TRAINING AND COACHING SOLUTIONS

Merit Assessment • Job Application & Interview Skills • Leadership • Communication • Customer Service

NSW Local Government

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Training and Coaching Solutions has been providing highly targeted, specialised training services to the public sector since 1991. Each course has been thoroughly researched, developed and written by experienced professionals to ensure the best possible learning outcomes.

We design and deliver training courses to assist organisations to achieve best practice. These courses inform and empower participants.

Our strategy is to consult with organisations regarding their need, then adapt, develop and facilitate customised training solutions.

Our trainers are highly experienced, and continually update their skills to keep up with changes in government legislation. As qualified training professionals, we are enthusiastic and passionate about helping people and organisations reach their potential.

In-house Courses

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Merit Assessment

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Job Application Skills

Interview Skills

Career Coaching

Business Coaching

Skills Coaching

Writing Job Applications and Interview Skills

Full day

This program focuses on providing you with the knowledge and skills required to prepare a winning job application for a role within the NSW Public Sector. Through interactive learning and practical techniques, this workshop provides strategies to confidently present information about your skills and experience in a written application and at interview for maximum impact.

The workshop is suitable for a range of participants – experienced applicants who want to fine tune their application, anxious applicants needing a confidence boost, or first-time applicants who are unsure how to start the process.

Learning outcomes and course content include:

- Understand the different recruitment and selection requirements that may need to be met for different Government Agencies
- Principles of merit selection, overview of Capability Framework and role description
- Learn how to critically examine the job advertisement and understand requirements
- Understand the NSW Public Sector Capability Framework and its role in recruitment and selection processes
- Step by step process in constructing your draft application, including the various elements that may be required:
  - Cover letter
  - CV
  - Responding to capability questions using the STARR technique
  - Techniques to writing about your achievements
- Techniques to improve your presentation and personal power at the interview
- Understanding the different types of assessment processes
- Strategies to manage interview nerves

Writing an Evidence-based Resume for NSW Government Roles

Half day

It is essential to have a resume which is short but powerful to be successful in progressing to interview stage, particularly under the NSW Government Capability Framework.

Within a group setting, this workshop will guide you step-by-step through the process enabling you to craft your resume to reflect your deliverables.

Learning outcomes and course content include:

- Understand what is involved in writing a powerful resume
- Learn how to tailor a resume to the Capability Framework requirements
- Identify achievements and how to present them effectively
- Learn how to pitch at the appropriate level for different roles
- Review and select layout templates
- Provides one-on-one support to start writing

Interview Skills Training

Full or half day

This workshop focuses on providing participants with the knowledge and skills required to prepare for a successful interview within the NSW Public Sector. Through interactive learning and role plays, this workshop will assist you in understanding how to confidently present information about your skills and experience at interview.

Learning outcomes and course content include:

- Understand the different recruitment and selection requirements of Government agencies as a result of the 2013 changes to merit selection
- Learn how to critically examine the job advertisement and understand Agency requirements
- Understand the NSW Public Sector Capability Framework and its role in recruitment and selection processes
- Prepare for interview questions using the STARR technique and how to improve your presentation
- Managing nerves

Throughout this course there is an emphasis on skills

practice including answering questions in front of a panel with constructive feedback provided in a friendly, supported environment.

Successful Transition to Retirement

Half day

This comprehensive program examines retirees' options, helps participants determine what they want in retirement and how to put in place processes to achieve this.

Learning outcomes and course content include:

- Analyse their current work/life situation
- Understand the losses and fears of retirement
- Explore their optimal work/non-work options
- Discussion around working part-time or as a consultant, studying, undertaking voluntary work, planning leisure activities and shares tips on applying for jobs and interview skills for the over 50
- Design a successful retirement plan
- Discover opportunities from superannuation
- Awareness of budgeting and what discounts are available
- Maintaining health and wellbeing in retirement

Effective Communication: Understanding Self and Others

Full day

This group workshop explores how to better understand your own communication style and the styles of others to build more effective and productive team connections.

The focus of this workshop is on behaviour and communication referencing the DiSC behavioural model. DiSC is the most widely used tool for understanding human behaviour, rather than personality.

Learning outcomes and course content include:

- Gain a better understanding of self and others and how behaviour impacts effectiveness
- Discover behavioural strengths and value differences in others
- Identify different styles and apply practical strategies to help achieve goals and reduce conflict
- Increased understanding of how the styles interact
- Build rapport with people internally and externally through verbal and non-verbal communication

Prework:

- Participants will be emailed a link to the DiSC website approximately 10 days prior to the session
- Once online, participants complete a survey which forms the basis of their individual reports (the survey will take approximately 15 minutes)
- Participants will receive their reports and debriefs during the workshop

Business Writing Skills

Full day

Writing is an essential part of all government roles. In this workshop, we provide tools and techniques to write more effectively. Through a series of practical exercises, you will gain the knowledge and skills to craft compelling and professional letters, emails, proposals, presentations, briefings and reports.

Learning outcomes and course content include:

- Identify writing objective
- Know your audience and why writing for them is crucial
- Adopt clear, concise and correct (plain English) language
- Understand appropriate formats and essential components of letters, emails, briefings and ministerials
- Plan, write, edit and proofread your work
- Identify barriers to effective writing
- How to write clearly and with impact - making it easier for your reader to understand your message with simple language, structure and layout

- Write with confidence and authority, in a manner that improves effective communication with all stakeholders

Writing Reports for Government

Full day

This highly interactive and practical workshop aims to give you the skills you need to write effective, clear and concise reports for your managers and Agency. Participants will work individually and in small groups.

Learning outcomes and course content include:

- Understand the challenges and purpose of report writing
- Understand your audience
- What makes an effective report and how to write for impact
- Why planning is so important to producing a clear report
- How to make your reports 'reader friendly'
- Why thinking about your audience is important
- How to use different structures to deliver your message with impact
- Which layout is most effective
- How to best use graphics and tables
- How to write in Plain English, using correct grammar and punctuation
- Why evaluating and proof reading your reports is crucial
- The importance of an executive summary

Presentation Skills

Full day

Improve every step of your presentations from the preparation of material through to the delivery of the presentation itself. We share tips and techniques experienced speakers use to effectively communicate their message for maximum impact.

The workshop content focuses on 3 areas:

Preparing for Success - the key areas of managing nerves, understanding the audience, presentation logistics, developing a clear purpose, managing length and timing

Structuring to Engage - the principles of structuring your content for your audience as well selecting and using appropriate visual support

Delivering to Connect - creating a powerful first impression, managing audience interaction and utilising the three key areas of delivery – visual, vocal and verbal to impact the tone, feel and style of presentations.

Learning outcomes and course content include:

- Understand what makes a great presenter
- Be more effective when presenting ideas or recommendations to internal or external audiences
- Prepare more strategically for presentations by understanding audience needs
- Develop a clear theme and purpose for the presentation
- Use frameworks to structure and write presentations that communicate the desired message more effectively
- Use visual aids and audio visual equipment to enhance presentations
- Building stories into your presentations
- Managing and overcoming nerves
- Key delivery skills for demonstrating confidence and presence: eye contact, voice, gestures, body language
- Interacting with your visual support
- Managing questions and interaction including hostile/difficult audiences
- Tips for engaging audiences

Influencing without Authority

Full day

Often our job requires us to influence people, whether up, across or down. It may take the form of gaining support, inspiring others, persuading stakeholders to become your champions, or creating relationships.

Whatever form it takes, being an excellent influencer can reduce stress, save time and is helpful for the broader teams functioning and performance.

Learning outcomes and course content include:

- Recognise the importance and value of positive influence
- Identify the key behaviours of effective influencers
- Understand when and how to apply different influencing tactics in different circumstances and for different audiences
- Prepare and position a message to ensure a persuasive argument
- Understand the characteristics of appealing through inspiration
- Influence a wider audience of people, inside and outside your organisation, and use influencing skills to gain buy-in across multiple layers of management

Media Skills

Full day

This intensive tailored workshop is run by an experienced journalist and will give you important insights into the media and a chance to experience real-life interview situations. You'll learn how the media works, how to prepare for media interviews and recognise the media 'traps' and how to avoid them. Interview practice will build your confidence and give you valuable feedback.

Learning outcomes and course content include:

- Understand how the media works
- Understand the demands of different media – print, radio, television and online
- Learn how to be "good media talent" that the media will turn to time and time again
- Planning an interview
- Deciding when to speak and when to say nothing
- Be more proactive in your approach in spreading your message throughout the media
- Take greater control of media interviews
- Prepare for handling more difficult media situations
- Getting your message across
- Delivery skills (including dress, your voice and how to look good on camera)
- Different media strategies
- Journalists' tips and things they might try
- Handling and running a press conference
- Practice and improve their skills in realistic interview exercises

Dealing Positively with Conflict

Full day

Conflict is inevitable but how we deal with it can have long lasting implications for team performance and outcomes. The goal of successful conflict management is not its elimination, but to reduce its harmful effects and maximise its useful ones. This is achieved by identifying and building on the constructive conflict management skills employees possess.

Participants complete the Conflict Dynamics Profile (CDP), an online assessment dealing with conflict behaviours in the workplace. The personal report generated following completion of the profile provides participants with self-awareness of what triggers conflict in them as well as how they respond to conflict with others. Based on these triggers the facilitator debriefs and explores practical approaches for improving behaviours to promote more effective workplace conflict resolution.

Learning outcomes and course content include:

- Understand the physiological response to conflict and how this influences the behaviour we choose
- Steps to handle difficult conversations and practice around a real scenario
- Understanding how to communicate more effectively
- Explore how to improve your influencing skills
- Examine real conflict situations and how they may be approached using more constructive behaviours
- Review of your personalised Conflict Dynamics Profile: how you behave during conflict, what are your triggers
- Managing emotions during conflict

Having Difficult Conversations

Full day

This workshop analyses ways in which participants can more effectively prepare for and conduct a difficult conversation. The course is highly interactive and includes analysis of specific case studies and practice sessions.

Learning outcomes and course content include:

- Creating conditions for healthy dialogue
- Exploring your own style under stress
- How to manage emotions
- Tactics to use when opinions vary
- How to recognise when others don't feel safe in a conversation and how to restore that safety
- Challenging with respect.

Giving and Receiving Feedback

Half day

This workshop provides the key skills for both giving and receiving constructive feedback in a way that maintains relationships and increases performance.

Feedback to employees builds better self-awareness and confidence and identifies capabilities they need to learn or develop.

All interactions with colleagues must be conducted respectfully and professionally by listening to concerns and issues from all sides, acknowledging differences of opinion, focusing on common solutions, building agreed action and celebrating achievements.

Learning outcomes and course content include:

- The importance of feedback and the difference between effective and ineffective feedback

Giving feedback:

- Setting the tone – observation vs judgement
- Asking questions – a key part of the feedback process
- Building trust to create a safe and constructive environment
- Context – positives/development
- Frameworks
- What to do when things get tense/difficult
- Group discussions and role plays
- Making it stick!

Receiving feedback:

- Mindsets, the intention and purpose of feedback
- Time to prepare
- Making it work, keeping an open mind and focus on the future
- Asking questions
- Barriers

Running Effective Meetings

Full day

Learn how to gain the most from every type of meeting you chair or attend. This course focuses on the key communication skills required for the participants to develop into a well-prepared meeting chairperson in addition to being fully aware and active participant.

Learning outcomes and course content include:

- Characteristics of a successful meeting and the contributing causes of ineffective meetings
- Your role as meeting leader
- Preparation and organisation prior to the meeting – Writing an effective agenda, invitations, who should attend
- Opening with impact
- Organisation during the meeting—how to chair, establishing rules, keeping attendees on track with the agenda and conversations
- Communication —one person speaking at a time, showing respect, listening skills
- Managing different styles of meeting participants- quiet and talkative people
- Managing dysfunctional behaviour in a meeting
- Reading body language

- Execution, close & follow up
- Virtual meetings – managing conference call meetings or video link meeting.
- Time management skills – starting and ending on time, agenda items having relevant time assigned to them
- Conclusion at a meeting – agree on action plans, who is doing what, positive close
- Follow up after the meeting

An Introduction to Leadership

Full day

This workshop has been designed to increase awareness, assist and enhance the skills of employees seeking leadership roles by providing background information on management and leadership fundamentals; discussing elements of leadership theory and through practical activities for participants to enhance the learning process.

Learning outcomes and course content include:

- Understand the characteristics and competencies required of managers and leaders
- Understand the current level of their own work -based management and leadership capabilities
- Identify the various leadership styles
- Identify and build confidence to use a range of tools and strategies needed to be an effective leader
- Identify strategies to engage team members for achieving constructive team and individual outcomes.

Leadership Development Program

Customised program

Training and Coaching Solutions leadership training modules follow a proven and effective methodology which is specifically designed to progress individuals who manage teams through a framework of self-development. Leadership Development modules can be selected from the following options and combined in customised sequence to suit client needs.

Modules include:

- Leader of Self
- Leader of Team
- Leader of Organisation
- Creativity, Thinking and Problem Solving
- Leading through Change
- Coaching, Feedback and Managing Performance
- Effective Communication
- Strategy and Innovation
- Executive Presence and Storytelling

Women in Leadership

Customised program

Despite current focus and positive increases, women's representation in management and leadership roles continues to be a challenge.

It is well recognised that increasing the representation of women in leadership roles leads to positive outcomes and inclusive and diverse leadership teams benefit from holistic perspectives, new ideas and broad experience.

This Leadership Development program has been designed to help emerging and established women leaders reduce barriers to achieve equal participation in leadership and decision-making roles.

Modules can be selected from the following options and combined in customised sequence to suit client needs.

Course content can include:

- Leader of Self and Leader of Team
- Goal setting and Positive Psychology
- Creativity, Thinking and Problem Solving
- Communication and conflict
- Leading through Change
- Emotional Intelligence
- Coaching, Feedback and Managing Performance
- Creativity, Thinking and Problem Solving
- Strategy and Innovation
- Executive Presence and Storytelling

Managing for Good Performance

Full day

Designed for new or current supervisors and managers who want to build their confidence in dealing with the day-to-day supervision of staff and learn how to address unsatisfactory performance and behaviour issues. Through a range of practical activities and case studies, this workshop includes information and discussion around providing objective feedback under a performance development process, managing difficult conversations and addressing unsatisfactory performance and/or behaviour. The program incorporates the principles of the Public Service Commission "Performance Development Framework".

Learning outcomes and course content include:

- Discusses managing both new and long-term employees
- The benefits of using a Performance Cycle
- Organisational factors to consider when managing employee performance
- Addressing day-to-day and minor workplace issues
- Feedback principles and techniques, workplace counselling techniques
- Managing difficult conversations
- Analysis of case studies— putting learning into practice

Effective Coaching and Mentoring

Full day

Coaching and mentoring are rapidly becoming recognised worldwide as a highly effective people management process.

The term 'mentoring' is interpreted in different ways and is often used interchangeably with 'coaching'. Both can be about sharing particular areas of expertise and knowledge that the mentee needs; as well as about developing the individual whether or not they work in the same field.

This workshop will help you to develop your skills as a coach and mentor, increase your awareness of your role and responsibilities and highlight how this role of coach/mentor can personally benefit your own development.

Learning outcomes and course content include:

- Understanding the Coaching Zone
- Skills vs Will
- The GROW Model
- Mindsets
- The building blocks of trust
- The purpose of questioning
- Different styles of learning
- Coaching frameworks
- Giving effective feedback and common reactions
- Four stages of a mentoring relationship
- Reflection
- Facilitative vs Directive mentoring

Improving Communication and People Management through MBTI

Full day

The Myers-Briggs Type Indicator (MBTI) is one of the most widely used instruments to give you an understanding of your strengths, and areas in need of development when communicating with others.

Participants will identify and appreciate the differences in other people styles and how differences can add value to your work team.

Aimed at team leaders in the government sector, this course will give you insights and practical applications to improve the way you manage a variety of people by gaining their co-operation and input.

Managing Employees through Change

Full day

Managing staff through change requires careful

planning and thoughtful implementation. This workshop identifies common reasons for resistance to change, helps participants understand how staff behaving during times of stress and uncertainty and explores techniques to inspire new perspectives so that organisational goals are realised. Communication is the key.

Learning outcomes and course content include:

- Identify the driving forces of change within organisations
- Determine and differentiate between the various stages of change, and its common effects on attitude and morale
- Reactions and resistance to change—strategies for managing teams throughout the process and combatting negativity
- Skills and techniques used to plan, implement and monitor change successfully
- *Transactional Analysis* and *Triangular Conversations*— two effective communication models
- Understand the transition phases and learn techniques to assist others through these difficult phases
- Reflection on your role as leader in the context of change and the personal challenges this creates
- Action plans to reinforce the change and assist staff adaptation and progress forward.

Customer Service, Dealing with Difficult Clients and De-escalation Techniques

Full day

This workshop focuses on building capability to manage difficult customers, de-escalation techniques and risk identification and management practices when working in challenging or hostile situations. The training explores how to communicate more effectively; typical problems and how to deal with them plus how to manage and reduce stress in the workplace.

Learning outcomes and course content include:

- What constitutes good customer service
- Understanding customers and their changing needs
- How we communicate effectively – verbally and non-verbally
- What challenging behaviour our customers can display and a process-driven approach to anticipating possible risks, causes and triggers
- Risk assessment: a conflict escalation chart to recognise early warning signs and the likelihood of escalation
- Difficult/aggressive behaviours and ways to diffuse
- Mental health issues that may be apparent and how can this affect behaviour
- Understand the human response to conflict and danger
- De-escalation techniques
- Risk management approach
- Self-protection, resilience and wellness strategies
- Increased confidence and preparedness to manage customers/clients in crisis

Customer Service and Telephone Communication

Full day

This workshop provides the knowledge and skills required to provide excellent customer service.

Through interactive learning and practical techniques, this workshop explores sound strategies to improve your telephone skills to deal effectively with potential and existing clients confidently and courteously.

Learning outcomes and course content include:

- Communicate professionally and sensitively
- Apply professional boundaries
- Identify what good customer service is
- Apply the five steps to communicate effectively
- Assess your communication skills and identify

areas for improvement

- Practise different questioning techniques to gather information and respond appropriately
- Have strategies to deal with difficult behaviour and/or conflict situations
- Analyse a number of different role-play situations
- Adapt your communication style to suit customers from varying cultural and ethnic backgrounds
- Focus on improving your listening skills
- Look at your circle of concern and influence

Merit Assessment for Panel Members and Hiring Managers

Half or full day

This course explores the knowledge and skills required to effectively participate as either the Convenor or member of a recruitment and selection panel and processes to administer objective, transparent and equitable selection.

Learning outcomes and course content include:

- Understand the most recent changes to the NSW Public Sector merit based recruitment and selection processes and procedures arising from the enactment of the Government Sector Employment Act 2013 as applicable to individual Agencies
- Analyse job advertisements and provide objective advice to potential applicants
- Use effective and objective techniques to undertake the application short-listing process
- Apply Equal Employment Opportunity principles to recruitment and selection processes
- Design, write and ask well-tailored interview questions - including behavioural questions and questions around the Capability Framework
- Prepare thoroughly for interviews
- Use appropriate interview and selection techniques and test appropriate skills
- Use objective and transparent strategies to improve the selection decision making process

Time Management and Prioritisation

Full day

Effective time management is not about getting more done, but about getting the right things done.

Learning outcomes and course content include:

- Understand the importance of effective time management
- Examine a Priority Matrix
- Use a self-analysis Time Profile to discover your time wasters.
- Learn to say 'NO' and be more assertive
- Plan and prioritise each day's activities in a more efficient and productive manner
- Overcome procrastination quickly and easily
- Organise your workspace and workflow to make better use of time
- Delegate more efficiently
- Discover ways to master your time wasters

Ethical Conduct and Respectful Workplaces

Half or full day

This workshop provides participants with an understanding of how to conduct business ethically and respectfully, while upholding your organisation's core values. Ethics within the workplace includes the application of morals, principles, standards of behaviour, codes of conduct and ethical and respectful standards to everyday business transactions.

The Respectful Workplace component of this training identifies appropriate and inappropriate workplace behaviours and describes appropriate ways to respond, with a focus on solutions, to promote a positive work environment. It also details how off-duty behaviours can directly impact on the workplace.

Learning outcomes and course content include:

- Understanding what ethics and professional conduct is and identifying the characteristics of a respectful workplace
- Recognising the relevant NSW Public Sector and Agency core values as stated in the respective NSW Government and Organisational Codes of Ethics and Respectful

Workplace policies

- Knowing the ethical obligations for *working in the public interest*, including external agency/ legal obligations and the consequences of unethical conduct
- Identifying unethical behaviours, understanding how ethical dilemmas may arise and how they should be handled/reported
- Understanding how ethics and professional standards constitute the foundation of a respectful workplace
- Understanding your legislative responsibilities in promoting respect and in preventing/ reporting discrimination, harassment and bullying in the workplace (including workplace policy requirements)
- Understanding how to establish and maintain an ethical culture that provides for respectful workplaces
- Understanding appropriate interventions for dealing with discrimination, harassment and bullying issues – both formally and informally.

Workplace Bullying Awareness and Prevention

Half or full day

This course is designed to assist supervisors, managers and staff generally to identify and address concerns about bullying and harassment in the workplace and discusses the legislation and policies in place.

Learning outcomes and course content include:

- Identifies what is and isn't bullying behaviour
- Discusses the impact of bullying and steps that can be taken to prevent it
- Discusses the consequences of bullying and harassment
- Includes group discussion, examines case studies and considers strategies that can be followed to address concerns about bullying in the workplace
- What is bullying, harassment and discrimination – how are they different and what do they look like?
- Legislation – what are the implications for individuals, managers and the organisation? What other bodies have an interest?
- How these behaviours can impact individuals, the workplace and the business culture
- The role/responsibilities and implications for the bully, bullied and the passive bystander.

Workplace Misconduct Investigations

One or two full days

Conducting workplace misconduct investigations is one of the most challenging duties undertaken and handling them appropriately, fairly and in a timely manner mitigates Industrial or legal actions. Investigating allegations of wrongdoing or misconduct in the workplace requires experienced and trained investigators who possess sound judgement, a thorough understanding of a fair, legally sound and effective investigative process. This comprehensive two-day program will develop and enhance skills for all participants through interactive learning and easy to follow practice techniques.

The workshop involves a balance of theory and practice, covering relevant legislation, workplace policy/procedural requirements and includes investigation tips and tools.

Learning outcomes and course content include:

- Role and responsibilities for an investigation within relevant legal and policy framework (tailored)
- The principles of Natural Justice and Procedural Fairness and Standards of Proof required
- Assessing the seriousness of alleged misconduct and structuring an investigation accordingly
- Recognising when a risk assessment is required, a conflict of interest or other aspects arise requiring referral, declarations or notifications
- The rights & responsibilities of all parties involved
- Developing interview questions appropriate for the situation and parties involved

- Strategies for managing all parties, support people and/or external agencies involved
- Effective interviewing techniques and structuring/recording formal records of interview
- Gathering and evaluating evidence from a variety of sources based on the weight of evidence and the balance of probabilities
- Analysing all evidence and drawing conclusions to make sound findings of fact, correctly determining a breach of policy and if required making appropriate workplace recommendations
- Appropriately handling different sources of evidence and accurate records management
- Providing information and feedback to all parties involved
- Write Investigation reports that are thorough & reliable

Introduction to Positive Psychology

Full day

In this introductory workshop we explore the science and practice of positive psychology. You will gain a powerful overview of the emerging science as well as "busy proof" strategies to enhance engagement, resilience and leadership in your professional and personal life.

This one day course has been created to target learning and development capability needs as addressed in the current NSW Public Sector Capability Framework (2013).

Learning outcomes and course content include:

- The science behind peak performance
- The concept of flow at work and how it can be implemented though the Flow Tool
- Identifying signature strengths in yourself, colleagues and team members
- The PERMA model
- Explore fixed and growth mindset cultures
- How to reframe challenging situations into positive opportunities

Building Engaged and Effective Teams

Half or Full day

Develop your teams to work together more effectively and harmoniously.

This workshop is experiential, fun and engaging, providing an ideal space for learning and development. Uncover insightful information and tools that can be immediately applied in the workplace to support the development of desired team culture and attitudes.

Learning outcomes and course content include:

- Identified acceptable and desirable behaviours and protocols for high performing teams
- Strategies and tools to develop a collaborative and energised culture
- An appreciation of effective team behaviours and the personal development and feedback process
- Development of functional teams, meeting the goals of the Public Service Act
- Recognise and value difference within teams
- Develop a common language around behaviours, roles and communication
- Build trust, respect and communication within teams
- An understanding of key communication skills for different styles within a team
- Managing conflict within a team

Building Resilience

Half day

Resilience is the ability to adapt to changing circumstances. This workshop will assist you to understand and cope with change and manage stress.

Learning outcomes and course content include:

- Understand change and how it affects you
- The phases of change
- Understand emotions and resilience
- Look at your circle of concern and influence
- Discover where you are now, what is blocking you and how you can move forward
- Check current level of resilience— Self-

assessment questionnaire
- Identify qualities of resilient people
- Identify actions you can take to move forward
- Learn how to build resilience
- Ways to manage stress

Working with Challenging Behaviour

Half day

This comprehensive workshop focuses on providing you with the knowledge and skills required to positively manage working with challenging or hostile behaviour displayed by clients and colleagues.

Learning outcomes and course content include:

- See the importance of your clients and identify their challenging behaviour
- Apply your professional boundaries
- Explanation of the behaviour window
- Apply the 5 steps to communicate effectively with your clients
- Identify power games
- Explore how conflict can be avoided
- Strategies to deal with difficult behaviour
- Become more assertive and use 'I' statements and listening skills
- Explore how to deal with stress
- Practice your communication skills in a friendly, supported environment

Responsible Use of Social Media

Half day

This workshop is aimed at all levels of employees within State and Local Government. It focuses on the responsibilities of all employees in the use of social media both professionally and in their private capacity. The program is based on guiding principles of the Model Codes of Conduct and Social Media policy which apply to all government employees. Practical and clear information and case studies will be used to underpin the responsibilities of all employees to recognise social media as integral to contemporary business communication and guide and support employees to be responsible and proactive digital users.

Learning outcomes and course content include:

- Social Media; benefits, risks and pitfalls
- Digital footprint - Nothing is anonymous or private on the web
- High risk social media behaviours and how reputations are damaged
- Personal opinions vs perceived or actual professional commentary
- Requirements of employees in line with corporate policies
- Social media rules of engagement
- Impact of private social media use on employment and possible consequences
- Tips for maintaining a healthy social media profile
- Industrial Law and case precedents

Self-Managing Stress in the Workplace

Half day

This practical workshop is aimed at helping employees reduce and manage their current stress levels at work and appreciate the importance of self-care.

It is evidence based on the latest neuroscience dealing with how stress affects our bodies and brains.

Learning outcomes and course content include:

- What stress looks like and how we currently manage it – positively and negatively.
- The neurobiology of stress to understand the physiological affects it has on our bodies and brains and ultimately our long term mental and physical health.
- What factors we need to incorporate into our life to manage stress more effectively based on latest neuroscience.
- Developing practical strategies to manage stress levels to improve health and work performance.
- Develop a personal self-care plan

"Engaging trainer and the content was clear, interactive, and informative."

Health Professional Councils Authority

"Fantastic, easy to understand, great examples given, very professional overall."

NSW Police

"The training was professionally delivered, relaxed, informative and the presenter was willing to discuss issues indepth. Very valuable."

Roads and Maritime Services

"Very professional, helpful and informative and excellent course!"

Board of Studies

Government Training Specialists

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