

“ Human Resources isn't a thing we do. It's the thing that runs our business.” ”

# Human Resources Courses

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

# Human Resources Courses

- Coaching and Mentoring Training
- Foundation Skills for New HR Officers
- Business Succession Planning
- Measuring Results from Training
- Recruitment and Selection Training Course
- Business Ethics Training Course
- Hiring Strategies Training
- Motivating Employees Course
- Implementing Mentoring Programs
- Leveraging the Generation Gap
- Employee Engagement
- Employee Onboarding
- Giving Constructive Feedback Training
- Job Search, Application and Interview Skills
- Workplace Diversity Training
- Mentoring Training
- Knowledge Management (KM)
- Performance Management and Appraisals
- Access 2010 Introduction
- Behavioural Interview Techniques Training Course
- Delivering Constructive Criticism Training

*Our trainer Kirsty was excellent, she listened to how our business operates & made the content more relevant to us. Also listened to what we hoped to achieve & added extra content to suit. Excellent, fun, stimulating and entirely appropriate for my needs. Thank You*

*Public Class Participant - Time Management*



## **Human Resources** Training Courses from PD Training Represent Best of Breed in the Industry

Professional Development Training has a specialised division of Human Resources experts that will tailor the delivery of any of the courses to be specific to your situation and learning needs. Our extensive curriculum in Human Resources, outstanding depth of trainers across the country and diverse range of industry experience means that pd training is the best choice for Human Resources courses. pd training will exceed your expectations and help you achieve the results you are seeking.

# In-House Training

# Public Courses

## In-House Training Benefits:

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- Tailored to your needs and goals
- Cost-effective - from \$140 per person (full-day)
- You choose the day, place and time
- Greatest impact in the shortest time
- Great team building opportunity
- Convenient - Employees do not need to go off-site

## Tailored Delivery – Standard

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We will always tailor the delivery of your In-House Training course to ensure it is relevant to your team and targeted at your learning goals. We can incorporate your company's examples and terminology to ensure that the training can be directly related back to your workplace. This is standard and included in the price.

### The "1-hour Motivator" Training Sessions

These 60-90 minute sessions are highly motivating and thought-provoking - ideal for those people who need to fit training in around a busy work schedule - great as an early morning kick-start or lunchtime boost!

### Full-day Short Courses

1-day and 2-day short courses are delivered with a unique focus on 80% activities 20% content - just the way learning should be!

### The "3-hour Power" Sessions

3-hour power sessions are a great solution when you have very specific outcomes you are targeting, or if scheduling the team to be off the job for a whole day is proving to be a challenge!

### Conferences and Workshops

Do you want your conference to be memorable, fun, interactive and be a real highlight? pd training's dynamic trainers can add that flair, excitement and much more!

## Expert Trainers

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"While you are training with us, you receive experiential training from an expert in their field which ensures you can apply what you have learned directly back to your workplace. When you are training with us, you are there to learn from the trainer, not the manual!"

## Training Style:

Your course will be activity-based learning. You receive some background theory, and then spend most of the time working together and with the trainer to apply the concepts to workplace situations that are applicable to your specific situation.

## Class Size:

Classes are an average of 6 people, max of 12. We keep classes small to ensure the trainer can work with each participant to tailor each activity to be relevant to each person's workplace/common scenarios.

## Where:

Sydney, Melbourne, Brisbane, Canberra, Adelaide, Perth, Parramatta.

## Scheduling & Times:

**Classes run from 9:00am - 4:30pm each day**

Quality Lunch (tell us your dietary requirements)

Comprehensive up-to-date courseware

## Practical & Real - Activities tailored to you...

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Training is much more effective and enjoyable if you can apply the concepts you learn directly to your own circumstances. So the trainer will change textbook activities to be relevant to you.

## For example:

If the example activity is based in a retail setting, but you work in a customer service call-centre, we will adapt activities to reflect the culture of a call-centre environment, so your team will be learning relational tools and techniques that really make sense to their world. Helping you learn today, and

## Fun & Relaxed - Laugh while you learn...

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Our relaxed and practical approach with experienced trainers that like to 'have a laugh' will ensure you enjoy the experience of learning as much as you enjoy acquiring new skills that help you perform better.

Yes, lunch is free - and we all like a free lunch. However, the highlight of your course will be the learning experience - not the break!



Customised, Interactive  
and Practical

Each course involves about 20 activities each day to assist practical skill development and understanding of concepts. Training is customised according to the requirements of the participants for maximum benefit.

Considering your needs, pd training has made Administration available at your place, online and at various locations across Australia. The courses are designed to be of short-duration, lively, informal and highly valuable.



Making Training  
Accessible



World Leading  
Reinforcement  
Framework

Reinforcement Package

- Training Booster Reinforcement System
- Free Re-sit
- eHelpDesk Support
- Bonus Supplementary eLearning
- Quick Reference Job Aid
- Hours of Business Video content



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

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

## Coaching and Mentoring Training Course Outline

### Foreword:

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

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

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

### Outcomes:

In this course participants will:

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

Coaching and Mentoring Training Course - Lesson 1

### **Defining Coaching and Mentoring**

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

Coaching and Mentoring Training Course - Lesson 3

### **Understanding the Reality**

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

Coaching and Mentoring Training Course - Lesson 5

### **Wrapping it all Up**

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

Coaching and Mentoring Training Course - Lesson 7

### **Providing Feedback**

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

Coaching and Mentoring Training Course - Lesson 9

### **Reaching the End**

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

Coaching and Mentoring Training Course - Lesson 2

### **Setting Goals**

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

Coaching and Mentoring Training Course - Lesson 4

### **Developing Options**

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

Coaching and Mentoring Training Course - Lesson 6

### **The Importance of Trust**

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

Coaching and Mentoring Training Course - Lesson 8

### **Overcoming Roadblocks**

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

Coaching and Mentoring Training Course - Lesson 10

### **How Mentoring Differs from Coaching**

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

## How to motivate people at work



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

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

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

## Motivating Employees Course Course Outline

### Foreword:

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

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

### Outcomes:

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



Motivating Employees Training Course - Lesson 1

### **A Psychological Approach**

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

Motivating Employees Training Course - Lesson 3

### **Using Reinforcement Theory**

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

Motivating Employees Training Course - Lesson 5

### **Personality's Role in Motivation**

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

Motivating Employees Training Course - Lesson 7

### **A Personal Toolbox**

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

Motivating Employees Training Course - Lesson 9

### **Addressing Specific Morale Issues**

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

Motivating Employees Training Course - Lesson 2

### **Object-Oriented Theory**

- The Carrot
- The Whip
- The Plant

Motivating Employees Training Course - Lesson 4

### **Using Expectancy Theory**

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

Motivating Employees Training Course - Lesson 6

### **Setting Goals**

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

Motivating Employees Training Course - Lesson 8

### **Motivation on the Job**

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

Motivating Employees Training Course - Lesson 10

### **Keeping Yourself Motivated**

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



In the new global economy, it is more important than ever to understand how culture affects communication and perception. Improving intercultural communication enhances success by bringing varied perspectives and fresh ideas into the workplace.

These fun, high-energy training courses are available in Brisbane, Sydney, Melbourne, Canberra, Adelaide and Perth.

## Workplace Diversity Training Course Outline

### Foreword:

As the world gets smaller, the workforce becomes more mobile and outsourcing becomes more common. The need to understand diversity and to be able to include cultural diversity as part of the work-place culture is becoming increasingly important.

### Outcomes:

- Learn about stereotypes & biases, how they develop, and gain insights into one's own perspectives
- Gain effective strategies for removing barriers to diversity in the workplace
- Improve their listening & learn effective questioning techniques to communicate more effectively in a diverse population
- Learn the importance of non-verbal communication, both one's own and that of others
- Master ways of encouraging diversity in the workplace while discouraging and preventing discrimination
- Learn how to respond to personal complaints & develop a support system to manage this resolution process in your organisation
- Gain a professional approach to record, analyse and resolve situations involving diversity
- Learn how to create a mechanism of prevention to reduce negative or discriminating situations and to keep them from repeating

Workplace Diversity Training Course - Lesson 1

### **Understanding Diversity**

- What is Diversity?
- Related Terms and Concepts
- A Brief History
- A Legal Overview

Workplace Diversity Training Course - Lesson 3

### **Breaking Down the Barriers**

- Changing your Personal Approach
- Encouraging Workplace Changes
- Encouraging Social Changes

Workplace Diversity Training Course - Lesson 5

### **Non-Verbal Communication Skills**

- Body Language
- The Signals you Send to Others
- It's not WHAT you say, It's HOW you say it

Workplace Diversity Training Course - Lesson 7

### **Coping with Discrimination**

- Identifying if you have been Discriminated against
- Methods of Reprisal
- Choosing a Course of Action

Workplace Diversity Training Course - Lesson 9

### **Dealing with Diversity Complaints as a Manager**

- Recording the Complaint
- Identifying Appropriate Actions
- Choosing a Path

Workplace Diversity Training Course - Lesson 2

### **Understanding Stereotypes**

- Stereotypes vs. Biases
- Identifying Your Baggage
- Understanding what this Means

Workplace Diversity Training Course - Lesson 4

### **Verbal Communication Skills**

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

Workplace Diversity Training Course - Lesson 6

### **Being Proactive**

- Encouraging Diversity in the Workplace
- Preventing Discrimination
- Ways to Discourage Discrimination

Workplace Diversity Training Course - Lesson 8

### **Dealing with Diversity Complaints as a Person**

- What to do if you're Involved in a Complaint
- Understanding your Role
- Creating a Support System

Workplace Diversity Training Course - Lesson 10

### **Dealing with Diversity Complaints as an Organisation**

- Receiving a Complaint
- Choosing a Response
- Learning from the Complaint

## Foundation skills for new HR Officers



This Human Resources course from pd training is designed for HR Officers and new managers. It develops a set of practical techniques for core HR functions including interviewing, orientation, safety, harassment, discrimination, violence, discipline and termination.

This practical, hands-on course is for people who want to develop practical human resource skills as line managers, administrators or human resource officers.

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

## Foundation Skills for New HR Officers Course Outline

### Foreword:

An organisation's staff is now seen as its most valuable asset, and human resources skills are vital to organisational success. This HR course covers the complete lifecycle of HR responsibilities including recruitment, staff retention, employee annual review and feedback, workplace health and safety, employee discipline and staff termination.

Whether you are a new HR Officer, or you are responsible as a manager for HR functions this course will help you understand how much of that role is really about people, as well as aspects of legislation, policy, and procedures.

### Outcomes:

- Explore the range of Human Resource activities and responsibilities
- Define human resource terms & subject matter
- Effectively recruit, interview & retain employees
- Follow up with a new employee in a structured manner
- Become an advocate for employee health and safety
- Provide accurate, actionable feedback to employees
- Act appropriately in situations requiring discipline & termination
- Evaluate strengths & opportunities for human resources in the workplace
- Identify three areas for further human resources development as part of a personal action plan

Foundation Skills for New HR Officers Training Course - Lesson 1

### Getting Started

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

Foundation Skills for New HR Officers Training Course - Lesson 3

### Recruiting and Interviewing

- The Job Selection Process
- Get Good at Interviewing
- Interviewing Fairly
- The Best Way to Interview

Foundation Skills for New HR Officers Training Course - Lesson 5

### Following up with New Employees

- Checking in
- Following up
- Designing the Follow-up Schedule

Foundation Skills for New HR Officers Training Course - Lesson 7

### Workplace Bullying, Harassment, and Violence

- Definitions
- Costs to the Organization
- The Manager's Role
- An Employer's Responsibility

Foundation Skills for New HR Officers Training Course - Lesson 9

### Providing Feedback to Employees

- Feedback Model
- The Feedback Sandwich
- Encouraging Growth and Development

Foundation Skills for New HR Officers Training Course - Lesson 11

### Terminating Employees

- Documenting Events
- Making the Decision
- Communicating the Decision

Foundation Skills for New HR Officers Training Course - Lesson 2

### Human Resources Today

- What is Human Resources Today?
- Key Factors Influencing Human Resources Today
- Growth in Human Resources

Foundation Skills for New HR Officers Training Course - Lesson 4

### Retention and Orientation

- Getting Off on the Right Track
- Creating an Engaging Program
- Using an Orientation List

Foundation Skills for New HR Officers Training Course - Lesson 6

### Workplace Health and Safety

- Understanding your role and Responsibilities
- Understanding Local and Industry Specific Rules
- Training for Managers

Foundation Skills for New HR Officers Training Course - Lesson 8

### Workplace Wellness

- Wellness Behaviors
- Wellness Trends
- The Case for Wellness

Foundation Skills for New HR Officers Training Course - Lesson 10

### Disciplining Employees

- The General Discipline Process
- The Progressive Discipline Process
- Having Discipline Meetings
- Following Up

Foundation Skills for New HR Officers Training Course - Lesson 12

### Wrapping Up

- Documenting Events

## Implementing a Successful Mentoring Program



Mentoring provides a cost effective work based strategy to build the potential of employees and foster professional relationships where parties can share their professional and personal skills and experiences; and grow and develop in the process.

This intensive workshop provides participants with the essential skills and competencies needed to run a successful organisational mentoring program.

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

## Implementing Mentoring Programs Course Outline

### Foreword:

Mentoring is rapidly becoming recognised worldwide as a highly effective people development process. Managers are often time poor and see employee interaction as a distraction. Although the introduction of formal mentoring programs in the workplace is relatively new, the process of more experienced colleagues offering support, advice and assistance to younger and less experienced group members has a long history.

This course will help you capture the benefits of these informal support networks and outline what is needed and to design, implement and adapt a successful mentoring program.

This course is based on the work of Kathy Lacy, in her book "Making Mentoring Happen: A simple and effective guide to implementing a successful mentoring program".

### Outcomes:

- Discuss the developments in mentoring
- Understand the roles Mentors & Mentees play and the benefits of mentoring
- Learn how mentoring works & what the potential pitfalls are
- Understand mentoring in the workplace & describe the role of the facilitator implementing the program
- Design a formal mentoring program

Implementing Mentoring Programs Training Course - Lesson 1

**Developments in Mentoring**

- Formal Mentoring Programs
- Organisational Needs
- Employee Needs
- Some Useful Definitions
- Professional Supporters
- Role of the Mentor
- Role of the Mentee
- Benefits of Mentoring Programs

Implementing Mentoring Programs Training Course - Lesson 3

**Mentoring in the workplace**

- Perceptions of Learners
- Developing Strong Mentor Relationships
- Role of the Facilitator in the Relationship
- Factors that Influence the Decline of the Relationship
- Behaviours that Help the Relationship to Mature

Implementing Mentoring Programs Training Course - Lesson 5

**Workplace Activities**

- Orientation
- Mid-Cycle
- Relationship Closure

Implementing Mentoring Programs Training Course - Lesson 2

**How Mentoring Works**

- Types of Mentoring
- Mentoring Functions
- Program Characteristics
- A Formal Mentoring Program in a Nutshell
- Potential Pitfalls

Implementing Mentoring Programs Training Course - Lesson 4

**Mentoring in the workplace**

- Perceptions of Learners
- Developing Strong Mentor Relationships
- Role of the Facilitator in the Relationship
- Factors that Influence the Decline of the Relationship

Implementing Mentoring Programs Training Course - Lesson 6

**Additional Program Material**

- Checklists
- Sample Documents
- Proformas
- Other Tools

## Mentoring Training Course



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

## Mentoring Training Course Outline

### Foreword:

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

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

### Outcomes:

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



Mentoring Training Course - Lesson 1

**What is Mentoring & Why it Matters**

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

Mentoring Training Course - Lesson 3

**Maintaining a Mentoring Relationship**

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

Mentoring Training Course - Lesson 5

**Fine Tuning & Transitioning the Mentoring Relationship**

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

Mentoring Training Course - Lesson 2

**Creating a Mentoring Relationship**

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

Mentoring Training Course - Lesson 4

**Navigating the Mentoring Relationship**

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

Mentoring Training Course - Lesson 6

**Conclusion**

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



This succession planning training course provides participants with the framework for a carefully crafted succession plan. Succession planning training courses are available now throughout Australia, including Brisbane, Sydney, Parramatta, Melbourne, Canberra, Adelaide and Perth.

## **Business Succession Planning Course Outline**

### **Foreword:**

The loss of valuable leadership can cripple a company. Business succession planning is essentially preparing successors to take on vital leadership roles when the need arises.

Whether it is preparing someone to take over as the sole proprietor of a small business or a position of leadership in a corporation, business succession planning is essential to the long-term survival of a company. This course will teach you the difference between succession planning and mere replacement planning and how to prepare people to take on the responsibilities of leadership so that the company thrives in the transition.

### **Outcomes:**

In this course participants will:

- Learn the importance of succession planning
- Understand the process of succession planning
- Recognise the importance of mentoring as a component of your plan
- Learn to set goals using a SWOT analysis
- Draft a plan, assign responsibilities and establish monitoring systems
- Understand the importance of change management
- Learn to anticipate obstacles
- Know how to re-evaluate goals and focus on progress
- Recognise when success has been achieved

Business Succession Planning Training Course - Lesson 1

### Succession Planning Vs. Replacement Planning

- What is Business Succession Planning?
- What is Replacement Planning?
- Differences between Succession and Replacement
- Deciding what you need

Business Succession Planning Training Course - Lesson 3

### Initiating Process

- Develop a Mission Statement
- Develop a Vision Statement
- Choosing to be a mentor

Business Succession Planning Training Course - Lesson 5

### Developing the Succession Plan

- Prioritize what the succession plan will address
- Set goals and objectives
- Develop a strategy for achieving goals
- Draft the plan

Business Succession Planning Training Course - Lesson 7

### Gaining Support

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

Business Succession Planning Training Course - Lesson 9

### Overcoming Roadblocks

- Common obstacles
- Re-Evaluating goals
- Focusing on progress

Business Succession Planning Training Course - Lesson 2  
**Preparing for the Planning Process**

- Should you establish a committee?
- How to gather operational data

Business Succession Planning Training Course - Lesson 4  
**The SWOT Analysis**

- Identifying Strengths
- Identifying Weaknesses
- Identifying Opportunities
- Identifying Threats

Business Succession Planning Training Course - Lesson 6  
**Executing the Plan**

- Assign responsibility and authority
- Establish a monitoring system
- Identifying paths
- Choosing your final approach

Business Succession Planning Training Course - Lesson 8  
**Managing the Change**

- Developing a change management plan
- Developing a communication plan
- Implementing the plans
- Providing constructive criticism
- Encouraging growth and development

Business Succession Planning Training Course - Lesson 10

### Reaching the End

- How to know when you've achieved success
- Transitioning
- Wrapping it all up

## Leveraging the Benefits of Generation Gaps



As more and more generations remain in the workforce for longer periods of time, it becomes necessary for organisations to embrace and adapt to generational differences.

This Generation Gap course from pdtraining, teaches organisations how to increase harmony, what the differences in generations are, how to resolve conflict and much more.

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

## Leveraging the Generation Gap Course Outline

### Foreword:

The workplace can present challenges to management in terms of handling the different generations present. As older workers delay retiring and younger workers are entering the workforce, the work environment has become a patchwork of varying perspectives and experiences, all valuable to say the least.

While having various cultures in one workplace can present communication problems and conflicts, the benefits of such a variety in the workplace outweigh it. Both the young and older worker have many ideas to offer, which can help the organization thrive in the marketplace. Learning how to deal with the generation gap at work will help you become a better manager or co-worker.

This 'Generations Gap Training Course' will help you understand the various generations present at work and understand what motivates each of them and how to work together.

### Outcomes:

- Learn the history behind generation gaps
- Learn about the different generations (traditionalists, baby boomers, Generation Xers & Generation Yers)
- Understand the differences between each generation
- Find common ground among the different generations
- Master conflict management between generations
- Leverage the strengths of each generation in the workplace

Leveraging the Generation Gap Training Course - Lesson 1

### Context

- What Generations Exist In The Workplace
- What Defines A Generation
- What This Means In Our Workplace

Leveraging the Generation Gap Training Course - Lesson 3

### Baby Boomers

- Their Background
- Their Characters
- Their Working Style

Leveraging the Generation Gap Training Course - Lesson 5

### Generation Y's (millennial)

- Their Background
- Their Characters
- Their Working Style

Leveraging the Generation Gap Training Course - Lesson 7

### Finding Common Ground

- Adopting A Communication Style
- Creating An Affinity Group
- Sharing Knowledge

Leveraging the Generation Gap Training Course - Lesson 9

### Conflict Management (2)

- Embrace The Hot Zone
- Treat Each Other As A Peer
- Create A Succession Plan

Leveraging the Generation Gap Training Course - Lesson 2

### Traditionalist

- Their Background
- Their Characters
- Their Working Style

Leveraging the Generation Gap Training Course - Lesson 4

### Generation X's

- Their Background
- Their Characters
- Their Working Style

Leveraging the Generation Gap Training Course - Lesson 6

### Background

- Attitude
- Working Style
- Life Experience

Leveraging the Generation Gap Training Course - Lesson 8

### Conflict Management (1)

- Younger Bosses Managing Older Workers
- Avoid Turnovers With A Retention Plan
- Breaking Down The Stereotypes

Leveraging the Generation Gap Training Course - Lesson 10

### The Power of 4

- Benefits Of Generation Gaps
- How To Learn From Each Other
- Embracing The Unfamiliar

## Knowledge Management (KM)



Islands of information within an organisation, or information that resides within each individual employee, can be difficult to find when needed and places organisations at a distinct disadvantage with their competitors.

This Knowledge Management course from pd training teaches the creation of a system that captures knowledge purposefully for incorporating into business strategies, policies, and practices at all levels of the company.

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

## Knowledge Management (KM) Course Outline

### Foreword:

Today's culture thrives on knowledge. Possessing knowledge gives advantages in making the right decision or strategy to implement. The Internet distributes knowledge at split-second rates. Laptops, tablets and smart phones bring knowledge to our fingertips. As the old adage says, "knowledge is power."

Organisations have a wealth of knowledge accessible through the people they touch internally, like employees, and externally, like customers. Organisations that allow knowledge to go unmanaged may be giving their competitors the upper hand in the market. The organisation that is able to capture, store, and retrieve knowledge effectively is then capable of learning as an organisation. A learning organisation is one where employees are empowered to change and develop new methods, thoughts, and strategies that will advance the mission of their organisation.

Knowledge Management is the establishment of a system that captures knowledge purposefully for incorporating into business strategies, policies, and practices at all levels of the company. This course will teach the learner how to initiate a knowledge management program at work. When it comes to knowledge management, any organisation is able to implement a strategy. Wherever there are humans working together for one goal, there is knowledge to be harvested, stored, and dispensed as needed.

### Outcomes:

- Describe the concepts behind knowledge management
- Examine the Do's and Don'ts of successful knowledge management
- Interpret the knowledge management lifecycle
- Identify the knowledge management paradigm
- Learn about the knowledge management models
- Build a rationale for KM in a company
- Develop a KM implementation in a company

Knowledge Management Training Course - Lesson 1

### **Understanding Knowledge Management**

- What is knowledge
- What is knowledge management
- A brief history
- Applications in the workplace

Knowledge Management Training Course - Lesson 3

### **The Knowledge Management Life Cycle**

- Understanding episodes
- Acquisition
- Knowledge
- Integration

Knowledge Management Training Course - Lesson 5

### **Knowledge Management Models**

- The Nonaka and Takeuchi Model (SECI)
- Wiig Model
- Kakabadse Model
- Boisot Model

Knowledge Management Training Course - Lesson 7

### **Customising Knowledge Management Definitions**

- Components of a knowledge management definition
- Customising the components
- Creating a KMBOK

Knowledge Management Training Course - Lesson 9

### **Tips for Success**

- About the chief knowledge officer
- Knowledge management skill checklist
- The knowledge management imperative
- The hype curve
- Barriers and helpers to success

Knowledge Management Training Course - Lesson 2

### **Do's and Don'ts**

- Data, information, and knowledge
- The tacit mode

Knowledge Management Training Course - Lesson 4

### **The New Knowledge Management Paradigm**

- Paradigms of the past
- The new paradigm
- Implications and applications
- The knowledge management end game

Knowledge Management Training Course - Lesson 6

### **Building a Knowledge Management Rationale**

- Why rationale is necessary
- Building a business case
- Finding success stories
- The commodisation/customisation model

Knowledge Management Training Course - Lesson 8

### **Implementing Knowledge Management in Your Organisation**

- Gathering support
- Identifying opportunities for revenue streams
- Key knowledge management techniques
- A map for success
- The no-budget scenario

Knowledge Management Training Course - Lesson 10

### **Advance Topics**

- The knowledge management maturity model
- Absorptive capacity
- Rustiness
- Process model types

## Measuring ROI from Training



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

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

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

## Measuring Results from Training Course Outline

### Foreword:

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

### Outcomes:

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



Measuring Results from Training - Training Course - Lesson 1

**Getting Started**

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

Measuring Results from Training - Training Course - Lesson 3

**Kirkpatrick's Levels of Evaluation**

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

Measuring Results from Training - Training Course - Lesson 5

**Focusing the Training**

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

Measuring Results from Training - Training Course - Lesson 7

**Assessing Learning before Training**

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

Measuring Results from Training - Training Course - Lesson 9

**Assessing Learning after Training**

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

Measuring Results from Training - Training Course - Lesson 11

**Calculating the Return on Investment (ROI)**

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

Measuring Results from Training - Training Course - Lesson 2

**Kolb's Learning Styles**

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

Measuring Results from Training - Training Course - Lesson 4

**Types of Measurement Tools**

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

Measuring Results from Training - Training Course - Lesson 6

**Creating an Evaluation Plan**

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

Measuring Results from Training - Training Course - Lesson 8

**Assessing Learning during Training**

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

Measuring Results from Training - Training Course - Lesson 10

**The Long Term View**

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

Measuring Results from Training - Training Course - Lesson 12

**Wrapping Up**

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

# Effective Employee Engagement



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

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

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

## Employee Engagement Course Outline

### Foreword:

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

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

### Outcomes:

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

Employee Engagement Training Course - Lesson 1

**Getting Started**

- Workshop Objectives
- Pre-Assignment Review

Employee Engagement Training Course - Lesson 2

**Introduction to Employee Engagement**

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

Employee Engagement Training Course - Lesson 3

**Types of Attention**

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

Employee Engagement Training Course - Lesson 4

**Strategies for Goal Setting**

- Listening to Your Emotions
- Prioritising
- Re-Gating

Employee Engagement Training Course - Lesson 5

**Meditation**

- Beta
- Alpha
- Theta
- Delta
- Gamma

Employee Engagement Training Course - Lesson 6

**Training Your Attention**

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

Employee Engagement Training Course - Lesson 7

**Attention Zones Model**

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

Employee Engagement Training Course - Lesson 8

**SMART Goals**

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

Employee Engagement Training Course - Lesson 9

**Keeping Yourself Focused**

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

Employee Engagement Training Course - Lesson 10

**Procrastination**

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

Employee Engagement Training Course – Lesson 11

**Prioritising Your Time**

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

Employee Engagement Training Course - Lesson 12

**Wrapping Up**

- Words from the Wise

## Performance Management that motivates



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

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

## Performance Management and Appraisals Course Outline

### Foreword:

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

### Outcomes:

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

Performance Management and Appraisals Training Course  
- Lesson 1

### Getting Started

- Workshop Objectives

Performance Management and Appraisals Training Course  
- Lesson 2

### The Basics (I)

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

Performance Management and Appraisals Training Course  
- Lesson 3

### The Basics (II)

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

Performance Management and Appraisals Training Course  
- Lesson 4

### Goal Setting

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

Performance Management and Appraisals Training Course  
- Lesson 5

### Establishing Performance Goals

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

Performance Management and Appraisals Training Course  
- Lesson 6

### 360 Degree Feedback

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

Performance Management and Appraisals Training Course  
- Lesson 7

### Competency Assessments

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

Performance Management and Appraisals Training Course  
- Lesson 8

### Kolb's Learning Cycle

- Experience
- Observation
- Conceptualisation
- Experimentation
- Case Study

Performance Management and Appraisals Training Course  
- Lesson 9

### Motivation

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

Performance Management and Appraisals Training Course  
- Lesson 10

### The Performance Journal

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

Performance Management and Appraisals Training Course  
- Lesson 11

### Creating a Performance Plan

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

Performance Management and Appraisals Training Course  
- Lesson 12

### Wrapping Up

- Words from the Wise
- Your Notebook

## Recruitment and Selection



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

## Recruitment and Selection Training Course Course Outline

### Foreword:

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

### Outcomes:

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

Recruitment and Selection Training Course - Lesson 1

### Getting Started

- Workshop Objectives

Recruitment and Selection Training Course - Lesson 2

### Introduction to Recruitment

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

Recruitment and Selection Training Course - Lesson 3

### The Selection Process

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

Recruitment and Selection Training Course - Lesson 4

### Goal Setting

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

Recruitment and Selection Training Course - Lesson 5

### The Interview

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

Recruitment and Selection Training Course - Lesson 6

### Types of Interview Questions

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

Recruitment and Selection Training Course - Lesson 7

### Avoiding Bias in Your Selection

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

Recruitment and Selection Training Course - Lesson 8

### The Background Check

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

Recruitment and Selection Training Course - Lesson 9

### Making Your Offer

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

Recruitment and Selection Training Course - Lesson 10

### Orientation and Retention

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

Recruitment and Selection Training Course - Lesson 11

### Measuring the Results

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

Recruitment and Selection Training Course - Lesson 12

### Wrapping Up

- Word from the Wise

## Employee Onboarding



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

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

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

## Employee Onboarding Course Outline

### Foreword:

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

### Outcomes:

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



Employee Onboarding Training Course - Lesson 1

**Getting Started**

- Workshop Objectives

Employee Onboarding Training Course - Lesson 2

**Purpose of Onboarding**

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

Employee Onboarding Training Course - Lesson 3

**Introduction**

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

Employee Onboarding Training Course - Lesson 4

**Onboarding Preparation**

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

Employee Onboarding Training Course - Lesson 5

**Onboarding Checklist**

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

Employee Onboarding Training Course - Lesson 6

**Creating an Engaging Program**

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

Employee Onboarding Training Course - Lesson 7

**Following Up with New Employees**

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

Employee Onboarding Training Course - Lesson 8

**Setting Expectations**

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

Employee Onboarding Training Course - Lesson 9

**Resiliency and Flexibility**

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

Employee Onboarding Training Course - Lesson 10

**Assigning Work**

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

Employee Onboarding Training Course - Lesson 11

**Providing Feedback**

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

Employee Onboarding Training Course - Lesson 12

**Wrapping Up**

- Words from the Wise



This course introduces the power of the popular Microsoft Access 2010. We'll introduce the concept of relationships, tables & joins, and how that opens up a world of possibilities with data. This dynamic training course is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

## Access 2010 Introduction Course Outline

### Foreword:

This Access 2010 Introduction training course running in Sydney, Brisbane, Adelaide, Canberra, Melbourne and Perth, is rated 5.0/5.0 in overall quality by ProCert Labs, covers the basic functions and features of Access 2010.

After an introduction to database concepts and the Access environment and Help systems, participants will learn how to design and create databases. Then they will work with tables, fields, and records; sort and filter data; and set field properties and data entry rules. Participants will then learn to create queries, forms, and reports.

This course will help participants prepare for the Microsoft Office Specialist exam for Access 2010 (exam 77-885). For comprehensive certification training, participants should complete the [Introduction](#), [Intermediate](#), and [Advanced](#) courses for Access 2010.

### Outcomes:

- Identify database components
- Start and examine Access
- Open a database
- Examine the database window, including using Help
- Plan and create a database
- Examine a table in Datasheet & Design views
- Add a field to a table and set the primary key
- Sort & filter records
- Set field properties
- Create queries using the Query Wizard & Design view
- Sort & filter query results
- Use comparison operators & calculations in queries
- Create & modify forms
- Create reports
- Group & summarise data in a report
- Print a report

Access 2010 Introduction Training Course - Lesson 1

### Getting Started

- Database concepts
- Exploring the Access environment
- Getting help

Access 2010 Introduction Training Course - Lesson 2

### Databases and tables

- Planning and designing databases
- Exploring tables
- Creating tables

Access 2010 Introduction Training Course - Lesson 3

### Fields and records

- Changing the design of a table
- Finding and editing records
- Organising records

Access 2010 Introduction Training Course - Lesson 4

### Data entry rules

- Setting field properties
- Working with input masks
- Setting validation rules

Access 2010 Introduction Training Course - Lesson 5

### Basic queries

- Creating and using queries
- Modifying query results and queries
- Performing operations in queries

Access 2010 Introduction Training Course - Lesson 6

### Using forms

- Creating forms
- Using Design view
- Sorting and filtering records

Access 2010 Introduction Training Course - Lesson 7

### Working with reports

- Creating reports
- Modifying and printing reports



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

## **Business Ethics Training Course Course Outline**

### **Foreword:**

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

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

### **Outcomes:**

In this course participants will:

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

## Business Ethics Training Course - Lesson 1

### Getting Started

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

## Business Ethics Training Course - Lesson 3

### Employer/Employee Rights

- Privacy Policies
- Harassment Issues
- Technology

## Business Ethics Training Course - Lesson 5

### Ethical Decisions

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

## Business Ethics Training Course - Lesson 7

### Managerial Ethics

- Ethical Management
- Identifying the Characteristics
- Ensuring Ethical Behaviour

## Business Ethics Training Course - Lesson 9

### Ethics in Business (I)

- Organisation Basics
- Addressing the Needs
- Ethical Principles

## Business Ethics Training Course - Lesson 2

### Implementing Ethics in the Workplace

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

## Business Ethics Training Course - Lesson 4

### Business & Social Responsibilities

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

## Business Ethics Training Course - Lesson 6

### Whistle Blowing

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

## Business Ethics Training Course - Lesson 8

### Unethical Behaviour

- Recognise & Identify
- Preventing
- Addressing
- Interventions

## Business Ethics Training Course - Lesson 10

### Ethics in Business (II)

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

## Giving Constructive Feedback



Providing constructive feedback helps to manage human resources and improve performance. It reduces/eliminates errors that negatively impact an organisation. This training course in giving constructive feedback provides participants with valuable knowledge and skills to help them easily and productively provide constructive feedback.

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

## Giving Constructive Feedback Training Course Outline

### Foreword:

This Giving Constructive Feedback Training Course helps participants develop skills in providing structured feedback for effective and lasting improvements. During this training course, participants receive training in using communication strategies, providing feedback in real situations, applying a framework for formal and informal feedback, and more. The extensive course helps develop essential skills in delivering constructive feedback that positively impacts an individual and the company.

### Outcomes:

**After completing this course, participants will have learned to:**

- Explain why feedback is essential
- Use non-verbal messages
- Interpret the speech and actions of people
- Apply a framework for providing formal or informal feedback
- Use descriptive language in delivering feedback
- Describe six characteristics of effective feedback
- Probe effectively
- Stay neutral and rational
- Be descriptive for easy understanding
- Listen, accept and change
- Provide feedback in real situations
- Understand feedback definitions and terminology
- Speak clearly
- Use communication strategies
- Understand the characteristics of effective feedback
- Receive feedback graciously
- Test the waters through role playing

Giving Constructive Feedback Training Course - Lesson 1

### Getting Started

- Icebreaker
- Pre-Assignment Review
- Workshop Objectives

Giving Constructive Feedback Training Course - Lesson 2

### Definitions

- Food for Thought
- When Feedback is Needed

Giving Constructive Feedback Training Course - Lesson 3

### Speaking Clearly

- Being Descriptive
- Staying Neutral

Giving Constructive Feedback Training Course - Lesson 4

### Communication Strategies

- Basic Skills
- Probing
- Non-Verbal Messages
- Interpretation Exercise

Giving Constructive Feedback Training Course - Lesson 5

### Characteristics of Effective Feedback

- Six Characteristics
- Formal Feedback Framework
- Informal Feedback Framework
- State Your Case

Giving Constructive Feedback Training Course - Lesson 6

### Receiving Feedback Graciously

- Receiving Feedback Graciously

Giving Constructive Feedback Training Course - Lesson 7

### Testing the Waters

- Scenario One
- Scenario Two
- Scenario Three

Giving Constructive Feedback Training Course - Lesson 8

### Wrapping Up

- Words from the Wise



Actively seeking out qualified candidates is the best way to ensure that you find talent. Effective recruitment is essential to improve the quality of the workforce and cut costs on frequent hires. Effective Recruitment: Behavioural Interview Techniques Training Course is a short and to-the-point course that helps participants to use tools and techniques to recruit successfully every time.

This training course is designed for both new and experienced recruiters and HR generalists. Find a course near you throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra, Parramatta and Perth.

## Behavioural Interview Techniques Training Course Course Outline

### Foreword:

Hiring new staff is an expensive and resource-intensive exercise. So hiring the right employee that has the right attitude, skills and cultural fit is essential. During this training course in Effective Recruitment: Behavioural Interview Techniques, participants develop better preparation techniques, learn interview strategies and develop better ways of selecting talent that will have longer tenure.

### Outcomes:

#### After completing this course, participants will:

- Learn about current trends in recruitment and selection
- Gain some tips on sourcing great candidates
- Recognise pros and cons of different types of interviews
- Identify, categorise and plan the strategic use of different styles of questioning
- Learn some techniques to avoid bias
- Develop strategies for measuring effectiveness, results and continuous improvement



Effective Recruitment:  
Behavioural Interview Techniques Training Course -  
Lesson 1

### Getting Started

- Icebreaker
- Pre-Assignment Review
- Workshop Objectives

Effective Recruitment:  
Behavioural Interview Techniques Training Course -  
Lesson 2

### Introduction to Recruitment

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

Effective Recruitment:  
Behavioural Interview Techniques Training Course -  
Lesson 3

### The Interview

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

Effective Recruitment:  
Behavioural Interview Techniques Training Course -  
Lesson 4

### Types of Interview Questions

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

Effective Recruitment:  
Behavioural Interview Techniques Training Course -  
Lesson 5

### Avoiding Bias in Your Selection

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

Effective Recruitment:  
Behavioural Interview Techniques Training Course -  
Lesson 6

### Measuring the Results

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



Successful companies hire the right person for the right job. They use specific hiring strategies to help them identify and recruit the right person. This comprehensive training course in hiring strategies helps participants to develop and use the correct hiring strategy to maximise productivity and reduce costs.

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

## Hiring Strategies Training Course Outline

### Foreword:

Hiring and training employees is expensive if organisations frequently hire employees unsuitable for their jobs. During this training course in hiring strategies, participants learn to develop the skills, attitude, and understanding to hire the right people for the right job.

This Hiring Strategies Training Course includes skill development in developing a hiring strategy, steps and techniques to use in an interview, finding potential candidates for a position, and welcoming new hires.

### Outcomes:

Development of the right hiring strategies saves an organisation time and money when frequently recruiting. This training course helps organisations to develop skills and understanding in developing excellent hiring strategies.

### After completing this course, participants will have learned to:

- Know the position
- Analyse a job
- Analyse a task
- Develop a suitable hiring strategy
- Identify top performers
- Be prepared
- Mark salary range
- Advertise where it matters
- Develop corporate citizenship
- Consider competition
- Consider cover letters appropriately
- Grade resumes
- Conduct an Internet search
- Use a panel
- Interview more than once
- Understand the selection process

Hiring Strategies Training Course - Lesson 1

**Getting Started**

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

Hiring Strategies Training Course - Lesson 2

**Defining and Knowing the Position**

- Know the Position
- Needs Analysis
- Job Analysis
- Task Analysis
- Case Study

Hiring Strategies Training Course - Lesson 3

**Hiring Strategy**

- Company Information
- Salary Range
- Top Performers
- Be Prepared
- Case Study

Hiring Strategies Training Course - Lesson 4

**Lure in Great Candidates**

- Advertise Where Candidates Visit
- Develop Corporate Citizenship
- Treat Your Candidates Well
- Look at the Competition
- Case Study

Hiring Strategies Training Course - Lesson 5

**Filtering Applicants to Interview**

- Put Lots of Weight on Cover Letters
- Grading Resumes
- Internet Search
- Initial Phone Interview
- Case Study

Hiring Strategies Training Course - Lesson 6

**The Interview (I)**

- Introduce Everyone
- Use a Panel
- Match the Interview to the Job
- Types of Questions
- Case Study

Hiring Strategies Training Course - Lesson 7

**The Interview (II)**

- Tell Me About My Company
- Distractions
- Interview More Than Once
- Wrap Up
- Case Study

Hiring Strategies Training Course - Lesson 8

**Selection Process (I)**

- Testing
- Look for Passion and Enthusiasm
- Background Checks
- Trust Your Instincts
- Case Study

Hiring Strategies Training Course - Lesson 9

**Selection Process (II)**

- Education Level Vs
- Experience
- Have a Consensus
- Keep Non-Hires on File
- Checking References
- Case Study

Hiring Strategies Training Course - Lesson 10

**Making an Offer**

- Do it Quickly
- Employment Details
- Notify Rejected Candidates
- Be Creative
- Case Study

Hiring Strategies Training Course - Lesson 11

**Onboarding**

- Training and Orientation
- Mentoring
- 30-60-90 Day Reviews
- Make Them Feel Welcome
- Case Study

Hiring Strategies Training Course - Lesson 12

**Wrapping Up**

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



Searching for a job can be difficult if the right methods are not used for the search. This comprehensive training course helps you to develop an accurate plan and implement it correctly to identify the right job for you and get it.

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

## Job Search, Application and Interview Skills Course Outline

### Foreword:

Job Search Skills Training Course provides participants with the knowledge and the skills to find the right job and to succeed in getting it. During the course, participants learn to define their objectives and goals, use SMART goals, develop a plan of action, design an effective resume, create an attractive cover letter, and more. The training course also equips you with the skills to handle and succeed at interviews.

### Outcomes:

After completing this program, you will have the necessary knowledge and skills to search for the perfect job for you.

**After completing this course, participants will have learned to:**

- Assess their skills
- Build a resource system
- Set SMART goals
- Understand basic resume formats
- Create an attractive package
- Understand branding
- Add extra touches
- Create and customize a template
- Create a portfolio
- Use networking skills
- Understand the importance of organizing
- Look at the hidden job market
- Use networking to find the right jobs
- Understand the various types of interviews
- Develop skills to give perfect interviews

Job Search, Application and Interview Skills - Lesson 1

**Getting Started**

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

Job Search, Application and Interview Skills - Lesson 2

**Ready, Set, Go!**

- Identifying Your Values and Purpose
- Assessing Your Skills
- Setting SMART Goals
- Building a Resource System
- a 30-Day Plan

Job Search, Application and Interview Skills - Lesson 3

**Building Your Resume**

- Basic Resume Formats
- Dealing with Awkward Points
- Checklist for Success

Job Search, Application and Interview Skills - Lesson 4

**Polishing Your Resume**

- Creating an Attractive Package
- About Branding
- Some Extra Touches
- Checklist for Success

Job Search, Application and Interview Skills - Lesson 5

**Writing a Cover Letter**

- Types of Cover Letters
- Creating a Template
- Customising the Template
- Checklist for Success

Job Search, Application and Interview Skills - Lesson 6

**Creating a Portfolio**

- When Do I Need a Portfolio?
- Types of Portfolios
- Essential Elements
- Checklist for Success

Job Search, Application and Interview Skills - Lesson 7

**Networking Skills**

- What is Networking?
- Getting a Conversation Started
- But I'm So Nervous!
- Wrapping Up and Moving On

Job Search, Application and Interview Skills - Lesson 8

**Skills for Success**

- Being Organized
- Becoming a Punctual Person
- I Can Do This!
- Important Etiquette Points

Job Search, Application and Interview Skills - Lesson 9

**Where to Look?**

- The Obvious Places
- The Hidden Job Market
- About Cold Calling
- The Power of Networking

Job Search, Application and Interview Skills - Lesson 10

**Understanding the Interview**

- Types of Interviews
- What to Expect
- About Behavioral Questions
- About Knowledge Questions

Job Search, Application and Interview Skills - Lesson 11

**Interview Skills**

- Dressing for Success
- Answering Questions
- Asking Questions
- Following Up

Job Search, Application and Interview Skills - Lesson 12

**Wrapping Up**

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



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

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

## Delivering Constructive Criticism Training Course Outline

### Foreword:

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

### Outcomes:

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

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

### After completing this course, participants will have learned to:

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

Delivering Constructive Criticism Training Course - Lesson 1

### Getting Started

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

Delivering Constructive Criticism Training Course - Lesson 2

### When Should Feedback Occur?

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

Delivering Constructive Criticism Training Course - Lesson 3

### Preparing and Planning

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

Delivering Constructive Criticism Training Course - Lesson 4

### Choosing a Time and Place

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

Delivering Constructive Criticism Training Course - Lesson 5

### During the Session (I)

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

Delivering Constructive Criticism Training Course - Lesson 6

### During the Session (II)

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

Delivering Constructive Criticism Training Course - Lesson 7

### Setting Goals

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

Delivering Constructive Criticism Training Course - Lesson 8

### Diffusing Anger or Negative Emotions

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

Delivering Constructive Criticism Training Course - Lesson 9

### What Not to Do

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

Delivering Constructive Criticism Training Course - Lesson 10

### After the Session (I)

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

Delivering Constructive Criticism Training Course - Lesson 11

### After the Session (II)

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

Delivering Constructive Criticism Training Course - Lesson 12

### Wrapping Up

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

**Client  
Benefits**



**Strategic  
Partnerships**

