

PUBLIC SECTOR TRAINING

Workshop Directory

Training & Coaching Solutions, Government and
Public Sector Specialist training services since 1991



**TRAINING AND
COACHING
SOLUTIONS**

Welcome to a world of training
and coaching solutions specifically
designed for the public sector



A full range of high quality programs for all leaders
and team members to reach their potential

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

We design and deliver training programs to assist organisations to achieve best practice. These workshops inform and empower participants. Our strategy is to consult with organisations regarding their needs, objectives and desired outcomes, then adapt, develop and facilitate customised training solutions.

Our trainers are highly experienced, and continually update their skills to keep abreast of the latest government legislation. As qualified training professionals, we are enthusiastic and passionate about helping people and organisations reach their potential.

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INTRODUCTION TO LEADERSHIP



Delivery: Face to Face or Virtual



Duration: Full day



Maximum Participants: 12



Recommended for:
Developing, High-potential,
Emerging leaders and
new managers



Fully Pre-qualified on:
buy.nsw Supplier Hub,
VendorPanel and AusTender



Realise the leadership potential within your teams

This clear, structured workshop introduces participants to leadership fundamentals and enhances the skills of people seeking management and leadership roles by increasing their understanding of influence, authority and leadership.

WORKSHOP CONTENT

Beginning with an introduction to the theory, practice and ideals of leadership, the workshop opens up to discussions on best practice leadership, supported by activities and practical exercises, designed to enhance the leadership and learning processes of people and teams. The material has been prepared for public sector employees for success in their first steps as leaders within their organisation.

LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Understand leadership characteristics and competencies
- Identify different leadership styles
- Build confidence in using a range of leadership tools and strategies

- Engage people and teams to help them achieve desired outcomes
- Develop self-awareness, recognising how others experience leadership
- Work with others towards goals
- Develop trust within teams
- Understand and use Emotional Intelligence
- Reflect on individual values as part of a leadership style
- Develop coaching and feedback skills
- Build a personal leadership development plan

PREPARE NEW LEADERS FOR SUCCESS

Encourage and develop new leaders in your team, build confidence and accelerate individual learning to improve performance across the organisation.

NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

RELATED WORKSHOPS ALSO AVAILABLE:

- Leadership and Management
- Senior Leadership Development
- Influencing Without Authority
- Effective Coaching and Mentoring

“Engaged trainer and thorough explanation of content.”

HPCA

LEADERSHIP AND MANAGEMENT

**Delivery:**

Face to face or Virtual

Optional Modules*: Individual Coaching, Diagnostic Tools



Duration: Custom designed - Minimum 1 day



Maximum Participants: 12

**Recommended for:**

Developing leaders, new hires, emerging and high potential leaders. Leaders with some management experience

**Fully Pre-qualified on:**

buy.nsw Supplier Hub, VendorPanel and AusTender



Focus on leadership to unlock more potential in your organisation

Investing in your leaders through small group workshops can unlock the underlying potential in your organisation. Discover how to empower greater alignment, deeper engagement, more courageous dialogue, better collaboration and greater trust across your teams.

Our leadership programs ensure participants reach an increased level of awareness, enhance their skills and capabilities, apply their new skills to achieve specific business results, and leverage increased confidence to perform in a variety of situations with a range of stakeholders.

WORKSHOP CONTENT

Beginning with an introduction to the theory, practice and ideals of leadership, the workshop opens up to discussions on best practice leadership, supported by activities and practical exercises. Designed to enhance the leadership and learning processes of people and teams, the content has been curated for public sector employees to ensure success in their role as leaders within their organisation.

MODULE OPTIONS

Leadership Development modules can be selected from a number of options and combined in a customised sequence to suit your organisation's needs.

- Leadership versus Management
- Building Trust

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

SUCCESSFUL LEADERS PREPARE THEMSELVES TO LEAD

Realise the leadership potential of your team and accelerate their journey to becoming more authentic, confident and effective executives with this customised workshop.

NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

RELATED WORKSHOPS ALSO AVAILABLE:

- Senior Leadership Development
- Introduction to Leadership
- Influencing Without Authority
- Communication Skills

“ This program really helped me understand where I want to be as a leader. ”

SENIOR LEADERSHIP DEVELOPMENT PROGRAM



Delivery: Face to Face (recommended) or Virtual

Optional Modules*: Diagnostic Tools



Duration: Custom designed – determined by the initial scoping phase



Maximum Participants: 12



Recommended for: Middle and Senior Managers, Executive Level Leaders



Fully Pre-qualified on: buy.nsw Supplier Hub, VendorPanel and AusTender



Discover high-performance leadership to drive exceptional results

The Senior Leadership Development Program aims to tune and develop the skills needed for those more experienced leaders who are vital to driving outcomes and shaping the future of your organisation. This fully customised leadership development solution is aligned specifically with your organisation and the development objectives for your people. Ideal for middle to senior managers, right through to your senior executive team. Participants will work with experienced Leadership Facilitators who will encourage and challenge their individual learning, setting them up for immediate success upon return to the workplace.

PROGRAM CONTENT

The program encourages participants to interact with their peers, learning from each other's experience and strengthening valuable networks. One-on-one coaching, facilitated sessions and experiential activities allow these leaders to practise newly gained skills in a safe, non-threatening environment. A combination of group work, simulated practice and role-plays provide a counterpoint to the individual reflection and action planning sessions

LEARNING OUTCOMES

At the end of this workshop, it is expected participants will be able to:

- Shape and instil team pride and purpose
- Ensure context and translation of the team vision and direction
- Manage and grow team capability
- Understand and implement High Performing Team principles

- Develop a deeper understanding of behaviours and how best to communicate and lead talented and diverse people
- Define and assign work to be done, communicate needs and expectations
- Implement continuous improvement strategies within the team
- Gauge team strengths and areas of improvement
- Manage performance in a constructive manner
- Guide critical conversations including feedback and coaching
- Develop leadership disposition

GO FURTHER IN YOUR LEADERSHIP JOURNEY

Develop the skills to bring a leadership mindset to every aspect of your team's performance and encourage an environment of excellence with this customised program.

NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

RELATED WORKSHOPS ALSO AVAILABLE:

- Individual Leadership Skills Coaching
- Effective Coaching and Mentoring
- Leading and Managing Through Change

“The workshop is practical and informative. Intensive, but well paced. There was a great balance between theory and practice and the concepts were clearly and professionally explained.”

EFFECTIVE COACHING AND MENTORING



Delivery: Face to Face or Virtual



Duration: Full day



Maximum Participants: 12



Recommended for:
All leaders and managers



Fully Pre-qualified on:
buy.nsw Supplier Hub,
VendorPanel and AusTender



Improve your leadership skills and help others develop their potential

Coaching and mentoring are rapidly becoming recognised worldwide as highly effective and important people leadership skills. Although sometimes interpreted differently and often used interchangeably, both coaching and mentoring are valuable skills for leaders who need to encourage and promote professional development within their teams and more broadly throughout the organisation.

WORKSHOP CONTENT

This workshop is designed to help you accelerate your effectiveness as a leader by building on a solid foundation of the characteristics of both coaching and mentoring. The practical exercises help increase awareness of your role and responsibilities as a coach or mentor, while the skills practice and facilitated discussions explore how these roles can also benefit your own professional development, regardless of your job role or sector.

LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Understand the Coaching Zone
- Identify Skill vs Will
- Understand barriers to coaching
- Apply a Mindsets framework

- Use the building blocks of trust
- Understand the purpose of questioning and different question types
- Adapt to different styles of learning
- Understand Facilitative vs Directive mentoring
- Identify the importance of communication skills in coaching
- Work within recognised coaching frameworks, including the GROW Model
- Provide effective feedback
- Navigate the stages of a mentoring relationship

COACH OTHERS TO BECOME BETTER LEADERS AND TEAM MEMBERS

Identify and cultivate talent throughout your organisation with this results-oriented workshop which develops coaching skills and capabilities.

NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

RELATED WORKSHOPS ALSO AVAILABLE:

- Leading and Managing Through Change
- Leadership and Management
- Effective Communication

“ This workshop was very valuable, the Models provided are an excellent resource. Clear and concise, the experience of the trainer was evident. ”

LEADING AND MANAGING THROUGH CHANGE



Delivery: Face to Face or Virtual



Duration: Full or Half day



Maximum Participants: 12



Recommended for:

Leaders and team members dealing with workplace change or a specific change program



Fully Pre-qualified on:

buy.nsw Supplier Hub, VendorPanel and AusTender



Prepare to lead in a world of increasing change and complexity

As the world of work continues to face change from both internal and external factors, leaders, managers and team members must equip themselves with the skills and mindset to not only adapt to change, but to thrive. Individuals in all positions require guidance and clarity from their leaders and colleagues, which provides the basis for sustainable productivity in the face of uncertainty. By sharpening their skills as change managers, leaders are able to provide their teams with structure, certainty and confidence.

WORKSHOP CONTENT

This workshop builds on techniques used to identify common reasons for resistance to change, and helps participants deepen their understanding of how people behave during times of stress and uncertainty. Explore effective techniques to inspire new perspectives and work through scenario-based exercises to learn how careful planning and thoughtful implementation can ensure organisational goals are realised.

LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Identify the driving forces of change within organisations
- Differentiate between the various stages of change
- Identify common effects on attitude and morale

- Manage reactions and resistance to change
- Implement strategies for managing and combatting negativity
- Plan, implement and monitor factors of change
- Understand your role and challenges as leader in the context of change
- Develop action plans to assist staff adaptation and progress
- Leverage and understand Emotional Intelligence
- Build resilience and maintain psychological safety

BECOME THE CONSTANT IN A WORLD OF CHANGE

Equip your team with a more sustainable approach to a landscape of uncertainty and change through this practical and actionable workshop.

NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

RELATED WORKSHOPS ALSO AVAILABLE:

- Effective Communication
- Effective Coaching and Mentoring
- Building Engaged and Effective Teams

“ This content was very relevant and well explained. Questions were answered well and with respect. An excellent workshop. ”

CONDUCTING DIFFICULT CONVERSATIONS

**Delivery:**

Face to face or Virtual



Duration: Full day



Maximum Participants: 12

**Recommended for:**

Leaders and team members developing skills for conducting difficult conversations

**Fully Pre-qualified on:**

buy.nsw Supplier Hub, VendorPanel and AusTender



Be prepared for those conversations that matter

When critical issues arise in an organisation, difficult conversations invariably follow. The success of those conversations is often determined by the individual's ability to manage and lead uncomfortable or difficult discussions. This workshop arms your team with the skills and tools to effectively prepare for and conduct difficult conversations, by analysing typical patterns and motivations in high-tension encounters. Reduce friction, remove roadblocks and foster more productive business conversations with this invaluable program.

WORKSHOP CONTENT

This workshop is highly interactive and can be customised to reflect the group's specific experiences. Starting with common themes, patterns and misconceptions of workplace conflict, the workshop moves through relevant case studies and live practice sessions. Through practical applications and various skill practise scenarios, participants learn the key steps to prepare for and lead a productive conversation around a difficult issue.

LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Understand how to create conditions for healthy dialogue
- Prepare for conversations to succeed

- Depersonalise issues by reframing to a neutral position
- Migrate from blame to problem solving
- Identify and manage emotions
- Develop your own style under stress
- Employ tactics to encourage agreement
- Recognise unsafe conversational factors and restoring trust
- Challenge with respect
- Manage stress in others – and yourself

MOVE FROM CONFLICT TO RESOLUTION

Build valuable conflict-resolution skills within your organisation and encourage collaboration under pressure with this focussed and practical workshop. authentic, confident and effective executives with this customised workshop.

NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- People Management
- Results

RELATED WORKSHOPS ALSO AVAILABLE:

- Managing for Good Performance
- Dealing Positively with Conflict
- Leadership Development
- Communication Skills

“ The role plays were a very valuable part of the day. Some conversations can lead to feeling anxious, the tips on preparing for success will be extremely useful. ”

EFFECTIVE COMMUNICATION:

Understanding Self and Others



Delivery: Face to Face or Virtual
Optional Module: DiSC profiling*



Duration: Full day or 2 half days



Maximum Participants: 12



Recommended for:

Leaders and team members seeking to communicate effectively with internal and external stakeholders



Fully Pre-qualified on:

buy.nsw Supplier Hub, VendorPanel and AusTender



Adopt a powerful framework for aligning your message to your audience

Highly effective communicators focus on understanding their audience just as much as they work on crafting their message. This workshop offers a proven framework for quickly developing an understanding of audiences – and your own communications style – through the well-regarded DiSC behavioural model.

WORKSHOP CONTENT

Leaders of all levels will unlock new levels of communication skill with this detailed and intensive workshop which focuses on understanding human behaviour, rather than personality. Following the general principles of the DiSC model, this workshop explores communication styles to improve the real-world application of communication skills.

OPTIONAL DiSC PROFILING MODULE*

Accelerate your team's understanding and application of the learnings with this additional personalised module, which requires an element of pre-work by participants in order to collect specific data for use in the workshop:

- Secure link to the official DiSC website activated approximately 10 days prior to the session.
- Participants complete the personalised survey, which forms the basis of their individual report.

- Individual reports and debriefs are delivered as part of the workshop, either face to face or virtually.

LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Leverage an improved understanding of self and others
- Identify how behaviour impacts effectiveness
- Discover behavioural strengths and value differences in others
- Identify appropriate styles and strategies to achieve goals and reduce conflict
- Understand how various behavioural styles interact
- Use verbal and non-verbal communication to build rapport with both internal and external contacts

ENHANCE YOUR AWARENESS TO IMPROVE COMMUNICATION

Improve your communication effectiveness with an enhanced understanding of your audience, their motivations and behaviours.

NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

RELATED WORKSHOPS ALSO AVAILABLE:

- Presentation Skills
- Influencing Without Authority
- Negotiation Intelligence
- Conducting Difficult Conversations

“ The DiSC profile is fantastic, understanding the different styles and how to communicate better is extremely valuable. ”

PRESENTATION SKILLS

**Delivery:**

Face to Face (recommended) or Virtual



Duration: 1-2 full days



Maximum Participants: 7

**Recommended for:**

Leaders and team members who deliver material to groups in any business setting

**Fully Pre-qualified on:**

buy.nsw Supplier Hub, VendorPanel and AusTender



Persuade, influence and lead through effective group communication

The most visible and effective traits of any leader are the ability to command a room, deliver informative material and influence opinions. Often great presenters are made, not born. This practical, interactive workshop breaks down the art of presenting into manageable steps, from preparation through to delivery. It provides the toolset to continually improve performance, for novices through to the more experienced presenter.

WORKSHOP CONTENT

This highly interactive workshop covers practical aspects of effective presentation, offers participants the opportunity to practice their skills in a live environment and provides strategic feedback for improvement. The structure focuses on 3 areas:

- Preparing for Success - managing nerves, understanding the audience, presentation logistics, developing a clear purpose, length and timing
- Structuring to Engage - structuring your content, incorporating stories, shaping your message and selecting appropriate visual support
- Delivering to Connect - creating a powerful first impression, managing audience interaction and developing tone, feel and style.

LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Understand what makes a great presenter
- Identify audience needs
- Develop a clear theme and purpose
- Use presentation frameworks for both impromptu and prepared scenarios
- Understand fundamental delivery skills
- Demonstrate confidence and presence
- Be able to incorporate storytelling into any presentation
- Select visual aids and using audio visual equipment
- Manage audience interaction, including hostile and difficult audiences

CONNECT, INFORM AND INSPIRE

Reduce stress levels and deliver greater effectiveness by building your presentation skills with this interactive and practical workshop.

NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

RELATED WORKSHOPS ALSO AVAILABLE:

- Writing Job Applications & Interview Skills
- Merit Assessment
- Leadership
- Communication Skills

“ The presentation structure provided will be invaluable. This workshop has turned a stressful task into a comfortable one. ”

INFLUENCING WITHOUT AUTHORITY

**Delivery:**

Face to Face or Virtual



Duration: Full Day



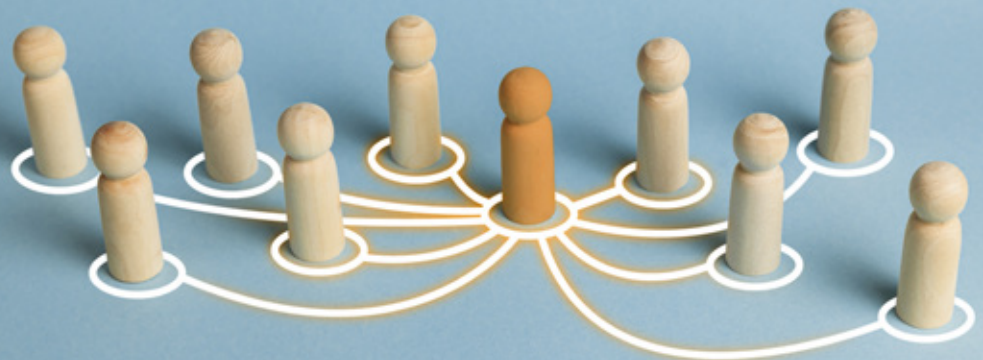
Maximum Participants: 12

**Recommended for:**

Leaders and team members working across a range of stakeholder levels

**Fully Pre-qualified on:**

buy.nsw Supplier Hub, VendorPanel and AusTender



Find your own powers of persuasion for more effective outcomes

As roles become more flexible and organisations flatten in structure, the ability to persuade and influence others becomes an invaluable tool for building consensus and generating momentum in the workplace. This insightful workshop moves beyond traditional power structures and equips participants with the skills to work across the organisation or with external partners to gain support, inspire others and turn stakeholders into champions.

WORKSHOP CONTENT

Starting with a thorough understanding of the dynamics of authority and 'soft power' in the workplace, this workshop builds to a series of practical exercises, allowing participants to learn skills and practice techniques in the context of their own projects and challenges. Skills practise, case studies and group exercises embed the learnings as skills for more effective outcomes. The workshop also looks at the role of influence in managing team stress, improving working relationships and building sustained buy-in for projects and ideas.

LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Recognise the value of positive influence

- Identify the key behaviours of effective influencers
- Match influencer tactics to different scenarios and audiences
- Prepare and position a message as a persuasive argument
- Use inspiration as a key driver of persuasion
- Identify the key aspects of trust for strategic relationship-building

BUILD EFFECTIVENESS AT EVERY LEVEL

Thrive in a networked world of working relationships as you learn to build relationships and influence with this insightful and effective workshop.

NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

RELATED WORKSHOPS ALSO AVAILABLE:

- Building Engaged & Effective Teams
- Building Resilience
- Effective Communication: Understanding Self & Others
- Introduction to Leadership

“ Fantastic - really enjoyed this course and found that it has added to my leadership understanding and knowledge further. ”

FACILITATION SKILLS



Delivery: Face to Face or Virtual



Duration: Full day or Half day



Maximum Participants: 12



Recommended audience:
Leaders or team members required to facilitate group interactions internally and externally



Fully Pre-qualified on:
buy.nsw Supplier Hub,
VendorPanel and AusTender



Lead teams and groups to more productive outcomes

Helping people work together more effectively is a core requirement for business leaders looking to foster collaboration. Developing skills as a facilitator will dramatically improve confidence and effectiveness in a range of group situations: leading a team meeting, running a workshop, facilitating a strategy session and interacting with a range of different stakeholders.

WORKSHOP CONTENT

Starting with the foundation concepts of group dynamics and collaboration, the workshop introduces ideas and approaches for a range of different outcomes, including promoting creativity, encouraging problem-solving and building consensus. The techniques section covers critical facilitation skills for managing group interaction, accelerating participation, managing time, creating safe and productive environments, and recording agreements.

LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Understand the difference between Facilitating, Presenting and Training
- Identify the key elements of facilitation

- Build an agenda to achieve desired outcomes
- Plan and prepare effectively
- Use activities to enhance effectiveness
- Manage group dynamics
- Deploy strategies for generating ideas, breaking deadlocks and evaluating options
- Manage time, engaging groups and maintaining focus
- Develop productive action plans
- Facilitate in a virtual environment

MASTER COLLABORATION IN YOUR ORGANISATION

Develop the skills to confidently lead and manage group collaboration, both within your organisation and with external parties and stakeholders.

NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

RELATED WORKSHOPS ALSO AVAILABLE:

- Presentation Skills
- Running Effective Meetings
- Effective Communication
- Leadership and Management

“ Great workshop - this lifted my confidence in undertaking a function of my role that has made me uncomfortable in the past. ”

RUNNING EFFECTIVE MEETINGS

**Delivery:**

Face to face or Virtual



Duration: Half day



Maximum Participants: 12

**Recommended for:**

People who lead and plan all types of internal and external meetings

**Fully Pre-qualified on:**

buy.nsw Supplier Hub, VendorPanel and AusTender



Create better environments for collaboration while reclaiming efficiencies

One side effect of an increasingly collaborative workplace is a corresponding increase in the number of meetings - which can hamper productivity if they are not effectively directed and managed. This workshop helps participants develop the skills and techniques needed to gain the most from every type of meeting, whether they chair, lead, organise or attend. It also covers the skills required to improve the experience and effectiveness of virtual meetings.

WORKSHOP CONTENT

This workshop starts with the importance of planning and communication, then develops further skills required for both managing and participating in meetings of all varieties. The practical elements include scenarios and active discussions skills practise sessions, helping participants identify and hone specific skills for managing more challenging situations and participants.

LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Identify characteristics of successful meetings and causes of ineffective ones
- Understand the roles of meeting organiser and leader
- Develop an effective preparation and organisation plan

- Open meetings with impact
- Stay organised during meetings through the use of rules, agendas and conversations
- Develop meeting guidelines for your organisation/agency
- Manage different styles of meeting participants
- Mitigate dysfunctional behaviour in a meeting
- Improve conference call, virtual or video meetings
- Plan and execute follow-up actions

MAXIMISE YOUR MEETING EFFECTIVENESS

Create real efficiencies throughout the organisation and encourage disciplined collaboration with this focused and interactive workshop.

NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

RELATED WORKSHOPS ALSO AVAILABLE:

- Dealing Positively with Conflict
- Introduction to Leadership
- Influencing Without Authority
- Effective Communication

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

BUSINESS WRITING SKILLS

**Delivery:**

Face to Face or Virtual



Duration: Full day



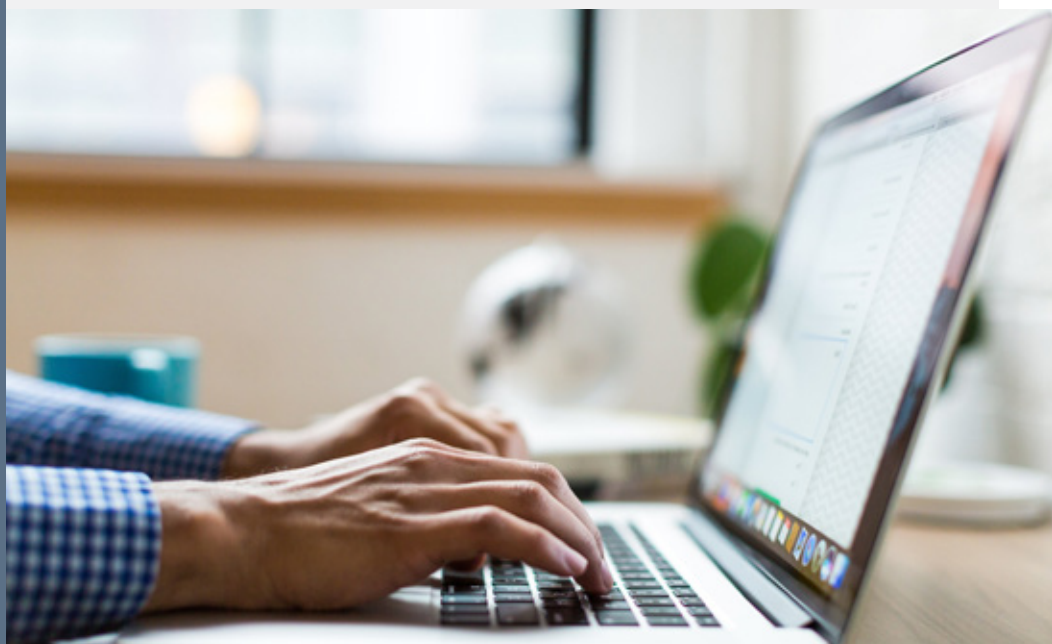
Maximum Participants: 12

**Recommended for:**

Anyone required to compose written communications internally and externally

**Fully Pre-qualified on:**

buy.nsw Supplier Hub,
VendorPanel and AusTender



Create more compelling and succinct business communications

Through theory and a series of practical exercises this workshop provides the tools and techniques to write more effectively – making it easier for readers to understand your message.

WORKSHOP CONTENT

Designed and facilitated by a professional journalist and author, this workshop provides participants with the knowledge and skills to craft compelling and professional letters, e-mails, proposals, presentations, briefings and reports – writing clearly and with impact – with simple but effective language, structure and layout.

LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Understand appropriate formats (utilising Agency templates and protocols) and essential components of letters, e-mails, briefings and ministerials
- Plan their writing - understanding purpose and audience, structure and style

- Write in Plain English clearly, concisely and with impact
- Identify barriers to effective writing
- Understand language, punctuation and grammar
- Use tone and active voice
- Structure effectively using lists, bullet-points and parallel structure
- Understand requirements for report writing, briefings and ministerials
- Write effectively to deliver bad news
- Edit and proofread
- Avoid commonly confused words
- Recognise American and Australian spelling differences

WRITE CLEARLY AND WITH IMPACT TO EFFECTIVELY CONVEY YOUR MESSAGE

Cut through with effective communications to ensure your message is received and understood with clarity.

NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

RELATED WORKSHOPS ALSO AVAILABLE:

- Writing Job Applications & Interview Skills
- Leadership Development
- Communication Skills
- Presentation Skills

“Great workshop - especially for those with English as a second language. The layout structures are very helpful as is the reference book.”
Department of Communities and Justice

DE-ESCALATION SKILLS



Delivery:
Face to Face or Virtual



Duration: Full day



Maximum Participants: 12



Recommended for:
Front-line customer service staff



Fully Pre-qualified on:
buy.nsw Supplier Hub,
VendorPanel and AusTender



Equip staff with the skills and tools to manage challenging customer interactions and deliver quality service

As organisations become more service-centric and customer oriented, the need for staff in all roles to be able to execute quality customer service becomes paramount. This workshop focuses on building capability to manage difficult customers, de-escalation techniques, risk identification and management practices when working in challenging or hostile customer service situations.

WORKSHOP CONTENT

The workshop is structured to introduce participants to the key concepts of communication, behaviours and expectations before building into practical demonstration sessions. These focused, practical sessions explore both verbal and non-verbal communications, anticipating typical problems, and how to manage and reduce stress in the workplace. Throughout the workshop, the emphasis is on personal safety and equitable treatment, with skills practise scenarios to increase confidence and preparedness to manage customers and clients in crisis

LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Define good customer service
- Understand customers and their changing needs

- Deploy both verbal and non-verbal communication
- Identify challenging behaviour while anticipating possible risks, causes and triggers
- Assess risk levels and patterns of conflict escalation
- Prepare strategies which diffuse and de-escalate difficult and aggressive behaviours
- Understand the human response to conflict and danger
- Prioritise self-protection, resilience and wellness

SAFE STAFF, SATISFIED CUSTOMERS

Ensure your workplace remains a safe, equitable environment while improving the quality of customer interactions through this focused and practical workshop.

NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

RELATED WORKSHOPS ALSO AVAILABLE:

- Dealing Positively With Conflict
- Influencing Without Authority
- Communication Skills
- Building Resilience

“ This has really made me feel more confident to manage difficult situations. Clear, interactive and informative. ”
HPCA

DEALING POSITIVELY WITH CONFLICT

**Delivery:**

Face to face (recommended)
or Virtual

**Duration:**

Full day

**Maximum Participants: 12****Recommended for:**

Anyone in the position of
needing to manage difficult
situations and conversations

**Fully Pre-qualified on:**

buy.nsw Supplier Hub,
VendorPanel and AusTender



Manage conflict to ensure positive outcomes for team performance and culture

The goal of successful conflict management is not its elimination, but to reduce its harmful effects and maximise its useful ones. Achieve this by identifying and building on the constructive conflict management skills your employees possess.

WORKSHOP CONTENT

Participants complete the Conflict Dynamics Profile (CDP), an online assessment dealing with conflict behaviours in the workplace. The personal report generated provides participants with self-awareness of their conflict triggers and guidance on how they can better respond to conflict situations with others. The participants explore practical approaches for improving behaviours to promote more effective workplace conflict resolution. This workshop is highly interactive and includes analysis of case studies and practice sessions.

LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Understand the physiological response to conflict and how this influences the behaviour we choose
- Manage emotions during conflict

- Identify steps to navigate difficult conversations and practice around a real scenario
- Understand how to communicate more effectively
- Explore how to improve your influencing skills
- Approach a situation of conflict with a toolkit of positive actions to ensure a more constructive outcome
- Take away their personalised Conflict Dynamics Profile and gain awareness of personal triggers and explanation of behaviour

TURN A CHALLENGING SITUATION OF CONFLICT INTO A POSITIVE ONE FOR YOUR TEAM

Conflict is inevitable but managing it positively can result in long term improvement of team culture, relationships and productivity.

NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

RELATED WORKSHOPS ALSO AVAILABLE:

- Conducting Difficult Conversations
- Leadership Development
- Effective Communication: Understanding Self and Others

“ Engaging trainer and the content was clear, interactive and informative. ”
HPCA

MEDIA SKILLS

**Delivery:**

Face to face or Virtual



Duration: Full day



Maximum Participants: 10

**Recommended for:**

Senior Managers who are charged with representing the organisation to the media

**Fully Pre-qualified on:**

buy.nsw Supplier Hub, VendorPanel and AusTender



Gain insight to the media and experience an interview situation

Learn how the media works, how to prepare for media interviews and recognise the media 'traps' and how to avoid them.

WORKSHOP CONTENT

This intensive tailored workshop is delivered by an experienced journalist and provides participants important insights into the media and an opportunity to experience real-life interview situations.

Interview practice will build confidence and provide valuable feedback.

LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- 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
- Plan an interview
- Decide when to speak and when to say nothing
- Be more proactive in approach to spreading your message throughout the media

- Take greater control of media interviews
- Prepare for handling more difficult media situations
- Effectively deliver your message
- Understand delivery skills including dress, voice and how to look good on camera
- Identify and handle different media strategies
- Recognise interview strategies and how to handle them
- Handle and manage a press conference
- Practice and improve their skills in realistic interview exercises

REPRESENT YOUR ORGANISATION WITH CONFIDENCE AND DELIVER THE MESSAGE YOU PLAN TO

Gain confidence and ability in handling professional media questions in a pressured situation.

NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

RELATED WORKSHOPS ALSO AVAILABLE:

- Leadership Development
- Effective Communication
- Presentation Skills

“ The content was insightful and relevant. Having an experienced journalist as the trainer made all the difference. ”

BUILDING RESILIENCE

**Delivery:**

Face to face or Virtual

Optional: PR6 Personal Resilience Assessment Tool*



Duration: Half or Full day



Maximum Participants: 12

**Recommended for:**

Individuals or teams undergoing or anticipating work-related stress or challenges – and those seeking to build ability to manage through adversity and change

**Fully Pre-qualified on:**

buy.nsw Supplier Hub, VendorPanel and AusTender



Create more effective, sustainable teams from more resilient individuals

Organisations today are dealing with change at an unprecedented pace, driven by increasing complexity and market pressures. Issues related to productivity, overwork and burnout can be exacerbated by remote working and isolation. Leaders and team members need to find ways to build their own resilience and help build resilience in others, in order to maintain both productivity and wellbeing.

WORKSHOP CONTENT

This workshop provides participants with insights into their own approach and strategies for building and maintaining resilience. Utilising tools and techniques based on the latest research in psychology and neuroscience, participants learn practical strategies and discover tools to help develop resilience.

This program can be run as a half day or full day to include aspects of managing through change. A recommended optional addition* is the PR6 Personal Resilience Assessment Tool which provides individuals with a full personal resilience report to help guide their own development.

LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Consider the context of the current environment and its impact on wellbeing

- Understand the importance of resilience as a way to achieve wellbeing and personal success
- Recognise how resilience can impact on individual performance in the workplace
- Understand the six domains of resilience and how they work together
- Leverage practical tools to build team resilience
- Use resilience to assist in times of extreme stress and periods of change
- Create a plan for developing individual and team resilience

DEVELOP YOUR OWN STRATEGIES FOR RESILIENCE

Build your team's ability to respond to and manage increasing pressure and stress through this practical, inclusive workshop.

NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

RELATED WORKSHOPS ALSO AVAILABLE:

- Building Engaged and Effective Teams
- Leading and Managing Through Change
- Communication Skills

“ Provided a much needed focus on managing work and home stress. ”
Department of Communities and Justice

TIME MANAGEMENT AND PRIORITISATION



Delivery:
Face to face or Virtual



Duration: Full day



Maximum Participants: 12



Recommended for: Teams and individuals with responsibility for multiple tasks daily



Fully Pre-qualified on:
buy.nsw Supplier Hub,
VendorPanel and AusTender



Improve efficiency and performance

The ability to handle large amounts of information and multiple workloads is not only a standard trait of a successful career, it is increasingly becoming an important life skill. This workshop provides individuals and teams a valuable opportunity to audit their current work practices, then quickly identify the tools and techniques to better manage time, energy and focus. These are the core skills proven to help manage and avoid stress in the workplace, while greatly improving professional effectiveness and personal wellbeing.

WORKSHOP CONTENT

This engaging and interactive workshop starts with a broad understanding of issues around time management before guiding participants to develop a personal action plan that covers the key usable skills of goal setting, prioritisation and effectiveness. Interactive sessions and group discussions help participants refine their approach to meeting management, collaboration and delegation.

LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Plan and prioritise daily activities to lift personal and organisational productivity
- Integrate personal goals with company goals

- Understand the difference between effectiveness and efficiency
- Recognise 'High Impact/ High Value' tasks
- Organise work schedules for both the individual and the team
- Use the prioritisation matrix
- Manage interruptions and distractions
- Overcome procrastination
- Manage email
- Run meetings for better results in shorter time frames

WORK SMARTER RATHER THAN HARDER

Create a more sustainable work style throughout the organisation with this focused workshop which will allow you to use your time for maximum effectiveness.

NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

RELATED WORKSHOPS ALSO AVAILABLE:

- Building Resilience
- Leadership and Development
- Communication Skills

“ The trainer was great - flexible and willing to discuss real situations and problems. ”
Department of Communities and Justice

ETHICAL CONDUCT AND RESPECTFUL WORKPLACES

**Delivery:**

Face to face or Virtual



Duration: Full day



Maximum Participants: 12

**Recommended for:**

Staff, Supervisors, Managers and Leaders

**Fully Pre-qualified on:**

buy.nsw Supplier Hub, VendorPanel and AusTender



Ensure your organisation thrives in an ethical and respectful environment

Ethics within the workplace encompass the application of principles, standards of behaviour, codes of conduct, the application of morals and the ethics and respectful standards to everyday business transactions.

WORKSHOP CONTENT

Through interactive learning, this workshop provides participants with a thorough understanding of how to conduct business ethically and respectfully upholding your organisation's core values.

LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Understand what ethics and professional conduct is and recognise the characteristics of a respectful workplace
- Recognise 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
- Understand the ethical obligations for working in the public interest, including external agency/legal obligations and the consequences of unethical conduct
- Identify unethical behaviours, understand how ethical dilemmas may arise and how they should be handled/reported

- Understand how ethics and professional standards constitute the foundation of a respectful workplace
- Recognise your legislative responsibilities in promoting respect and in preventing/reporting discrimination, harassment and bullying in the workplace (including workplace policy requirements)
- Understand how to establish and maintain an ethical culture that provides for respectful workplaces
- Understand appropriate interventions, both formal and informal, for dealing with discrimination, harassment and bullying issues
- Recognise how off-duty behaviours can directly impact the workplace

A RESPECTFUL AND ETHICAL ENVIRONMENT

With a focus on solutions, this workshop supports your team to promote a positive work environment.

NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

RELATED WORKSHOPS ALSO AVAILABLE:

- Workplace Misconduct and Investigations
- Leadership Development
- Building Resilience

“ Informative and invaluable. Should be compulsory for all. Engaging trainer and thorough explanation of content. ”
HPCA

MANAGING FOR GOOD PERFORMANCE

**Delivery:**

Face to face or Virtual



Duration: Full day



Maximum Participants: 12

**Recommended for:**

New or current supervisors and managers

**Fully Pre-qualified on:**

buy.nsw Supplier Hub,
VendorPanel and AusTender



Build confidence in how to address unsatisfactory performance and workplace behaviour

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.

■ WORKSHOP CONTENT

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 content incorporates the principles of the Public Service Commission "Performance Development Framework".

■ LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Gain confidence in managing both new and long-term employees
- Understand the benefits of using a Performance Cycle

- Identify organisational factors to consider when managing employee performance
- Address day-to-day and minor workplace issues
- Understand principles of feedback workplace counselling techniques
- Manage difficult conversations positively and productively
- Through the exploration of case studies – explore converting the learning into practice

■ ENSURE YOUR ORGANISATION THRIVES

Effective management of day to day issues and challenges will create a more productive workplace for all team members.

■ NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

■ RELATED WORKSHOPS ALSO AVAILABLE:

- Conducting Difficult Conversations
- Effective Communication: Understanding Self and Others
- Leadership Development

“ Very informative and addressed real life situations and how to deal with them. Clear and concise, the experience of the trainer was evident. ”

RMS

BUILDING ENGAGED AND EFFECTIVE TEAMS

**Delivery:**

Face to face or Virtual



Duration: Half day



Maximum Participants: 12

**Recommended for:**

Leaders and teams working towards a more cohesive and productive group

**Fully Pre-qualified on:**

buy.nsw Supplier Hub, VendorPanel and AusTender



Develop your teams to work together more effectively and harmoniously

High performing and effective teams are made up of focused, skilled and aligned employees who achieve success cohesively and cooperatively. An ideal team dynamic allows individuals to discuss issues, appreciate differences and resolve conflict constructively while being effective and delivering on the team goal. This workshop provides participants with an opportunity to develop strategies to build and maintain effective, functional and high performing teams.

WORKSHOP CONTENT

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

LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Identify acceptable and desirable behaviours and protocols for high performing teams
- Take away strategies and tools to develop a collaborative and energised culture
- Appreciate effective team behaviours and the personal development and feedback process
- Develop and be a part 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
- Understand key communication skills for different styles within a team
- Manage conflict within their team

DEVELOP TEAM COHESION AND A HIGH PERFORMANCE CULTURE

In an effective team, everyone understands how to contribute in ways that support team objectives, exceeding what any individual could accomplish alone. Even the best teams, can encounter problems that hinder their collective success.

Designed for managers and team leaders, this workshop will equip you with the skills to cultivate maximum team productivity by understanding how to navigate the stages of team development and address team challenges.

NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

RELATED WORKSHOPS ALSO AVAILABLE:

- Effective Communication
- Dealing Positively with Conflict

“ Very informative and helpful session. It addressed real life situations and how to deal with them. ”

INTRODUCTION TO POSITIVE PSYCHOLOGY

**Delivery:**

Face to Face or Virtual



Duration: Full day



Maximum Participants: 12

**Recommended for:**

This workshop is appropriate for anyone in your organisation

**Fully Pre-qualified on:**

buy.nsw Supplier Hub,
VendorPanel and AusTender



Create a culture of optimal functioning in your workplace

In the last 20 years there has been a fundamental shift in psychology from focusing on what is wrong with us, to what is right. The science of Positive Psychology now offers proven tools and strategies to help organisations foster excellence, resilience, engagement and creativity.

WORKSHOP CONTENT

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

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

LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Understand the Positive Psychology concept: what it is and how it can be applied in your workplace
- Recognise the science behind peak performance

- Understand the concept of Flow at work and how it can be implemented through the Flow Tool
- Identify signature strengths in yourself, your colleagues and your team
- Utilise the PERMA model
- Identify the difference between a fixed and growth mindset
- Develop ways to promote a growth mindset culture with colleagues
- Reframe challenging situations into positive opportunities
- Plan customised positive psychology interventions for your workplace

ENSURE YOUR ORGANISATION THRIVES

With a fast-growing body of research, Positive Psychology is becoming a central part of best practice training and development across sectors.

NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

RELATED WORKSHOPS ALSO AVAILABLE:

- Leadership Development
- Communication Skills
- Managing for Good Performance

“ Interesting theory as well as a practical approach to developing your own strengths and weaknesses. A profoundly helpful course to living life well. ”

WORKPLACE BULLYING AWARENESS AND PREVENTION

**Delivery:**

Face to face or Virtual



Duration: Full day



Maximum Participants: 15

**Recommended for:**

Staff, managers and leaders

**Fully Pre-qualified on:**

buy.nsw Supplier Hub,
VendorPanel and AusTender



Boost positive workplace culture in your organisation

Support your team to recognise and eradicate workplace bullying. By improving awareness of workplace policies and procedures participants will acquire strategies around how to act on, report and seek help for bullying behaviour.

WORKSHOP CONTENT

Designed and delivered by a facilitator who has worked in the Human Resources, Industrial Relations and Professional/Ethical conduct fields for over 25 years within NSW Public Sector, this workshop explores the latest legislation and strategies to address workplace issues. Content includes how managers can model ethical behaviour and set expectations for workplaces and professional behaviour.

LEARNING OUTCOMES

- Upon completion of this workshop, participants will be able to:
- Understand legislative provisions and policies
 - Recognise what constitutes bullying behaviour, harassment and discrimination – how they differ and what they can look like
 - Understand consequences of bullying and harassing behaviour
 - Develop strategies to prevent workplace bullying

- Know and where to report workplace bullying incidents and behaviour
- Understand how bullying behaviour impacts people and work culture
- Analyse the roles/responsibilities and implications of people who actively and passively participate
- Understand NSW law and public sector policies
- Outline consequences and implications for individuals, organisations and stakeholders
- Take away practical preventative steps to boost awareness and positive behaviours in the workplace

ENSURE YOUR TEAM IS SAFE

Workplace bullying costs Australian employers between \$6 – \$36 billion dollars every year when hidden and lost opportunity costs are considered” (Australian Human Rights Commission)
Improve workplace culture and employee wellbeing at your organisation.

NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

RELATED WORKSHOPS ALSO AVAILABLE:

- Leadership and Management
- Communication Skills
- Workplace Misconduct Investigations
- Introduction to Positive Psychology

“ The training was professionally delivered and the trainer displayed a depth of real life experience. I would highly recommend this workshop. ”

WORKPLACE MISCONDUCT INVESTIGATIONS

**Delivery:**

Face to face or Virtual



Duration: 1-2 full days



Maximum Participants: 15

**Recommended for:**

Leaders required to undertake investigations to misconduct matters

**Fully Pre-qualified on:**

buy.nsw Supplier Hub, VendorPanel and AusTender



Tailored to NSW Public Sector GSE Act 2013, Commonwealth Public Sector and Fair work Australia Requirements

Conducting workplace misconduct investigations is one of the most challenging duties undertaken and handling them appropriately, fairly and in a timely manner can mitigate Industrial or legal actions.

WORKSHOP CONTENT

Investigating allegations of wrongdoing or misconduct requires experienced and trained investigators who possess sound judgement, a thorough understanding of a fair, legally sound and effective investigative process.

This comprehensive 1-2 day program will develop and enhance skills for all participants through interactive learning and practical techniques. The workshop provides strategies to confidently investigate matters from low level workplace misconduct up to serious levels of misconduct or criminal matters.

LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Understand the 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
- Structure and record formal records of interview

- Assess the seriousness of alleged misconduct and structure an investigation accordingly
- Recognise when a risk assessment is required, a conflict of interest or other aspects arise requiring referral, declarations or notifications
- Understand the rights & responsibilities of all parties involved
- Recognise the importance of timeliness and investigation planning
- Develop effective interview questions appropriate for the situation and parties involved
- Manage all parties and support people and/or external agencies involved
- Analyse evidence and draw conclusions to make sound findings of fact.
- Correctly determine a breach of policy and if required, make appropriate workplace recommendations
- Appropriately evaluate and handle different sources of evidence and accurate records management
- Write thorough and reliable Investigation reports

INVESTIGATE WITH CONFIDENCE

Few things can be more challenging than handling a serious complaint of misconduct. This workshop provides participants with practical skills to navigate the complaint-handling process appropriately and efficiently.

NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

RELATED WORKSHOPS ALSO AVAILABLE:

- Leadership and Management
- Effective Communication
- Senior Leadership Development

“ Pitched at the right level, and not over complicated (despite the complex nature of the subject matter). The scenarios are relatable such that any manager or HR professional could face. It was so valuable to hear directly from an expert with vast experience in this area. ”

WRITING JOB APPLICATIONS AND INTERVIEW SKILLS

**Delivery:**

Face to Face or Virtual.
Can be split into 2 separate half day sessions



Duration: Full day



Maximum Participants: 12

**Recommended audience:**

Job applicants at all levels wanting to improve their success rate

**Fully Pre-qualified on:**

buy.nsw Supplier Hub,
VendorPanel and AusTender



Take control of the application process to accelerate your career

Securing your next career move can be as stressful as it is important. This program helps applicants improve their performance and increases their chance of success by focusing on the knowledge and skills required to secure a role within the NSW or Australian Public Service. This workshop can be tailored to NSW, Local Government or APS.

WORKSHOP CONTENT

Through interactive learning and practical techniques, this workshop provides strategies to ensure all applicants can present their skills and experience with maximum impact, in both a written application and an interview setting. The workshop reveals the principles of merit selection, gives an overview of the relevant Capability Frameworks and unpacks the language of role descriptions. Live discussions and skills practice exercises ensure the skills are honed and ready for use.

LEARNING OUTCOMES

This workshop is designed to address the specific requirements of the NSW Public Sector. Upon completion, participants will be able to:

- Identify the different recruitment and selection requirements set by various Government Agencies

- Critically examine job advertisements and decode requirements
- Understand the NSW Capability Framework and its role in recruitment and selection
- Consider techniques to help construct a written application
- Leverage the 'STARR' technique
- Overcome interview nerves
- Prepare for the interview to build confidence
- Master interview techniques and improve personal power
- Understand the different types of assessment processes

IMPROVE YOUR SUCCESS RATE

Being the best fit for a role is no longer enough. Make sure the hiring panel understand your value with this practical workshop.

NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

RELATED WORKSHOPS ALSO AVAILABLE:

- Individual Interview Skills Coaching
- Merit Assessment for Hiring Managers

“ Proved very useful in reaffirming some things I already knew, but also suggested a range of new ideas. Detailed discussion about the NSW Capability Framework was particularly useful as this is new to me. Historic Houses Trust ”

MERIT ASSESSMENT FOR HIRING MANAGERS

**Delivery:**

Face to Face or Virtual



Duration: Full day



Maximum Participants: 12

**Recommended audience:**

Prospective members and convenors of recruitment or selection panels

**Fully Pre-qualified on:**

buy.nsw Supplier Hub,
VendorPanel and AusTender



Lock in the policy, knowledge and skills for managing the hiring process

Active participation in the hiring process within the NSW Public Sector becomes much more manageable with this customised, practical workshop. With a clear focus on the selection processes for positions within the NSW Public Sector, the workshop also covers important changes to merit selection arising from the Government Sector Employment Act 2013 and Government Sector Employment Rules 2014.

This program delivers the knowledge and skills required to effectively participate as either the Convenor or member of a recruitment and selection panel, ensuring objective, transparent and equitable selection.

■ WORKSHOP CONTENT

The practical nature of this workshop uses both theory and skills practice to maximise learning of the various elements of the recruitment process, including the shortlisting of applications, preparation of questions and use of the NSW Capability Framework or APS Pitch process. The facilitators also explore various assessment methods, including psychometric testing, as well as a review of policies and procedures that affect the selection process in the NSW Public Sector.

■ LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Understand the changes to the NSW Public Sector merit-based recruitment and selection processes and procedures arising from the Government Sector Employment Act 2013 as applicable to individual Agencies

- Analyse job advertisements and provide objective advice to potential applicants
- Use effective and practical techniques during the application short-listing process
- Apply Equal Employment Opportunity principles to recruitment and selection processes
- Structure effective and equitable interviews, using both behavioural questions and the Capability Framework
- Select appropriate interview techniques and assessing skill levels
- Improve the selection decision process with objective and transparent strategies
- Prepare for and undertake Referee checks and Referee reports
- Write an Assessment Panel report
- Provide objective feedback to unsuccessful applicants

■ ENSURE COMPLIANCE AND PERFORMANCE IN HIRING

Maintain equitable and transparent hiring processes, while ensuring better candidate fit for all roles with this certified and practical workshop.

■ NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

■ RELATED WORKSHOPS ALSO AVAILABLE:

- Writing Job Application & Interview Skills
- Individual Merit Selection Coaching

“ The facilitator demonstrated a thorough knowledge and a depth of practical experience in panel processes and selection requirements. ”

INDIVIDUAL DEVELOPMENT COACHING

**Delivery:**

Face to Face or Virtual



Duration: 1-2 hr sessions, minimum 3 sessions recommended

**Recommended for:**

Individuals seeking one on one development

**Fully Pre-qualified on:**

buy.nsw Supplier Hub, VendorPanel and AusTender



Accelerate your leadership journey with personalised development

For many leaders, the most effective path to new levels of sustainable performance lies in Individual Development Coaching. This program provides the opportunity to meet the specific needs of an individual through customised content, either as a stand-alone initiative or as an extension to a development workshop.

■ CONTENT

Built on proven, highly effective coaching modules, Individual Development Coaching is available to suit a range of leadership roles and requirements.

- Executive Coaching – structured for individuals seeking all-round development, aligned to business goals
- Skills Coaching – focused instruction to rapidly advance development of a specific skill area, such as communication, presentation skills, negotiation or media
- Situational Coaching – customised support for specific situations and opportunities, including multi-party negotiations, keynote delivery, performance appraisal preparation and more

■ LEARNING OUTCOMES

The customised nature of individual coaching programs ensures the skills outcomes are aligned to each individual.

Upon completion of coaching sessions, individuals will be able to:

- Increase their level of awareness
- Enhance their understanding of skills and techniques
- Improve the application of learned skills
- Prepare written plans to guide development and action
- Increase confidence levels and improve resilience
- Benchmark, reflect and measure progress

■ ACCELERATE YOUR LEADERSHIP JOURNEY

Discover your potential and unlock new areas of performance as a leader with the customised, focused support of a highly effective one-on-one coaching program.

■ NSW CAPABILITY

FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

■ RELATED WORKSHOPS ALSO AVAILABLE:

- Presentation Skills
- Facilitation Skills
- Effective Communication
- Influencing Without Authority

“Stimulating, challenging but above all a real learning opportunity. I took an enormous amount from our one-on-one sessions. The challenge now is to work hard to optimise the value of the learnings.”

WRITING JOB APPLICATIONS AND INTERVIEW SKILLS

INDIVIDUAL COACHING

**Delivery:**

Face to face or Virtual



Duration: 2 hours

**Recommended for:**

Individuals seeking one on one development

**Fully Pre-qualified on:**

buy.nsw Supplier Hub, VendorPanel and AusTender



Take control of the application process to accelerate your career

Securing your next career move can be as stressful as it is important. This program helps applicants improve their performance and increases their chance of success by focusing on the knowledge and skills required to secure a role within the NSW or Australian Public Service. This one-on-one coaching session can be tailored to NSW, Local Government or APS.

■ CONTENT

Individual coaching sessions with one of our specialist trainers can assist you in successfully preparing your written application and for interview for a NSW Public Sector role, tailoring to the NSW Government Capability Framework.

Prior to the 2-hour session our coach contacts you to discuss your background experience and the role you are targeting. At this time, we request that you email your current CV, draft application and the specific job advertisement and role description for the position for which you are applying. Our trainer then tailors an individual coaching plan to ensure specific focus areas are covered. These may include:

- How to critically examine the job advertisement and understand Agency requirements

- How to concisely convey your experience relative to the requirements of the role – including responding to behaviourally based questions and aligning to the capability framework
- Prepare for interview questions using the STARR technique
- Practice your interview responses specifically in-line with the role requirements and the NSW Capability Framework
- Techniques to improve your presentation and personal power at interview
- Strategies to manage interview nerves.

Through interactive learning and easy to follow practical techniques, our coaching sessions provide sound strategies to confidently present information about your skills and experience at interview for maximum impact.

■ NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

■ RELATED COACHING ALSO AVAILABLE:

- Individual Development Coaching
- Interview Skills Coaching

“ Understanding how to concisely prepare my application and practicing my responses was extremely valuable. The coach provided great feedback and tips on personal presentation and how to address questions. ”

INTERVIEW SKILLS INDIVIDUAL COACHING

**Delivery:**

Face to face or Virtual



Duration: 2 hours

**Recommended for:**

Individuals seeking
one on one development

**Fully Pre-qualified on:**

buy.nsw Supplier Hub,
VendorPanel and AusTender



Thoroughly prepare for an interview with an understanding of the NSW or Commonwealth Government interview and selection process

Securing your next career move can be as stressful as it is important. This one-on-one coaching session helps applicants prepare, practise and perform more effectively at interviews, equipping you with skills and techniques required to stand out. Improve on presenting yourself by focusing on the knowledge and skills required to secure a role within the NSW or Australian Public Service. This workshop can be tailored to NSW, Local Government or APS.

■ CONTENT

Individual coaching sessions with one of our specialist trainers can assist you in successfully preparing for Interview (and/or your written application as required) for a NSW Public Sector role, tailoring to the NSW Government Capability Framework.

Sessions can be delivered face-to-face or if geography requires, via video conference or telephone.

Prior to the 2-hour session our coach contacts you to discuss your background experience and the role you are targeting. At this time, we request that you email your current CV, draft application and the specific job advertisement and role description for the position for which you are applying. Our trainer then tailors the individual coaching session to ensure specific focus areas are covered. These may include:

- know how to critically examine the job advertisement and understand Agency requirements
- prepare for interview questions using the STARR technique
- how to concisely convey your experience relative to the requirements of the role
- practice your question responses specifically in-line with the role requirements and the NSW Capability Framework
- techniques to improve your presentation and personal power at interview
- strategies to manage interview nerves.

Through interactive learning and easy to follow practical techniques, our coaching sessions provide sound strategies to confidently present information about your skills and experience at interview for maximum impact.

■ NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

■ RELATED COACHING ALSO AVAILABLE:

- Individual Development Coaching
- Interview Skills Coaching

“Overcoming nerves and practicing my responses was extremely valuable. The coach provided great feedback and tips on personal presentation and how to address questions.”



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