types of Instructions
- Examples
- Preparing Instructions

Effective Delegation Training Course - Lesson 9

Practicing Delegation

- Your Role in Delegation
- Employees' Role in Delegation
- When to Delegate
- Whom to Delegate To
- Delegating Authority
- Monitoring Delegation
- Managing Disappointments

Effective Delegation Training Course - Lesson 11

Becoming a Good Delegator

- Characteristics of Effective Delegators
- Personal Action Plan
- Recommended Readings

Effective Delegation Training Course - Lesson 2

Why Delegate?

- Advantages & Disadvantages
- Delegation Do's and Don'ts
- Self-Assessment

Effective Delegation Training Course - Lesson 4

Picking the Right Person

- Delegation Based on Skill Level
- Employee Motivation
- Employee Workload
- Matching of Skills & People

Effective Delegation Training Course - Lesson 6

Putting it into Practice

- Case Study
- Eight Steps of Delegation Meeting
- Activity

Effective Delegation Training Course - Lesson 8

Monitoring Delegation

- Why Monitor Delegation?
- Advantages of Monitoring Delegation
- Methods to Monitor Delegation

Effective Delegation Training Course - Lesson 10

Giving Feedback

- The Ingredients of Good Feedback
- What Makes Feedback Effective
- Case Studies

Effective Delegation Training Course - Lesson 12

Wrapping Up

- Words from the Wise



This comprehensive training course helps you to master both establishing and managing a virtual team. It will help you to hold effective meetings and group sessions, handle poor performing employees, and use tools to build trust and confidence among employees.

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

Managing Virtual Teams Course Course Outline

Foreword:

There are an estimated one billion virtual workers in 2013, and the number is expected to rise in the future. With a global workforce, you are provided with a cost effective and talented pool of employees to draw from.

Managing a virtual team is harder because of the challenges posed by time difference and cultural differences. Virtual Team Building and Management training course provides participants the knowledge to overcome these challenges and succeed in creating a highly productive global workforce.

Outcomes:

After completing this course, participants will have learned to:

- Establish an excellent virtual team
- Hold effective meetings and group sessions
- Discover effective ways to communicate with team members
- Understand, respect and embrace different cultures
- Set clear and precise goals
- Provide timely feedback
- Be proactive
- Communicate easily and effectively
- Stay in contact
- Avoid making assumptions
- Build trust and confidence among employees
- Use software to manage better
- Handle poor performing employees
- Manage a virtual team during any project

Virtual Team Building and Management Training Course - Lesson 1

Getting Started

- Housekeeping Items
- Workshop Objectives
- The Parking Lot
- Action Plan

Virtual Team Building and Management Training Course - Lesson 3

Setting Up Your Virtual Team (II)

- Personality Can Count as Much as Skills
- Rules of Engagement
- Icebreakers and Introductions
- Case Study

Virtual Team Building and Management Training Course - Lesson 5

Communication (I)

- Early and Often
- Rules of Responsiveness
- Face to Face When Possible
- Choose the Best Tool
- Case Study

Virtual Team Building and Management Training Course - Lesson 7

Building Trust

- Trust Your Team and They Will Trust You
- Beware of "Us vs Them" Territorial Issues
- Share Best Practices
- Create a Sense of Ownership
- Case Study

Virtual Team Building and Management Training Course - Lesson 9

To Succeed With a Virtual Team

- Set Clear Goals
- Create Standard Operating Procedures (SOPs)
- Build a Team Culture
- Provide Timely Feedback
- Case Study

Virtual Team Building and Management Training Course - Lesson 11

Choosing the Right Tools

- Communication Software
- Collaboration and Sharing Tools
- Project Management Software
- Use What Works for You and Your Team
- Case Study

Virtual Team Building and Management Training Course - Lesson 2

Setting Up Your Virtual Team (I)

- Choose Self-Motivated People with Initiative
- Face to Face Meetings at First (Kick-off Meeting)
- Diversity Will Add Value
- Experienced with Technology
- Case Study

Virtual Team Building and Management Training Course - Lesson 4

Virtual Team Meetings

- Scheduling Will Always Be an Issue
- Have a Clear Objective and Agenda
- Solicit Additional Topics in Advance
- Discourage Just Being a Status Report
- Case Study

Virtual Team Building and Management Training Course - Lesson 6

Communication (II)

- Be Honest and Clear
- Stay in Constant Contact
- Don't Make Assumptions
- Set Up Email Protocols
- Case Study

Virtual Team Building and Management Training Course - Lesson 8

Cultural Issues

- Respect and Embrace Differences
- Be Aware of Different Work Styles
- Know Your Team Members Cultural Background
- Case Study

Virtual Team Building and Management Training Course - Lesson 10

Dealing With Poor Team Players

- Manage Their Results, Not Their Activities
- Be Proactive, Not Reactive
- Check In Often
- Remove Them
- Case Study

Virtual Team Building and Management Training Course - Lesson 12

Wrapping Up

- Words from the Wise
- Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations



Providing criticism, even when positive, is one of the most challenging tasks. This training course in delivering constructive criticism provides participants with valuable knowledge and skills to help them easily and productively provide criticism.

This dynamic and practical training course is now available throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra, Parramatta and Perth and also via instructor-led online training.

Delivering Constructive Criticism Training Course Outline

Foreword:

Constructive Criticism must be provided correctly to maximise its impact and benefits. During this training course in delivering constructive criticism, participants receive training in choosing the right place, time and occasion for giving criticism, setting goals, prepare and plan a healthy criticism, and understanding the role of emotions and reactions in delivering constructive criticism.

Outcomes:

Effective criticism helps in the management of human resources. It reduces/eliminates problematic behaviours and conflicts that negatively impact an organisation. When an employee commits an action that requires feedback or criticism it needs to be handled appropriately and skillfully.

This extensive training course helps participants develop essential skills in delivering constructive criticism that positively impacts an individual and the company.

After completing this course, participants will have learned to:

- Determine the right place to give feedback
- Consider informal feedback
- Gather facts on the issue
- Create an action plan
- Practice tone
- Control and create an impact
- Criticise in private, praise in public
- Create a safe environment for providing criticism
- Monitor body language
- Develop understanding and active listening
- Be collaborative
- Set goals
- Check emotions and outbursts
- Diffuse negative emotions including anger
- Understand what not to do
- Measure results

Delivering Constructive Criticism Training Course - Lesson 1

Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

Delivering Constructive Criticism Training Course - Lesson 2

When Should Feedback Occur?

- Repeated Events or Behaviour
- Breaches in Company Policy
- When Informal Feedback Has Not Worked
- Immediately After the Occurrence
- Case Study

Delivering Constructive Criticism Training Course - Lesson 3

Preparing and Planning

- Gather Facts on the Issue
- Practice Your Tone
- Create an Action Plan
- Keep Written Records
- Case Study

Delivering Constructive Criticism Training Course - Lesson 4

Choosing a Time and Place

- Check the Ego at the Door
- Criticise in Private, Praise in Public
- It Has to Be Face to Face
- Create a Safe Atmosphere
- Case Study

Delivering Constructive Criticism Training Course - Lesson 5

During the Session (I)

- The Feedback Sandwich
- Monitor Body Language
- Check for Understanding
- Practice Active Listening
- Case Study

Delivering Constructive Criticism Training Course - Lesson 6

During the Session (II)

- Set Goals
- Be Collaborative
- Ask for a Self-Assessment
- Always Keep Emotions in Check
- Case Study

Delivering Constructive Criticism Training Course - Lesson 7

Setting Goals

- SMART Goals
- The Three P's
- Ask for Their Input
- Be as Specific as Possible
- Case Study

Delivering Constructive Criticism Training Course - Lesson 8

Diffusing Anger or Negative Emotions

- Choose the Correct Words
- Stay on Topic
- Empathise
- Try to Avoid 'You Messages'
- Case Study

Delivering Constructive Criticism Training Course - Lesson 9

What Not to Do

- Attacking or Blaming
- Not Giving Them a Chance to Speak
- Talking Down
- Becoming Emotional
- Case Study

Delivering Constructive Criticism Training Course - Lesson 10

After the Session (I)

- Set a Follow-Up Meeting
- Make Yourself Available
- Be Very Specific with the Instructions
- Provide Support and Resources
- Case Study

Delivering Constructive Criticism Training Course - Lesson 11

After the Session (II)

- Focus on the Future
- Measuring Results
- Was the Action Plan Followed?
- If Improvement is Not Seen, Then What?
- Case Study

Delivering Constructive Criticism Training Course - Lesson 12

Wrapping Up

- Words from the Wise
- Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

**Client
Benefits**



**Strategic
Partnerships**

