

“ “Changing yourself changes everything” ”

Personal Development Courses

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

Personal Development Courses

- Active Listening Training-The secret of great communicators!
- Communication Skills Training Course
- Stress Management Course
- Dealing With Difficult People in the Workplace
- Goal Setting and Getting Things Done Training
- Anger Management Workshop
- Creative Problem Solving Training
- Emotional Intelligence (EQ)
- Work-Life Balance Training
- Influence and Persuasion at Work Training
- Assertiveness and Self Confidence Training
- Public Speaking Training
- Body Language Training
- Organisational Skills 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



Improve Yourself As A Professional And As An Individual

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

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



Active listening is the key to effective communication.

In this Active Listening training course you will learn how to listen, understand and then respond. Using these techniques you will become a more effective communicator in all situations.

Pd training's active listening training course is available now in Brisbane, Sydney, Melbourne, Adelaide, Canberra, Parramatta and Perth.

Active Listening Training-The secret of great communicators! Course Outline

Foreword:

Effective listening is actively absorbing the information given to you by a speaker, showing that you are listening and interested and providing feedback to the speaker so that he or she knows the message was received.

This fun and interactive **Active Listening Skills Training Program** will provide practical skills and knowledge that you will transform your personal and professional interactions and lead to more rewarding and meaningful communication.

Outcomes:

In this course participants will:

- Engage more effectively through actively listening
- Understand the difference between 'hearing' and 'listening'
- Learn the techniques to listen actively
- Increase their awareness of communication behaviours
- Understand how emotions effect their ability to listen
- Learn to paraphrase and restate for clarification
- Be able to manage and encourage constructive collaboration

Active Listening Training Course - Lesson 1

How Well do you Actively Listen?

- Let's test your active listening ability
- Why are you not listening to me?
- Our inner voice-over rule

Active Listening Training Course - Lesson 2

What affects Listening?

- The role of the speaker
- The role of the listener
- Reading non-verbal communication
- Using questioning skills
- Feedback

Active Listening Training Course - Lesson 3

Determine your Communication Behaviours

- Establish your behavioural style in different situations
- Do you give up or bulldoze through?
- But isn't your way right?

Active Listening Training Course - Lesson 4

High Emotion - Low Intelligence

- So what does it mean when I become emotional?
- How does it affect my listening skills?
- How does it affect the listening skills of others?

Active Listening Training Course - Lesson 5

Steps to Improve your Active Listening

- Learn to live in the moment
- Learn to like/love/gain respect
- Listening is also interpreting

Active Listening Training Course - Lesson 6

Tips and Tricks to Manage a Brainstorming Environment

- Stay in control
- Generate better ideas through collaboration



Anger is a normal, healthy emotion but can quickly become unhealthy and detrimental if not understood and controlled. Manage your anger, reduce your stress and improve your personal and work relationships with this Anger Management course from pd training.

Many people take this course to show they are 'working on things' for **courts** and their **workplaces**. While we are not aware of a magistrate not accepting this course, each magistrate will make their own judgement based on each individual situation.

We will welcome you to an Anger Management training course in Brisbane, Sydney, Parramatta, Melbourne, Canberra, Adelaide or Perth.

Anger Management Workshop Course Outline

Foreword:

Benjamin Franklin once said, "*In this world nothing can be said to be certain, except death and taxes.*" We would add a third item to his list: anger. Anger can be an incredibly damaging force, costing people their jobs, personal relationships, and even their lives when it gets out of hand. However, since everyone experiences anger, it is important to have constructive approaches to manage it effectively.

This **Anger Management** Training program will help teach participants how to identify their anger triggers and what to do when they get angry.

Outcomes:

In this course participants will:

- Gain a better understanding of anger and the natural anger cycle
- Gain insight into the "fight or flight" response that triggers anger
- Understand the realities of anger
- Learn about helpful and unhelpful ways of dealing with anger
- Master strategies for gaining control of anger in all situations
- Discover some productive ways of "blowing off steam"
- Learn how to improve home and work life by managing anger better

This Anger Management Training Course has been Officially Endorsed by the Australian Counselling Association



Anger Management Training Course - Lesson 1

Understanding Anger

- The cycle of anger
- Understanding fight or flight
- Common myths about anger

Anger Management Training Course - Lesson 2

Do's and Don'ts

- Unhelpful ways of dealing with anger
- Helpful ways of dealing with anger

Anger Management Training Course - Lesson 3

Gaining Control

- A word of warning
- Using coping thoughts
- Using relaxation techniques
- Blowing off some steam

Anger Management Training Course - Lesson 4

Separate the People from the Problem

- Objective vs. subjective language
- Identifying the problem
- Using "I" statements

Anger Management Training Course - Lesson 5

Working on the Problem

- Using constructive disagreement
- Negotiating tips
- Building consensus
- Identifying solutions

Anger Management Training Course - Lesson 6

Solving the Problem

- Choosing a solution
- Making a plan
- Getting it done

Anger Management Training Course - Lesson 7

Personal Plan

- Understanding hot buttons
- Identifying your hot buttons
- A personal anger log

Anger Management Training Course - Lesson 8

The Triple A Approach

- Alter
- Avoid
- Accept

Anger Management Training Course - Lesson 9

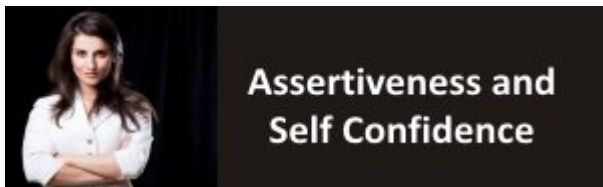
Dealing with Angry People

- Understanding the energy curve
- De-Escalation techniques
- When to back away and what to do next

Anger Management Training Course - Lesson 10

Pulling it All Together

- Process overview
- Putting it into action



Assertiveness and Self Confidence

This Assertiveness and Self-Confidence Training Course empowers people with the confidence to be 'heard'. In this training course, you will learn techniques to communicate in a polite and assertive way, without feeling or appearing pushy.

People tell us that this course has changed their lives.

Join an Assertiveness and Self-Confidence Training Course, or have a trainer come to your workplace in Brisbane, Sydney, Parramatta, Melbourne, Canberra, Adelaide and Perth.

Assertiveness and Self Confidence Training Course Outline

Foreword:

Assertiveness and Self-Confidence are two skills that are crucial for success in life. If you don't feel worthy and/or you don't know how to express your self-worth when communicating with others, life can be very unfulfilling.

In this Assertiveness and Self-Confidence Training Course, people learn how to become more willing and able to communicate, share their opinions and get more proactive in shaping their life and interactions with others.

Whether it is learning how to say 'I believe', telling yourself 'it's ok to give it a go' or getting better at saying 'No', this course will empower you and help you in many aspects of your life.

Outcomes:

In this course participants will:

- Understand what it means to be assertive and self-confident
- Learn that it's okay to speak up and to stand up for what they believe
- Gain techniques to confidently express opinions and needs
- Learn to say 'no' without being rude or seeming disinterested
- Recognise that you are important and that your opinions are valid and worthy of consideration
- Learn to identify and eliminate negative thinking and self-talk
- Become a more effective communicator
- Learn to set achievable goals in-line with personal values
- Discover how to "feel the part", "look the part", "sound the part" and "become the part"
- Be able to recognise and deal with difficult behaviours in other people

Assertiveness & Self Confidence Training Course - Lesson 1

What does Self-Confidence mean to you?

- What is assertiveness?
- What is self-confidence?
- The four styles

Assertiveness & Self Confidence Training Course - Lesson 3

Communication Skills

- Listening and Hearing: They aren't the same thing
- Asking questions
- Body language

Assertiveness & Self Confidence Training Course - Lesson 5

Feeling the Part

- Identifying your worth
- Creating positive self talk
- Identifying and addressing strengths and weaknesses

Assertiveness & Self Confidence Training Course - Lesson 7

Sounding the Part

- It's how you say it
- Sounding confident
- Using "I" messages

Assertiveness & Self Confidence Training Course - Lesson 9

Coping Techniques

- Building rapport
- Expressing disagreement
- Coming to consensus

Assertiveness & Self Confidence Training Course - Lesson 2

Obstacles to our Goals?

- Types of negative thinking
- Case study
- Personal application

Assertiveness & Self Confidence Training Course - Lesson 4

The Importance of Goal Setting

- Why goal setting is important
- Setting SMART goals
- Our challenge to you

Assertiveness & Self Confidence Training Course - Lesson 6

Looking the Part

- The Importance of appearance
- The role of body language
- First impressions count

Assertiveness & Self Confidence Training Course - Lesson 8

Powerful Presentations

- What to do when you're on the spot
- Using STAR to make your case

Assertiveness & Self Confidence Training Course - Lesson 10

Dealing with Difficult Behaviour

- Dealing with difficult situations
- Key tactics



The ability to communicate effectively can have a profound effect on your personal and professional life. This communication skills training course provides you with practical, effective tools to enable clear and effective communication in all situations. This engaging and highly practical training course is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra, Parramatta and Perth.

Communication Skills Training Course Course Outline

Foreword:

This communications training course helps people communicate appropriately and clearly in all situations. This is a great course for everyone as the benefits can have a positive effect on every aspect of life. Learn to understand how you communicate, how others communicate and how to adjust to meet their needs. Discover how effective communication is greatly improved by understanding communication preferences and overcoming communication barriers.

This interpersonal communication course will ensure your colleagues receive your message clearly and improve your workplace relationships in general. If you have never completed a communications course of this type you are missing out on understanding fundamental concepts that will have a profound effect on your life and success in the workplace.

Outcomes:

In this course, participants will:

- Gain insight into their personality type and communication preferences, using our proprietary profiling tool
- Learn to recognise other people's personality types and communication preferences
- Learn to adjust your own communication approach based on need and situation
- Understand barriers to effective communication and how to overcome them
- Learn how to effectively utilise tone
- Master the S.T.A.R. method for speaking on the spot
- Learn to use body language appropriately
- Learn to listen actively and effectively
- Gain insight into asking open questions
- Become a more effective communicator through the use and application of practical tools

Communication Skills Training Course - Lesson 1

Getting to know yourself - CHOIce

- What is your personality type?
- What are your communication preferences?
- What are your communication tendencies?

Communication Skills Training Course - Lesson 3

Making allowance for others CHOIce and circumstance

- Consider your approach:
 - What is the receiver's CHOIce?
 - What type of message are you delivering?
 - Is sensitivity, personal touch, speed, evidence, privacy or public acknowledgement most important?
- Develop strategies for future application

Communication Skills Training Course - Lesson 5

Paraverbal Communication Skills

- The Power of Pitch
- The Truth about Tone
- The Strength of Speed

Communication Skills Training Course - Lesson 7

Speaking Like a S.T.A.R.

- S = Situation
- T = Task
- A = Action
- R = Result
- Summary

Communication Skills Training Course - Lesson 9

Asking Good Questions

- Open Questions
- Closed Questions
- Probing Questions

Communication Skills Training Course - Lesson 11

Mastering the Art of Conversation

- Level One: Discussing General Topics
- Level Two: Sharing Ideas and Perspectives
- Level Three: Sharing Personal Experiences
- Our Top Networking Tips

Communication Skills Training Course - Lesson 2

Understanding others - CHOIce

- What other personality types are out there?
- What are their communication preferences?
- What are their communication tendencies?

Communication Skills Training Course - Lesson 4

Understanding Communication Barriers

- An Overview of Common Barriers
- Language Barriers
- Cultural Barriers
- Differences in Time and Place

Communication Skills Training Course - Lesson 6

Non-Verbal Communication

- Understanding the Mehrabian Study
- All About Body Language
- Interpreting Gestures

Communication Skills Training Course - Lesson 8

Active Listening Skills

- Seven Ways to Listen Better Today
- Understanding Active Listening
- Sending Good Signals to Others

Communication Skills Training Course - Lesson 10

Appreciative Inquiry

- The Purpose of AI
- The Four Stages
- Examples and Case Studies

Communication Skills Training Course - Lesson 12

Conversational Psychology

- Understanding Precipitating Factors
- Establishing Common Ground
- Using "I" Messages



"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

Powerful Public Speaking



This Public Speaking course will help to overcome nervousness, boost confidence, and increase professionalism by teaching practical tools and techniques that can be utilised straight away. It will provide you with valuable public speaking skills, including in-depth information on developing an engaging program and delivering your presentation with confidence and power.

This engaging, practical training course from pd training is available now in Brisbane, Parramatta, Sydney, Melbourne, Adelaide, Canberra and Perth.

Public Speaking Training Course Outline

Foreword:

Public Speaking consistently ranks as people's top fear (the number 2 fear is normally death, followed by spiders). Additionally, an astounding 75% of people suffer from *speech anxiety*. Do you want to change your fear of public speaking, improve your career, speak with confidence and deliver professional business presentations with impact and ease? Mastering this fear and getting comfortable speaking in public can be a great ego booster, not to mention a huge benefit to your career.

Whether you are speaking to a handful of people, a small group, or a large audience, this course will cover the details required so that you have a **dynamic presence** for any speaking engagement.

Outcomes:

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

- Analyse an audience and tailor the delivery accordingly
- Design presentations for maximum impact
- Expand on key points to ensure clarity
- Master techniques to overcome nervousness and present with confidence
- Practice techniques that ensure clear, concise and effective wording is used
- Deliver a polished, professional and credible speech
- Handle questions and comments effectively

Public Speaking Training Course - Lesson 1

Identifying your Audience

- Performing a needs analysis
- Creating an audience profile
- Identifying key questions and concerns

Public Speaking Training Course - Lesson 2

Creating a Basic Outline

- Outlining the situation
- Identifying the task that had to be performed
- Listing the actions you took
- Revealing the results

Public Speaking Training Course - Lesson 3

Organising the Program

- Making organisation easy
- Organisational methods
- Classifying and categorising

Public Speaking Training Course - Lesson 4

Fleshing it Out

- Identifying appropriate sources
- Establishing credibility
- The importance of citations

Public Speaking Training Course - Lesson 5

Putting it all Together

- Writing your presentation
- Adding a Plan B
- Reviewing, editing and Re-writing

Public Speaking Training Course - Lesson 6

Being Prepared

- Checking out the venue
- Gathering materials
- A 24 Hour checklist

Public Speaking Training Course - Lesson 7

Overcoming Nervousness

- A word from the boss
- Preparing mentally
- Physical relaxation techniques
- Appearing confident in front of the crowd

Public Speaking Training Course - Lesson 8

Delivering your Speech - Part One

- Starting off on the right foot
- Using visual aids
- Checking the volume of your voice

Public Speaking Training Course - Lesson 9

Delivering your Speech - Part Two

- Adjusting on the Fly
- Gauging whether breaks are Required
- Wrapping up and Winding Down

Public Speaking Training Course - Lesson 10

Questions and Answers

- Ground rules
- Answering questions that sound like an attack
- Dealing with complex questions



Stress statistics for Australians are on the rise. Global disasters, economic hardships, work, relationships, all combine to increase anxiety that manifests itself in heart disease, lost work hours and even death.

These Stress Management workshops from pdtraining will teach how to manage stress, how to maximise positive stress, how to use routines, relaxation techniques and much more.

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

Stress Management Course Course Outline

Foreword:

Positive and negative stress is a constant influence on all of our lives. The trick is to maximize the positive stress and to minimize the negative stress. This workshop will give participants a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including using routines, relaxation techniques, and a stress log system.

Outcomes:

- Master the three "A's" of a stressful situation: Alter, Avoid, Accept
- Learn what lifestyle elements can be changed to reduce stress
- Use routines to reduce stress
- Learn environmental & physical relaxation techniques
- Learn how to cope with major events
- Learn how to use a stress log to identify stressors & create a plan to reduce or eliminate them

Stress Management Training Course - Lesson 1

Understanding Stress

- What is Stress?
- What is Eustress?
- Understanding the 'Triple A' approach

Stress Management Training Course - Lesson 3

Altering the Situation

- The First 'A'
- Identifying appropriate situations
- Creating effective actions

Stress Management Training Course - Lesson 5

Accepting the Situation

- The Third 'A'
- Identifying appropriate situations
- Creating effective actions

Stress Management Training Course - Lesson 7

Environmental Relaxation Techniques

- Finding a sanctuary
- Using music
- Seeing the humour

Stress Management Training Course - Lesson 9

Coping with Major Events

- Establishing a support system
- Creating a plan
- Knowing when to seek help

Stress Management Training Course - Lesson 2

Creating a Stress-Reducing Lifestyle

- Eating properly
- Exercising regularly
- Sleeping well

Stress Management Training Course - Lesson 4

Avoiding the Situation

- The Second 'A'
- Identifying appropriate situations
- Creating effective actions

Stress Management Training Course - Lesson 6

Using Routines to Reduce Stress

- Planning meals
- Organising chores
- Using a To-Do list

Stress Management Training Course - Lesson 8

Physical Relaxation Techniques

- Soothing stretches
- Deep breathing
- Tensing and relaxing
- Medication

Stress Management Training Course - Lesson 10

Our Challenge to You

- Creating a stress log
- Week One: recording events
- Week Two: identifying stressors and creating a plan
- Week Three: creating new habits
- Reviewing and evaluating



Emotions can influence the way we act and react in the workplace. Emotional Intelligence is the ability to recognise our behaviours, moods, and impulses, and manage them in a positive way so that we can communicate effectively, empathise with others, manage stress, overcome challenging situations and defuse conflict.

Emotional intelligence helps you build stronger relationships, succeed at work, and achieve your career and personal goals.

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

Emotional Intelligence (EQ) Course Outline

Foreword:

Healthy emotions + Clear thinking + Appropriate action = High EQ

Emotional intelligence is a skill. And like any other skill, you can get better at it with training and practice. It allows you to read the style of individuals and adjust your communications accordingly.

This one day training course is useful for anyone who leads or works with other people, no matter what size the organisation. This course will focus on the five core competencies of emotional intelligence: self-management, self-awareness, self-regulation, self-motivation and empathy and also include interpersonal skills.

Participants will learn to develop and implement these competencies to enhance their relationships in work and life by increasing their understanding of social and emotional behaviours, and learning how to adapt and manage their responses to particular situations.

Outcomes:

- Define **Emotional Intelligence (EQ)**.
- Identify the benefits of emotional intelligence.
- Learn the four core skills required to practice emotional intelligence.
- Define and practice self-management, self-awareness, self-regulation, self-motivation and empathy.
- Successfully communicate with others in a non-verbal manner.
- Verbally communicate with others.
- **Interpret and manage your emotions.**
- Master tools to regulate and gain control of one's own emotions
- Articulate your emotions using the right language.
- Balance optimism and pessimism.
- Effectively impact others.
- Relate emotional intelligence to the workplace.
- Use the concepts and techniques in the workplace.

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 1

Getting Started

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

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 3

Self-Awareness (SA)

- Self-Awareness
- Self-Management
- Seeing the Other Side
- Giving in Without Giving Up – The Art of Compromise
- Life Positions – You and Only You Can Choose Your Mindset
- Lesson 3 Workbook Activities

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 5

Self-Motivation (M)

- Optimism
- Pessimism
- The Balance between Optimism and Pessimism
- The Power of Re-Framing: The Balance between Optimism and Pessimism
- Lesson 5 Workbook Activity

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 7

Social Skills (SS)

- Making an Impact
- Creating a Powerful First Impression
- Assessing a Situation
- Being Zealous without Being Offensive
- Traits of a Person with High Social Skills

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 9

Verbal Communication Skills

- Verbal Communication – Clear Message, Emotionally Effective
- Focused Listening
- Asking Questions
- Communicating with Flexibility and Authenticity

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 11

Social Management and Responsibility

- Articulate your Emotions Using Language
- Business Practices
- Understand Emotions and How to Manage Them in the Workplace
- Role of Emotional Intelligence at Work
- Disagreeing Constructively

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 2

What is Emotional Intelligence?

- Benefits of Emotional Intelligence
- Snapshot of Academic Theory of EI & Assessing EQ
- 5 Dimensions of the Trait EI Model
- Lesson 2 Workbook Activity: EQ Self-Assessment

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 4

Self-Regulation/Managing Emotions (ME)

- The 'EQ brain' and How it Works
- The Science of Emotions
- Amygdala Hijack - What's Happening Inside Our Head When We Lose Control
- Understanding Emotions
- Find Your Self-Control... Take Back Your Amygdala
- Using Coping Thoughts
- Relaxation Techniques
- Lesson 4 Workbook Activities

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 6

Empathy (E)

- What are the Barriers to Empathy?
- Developing Your Empathy
- Lesson 6 Workbook Activity

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 8

Skills in Emotional Intelligence

- How to Accurately Perceive Emotions
- Use Emotions to Facilitate Thinking
- Understand Emotional Meanings
- Manage Emotions
- Lesson 8 Workbook Activity

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 10

Non-Verbal Communication Skills

- Body Language
- The Signals You Send to Others
- It's Not What You Say, It's How You Say It

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 12

Wrapping Up

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

Body Language Training



The ability to interpret body language is a skill that will enhance your capability.

This Body Language training course from pd training will enable you to recognise the body language of others while being aware of what your own body is communicating.

Body Language training courses are available now throughout Australia, including Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth.

Body Language Training Course Outline

Foreword:

The ability to interpret body language is a skill that will enhance anyone's career. Body language is a form of communication, and it needs to be practiced like any other form of communication. Whether in sales or management, it is essential to understand the body language of others and exactly what your own body is communicating.

Outcomes:

In this course participants will:

- Learn how to translate gestures into words
- Understand the difference between open & closed body language
- Learn how to avoid common body language mistakes
- Gain insight into the differences in body language between genders
- Understand the signals you're sending to others
- Learn the role facial expressions play in body language
- Learn how to use body language to strengthen your negotiations
- Understand how body language can expose deception
- Learn how to match words with movement to instill trust

Body Language Training Course - Lesson 1

Getting Started

- The Parking Lot
- Workshop Objectives
- Action Plans & Evaluations

Body Language Training Course - Lesson 2

Communicating with Body Language

- Learning a New Language
- The Power of Body Language
- More than Words
- Actions Speak Louder than Words

Body Language Training Course - Lesson 3

Reading Body Language

- Head Position
- Translating Gestures into Words
- Open vs. Closed Body Language
- The Eyes Have It

Body Language Training Course - Lesson 4

Body Language Mistakes

- Poor Posture
- Invading Personal Space
- Quick Movements
- Fidgeting

Body Language Training Course - Lesson 5

Gender Differences

- Facial Expressions
- Personal Distances
- Female Body Language
- Male Body Language

Body Language Training Course - Lesson 6

Nonverbal Communication

- Common Gestures
- The Signals You Send to Others
- It's Not What You Say, It's How You Say It
- What Your Posture Says

Body Language Training Course - Lesson 7

Facial Expressions

- Linked with Emotion
- Micro-Expressions
- Facial Action Coding System (FACS)
- Universal Facial Expressions

Body Language Training Course - Lesson 8

Body Language Business

- Communicate with Power
- Cultural Differences
- Building Trust
- Mirroring

Body Language Training Course - Lesson 9

Lying and Body Language

- Watch Their Hands
- Forced Smiles
- Eye Contact
- Changes in Posture

Body Language Training Course - Lesson 10

Improve Your Body Language

- Be Aware of Your Movements
- The Power of Confidence
- Position and Posture
- Practice in a Mirror

Body Language Training Course - Lesson 11

Matching Your Words to Your Movements

- Involuntary Movements
- Say What You Mean
- Always Be Consistent
- Actions Will Trump Words

Body Language Training Course - Lesson 12

Wrapping Up

- Words from the Wise

Dealing With Difficult People In the Workplace



Success in dealing with conflicts comes from the understanding of behaviour, its causes and how it impacts us and others. Approaching difficult people with understanding helps to overcome negativity through positivity. This training course in Dealing with Difficult People provides tools, techniques, and an understanding that empower you with the ability to deal with difficult people.

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.

Dealing With Difficult People in the Workplace Course Outline

Foreword:

During the training course, participants learn how to approach difficult people, understand and influence them so that a successful resolution can be achieved without negativity and damage.

The course includes training in recognising attitudes and actions that impact others, using effective techniques to deal with difficult people, using tools to deal with anger, developing coping strategies, understanding motives and behaviours, and more.

Outcomes:

After completing this course, participants will have learned to:

- See conflict as communication
- Benefit from a confrontation
- Prevent problems
- Get focused
- Deal with theirs and others' anger
- Deal with problems
- Understand and use the three step conflict resolution model
- Change yourself depending on the situation
- Understand people's behaviours and motives
- De-stress when things get ugly
- Identify causes of difficult behaviour
- Counter negativity with positivity
- Discuss problems in groups
- Use assertive anger
- Plan and practice to handle difficult situations successfully

Dealing with Difficult People in the Workplace - Lesson 1

Getting Started

- Icebreaker
- Pre-Assignment Review
- Workshop Objectives

Dealing with Difficult People in the Workplace - Lesson 3

Benefits of Confrontation

- To Talk or Not to Talk
- Determining Your Involvement
- Reciprocal Relationships

Dealing with Difficult People in the Workplace - Lesson 5

Getting Focussed

- Getting to the Heart of the Matter
- The Three F's

Dealing with Difficult People in the Workplace - Lesson 7

Dealing with Problems

- Dealing with Problems
- Causes of Difficult Behaviour

Dealing with Difficult People in the Workplace - Lesson 9

Practice Makes Pretty Good

- Making Connections

Dealing with Difficult People in the Workplace - Lesson 11

Why Don't People Do What They Are Supposed To?

- The Big Questions

Dealing with Difficult People in the Workplace - Lesson 2

Conflict as Communication

- Defining Conflict
- Self-Assessment

Dealing with Difficult People in the Workplace - Lesson 4

Preventing Problems

- The Importance of Empathy
- Dangerous Misconceptions

Dealing with Difficult People in the Workplace - Lesson 6

Managing Anger

- Coping Strategies
- Guidelines for Assertive Anger

Dealing with Difficult People in the Workplace - Lesson 8

The Three-Step Conflict Resolution Model

- The Three-Step Model
- Getting the Hang of Things

Dealing with Difficult People in the Workplace - Lesson 10

Changing Yourself

- Negative vs. Positive Interactions
- Dealing with Negative Feelings

Dealing with Difficult People in the Workplace - Lesson 12

De-Stress Options to Use When Things Get Ugly

- Belly Breathing
- Visualise
- Music
- Acupressure and Massage
- Laughter
- General Coping Thoughts When Things Get Messy

Work Life Balance Training



Balancing work and life is important to increase productivity and satisfaction in both. This course helps you to manage your time better and work less while producing better results. It also assists to focus on prioritising tasks, set accurate and achievable goals, and communicate better with peers at work and family at home.

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

Work-Life Balance Training Course Outline

Foreword:

Creating a balance between work and life can be challenging, whereas both demand your attention and energy. When properly balancing a career and personal life, you become healthier, mentally and physically, with an enhanced lifestyle. With a work-life balance, you will be able to manage your time better, which will impact various aspects of your life positively. This workshop will provide you training in focusing on relevant life and work matters, setting practical goals, and communicating and managing better.

Outcomes:

After completing this course, participants will have learned to:

- Understand the benefits of a work-life balance
- Recognise the signs of an unbalanced life
- Learn about employer resources for a balanced lifestyle
- Telecommunicate effectively
- Master time management and goal setting
- Leave work stress at work, and home stress at home
- Work at a home office productively
- Manage time
- Find the most effective work methods for you
- Improve life at home by spending time alone
- Draw a boundary between work and home
- Create a balance at work and at home
- Learn to manage stress

Work-Life Balance Training Course - Lesson 1

Getting Started

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

Work-Life Balance Training Course - Lesson 2

Benefits of a Healthy Balance

- Why It's Important
- Increased Productivity
- Improved Mental and Physical Health
- Increased Morale
- Case Study

Work-Life Balance Training Course - Lesson 3

Signs of an Imbalance

- Health Risks
- Absenteeism
- Burnout
- Stress
- Case Study

Work-Life Balance Training Course - Lesson 4

Employer Resources

- Offer More Employee Control
- Ask Employees for Suggestions
- Employee Assistance Program (EAP)
- Reward Your Staff
- Case Study

Work-Life Balance Training Course - Lesson 5

Tips in Time Management

- The Urgent/Important Matrix
- Learn to Say No
- Stay Flexible
- 80/20 Rule
- Case Study

Work-Life Balance Training Course - Lesson 6

Goal Setting

- The Three P's
- SMART Goals
- Visualisation
- Prioritising Your Goals
- Case Study

Work-Life Balance Training Course - Lesson 7

Optional Ways to Work

- Telecommuting
- Job Sharing
- Job Redesign
- Flex Time
- Case Study

Work-Life Balance Training Course - Lesson 8

At Work

- Leave Home Stress at Home
- Break up Large Tasks
- Delegate
- Set Accurate Goals
- Case Study

Work-Life Balance Training Course - Lesson 9

At Home

- Leave Work Stress at Work
- Turn Your Phone Off
- Take Some "Me" Time
- Maintain Your Boundaries
- Case Study

Work-Life Balance Training Course - Lesson 10

Stress Management

- Exercise
- Eating Well
- Getting Enough Sleep
- Self-Assessment
- Case Study

Work-Life Balance Training Course - Lesson 11

Working in a Home Office

- Setting Up a Home Office
- Setting Boundaries
- Dealing with Distractions
- Make a Schedule and Stick to It
- Case Study

Work-Life Balance Training Course - Lesson 12

Wrapping Up

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



Developing good organisational skills is an investment that keeps providing benefits for years. Organisational Skills Training Course provides knowledge and practice of necessary skills in organising to help achieve better productivity in less time.

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

Organisational Skills Training Course Outline

Foreword:

During this training course, participants develop an understanding and use of examining their habits and routines, prioritising, organising the workspace, and make plans to stay organised. It also helps to identify and remove obstacles to organisation and productivity such as procrastination.

Outcomes:

This extensive training course helps participants to develop essential skills in organising so that they increase their productivity, and reduce waste of their time and resources.

After completing this course, participants will have learned to:

- Remove the clutter
- Place everything in its place
- Write down priorities
- Prioritise tasks
- Use 80/20 rule
- Use a master calendar
- Set realistic deadlines
- Remove or limit time wasters
- Cope with things outside their control
- Use a day planner
- Be consistent
- Use paper and paperless storage
- Organise work area
- Fight procrastination
- Organise inbox
- Use discipline to stay organised

Organisational Skills Training Course - Lesson 1

Getting Started

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

Organisational Skills Training Course - Lesson 2

Remove the Clutter

- Just Do It
- You Don't Have to Keep Everything
- Three Boxes: Keep, Donate, and Trash
- A Place for Everything and Everything in its Place
- Case Study

Organisational Skills Training Course - Lesson 3

Prioritise

- Write It Down
- Urgent/Important Matrix
- Divide Tasks
- 80/20 Rule
- Case Study

Organisational Skills Training Course - Lesson 4

Scheduling Your Time

- Have a Master Calendar
- Setting Deadlines
- Remove or Limit the Time Wasters
- Coping With Things Outside of Your Control
- Case Study

Organisational Skills Training Course - Lesson 5

To Do Lists

- Use a Day Planner
- Finish What You Start
- Focus on the Important
- Do Quick Tasks Immediately
- Case Study

Organisational Skills Training Course - Lesson 6

Paper and Paperless Storage

- Find a System that Works for You
- Make It Consistent
- Make It Time Sensitive
- Setting Up Archives
- Case Study

Organisational Skills Training Course - Lesson 7

Organisation in Your Work Area

- Keeping Items Within Arm's Reach
- Only Have Current Projects on Your Desk
- Arranging Your Drawers
- Organise to Match Your Workflow
- Case Study

Organisational Skills Training Course - Lesson 8

Tools to Fight Procrastination

- Eat That Frog!
- Remove Distractions
- Give Yourself a Reward
- Break Up Large Tasks
- Case Study

Organisational Skills Training Course - Lesson 9

Organising Your Inbox

- Setting Delivery Rules
- Folder and Message Hierarchy
- Deal With Email Right Away
- Flag and Highlight Important Items
- Case Study

Organisational Skills Training Course - Lesson 10

Avoid the Causes of Disorganisation

- Keeping Everything
- Not Being Consistent
- Not Following a Schedule
- Bad Habits
- Case Study

Organisational Skills Training Course - Lesson 11

Discipline is the Key to Stay Organised

- Stay Within Your Systems
- Learn to Say No
- Have Organisation Be Part of Your Life
- Plan for Tomorrow, Today
- Case Study

Organisational Skills Training Course - Lesson 12

Wrapping Up

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

Goal Setting and Getting Things Done



Setting accurate goals helps in the successful fulfillment of tasks. This training course in Goal Setting and Getting Things Done focuses on understanding goal characteristics, using time management, making a to do list, and handling setbacks. This course provides the knowledge and skills to complete more tasks and get things done on time every time. This highly valuable 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.

Goal Setting and Getting Things Done Training Course Outline

Foreword:

During this training course, participants learn to overcome procrastination, develop accurate goal setting skills, manage time effectively, self-motivated, and accomplish important tasks. These skills translate into increased satisfaction in one's professional and personal life.

Developing the ability for goal setting and getting things done after this training course helps participants become more productive, successful, and satisfied.

Outcomes:

This extensive training course helps participants develop important skills to achieve more in professional and personal life.

After completing this course, participants will have learned to:

- Overcome procrastination
- Apply the 15 minute rule
- Remove distractions
- Reward yourself
- Start small and build from there
- Set realistic deadlines
- Use the four P's of Positive, Personal, Possible and Prioritised
- Motivate yourself by remembering success
- Use gamification
- Track your progress
- Manage time
- Break up large tasks
- Utilise technology
- Build on your successes
- Chunk, block and tackle
- Plan effectively
- Use Specific, Measurable, Attainable, Realistic and Timely (SMART) goals

Goal Setting & Getting Things Done Training Course - Lesson 1

Getting Started

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

Goal Setting & Getting Things Done Training Course - Lesson 2

Overcoming Procrastination (I)

- Eat That Frog!
- Just Do It
- The 15 Minute Rule
- Chop It Up
- Case Study

Goal Setting & Getting Things Done Training Course - Lesson 3

Overcoming Procrastination (II)

- Remove Distractions
- Start Small and Build
- Reward Yourself
- Set Realistic Deadlines
- Case Study

Goal Setting & Getting Things Done Training Course - Lesson 4

Four P's of Goal Setting

- They Need to Be Positive
- They Need to Be Personal
- They Need to Be Possible
- They Need to Be Prioritised

Goal Setting & Getting Things Done Training Course - Lesson 5

Improving Motivation

- Remember Peak Moments
- Write Down Your Goals
- Use Gamification
- Track Your Progress
- Case Study

Goal Setting & Getting Things Done Training Course - Lesson 6

Wise Time Management

- Urgent/Important Matrix
- The 80/20 Rule
- Utilise a Calendar
- Create a Ritual
- Case Study

Goal Setting & Getting Things Done Training Course - Lesson 7

Tips for Completing Tasks

- One Minute Rule
- Five Minute Rule
- Break Up Large Tasks
- Utilise Technology
- Case Study

Goal Setting & Getting Things Done Training Course - Lesson 8

Increase Your Productivity

- Repeat What Works
- Get Faster
- Remove "Should" from Your Vocabulary
- Build on Your Successes
- Case Study

Goal Setting & Getting Things Done Training Course - Lesson 9

"To Do" List Characteristics

- Focus on the Important
- Chunk, Block, Tackle
- Make It a Habit
- Plan Ahead
- Case Study

Goal Setting & Getting Things Done Training Course - Lesson 10

Smart Goals

- Specific
- Measurable
- Attainable
- Realistic
- Timely
- Case Study

Goal Setting & Getting Things Done Training Course - Lesson 11

Mistakes Will Happen

- Accept It
- Bouncing Back
- Adapt and Learn From Them
- If Needed, Ask for Help
- Case Study

Goal Setting & Getting Things Done Training Course - Lesson 12

Wrapping Up

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



Influence and persuasion extends beyond marketing and sales. It affects almost all processes that include the use of human resources. This training course in Influence and Persuasion helps to master skills required to influence and persuade in a variety of areas.

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

Influence and Persuasion at Work Training Course Outline

Foreword:

During this Influence and Persuasion at Work Training Course, participants develop understanding and skills in making decisions by applying storytelling techniques, planning, using effective persuasion techniques, creating a persuasive presentation, understanding the nuances of persuasion, and more.

Outcomes:

This short and comprehensive course is the fastest way to develop deep understanding and skills in influence and persuasion.

After completing this course, participants will have learned to:

- Make decisions about using persuasion versus manipulation
- Apply the concepts of pushing and pulling when influencing others
- Understand persuasion
- Prepare to persuade
- Describe different techniques for getting persuasive conversations and presentations underway
- Make a persuasive presentation by using the 5 S's
- Apply storytelling techniques to extend influence
- Leverage concepts of neuro linguistic programming in everyday influence and persuasion
- Get off on the right foot
- Use various presentation strategies
- Use neuro linguistic programming (NLP) techniques

Influence & Persuasion at Work Training Lesson 1

Course Overview

- Welcome & Introduction
- Workshop Objectives
- The Difference Between Persuasion, Influence, & Manipulation

Influence & Persuasion at Work Training Lesson 2

Preparing to Persuade

- Pushing Versus Pulling
- Communicating with Confidence
- Planning The Conversation
- Suspending Their Frame of Reference

Influence & Persuasion at Work Training Lesson 3

Getting Off on the Right Foot

- Building Rapport
- Matching
- Mirroring
- Pacing
- Leading

Influence & Persuasion at Work Training Lesson 4

Presentation Strategies

- Building a Persuasive Presentation
- Use Storytelling To Persuade
- Intro to Neuro Linguistic Programming

Influence & Persuasion at Work Training Lesson 5

Skill Building

- Practice Speaking Persuasively
- Practice Storytelling

Influence & Persuasion at Work Training Lesson 6

Workshop Wrap Up

- Workshop Review
- Action Plan

**Client
Benefits**



**Strategic
Partnerships**

