

“ “These courses apply to a wide range of industries” ”

Popular Courses

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

Popular Courses

- Assertiveness and Self Confidence Training
- Conflict Resolution Training
- Leadership Training 2 day course
- Sales Training Course
- Train the Trainer Training Course
- Excel 2010 Advanced
- Business Writing Course
- Customer Service Training
- Professional Telephone Skills Course
- Supervising Others Training
- Foundation Skills for PA's and Executive Assistants
- Office Upgrade 2010
- Communication Skills Training Course
- Facilitation Skills Course
- Public Speaking Training
- Time Management Training
- Emotional Intelligence (EQ)
- Minute-taking Training Course

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



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

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



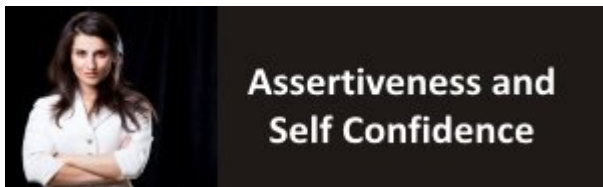
Making Training
Accessible



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



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



This Professional Business Writing Training Course provides participants with techniques to structure a diverse range of business documents for greater clarity and impact.

This Business Writing Course will benefit people at all levels across the organisation. This course has a strong focus on writing effective email and other business documents for better readability ensuring messages are communicated concisely and clearly.

Professional Business Writing training is great for all staff and more fun than you think, so join a class today or have a trainer come to your workplace in Brisbane, Sydney, Parramatta, Melbourne, Canberra, Adelaide or Perth.

Business Writing Course Course Outline

Foreword:

Writing is a key method of communication in personal and professional life and for many it is a skill that requires focus, training and practice. In this Professional Business Writing Training Course participants will refresh some fundamentals such as spelling, grammar, and punctuation.

People will also learn how to approach most common business documents including emails, proposals, reports and agendas providing that extra level of professionalism with internal and external communications.

Outcomes:

In this course participants will:

- Gain a better understanding of common spelling & grammar issues in business writing
- Review basic concepts in sentence & paragraph construction
- Learn to use email professionally & effectively
- Learn how to write agendas, email messages and business letters
- Understand the key elements of a great written proposal
- Master techniques for improved proofreading skills
- Learn how peer reviews can help improve business writing skills
- Gain an understanding of printing and publishing guidelines

Business Writing Training Course - Lesson 1

Writing with Professional Impact

- Spelling
- Grammar
- Creating a Cheat Sheet

Business Writing Training Course - Lesson 3

Creating Paragraphs with Persuasive Power

- The Basic Parts
- Organisation Methods

Business Writing Training Course - Lesson 5

Professional Email and Email Etiquette

- Addressing Your Message
- Appropriate and effective use of 'Urgent'
- Make the most of your prime email-estate
- Introduction – Body – Conclusion
- Effective Subject lines: Don't make me open the email to find out the purpose
- Don't make me scroll! - 1 page view only
- Don't make me translate your sloppy language
- Don't make me read redundant words
- 2 – 3 lines per paragraph
- Salutation
- Signoff and Signature
- Corporate Communications Taglines
- Using 'Draft'
- Using 'Time Delays'
- Grammar and Acronyms
- Email Style
- Choosing a Style
- Writing the Email

Business Writing Training Course - Lesson 7

Writing Proposals

- The Basic Structure
- The key elements to a great proposal
- What to leave out

Business Writing Training Course - Lesson 9

Other Types of Documents

- Requests for Proposals
- Projections
- Executive Summaries
- Business Cases

Business Writing Training Course - Lesson 2

Structuring Sentences for Effectiveness and Readability

- Parts of a Sentence
- Punctuation
- Types of Sentences

Business Writing Training Course - Lesson 4

Writing Meeting Agendas

- The Basic Structure
- Choosing a Format
- Writing the Agenda

Business Writing Training Course - Lesson 6

Writing Business Letters

- The Basic Structure
- Choosing a Format
- Writing the Letter

Business Writing Training Course - Lesson 8

Writing Reports

- The Basic Structure
- The key elements to a report
- Using Tables Graphs and Imagery
- Common mistakes

Business Writing Training Course - Lesson 10

Proofreading and Finishing - Avoid the Cringe

- A Proofreading Primer
- How Peer Review can help
- Printing and Publishing



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 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 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 4

Understanding Communication Barriers

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

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 6

Non-Verbal Communication

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

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 8

Active Listening Skills

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

Communication Skills Training Course - Lesson 9

Asking Good Questions

- Open Questions
- Closed Questions
- Probing Questions

Communication Skills Training Course - Lesson 10

Appreciative Inquiry

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

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 12

Conversational Psychology

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

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

Customer Service



Do you impress your customers every time you interact with them?

You must go beyond simply delivering your product, and develop strong relationships with your customers. It is essential that you provide a unique customer experience by proactively anticipating your customers' needs and expectations, exceeding them every single time.

This fun and engaging Customer Service Training Course is available now throughout Australia, including Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth.

Customer Service Training Course Outline

Foreword:

In order to create customer satisfaction, you need to go beyond good customer service and exceed your customers' expectations with exceptional service. In order to achieve this it is important to ask yourself some questions:

- Do you or your staff have the right skill sets to deliver exceptional customer service?
- Currently how do you improve your Customer Service Skills and approaches?
- Do you strive to continuously improve your customer service?
- Do you listen to your customers and their needs?
- Do you currently listen effectively to uncover the customer's true needs?
- Are internal customers understood and prioritised?

This Customer Service Training Course is for professionals who want to make a significant contribution to their company's image or bottom line and make their own lives easier by consistently providing exceptional customer service.

Outcomes:

- Explain what customer service means in relation to internal & external customers
- Recognise how one's attitude affects service standards
- Master ways to develop & maintain a positive, customer focused, attitude
- Develop needs analysis techniques to better address customer needs
- Apply outstanding customer service techniques to generate return business
- Practice techniques for developing good will through in-person customer service
- Formulate take away techniques for service excellence over the phone
- Gain insight to connecting with customers online
- Master techniques for dealing with difficult customers
- Acquire tools for recovering difficult customers
- Understand when to escalate

Customer Service Training Course - Lesson 1

Who we are and What we do

- Who are customers (internal/external)
- What is customer Service?
- Who are customer Service Providers?

Customer Service Training Course - Lesson 2

Establishing your Attitude

- Appearance counts! (even if not in person)
- The power of the smile
- Staying energised
- Staying positive

Customer Service Training Course - Lesson 3

Identifying and Addressing their Needs

- Understanding the customer's problem
- Staying outside the box (not jumping to conclusions)
- Meeting basic needs
- Going the extra mile

Customer Service Training Course - Lesson 4

Generating Return Business

- Following up
- Addressing complaints
- Turning difficult customers around

Customer Service Training Course - Lesson 5

In-Person Customer Service

- Dealing with at-your-desk requests
- The advantages and disadvantages of in-person communication
- Using body language to your advantage

Customer Service Training Course - Lesson 6

Giving Customer Service over the Phone

- The advantages and disadvantages of telephone communication
- Telephone etiquette
- Tips and tricks

Customer Service Training Course - Lesson 7

Providing Electronic Customer Service

- The advantages and disadvantages of electronic communication
- Understanding netiquette
- Tips and tricks
- Examples: chat or e-mail

Customer Service Training Course - Lesson 8

Recovering Difficult Customers

- De-Escalating anger
- Establishing common ground
- Setting your limits
- Managing your own emotions

Customer Service Training Course - Lesson 9

Understanding when to Escalate

- Dealing with vulgarity
- Coping with insults
- Dealing with legal and physical threats

Customer Service Training Course - Lesson 10

Ten Things you can do to WOW every time!

- We'll share our tips!

Facilitation Skills



Effective facilitation skills are a highly desirable attribute for organisations wishing to make better, more timely decisions, promote fairness, and to manage meetings and planning sessions for timely and productive outcomes.

This Facilitation Skills course from pdtraining, teaches practical techniques that can be used right away and is available now throughout Australia including, Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

Facilitation Skills Course Course Outline

Foreword:

Facilitation is often referred to as the new cornerstone of management philosophy. With its focus on fairness and creating easy decision making, facilitation can make any organisation make better decisions.

This Facilitation training course will give participants an understanding of what facilitation is all about, as well as some tools that they can use to facilitate small meetings.

Outcomes:

- Define facilitation & identify its purpose
- Understand the benefits of good facilitation
- Master the role & focus of a facilitator
- Differentiate between process & content of a group discussion
- Learn effective tools for preparing for an effective facilitation session
- Master techniques for effective facilitation from Tuckman & Jensen's stages of group development (forming, storming, norming & performing)
- Learn how to help a group reach a consensus and a final solution, by encouraging participation
- Practice techniques for dealing with disruptions, dysfunctions & difficult people in a group setting
- Define what interventions are, when they are appropriate and learn how to implement them

Facilitation Skills Training Course - Lesson 1

Understanding Facilitation

- What is Facilitation?
- What is a Facilitator?
- When is Facilitation Appropriate?

Facilitation Skills Training Course - Lesson 3

Laying the Groundwork

- Choosing a Facilitated Approach
- Planning for a Facilitated Meeting
- Collecting Data

Facilitation Skills Training Course - Lesson 5

Building Consensus

- Encouraging Participation
- Gathering Information
- Presenting Information
- Synthesising and Summarising

Facilitation Skills Training Course - Lesson 7

Dealing with Difficult People

- Addressing Disruptions
- Common Types of Difficult People and How to Handle Them
- Helping the Group Resolve Issues on their Own

Facilitation Skills Training Course - Lesson 9

About Intervention

- Why Intervention may be Necessary
- When to Intervene
- Levels of Intervention

Facilitation Skills Training Course - Lesson 2

Process vs. Content

- About Process
- About Content
- A Facilitator's Focus

Facilitation Skills Training Course - Lesson 4

Tuckman and Jensen's Model of Team Development

- Stage One: Forming
- Stage Two: Storming
- Stage Three: Norming
- Stage Four: Performing

Facilitation Skills Training Course - Lesson 6

Reaching a Decision Point

- Identifying the Options
- Creating a Shortlist
- Choosing a Solution
- Using the Multi-Option Technique

Facilitation Skills Training Course - Lesson 8

Addressing Group Dysfunction

- Using Ground Rules to Prevent Dysfunction
- Restating and Reframing Issues
- Getting People Back on Track

Facilitation Skills Training Course - Lesson 10

Intervention Techniques

- Using your Processes
- Boomerang it Back
- ICE It: Identity, Check for Agreement, Evaluate how to Resolve



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



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

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

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

Professional Telephone Skills Course Course Outline

Foreword:

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

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

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

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

Outcomes:

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

Professional Telephone Skills Training Course - Lesson 1

Providing Effective Client Service

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

Professional Telephone Skills Training Course - Lesson 3

Gaining your Client's Trust

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

Professional Telephone Skills Training Course - Lesson 5

Effective Questioning

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

Professional Telephone Skills Training Course - Lesson 7

Reception Tips

- Top Useful reception tips

Professional Telephone Skills Training Course - Lesson 9

Action Plan

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

Professional Telephone Skills Training Course - Lesson 2

Your Telephone Voice

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

Professional Telephone Skills Training Course - Lesson 4

Prepare Yourself

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

Professional Telephone Skills Training Course - Lesson 6

Irate Clients

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

Professional Telephone Skills Training Course - Lesson 8

Better Phrases

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

Professional Telephone Skills Training Course - Lesson 10

Wrap up and course conclusion

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

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

Sales Success



The competition in the marketplace is increasing as margins decrease and consumers become more discerning. This Sales Training course from pd training will help to increase sales, gain loyal customers, overcome objections, and grow a business with professionalism and enthusiasm.

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

Sales Training Course Course Outline

Foreword:

Today's marketplace is highly competitive and every organization is looking for a larger share of the market. In an economy where the customer is king, how do sales representatives position the features and benefits of the products/services they sell?

Providing sales training plays an important role in helping sales representatives practice and hone their selling skills. This **Sales Training Course** helps sharpen the skills of even experienced sales representatives enabling them to take advantage of sales opportunities and aggressively expand the business. By providing an environment where they can make mistakes and learn from them, organization's can benefit from having sales representatives who can make the greatest impact facing their customers on a daily basis.

Outcomes:

- Interpret prospect needs by conducting a needs analysis
- Master active listening techniques to better connect with & understand clients
- Manage the sales process by understanding where the sale is & how to keep the momentum moving forward
- Master Sales Psychology 101 (mirroring, leading representational bias, tie-downs, & tag-ons)
- Negate competitor quotes, while remaining professional
- Deliver presentations that sell
- Handle objections professionally & effectively
- Master highly effective closing techniques
- Follow-up to develop long-term relationships & future business
- Set goals that motivate
- Manage your sales database effectively

Sales Training Course - Lesson 1

Defining the Sales Process

- Type of Sales
- Common Sales Approaches
- Glossary of Common Terms

Sales Training Course - Lesson 3

Creative Openings

- A Basic Opening for Warm Calls
- Warming up Cold Calls
- Using the Referral Opening

Sales Training Course - Lesson 5

Delivering Presentations that SELL

- Features and Benefits matched to Customer Need
- Outlining your Unique Selling Proposition
- The Burning Question that every Customer wants Answered

Sales Training Course - Lesson 7

Handling Objections

- Common types of Objections
- Basic Strategies
- Advanced Strategies

Sales Training Course - Lesson 9

Following Up

- Thank-you Notes
- Resolving Customer Service Issues
- Staying in Touch

Sales Training Course - Lesson 11

Managing your Data

- Choosing a System that Works for you
- Using Computerised Systems
- Using Manual Systems

Sales Training Course - Lesson 2

Getting Prepared to make the Call

- Identifying your Contact Person
- Performing a Needs Analysis
- Creating Potential Solutions

Sales Training Course - Lesson 4

Active Listening

- The importance of active listening
- Minimal Encouragers
- Restating and Paraphrasing to gain commitment

Sales Training Course - Lesson 6

Managing the Sale

- Sales psychology 101
 - Leading representational bias
 - Tie-Downs
 - Tag-Ons
- Competing without competing on price - and maintaining your professionalism

Sales Training Course - Lesson 8

Closing the Sale

- Understanding when it's Time to Close
- Powerful Closing Techniques
- Things to Remember

Sales Training Course - Lesson 10

Setting Goals

- The Importance of Sales Goals
- Setting SMART Goals

Sales Training Course - Lesson 12

Manage your pipeline

- What is a sales pipeline
- The stages from prospect to customer
- How to determine your prospects stage
- We share our experiences

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!



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

Time Management Training Course Outline

Foreword:

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

Outcomes:

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

Time Management Training Course - Lesson 1

Goal Setting

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

Time Management Training Course - Lesson 2

Prioritising your Time

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

Time Management Training Course - Lesson 3

Planning Wisely

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

Time Management Training Course - Lesson 4

Tackling Procrastination

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

Time Management Training Course - Lesson 5

Crisis Management

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

Time Management Training Course - Lesson 6

Organising your Workspace

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

Time Management Training Course - Lesson 7

Delegating Made Easy

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

Time Management Training Course - Lesson 8

Setting a Ritual

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

Time Management Training Course - Lesson 9

Meeting Management

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

Time Management Training Course - Lesson 10

Alternatives to Meetings

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



This highly effective train the trainer course is designed for organisations that need trainers that can hit the ground running. It will not be a simple box ticking exercise, but will be tailored to ensure it can be directly applied to your workplace.

These fun, high-energy training courses are delivered by experienced professionals throughout Australia, including Brisbane, Sydney, Parramatta, Melbourne, Canberra, Adelaide and Perth.

Train the Trainer Training Course Course Outline

Foreword:

This is a high impact, high intensity train the trainer course is designed for workplaces that need trainers that will hit the ground running as soon as possible.

This is not a box ticking exercise for passing assessments, this is for people that the skills to train in today's professional workplaces.

This **Train the Trainer** Training Program is designed to benefit employees that are being asked to design and/or deliver training in the workplace. Participants learn about the learning needs of adults, planning and developing different types of training, delivering and assessing the success of the training.

Outcomes:

- Design a training course targeted for adult learners
- Plan the delivery of a course by ensuring that all the key elements of effective training are present
- Learn how to communicate one's message effectively
- Develop techniques to overcome barriers to learning
- Prepare and deliver a training session
- Learn to construct assessments to validate the learning
- Gain techniques for providing encouragement and coaching during the training process
- Create post-course evaluation forms
- Evaluate their peers and also receive feedback from them during class
- Be provided, upon request, a filmed DVD of each participants in-class presentation

Train the Trainer Training Course - Lesson 1

Fundamentals of Training

- Effective Workplace Training
- What makes training effective
- Types of training
- Skills and attributes of an effective trainer
- How to provide an inclusive learning environment
- High emotion - low intelligence

Train the Trainer Training Course - Lesson 2

Adult Learning

- The principles of adult learning
- VAK learning styles
- Presentation mechanics

Train the Trainer Training Course - Lesson 3

Communication Skills

- Communication model
- No No Words
- Barriers to learning

Train the Trainer Training Course - Lesson 4

Prepare Training Session

- Determine objective
- Introduction
- Mindmap the content
- Build presentation mechanics
- Close out

Train the Trainer Training Course - Lesson 5

Session Plan

- Why have a session plan?
- Create a session plan

Train the Trainer Training Course - Lesson 6

Assess the Learning

- Designing effective assessment
- Delivering and administering assessment
- Assessment tools

Train the Trainer Training Course - Lesson 7

Feedback

- Feedback Sandwich
- AEIOU

Train the Trainer Training Course - Lesson 8

Deliver Presentation

- Deliver your presentation
- Be Videoed whilst presenting

Train the Trainer Training Course - Lesson 9

Feedback Forms

- Self analysis
- Peer feedback

Train the Trainer Training Course - Lesson 10

Wrapping Up

- Course review
- Wrap up

Foundation Skills for PA's and Executive Assistants



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

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

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

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

Foundation Skills for PA's and Executive Assistants Course Outline

Foreword:

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

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

Outcomes:

In this course participants will:

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

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

Getting Organised (Part 1)

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

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

Managing Time

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

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

Special Tasks

- Planning small Meetings
- Planning Large Meetings
- Organising Travel

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

Non-Verbal Communication skills

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

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

The Team of Two

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

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

Getting Organised (Part 2)

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

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

Getting it all Done on Time

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

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

Verbal Communication skills

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

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

Empowering Yourself

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

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

Taking Care of Yourself

- Ergonomics
- Stress Management
- Dealing with a Heavy Workload



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



This third and final course in the Excel 2010 series, really helps tie the previous two courses up and elevate Excel skills to an expert level.

Topics like logical functions, math & statistical functions, VLOOKUP, MATCH, INDEX and editing VBA functions, are covered in depth.

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

Excel 2010 Advanced Course Outline

Foreword:

This Excel 2010 Advanced training course running in Sydney, Brisbane, Adelaide, Canberra, Melbourne and Perth, is rated 5.0/5.0 in overall quality by ProCert Labs, builds on the skills and concepts taught in [Excel 2010: Intermediate](#). Participants will work with advanced formulas, as well as lookup functions such as VLOOKUP, MATCH, and INDEX. In addition, participants will learn about data validation and database functions such as DSUM. They will learn how to import and export data, and how to query external databases.

Finally, participants will learn about the analytical features of Excel (such as Goal Seek and Solver), running and recording macros, SmartArt graphics, and conditional formatting with graphics.

This course will help participants prepare for the Microsoft Office Specialist core-level exam for Excel 2010 (exam 77-882) and the Microsoft Office Specialist Expert exam for Excel 2010 (exam 77-888). For comprehensive certification training, participants should complete the [Introduction](#), [Intermediate](#), and [Advanced](#) courses for Excel 2010.

Prerequisites:

[Excel 2010: Intermediate](#) or equivalent experience.

Outcomes:

- Use logical functions (IF, OR, AND & NOT)
- Use math & statistical functions
- Use the PMT function
- Use data functions (YEAR, DAYS360 & NETWORKDAYS)
- Calculate time
- Create array formulas
- Use VLOOKUP, MATCH & INDEX functions
- Validate data
- Use database functions
- Import & export text files
- Import & export XML data
- Use Goal Seek & Solver
- Use the Analysis ToolPak
- Create scenarios
- Run and record macros
- Edit VBA modules
- Create custom functions

Excel 2010 Advanced Training Course - Lesson 1

Getting Started

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

Excel 2010 Advanced Training Course - Lesson 2

SmartArt and Objects

- Inserting SmartArt
- Adding Text to the Diagram
- Resizing and Moving the Diagram
- Resetting the Diagram
- Adding Pictures from Your Computer
- Adding Clip Art
- Adding Text Boxes
- Drawing Shapes
- About the Contextual Tabs
- Lesson Two: Review Questions

Excel 2010 Advanced Training Course - Lesson 3

Auditing

- Tracing Precedent Cells
- Tracing the Dependents of a Cell
- Displaying Formulas Within the Sheet
- Adding, Displaying, Editing ,and Removing Comments
- Lesson Three: Review Questions

Excel 2010 Advanced Training Course - Lesson 4

Creating Charts

- Inserting a Chart
- Overview of the Chart Tools Tabs
- Understanding the Parts of a Chart
- Resizing and Moving the Chart
- Changing the Chart Style
- Lesson Four: Review Questions

Excel 2010 Advanced Training Course - Lesson 5

Creating Pivot Tables

- Inserting a PivotTable
- Choosing Fields and Grouping Data
- Overview of the Pivot Table Tools Tabs
- Lesson Five: Review Questions

Excel 2010 Advanced Training Course - Lesson 6

Working with PivotTables and PivotCharts

- Changing the Data Displayed and Refreshing the PivotTable
- Applying a Style to Your Pivot Table
- Creating a Pivot Chart from a Pivot Table
- Creating a Pivot Chart from Data
- Some Real-life Examples
- Lesson Six: Review Questions

Excel 2010 Advanced Training Course - Lesson 7

Macros

- Displaying the Developer Tab
- Recording and Running Macros
- Changing the Security Level
- Customising and Changing the Quick Access Toolbar
- Lesson Seven: Review Questions

Excel 2010 Advanced Training Course - Lesson 8

Solving Formula Errors

- Using Named Ranges
- Understanding Formula Errors
- Using the Trace Errors Commands
- Using Error Checking
- Evaluating Formulas
- Lesson Eight: Review Questions

Excel 2010 Advanced Training Course - Lesson 9

Using What If Analysis

- Using Goal Seek
- Using the Scenario manager
- Using a One Input Data Table
- Using a Two Input Data Table
- Lesson Nine: Review Questions

Excel 2010 Advanced Training Course - Lesson 10

Managing Your Data

- Transposing Data from Rows to Columns
- Using the Text to Columns Feature
- Checking for Duplicates
- Creating Data Validation Rules
- Consolidating Data
- Lesson Ten: Review Questions

Excel 2010 Advanced Training Course - Lesson 11

Grouping and Outlining Data

- Grouping Data
- Adding Subtotals
- Outlining Data
- Viewing Grouped and Outlined Data
- Lesson Eleven: Review Questions

Excel 2010 Advanced Training Course - Lesson 12

Wrapping Up

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



This course covers those features of Microsoft Office 2010 that are new to the Office system, with dedicated units for the new features of each application. Participants will be provided an overview of the new interface, and then learn new features for each program.

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

Office Upgrade 2010 Course Outline

Foreword:

This Upgrade to Microsoft Office 2010 training course running in Sydney, Brisbane, Adelaide, Canberra, Melbourne and Perth, covers those features of Microsoft Office 2010 that are new to the Office system, with dedicated units for the new features of each application.

In Word, participants will learn to use the Navigation pane and apply new text effects.

In Excel they will use sparklines, filter data with slicers, and create a PivotChart.

In PowerPoint they will organize slides into sections, edit movie clips, apply animation effects, and learn how to broadcast slide shows.

In Outlook they will manage e-mail conversations, create Quick Steps, and use the People Pane.

In Access, they will learn how to use the tabbed document window, create Lookup list fields, and use the data type gallery.

In addition, participants will learn about ribbon customization and Backstage view, and save a file as a PDF.

Outcomes:

- Use the Ribbon
- Use Live Preview
- Add commands to the Quick Access toolbar
- Rearrange, hide, remove and create Ribbon tabs
- View and edit document properties
- Specify print settings
- Check documents for compatibility problems
- Save a file as PDF or XPS document
- Apply text effects in Word
- Organise outlines in Word
- Create PivotTables and PivotCharts
- Preview and run presentations in PowerPoint
- Work with sections in a presentation
- Format video clips on slides
- Use the Outlook window
- Manage e-mail conversations in Outlook
- Use, configure and create Quick Steps in Outlook
- Use tabbed documents in Access
- Use the Lookup Wizard in Access
- Create a lookup list
- Use the Attachment data type
- Use the Data Type gallery

Upgrade to Office 2010 Training Course - Lesson 1

Introduction

- Introduction
- Personal learning goals of each participant
- Plan and structure for the day

Upgrade to Office 2010 Training Course - Lesson 2

The Office 2010 interface

- Office interface elements
- New Ribbon features
- Microsoft Office Backstage view

Upgrade to Office 2010 Training Course - Lesson 3

New Word features

- Formatting options
- The Navigation pane

Upgrade to Office 2010 Training Course - Lesson 4

New Excel features

- Sparklines
- PivotTables and slicers
- PivotCharts

Upgrade to Office 2010 Training Course - Lesson 5

New PowerPoint features

- Reading view
- Sections
- Media clips
- Animations
- Broadcasting a slide show online

Upgrade to Office 2010 Training Course - Lesson 6

New Outlook features

- The Outlook interface
- Conversation management
- Quick Steps
- The People Pane

Upgrade to Office 2010 Training Course - Lesson 7

New Access features

- The Access 2010 environment
- Data features

Upgrade to Office 2010 Training Course - Lesson 8

Collaboration in Outlook 2010

- Connecting with colleagues via Outlook Social Connectors
- Staying informed with RSS



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

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

Minute-taking Training Course Course Outline

Foreword:

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

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

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

Who will benefit from taking this workshop?

- Administrative staff and assistants
- Recording Secretary
- Administrative Assistant

Outcomes:

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

Minute-taking Training Course - Lesson 1

The Role of a Minute Taker

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

Minute-taking Training Course - Lesson 3

Meeting Agreements

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

Minute-taking Training Course - Lesson 5

What Do I Record?

- Participants will learn what to record during a meeting

Minute-taking Training Course - Lesson 7

Taking Minutes in an Interactive Meeting

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

Minute-taking Training Course - Lesson 2

The Skills of a Minute Taker

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

Minute-taking Training Course - Lesson 4

Minutes Styles

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

Minute-taking Training Course - Lesson 6

Techniques for Preparing Minutes

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

Minute-taking Training Course - Lesson 8

The Minute Book

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

**Client
Benefits**



**Strategic
Partnerships**

