



ReadyMade eLearning Courses

Interaction Training

Australian Compliance Training and Business Skills for any Enterprise

ITC Learning is the leading online compliance training provider, offering extensive Courseware Libraries allowing you to rapidly distribute standard off the shelf eLearning content, such as WH&S guidelines and anti-bullying policies – all in your company's branding.



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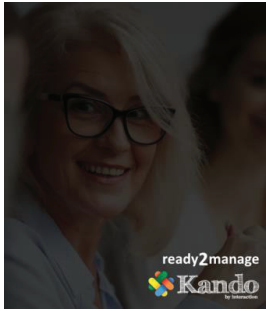


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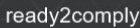
Kando
by Interaction

ready4retail

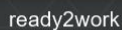


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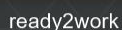
ready2comply engaging and interactive legal compliance courses focussing on legal obligations. All courses are developed and maintained by Meridian lawyers' subject matter experts to ensure content is accurate, practical and up to date. Our authoring tool allows you to include links to policies and other relevant resources. And you can use our LMS (or yours) to assign courses and track training completion.



ready2work targets the skill gap of people entering the business world. It includes template courses such as Induction (which you would obviously personalise to incorporate your specific requirements) through generic titles on change, workplace communications, problem solving, customer service, time and stress management, workplace communications and more.



ready4retail introduces skills and knowledge relating to basic retail operational knowledge. The target market for this range is generic retail store settings, including specialty stores, supermarkets, department stores and retail fast food outlets where individuals might work with some autonomy, in a team environment or supervised.



ready2manage introduces skills and techniques for supervisors, team leaders and managers focussing on people skills rather than technical expertise.

Formal Accreditation

We can direct you in seamlessly extending our standard self-paced learning experience to incorporate accreditation at the Certificate IV and Diploma levels by introducing you to leading management consulting firms who place our courseware at the centre of their solution.

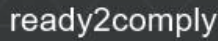
Blending cutting edge e-learning with personalised management and supervision learning experiences will deliver the most complete and logical path to optional formalised learning accreditation.

Integra Management Services has a strong professional profile in the training and accreditation of managers and supervisors across a range of industries. Participants are expected to complete and submit assessments along a timeline. A consistent focus and an achievable schedule drives engagement, commitment, and improved learning outcomes throughout the programme. There is also an option to incorporate professional one-on-one coaching as well as group workshop activities into the learning experience.

WE OWN THE IP ON EVERYTHING WE OFFER...

So, YOU benefit from our ability – and desire - to be as incredibly flexible as you need us to be!

All bar one or two of the courses in these ranges are ready to go off-the-shelf. You can also choose to contextualise any of them to your exact needs. Your own SMEs and HR staff will be able to drive the authoring tool to align our generic content to your unique situation. You can edit an image here and there or perhaps, insert links to relevant policy and sign-off documents. You can learn how to do all this in around an hour and you can insert the content in your own LMS, or you can use our Platinum Award-winning platform. Either way, it is no big deal to have you up and running today.



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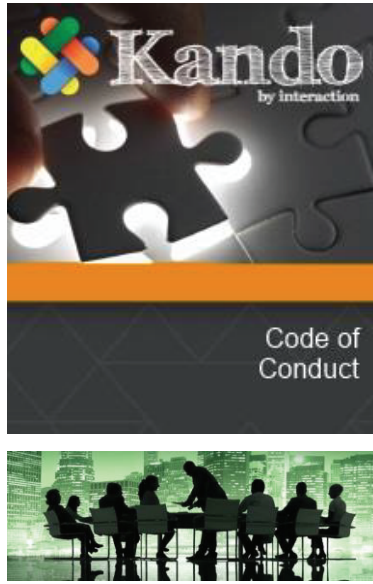




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Code of Conduct

Duration: approximately 40 minutes.

Audience: All staff: Our Code of Conduct is a public statement that provides specific guidance on the values, standards, policies and procedures required of our employees. In this course, we investigate the key values that help to develop and maintain harmonious, positive working environments. We will look at enhancing your understanding of yourself and others. Topics include:

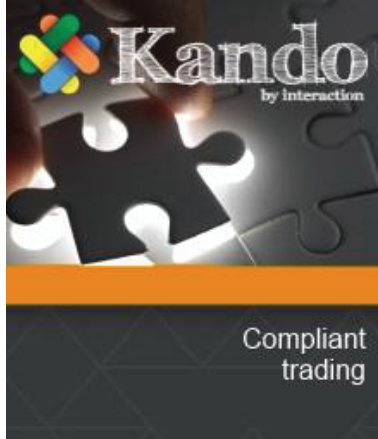
who it applies to, general principles and legal compliance - organisational and personal liability for unlawful behaviour - workplace relationships, professionalism and service - diversity and equal opportunity - direct and indirect discrimination - age, impairment, ethnic and religious, sex discrimination - diverse perspectives and our commitment to EEO - harassment and sexual harassment - obvious and subtle bullying and a case for legitimate comment - prolonged or extreme anti-social behaviour and personal behaviour - confidentiality, privacy and personal information - conflict of interest, gifts and favours - fair marketing, anti-bribery and securities trading - outside employment and seminars - environment protection and organisational resources - intellectual property - overviewing our work health and safety policy - substance abuse - reporting violations - whistleblowing and the role of the hr contact officer - the role of the manager.



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Compliant trading

Duration: approximately 30 minutes.

Audience: All staff: Every organisation has obligations under Consumer Law, so it is essential for all employees to be aware of and abide by the key principles. In this course, we provide an overview of our obligations and rights in relation to suppliers, competitors and customers. Topics include:

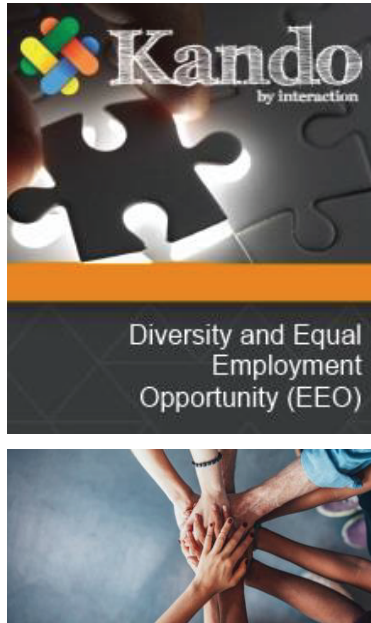
what is the competition and consumer act? - business rights - suppliers refusing to supply a business - unconscionable conduct by other businesses - anti-competitive behaviour - avoiding scams - customer rights - advertising and promoting business - door to door sales, telemarketing and spam act - prohibited sales practices - safe products - offering warranties – pricing - mergers and acquisitions - receiving complaints from customers - dealing with ACCC.



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Diversity and Equal Employment Opportunity (EEO)

Duration: approximately 40 minutes.

Audience: All staff: Ours is a culture that seeks to attract and retain employees who value equity and fairness. We recognise that diverse teams offer a wider range of perspectives, skills and experiences that collectively enhance team capability and opportunity. We need to be prepared to embrace both the challenges and the rewards. In this course, we investigate the fundamental and legal right to work in an environment that is free of unlawful discrimination and harassment and provides every individual with an equal opportunity. Topics include:

understanding diversity - how to reduce prejudice - test for hidden bias – discrimination - age discrimination and diversity in age - impairment discrimination - ethnic and religious discrimination - sex discrimination - diverse perspective - equal employment opportunity - how we optimise the benefits of diversity - manager responsibilities and your responsibilities? - avoiding discrimination and harassment / it must stop - reporting violations – whistleblowing - the role of the hr contact officer - the role of the manager - relevant legislation and agencies – summary - access more information and assessment.



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Drug and alcohol awareness

Duration: approximately 30 minutes.

Audience: All staff: Our organisation is committed to providing a safe and healthy work environment for all employees and for those affected by our operations and activities. We also have an obligation to ensure the safety of our workers and provide support where they have identified the use of alcohol or other drugs to be of concern. This course is designed to assist people leaders and employees in making reasonable decisions about the health, safety and wellbeing of themselves and those around them in relation to the effects of alcohol and the risks associated with taking medications and other drugs. Topics include:

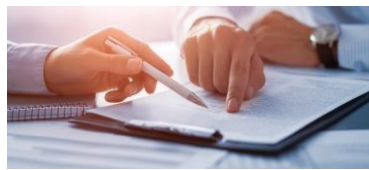
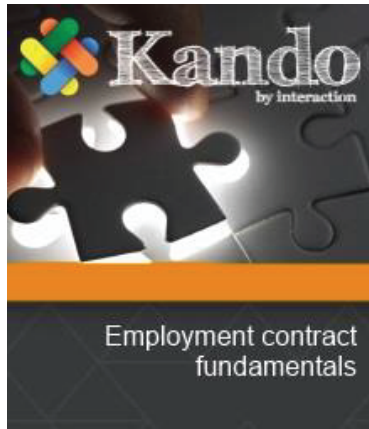
duty of care - understanding the effects of alcohol - other drugs - understanding the risks associated with taking medications and other drugs - effects of taking medications - illicit drugs - code of conduct - alcohol and other drugs policy and guidelines - signs and symptoms that an employee may not be fit for work – responsibilities - how to get help.



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Employment contract fundamentals

Duration: approximately 30 minutes.

Audience: All staff: While employment relationships will take a variety of different forms, each form will create certain rights and obligations on the parties involved. There are many aspects an employer should consider when developing an employment contract. In this course, we will take you through the main issues that should be considered in any employment contract. Topics include:

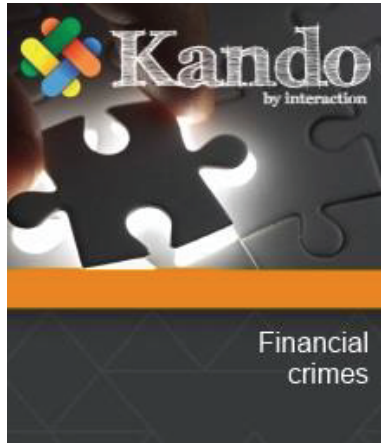
employment contracts - type of employees - main provisions of an employment contract - overview of work relations law - fair work act 2009 - the national employment standards - modern awards - enterprise agreement - obligations to keep records and provide pay slips - termination of employment - workplace rights - transfer of business - right of entry.



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Financial crimes, IP, and Copyright

Duration: approximately 30 minutes.

Audience: All staff: Financial crimes such as fraud, manipulation of the stock market, tax evasion, money laundering and cybercrimes cost organisations and the economy billions of dollars every year. In this course, we will overview legislation and procedures designed to protect us all against the financial crimes and we will investigate how you can protect yourself from intellectual property and copyright infringements. Topics include:

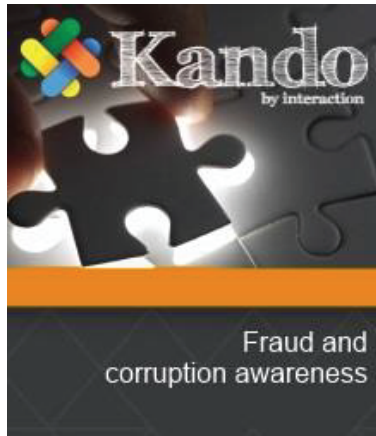
anti-money laundering - internal fraud - identity theft - insider trading - intellectual property and copyright.



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Fraud and corruption awareness

Duration: approximately 30 minutes.

Audience: All staff: This course provides an awareness of fraud, corruption, bribery and similar illegal or inappropriate behaviour. We need all employees to be able to identify and avoid illegal situations, while feeling confident in reporting suspected cases. The course underlines a zero-tolerance of any form of fraud or corruption and reinforces associated policies, including what happens if an incident is reported.

Topics include:

corporate misconduct - zero tolerance - disclosure and protection - what is fraud and the consequences of fraud? - what is bribery? - misconceptions and our position on bribery - misconduct procedures and consequences - the heroes: prevention and detection – awareness - personal circumstances - behaviour and integrity – reporting - document your observations - report your concerns - inform only those who need to know - maintain confidentiality - what the organisation will do - communication and code of conduct.



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Modern slavery

Duration: approximately 30 minutes.

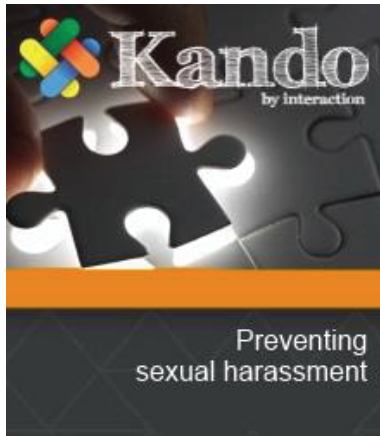
Audience: All staff: Our Code of Conduct underlines your legal right to live, work and study in While freedom is one of the most basic of human rights, there are more people enslaved now than at any other time in human history. In this course, we will investigate what modern slavery looks like today, and the requirement under legislation for Australian entities to identify red flags in their supply chain and within their own workplaces. Topics include:

Introduction - Beyond our borders – the supply chain - Modern slavery thrives under these circumstances - Modern slavery takes many forms - Modern slavery legislation, standards, and safeguards - How to identify modern slavery in your operations or supply chain - Locations of suppliers - Employee respect - Australian modern slavery reporting requirements - Australia's Modern Slavery Register - The importance of remediation processes and due diligence - Positive action - What to do if you suspect slavery.



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Preventing sexual harassment

Duration: approximately 30 minutes.

Audience: All staff: Our Code of Conduct underlines your legal right to live, work and study in an environment that is safe and free from discrimination, harassment, and bullying. This course focuses on the prevention of incidents of sexual harassment. Everyone in the workplace must abide by appropriate standards of conduct and be considerate of how their actions can affect others. Advice on how to react (as well detailing how the organisation can be expected to react) in the event of a sexual harassment incident is included. Topics include:

what is 'sexual harassment'? - hostile environment - quid pro quo - identifying sexual harassment - the effects of sexual harassment - preventing sexual harassment - the obligations of employers and employees - it must stop - do not ignore it! - reporting violations - step 1: report it - step 2: initial investigation - step 3: formal procedure - step 4: determination - whistleblowing - the role of the hr contact officer - the role of the manager - finding more information.



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Preventing workplace bullying

Duration: approximately 30 minutes.

Audience: All staff: Workplace bullying describes an individual or a group of individuals repeatedly behaving unreasonably towards any worker or group of workers, and that behaviour creates a risk to health and safety. In this course, we underline the fundamental and legal right for everyone in our workplace to feel safe and work in an environment that is free of unlawful bullying and harassment. Topics include:

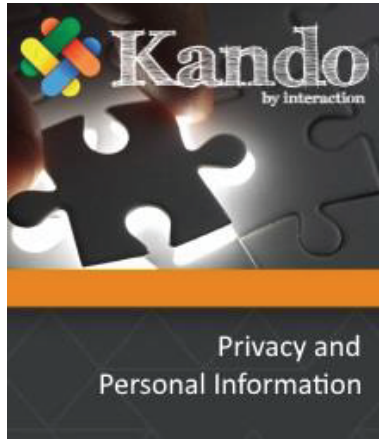
workplace bullying - we just want it to stop - the fair work commission - workplace investigations, responding to bullying - costs to business / costs to your organisation - the legal context, definitions, consequences and bullying dynamics - definition of worker and the workplace - cyberbullying and social media - the legal consequences of bullying - identifying high risk workplace cultures and bullying behaviours - understand workplace policy and our commitment - employer, manager and worker responsibilities - standard grievance procedures - informal options and formal options - worker, manager, supervisor and team leader must do's - external support services - understand best practice management (for managers) - demonstrating legal compliance / best practice approach - it must stop, reporting violations and roles - relevant legislation and agencies - finding more information.



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Privacy and personal information

Duration: approximately 30 minutes.

Audience: All staff: Personal information is information about people. It can be their name, address, family details or their telephone number. It can also be, for example, where they were educated, the type of job they do, the things they buy, illnesses and investigation reports. In this course, we overview the legal principles and responsibilities that protect that information, as well as the promotion of good practice. Topics include:

your legislation and what personal information is - confidentiality and privacy, protecting and misuse of information - collection principles and collection exclusions - storage and access principles - storage of personal information - access to personal information - requested amendments - use and disclosure and use and disclosure exceptions - using inaccurate information and using information for other purposes breach - confidentiality breach - general exclusions - investigative agencies - awards and prizes - public sector agencies - access and arrangements - complaints and reviews - securing information - keeping records up-to-date - finding more information.



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who is responsible? - what is a record? - what is an information asset? - why do we record information? - business (operational) requirements - regulatory (legislative / accountability) requirements - how to store the records, information and correspondences, etc. that you accumulate - information security - information classification and handling – disposal - hazards of incorrect disposal - personal internet services and security - infected links and attachments - protecting your password - physical security - monitoring - security breach – what to do - records management and the law - access to more information / legislation.



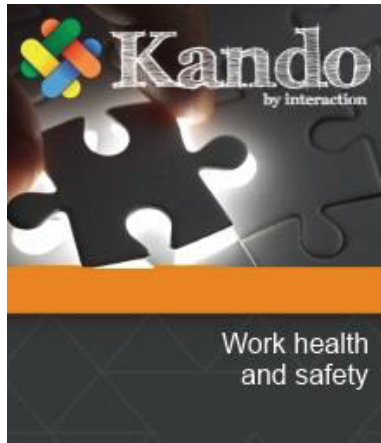
Security Governance; Responsibilities for protective security; Security incident reporting; Personnel Security; Pre-employment screening; Information Security; Protective markings; Sensitive DLM; Caveats; Storage and removal of classified information; Principles of good information security; ICT Security; Physical Security; Entry control measures; Physical barriers, alarm systems and CCTV; Visitor security; Securing your workspace; Breaches of security; Working offsite or away from your office; Assessment.



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Work health and safety

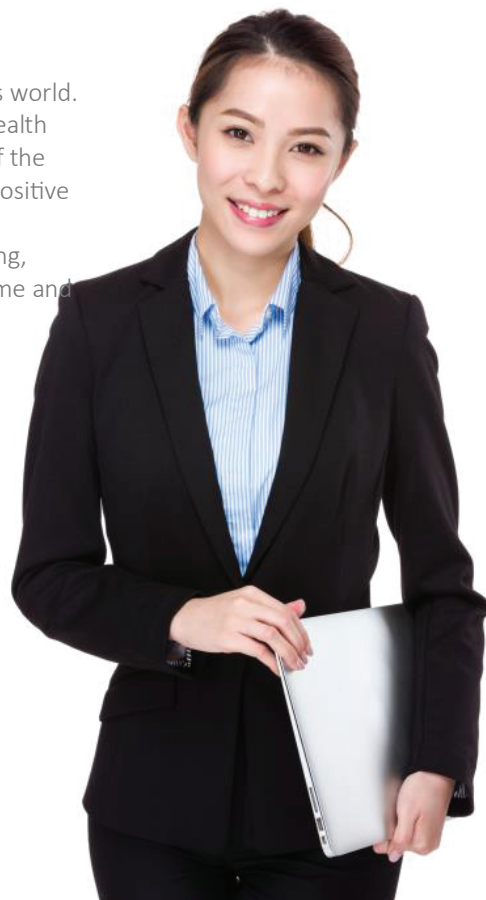
Duration: approximately 40 minutes.

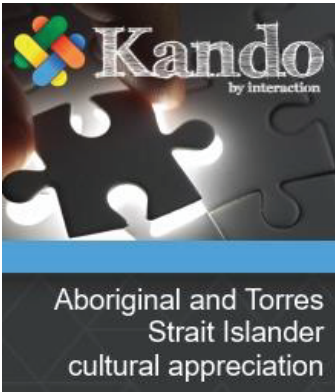
Audience: All staff: Work Health and Safety refers to legislation, policies, procedures and activities that combine to protect the health, safety and welfare of all people at the workplace. This course guides you through WHS requirements and introduces the policies and procedures that you must follow to protect yourself as well as others in the workplace. Topics include:

terminology (PCBU, officer, worker, other persons, HSRs) - introduction to WHS policies, procedures and programs - duties and legislation, penalties - our values and goals - communicating WHS policies and procedures - safe work and consultation - risk assessment and control - implementation of a risk register - core responsibilities - types of workplace hazards - ergonomics - work process - commonly used items - every day safety - machinery, tools and protective equipment - safety data sheets (SDSs) - psychosocial hazards - work-related mental stress - bullying, harassment and discrimination - alcohol and drugs - evacuation procedures - job safety analysis - incident / hazard reporting - emergency locations, competent persons, WHS knowledge - managing WHS, due diligence and reasonable practicability - risk management and the hierarchy of risk control - consultation, attitude and commitment - health and safety representation and other agreed arrangements - PCBU incident notification responsibilities - tort case law study - finding more information.

ready2work off-the-shelf range

ready2Work targets the skill gap of people entering the business world. It includes template courses for Orientation and Occupational Health and Safety, as well as a series of courses that are ready to run off the shelf including Change in the Workplace, Introduction to WHS, Positive Workplace Environment, Privacy and Health Records, Records Awareness, Workplace Communications, Creative Problem Solving, Customer Service and Consulting, Internet as a Business Tool, Time and Stress Management and Your Personality at Work.





Aboriginal and Torres Strait Islander cultural appreciation

Interaction would like to acknowledge the traditional custodians of the land on which we live and work. We would also like to pay respect to the Elders of this land, both past and present and extend that respect to the other Aboriginal and Torres Strait Islander people who may be participating in this course.



Aboriginal and Torres Strait Islander cultural appreciation

Duration: approximately 30 minutes.

Audience: All staff: This course takes you on a 'journey of appreciation', a step towards Aboriginal and Torres Strait Islander cultural appreciation and competency. We treat Aboriginal and Torres Strait Islander culture and beliefs with respect – please be aware that the content may include names and images of deceased persons. We would like to acknowledge the traditional custodians of the land on which we live and work and we also pay respect to the Elders of this land, both past and present, and extend that respect to the other Aboriginal and Torres Strait Islander people who may be participating in this course. Topics include:

acknowledgement of country and introduction - Aboriginal and Torres Strait Islander peoples – population - self-knowledge - reconciliation action plan - national reconciliation week - identity and urbanisation - Aboriginal and Torres Strait Islander music - the dreaming / spirituality of land and sea / 'The coming of the light' - elders and kinship - languages and flags - acknowledgement of country - communication cues / asking questions – history - stolen generations - timeline of events - what is the cause of the health equality gap? - closing the gap employment factors - barriers - career trek - prominent people - cultural events – NAIDOC.

PLACEHOLDER FY22Q4 Team Meeting



Change in the workplace

If nothing else, change is constant. Continuous change will force you out of your comfort zone as it challenges your current control over outcomes. There will be uncomfortable adjustment periods that will be better handled by victors than victims and the choice of being one or the other is yours to make. In this course, we look at how the organisation and the individual can work together to embrace change.

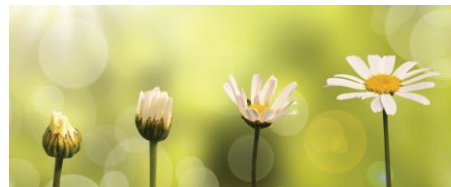


The fundamentals of change

Duration: approximately 30 minutes.

Audience: All staff: Driven by regulatory reform, globalisation and technology, change is inevitable. It can happen at any time and can be implemented with little notice. It can dramatically alter the landscape of established workplace goals, processes, behaviours and structure. In this course, we look at how the organisation and the individual can work together to embrace change and we introduce the fundamentals of planning and coping with workplace change. Topics include:

organisational change - required leadership skills – risk - culture and power - planning and evolution – timescales - change roles and principles - change skills - influence and negotiation skills - analytical, people, system and business skills - change management as problem solving - the change process - ending, transition and future state.



Change management process

Duration: approximately 30 minutes.

Audience: All staff: In this course, we investigate the Ending State, the Transition State and the Future State in the change transition process. Along the path, we identify various challenges that can be expected in each of these states, including the reactions that can be anticipated from the people affected. Topics include:

managing transition - external analysis - internal analysis - factors for success - internal analysis - resource audit - change management steps - choosing the target - getting the green light - planning the change strategy - initiating action - unfreezing, moving and refreezing - consolidating the learning - moving to the next cycle.



Overcoming resistance to change

Duration: approximately 30 minutes.

Audience: All staff: People are both the most important and the least predictable component in any change programme. Resistance to change is a natural human reaction, so dealing with resistance will be among the most significant challenges. In this course, we learn to identify the specific reasons for resistance in order to garner acceptance and support. Topics include:

change and culture - observable behaviours – the coping cycle - organisational responses to change - managing change – democracy and collaboration – direction, participation and intervention – coercion - perceptions of the change program.



Creative problem-solving

Many successful people think from a very rational, positive viewpoint, and this is part of the reason that they are successful. Often, though, they may fail to look at problems from emotional, intuitive, creative or negative viewpoints. This can mean that they underestimate resistance to change, don't make creative leaps, and fail to make essential contingency plans. Put simply, creative problem-solving is about escaping the standard patterns that control thinking so that people can discover options that they previously could not see.

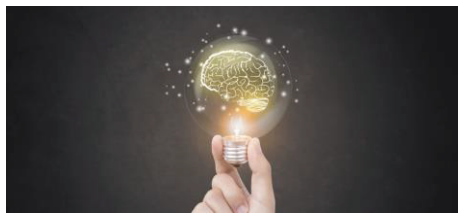


Problem-solving and decision-making

Duration: approximately 40 minutes.

Audience: All staff: Successful people think from a very rational, positive viewpoint. Often, though, they may fail to look at problems from, for example, emotional, intuitive, creative or negative angles. In this course, we focus on providing a basic framework for creative problem-solving and decision-making. Topics include:

problem solving and decision making - creativity in problem solving and decision making - problem solving - identify the problem - who should be involved? - define and evaluate the alternatives - making a decision - types of decisions - decision-making styles - tips for problem-solving and decision-making - people and time considerations - understanding considerations - information and clarity decisions - situation considerations - conflict prevention and resolution - alternative and acceptance considerations - results and benefits, consistency considerations - decision traps - implementing the solution - measurement techniques - contingency plan - monitoring results.



Creative problem-solving

Duration: approximately 20 minutes.

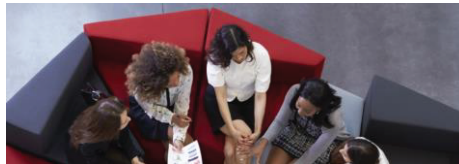
Audience: All staff: Put simply, creative problem-solving is about escaping the standard patterns that control thinking so that you can discover options that you previously could not see. In this course, we overview popular techniques to help generate creative ideas. Topics include:

creativity phases - creative techniques - random input – reversal - de Bono's thinking hats - mind-mapping - subconscious processing.



Customer service and consulting

Stakeholders and customers expect interpersonal skills and expertise, with professional, relevant and personalised service and support. In this course, we investigate the benefits of using a consultative approach when dealing with customers and colleagues, and we look at ways of effectively handling customer complaints.



Introducing consulting and handling complaints

Duration: approximately 20 minutes.

Audience: All staff: No matter who you are talking to, and what your relationship is with them, a consultative approach would expect you to deliver a combination of expertise in your field or job role, timely and personalised service, qualified and relevant support, and professional interpersonal skills. In this course, we investigate the benefits of a consultative approach and we also look at a simple but effective process for properly handling complaints. Topics include:

perceptions – solutions - introduction to handling complaints - handling complaints - customer complaint process - identify and acknowledge the complaint – investigate - develop solutions – respond – follow-up.



Knowledge and networks

Duration: approximately 15 minutes.

Audience: All staff: The human enterprise is a quest for learning from what came before and improving upon what we have learned. Customers now expect you to have expertise; to understand the past in order to invent the future. This course explores determining what you need to know and the sources that can help you to refine and develop your expertise. Topics include:

developing expertise – knowledge - knowing your industry - the industries you serve -
building a network - partnering with customers.

Duration: approximately 20 minutes.

listening skills (comparison, mind-reading, filtering, judging, debating and placating) -
body language - active listening - improve your listening skills - questioning skills -
building trust - telephone skills – voicemail - answering the phone.



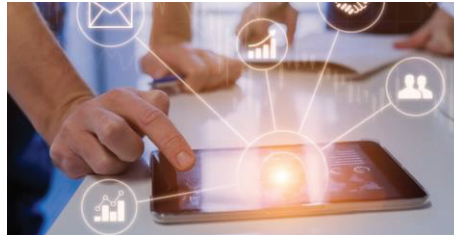
Duration: approximately 30 minutes.

the consultative service process - initial contact and determining need - effective customer meetings - writing proposals - negotiating and closing - follow-up - finding and qualifying prospects - determining need.



Managing workplace information

Managers have traditionally relied on a combination of office productivity, content, collaboration and portal tools. When information was needed, traditional knowledge workers would approach the subject matter expert (SME) and then interpret their findings within a specific context. In this course, we will investigate the vital nature of information in workplaces today, where the continual gathering, processing and diffusing of new information is vital to the instant decision-making processes that are crucial to organisations.



Managing workplace information

Duration: approximately 30 minutes.

Audience: All staff: Workplace information combines the knowledge and expertise that our people gain with the vital physical records that we accrue in the course of our business. In this course, we investigate the importance of appropriately collecting, storing, collating and sharing this information, such that it can then be applied to shaping the direction and quality of our future operations. Topics include:

what is information? - what is a record? - your responsibilities - information management - reliable information exercise - sourcing information - organising information - creating records - analysing information - disseminating information – visual, auditory and tactile / kinaesthetic styles - information security – disposal.



Negotiation

Negotiation is a method by which people settle differences. It is a process by which compromise, or agreement is reached while avoiding argument and dispute. In any disagreement, individuals understandably aim to achieve the best possible outcome for their position (or perhaps an organisation they represent).

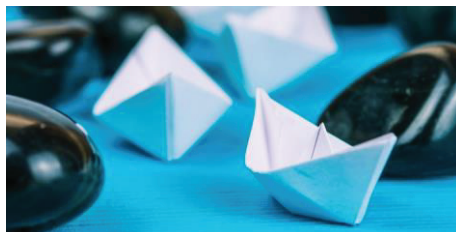


Negotiating yourself

Duration: approximately 20 minutes.

Audience: All staff: In this course, we investigate the dynamics and skills involved in negotiation, including how you can recognise, harness and control your personal traits in order to be a more influential and persuasive negotiator who combines sound preparation, exudes confidence and is compellingly persuasive. Topics include:

introducing negotiation - influencing, persuasion and negotiation - processing and reacting - self-talk - take time to collect yourself - redefining yourself - being assertive is not being aggressive - don't ignore your 'radar'.

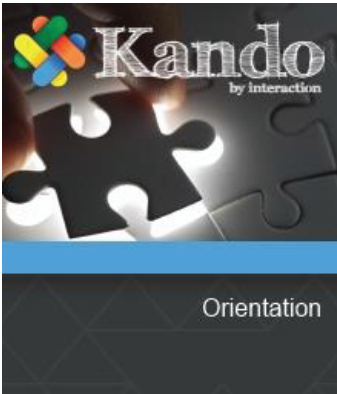


Influence and persuasion in negotiation

Duration: approximately 30 minutes.

Audience: All staff: Having the confidence to tell people what you would like them to do is one thing. Being able to convince them why they should do it as well as they possibly can is quite another. You will have a very tough time achieving your goals if you do not understand the power of persuasion and influence. In short, this course is about getting people to want to do what you want them to do! Topics include:

influence and persuasion - the 1-2-3 of persuasion - the groundwork - seek views and support - research and gather information - making your case - win what? - do you need to negotiate? - preparing to negotiate – research - rally support - contact fellow negotiators - plan your approach - use your communication skills - building rapport - match the mood - changing course - working toward agreement - confirm agreement - obtain commitment - handling conflict - responding to criticism – side-tracking - pulling rank - being shouted at – collaboration.



Orientation / Induction

This series offers a series of template courses that you would personalise to your specific organisational needs and then publish as your introduction for new employees in your workplace. The team at Interaction can assist you in the personalisation process or you can do it yourself.

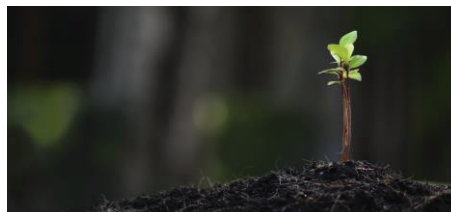


Welcome

Duration: approximately 10 minutes.

Audience: All staff: A satisfying career is a very special possession. In fact, one of our key commitments is to strive to provide great careers and equal opportunity for everyone who works here. We pride ourselves in having a culture of openness and expression. We encourage direct contact with Managers by all staff and have an open-door policy. This course offers an initial introduction to the organisation and welcome from the organisation leadership team. Topics include:

introduction and welcome - first impressions count - philosophy - our history - leadership team – the difference - interaction global - organisation structure - our mission - core values



Getting started

Duration: approximately 20 minutes.

Audience: All staff: This course outlines basic information for getting started. The information in this module is also available on our Intranet. If you have any questions or, if any aspect of what is covered here is unclear, please approach your manager or a member of our HR team. Topics include:

basics to getting started - key contacts - hours of work and flexible work arrangements - salary - superannuation - forms - holidays and leave - career breaks - staff benefits - healthy life program - insurance - social club - purchasing procedures manual - delegation manuals - car parking - corporate wardrobe.

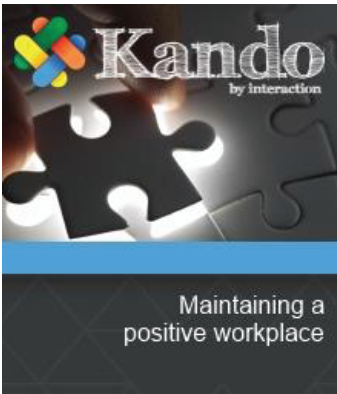


Learning and development

Duration: approximately 10 minutes.

Audience: All staff: Your career development is critical to your professional success as well as that of our organisation. In this course, we identify accountability for career development as a shared responsibility that relies on your self-motivation, combining with our personal and professional development initiatives to accelerate your journey. Topics include:

learning guide - learning & development vision - training policy - learning contracts -
program outlines - external programs - competency model – ELearning - what is
performance management? - why is performance management important? - how
often should reviews take place?



Maintaining a positive workplace

In this course, we investigate the key values that help to develop and maintain harmonious, positive working environments. We will look at enhancing your understanding of yourself and others. Of course, no situation is perfect, so we will also investigate positive strategies for managing conflict.



Positive and productive workplace

Duration: approximately 30 minutes.

Audience: All staff: While it is recognised that some level of conflict occurs in all workplaces and some degree of “creative tension” may be positive, our policy recognises the requirement for appropriate behaviour and the right to raise legitimate workplace concerns. In this course, we focus on the fundamental and legal right to work in a positive environment that is free of unlawful bullying and harassment. Topics include:

key components – communication – collaboration – recognition - positive relationship characteristics - managing conflict - five styles for managing conflict – reflection - collaborative resolution process - general workplace standards.



Unconscious bias and the workplace

Duration: approximately 15 minutes.

Audience: All staff: Most of us believe ourselves to be balanced decision-makers, able to objectively size up a workplace challenge or a job candidate. We also make hundreds of minor decisions every day and are confident in the fair and rational conclusions we invariably reach. Whether this is actually the case, these decisions are almost certainly influenced by automatic innate beliefs - the unconscious biases that are within every one of us. Topics include:

Fight or flight - The impact of biases in the workplace - Affinity bias, Attribution bias, Attractiveness bias, Confirmation bias, Conformity bias, Contrast bias, Gender bias and Halo and horns bias - What is the likely impact of bias at the individual level? - Diverse cultures - Gender equality - Mature workers – Disability - Government measures to reduce workplace bias - Diversity makes good sense - Workplace paths to overcome unconscious bias - Self-check



Maintaining positive relationships and managing conflict

Duration: approximately 20 minutes.

Audience: All staff: In this course, we investigate the key values that help to develop and maintain harmonious, positive working environments. We look at enhancing your understanding of yourself and others. Of course, no situation is perfect, so we also investigate strategies for positive management of difficult discussions and conflict. Topics include:

key components – communication – collaboration – recognition - positive relationship characteristics - managing conflict - five styles for managing conflict – reflection - collaborative resolution process - general workplace standards.



Business ethics

Duration: approximately 20 minutes.

Audience: All staff: We all have a natural moral compass that helps us to identify what is and is not ethical. The settings on that compass can be affected over time, perhaps by watching peers or learning from mentors. In this course, we reflect on moral codes that underscore sound business ethics. We also look at the Code of Ethics that is designed to help employees understand their responsibilities in conducting business on behalf of the organisation. Topics include:

personal ethics - ethics of justice and ethics of care - ethics violations - conflict of interest - payments and gifts - confidential information - conflict of interest - level playing field - compliance with law - company assets - reporting violations - scenario exercises.

Risk management

We encounter some element of risk in the work we do every day, and it is Risk Management that provides guidelines on how to deal with those risks. Upon successful completion of this course, you will be able to explain what Risk Management means, recognise the key elements of a Risk Management Framework and identify tools in the Risk Management Toolkit.

Risk Management Overview

Duration: approximately 20 minutes.

Audience: All staff. Organisations face internal and external factors and influences that make it uncertain whether, when and the extent to which they will achieve or exceed their objectives. The effect this uncertainty has on organisation objectives is risk.

terms and definitions - what is 'risk'? - what is 'risk management'? - why do we need risk management? - risk management is part of your job - the link between governance and risk management - the risk management framework - the risk management process - actions: consult and communicate - overview of the risk management toolkit – the risk universe - the risk management plan.

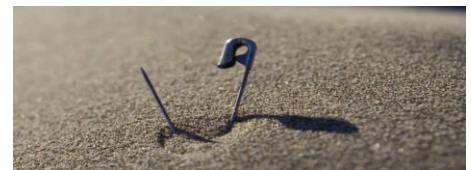


Establish the context and identify the risk

Duration: approximately 20 minutes.

Audience: All staff. In the initial Establish the Context step, we will learn how to identify external and internal environment and look at the roles, responsibilities and resources that assist in establishing the context of risk management. The identifying risks step will then focus on looking for, recognising, and recording workplace risks. Topics include:

- useful terms and definitions - establish the context - define the criteria - external and internal environment - scenario: new project - consultation and communication - reference material - monitor & review - risk plan objective - identify risks - the importance of identify layer 2: resources, layer 3: operational.





Social media in the workplace

Social media is computer-based technology that facilitates the sharing of ideas, thoughts, and information through the building of virtual networks and communities. By design, social media is internet-based and gives users quick electronic communication of content.



Social media in the workplace

Duration: approximately 20 minutes.

Audience: All staff: The workplace grapevine has evolved from informal lunchroom dialogues to incorporate a plethora of social media Likes, Shares, and Tweets etc. This course introduces how social media can be employed to reflect how an organisation is functioning or perhaps how its products and services perform – with the messages reaching stakeholders, partners, managers, employees, contractors, job applicants, suppliers, customers, the media, etc. Topics include:

social media: what it is - business benefits - building company brand on social media - choose networks that support your brand image - provide valuable content - engage employees in social media and export your culture as well as your products and services - social media and managing performance - social media and recruitment - social media, data protection and privacy - using social media outside of the workplace.



The internet as a workplace tool

Not that long ago, having a solid presence online could give businesses an edge over the competition. The world is much different today. Today, if you're not visible online, you simply don't exist for many potential customers. Even brick and mortar shops are invisible to people who are more likely to look down at their phone than to look up and down a street to find what they need. If you don't have your business showing on Google Maps, you may find people driving past you to get to a competitor they mistakenly believe is closer.



The internet as a workplace tool

Duration: approximately 30 minutes.

Audience: All staff: The lines that once marked when people start and end work, not to mention where they work from, have blurred. Wireless technology coupled with internet connectivity enables people to work from home on suitable days, work staggered hours, work short weeks, etc. It is difficult to imagine a workplace without access to e-mail, mobile devices, video conferencing, cloud-based storage, online messaging, etc. This course introduces the basics of safely using the Internet as a workplace tool. Topics include:

communication - email and virtual communication tools and messengers (IM, skype, WhatsApp, etc.) – VOIP - conferencing systems - other collaboration tools - cloud computing - using mobile devices in the workplace - on-line learning - digital copyright - internet security - secure use of email - cybercrime and information security risks - installing unauthorised software - what standard internet policy should include.



Time and stress management

Time management and stress management are often closely related and discussed together. Time stress is the best-known form of stress in a modern, fast and demanding work environment. Often, projects have deadlines and tasks must be completed within an agreed time. If that does not happen, it leads to stress. In the case of time stress, people are worried about a lack of time. Limit stress and enhance your health by following these time management tips.



Time and stress management

Duration: approximately 30 minutes.

Audience: All staff: Various responsibilities and commitments extend beyond our work and can have a significant impact on our workplace opportunities. We start this course by looking at how to achieve a balanced life with ample time for work, relationships, relaxation, and fun, before looking at effective stress management to build a resilience that will allow you to meet challenges head on. Topics include:

achieving work-life balance - introduction to time management - you are unique! - defining your core values - your vision and mission statement - your goals and objectives - implementing the plan - efficiency and effectiveness - what is stress? - managing stress - characteristics of success.



Workplace communications

Workplace communication can range from informal hallway, telephone and online conversations to the delivery of formal written documents, meetings and presentations. In all formats and mediums, different people will communicate in different ways, so the message is not always as obvious as the words being spoken or written.



Non-verbal communication

Duration: approximately 30 minutes.

Audience: All staff: Workplace communication can range from informal hallway, telephone and online conversations to the delivery of formal written documents, meetings and presentations. In all formats and mediums, different people will communicate in different ways, so the message is not always as obvious as the words being spoken or written. This course will help you to get your message across, as well as decode the communications you receive by overviewing the basics of personal behaviour and non-verbal signals. Topics include:

communication styles - communication tips - non-verbal communication - body language cues - interpreting non-verbal cues.



Basic written communication for the workplace

Duration: approximately 30 minutes.

Audience: All staff: There are three main ways of communication in business: verbal, non-verbal and written. While all of them are essential, the latter tends to be the most prevalent. Written business communications include emails, letters, reports, company brochures, presentation slides, case studies, sales materials, visual aids, social media updates, and other business documents. In this course, we look at the basics of written communications, including exposing some of the more common errors in spelling and grammar. Topics include:

the writing process - planning, writing and revising - grammar and punctuation - periods and ellipses - commas, colons and semicolons - quotation marks and parentheses - apostrophes - specific document tips (e-mail, memos, business letters, proposals).

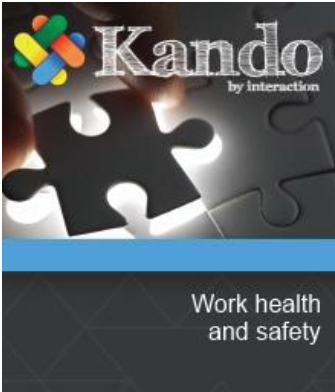
Duration: approximately 30 minutes.

listening skills – comparison - mind-reading, filtering, judging, debating, placating -
effective listening - presentation skills - telephone skills - voicemail and answering the
phone - business meetings - video conferences.



Duration: approximately 20 minutes.

communicating with stakeholders - communicating with colleagues - communicating with management - communicating with your staff.



Work Health and Safety

Work Health and Safety (WHS) legislation, policies, procedures and activities are designed to protect the health and welfare of all at the workplace. Employers have a responsibility to provide a safe workplace for all staff, contractors and visitors. A detailed introduction to WHS policies and legislation is available in ready2comply, while elements of interest to managers are included in ready2manage.



Introduction to work health and safety for workers

Duration: approximately 20 minutes.

Audience: All staff: This generic course is designed to overview basic WHS requirements for workers and contractors. It introduces the policies and procedures that help protect workers from WHS incidents and resulting injury, noting that local site policies and procedures over-ride any generic information supplied here, and specialised training may be offered for workers who may be exposed to job specific risks. Specialists such as fire wardens and first aiders receive separate training specific to their responsibilities. Topics include:

Types of workplace hazards – ergonomics - work process - commonly used items - everyday safety - machinery, tools and protective equipment - Safety Data Sheets (SDS) - Psychosocial hazards and mental stress - Bullying, harassment & discrimination - Alcohol and drugs - Evacuation procedures - Job safety analysis - hazard reporting - emergency locations - competent persons, safety knowledge.

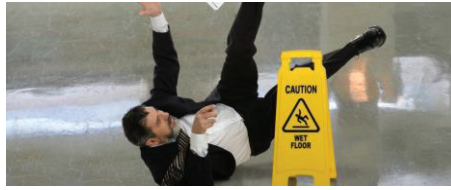


Hazards, controls and safety practices

Duration: approximately 30 minutes.

Audience: All staff: Every workplace has hazards. Hazards include the work practices and systems used to perform work as well as physical, chemical, biological and psychological aspects. In this course, we investigate generic concepts – you must be sure to identify and follow local rules and regulations specific to each site. Topics include:

control measures - air contaminants - chemical and biological hazards - safe use of hazardous substances - safety data sheets (SDS) - ergonomic hazards - equipment, machinery and tools – housekeeping – electrical - confined spaces - the hierarchy of hazard controls - personal protective equipment (PPE) - flammable and combustible objects – monitoring - promoting health and safety - health and safety contact.



Slips, trips, and falls

Duration: approximately 15 minutes.

Audience: All staff: People tend to reflect on STF as being embarrassing, but the reality is that the outcome often being far worse than simple embarrassment. Each year slips, trips and falls result in thousands of preventable injuries from musculoskeletal injuries, cuts, bruises, fractures and dislocations to more serious and even fatal injuries. In this course, we focus on slips, trips and falls (up to 2 metres). Topics include:

what are slips, trips or falls - why worry? - what should you look out for? - self-assessment - what else can you do? - what can you do as a supervisor / manager? - things to remember.



Working at heights

Duration: approximately 30 minutes.

Audience: All staff: Your safety is our priority. You might be new, and this is the first time you have worked at heights, or you may have developed some poor habits over the years. For the purposes of this course, working at heights describes any activity or task conducted where there is a risk of a person or object falling. Topics include:

Identifying and planning Working at Heights tasks - Controlling the risk of falls - Monitoring and review - Administrative controls - Why do we have Working at Height permits? - What are the roles of the Permit Issuer and Holder? - Completing the Working at Height Permit – Precautions - Safe means of access and appropriate PPE - Fall distance and residual clearance, exclusion zones - Temporary work platforms, Scaffolds and Scaffold tagging - Temporary Work Platforms and elevating Work Platforms - Building maintenance units (normally installed on high rise buildings) - Brittle, fragile, steep or sloping roofs - Openings in floors, roofs or skylights - Fall Protection Equipment and pre-use Inspections - Why is Fall Restraint preferred over Fall Arrest? - The Pendulum Effect - Portable ladders - Approach distances - Electrical safety.

what are manual tasks? - general guidelines for manual tasks - techniques for manual tasks - techniques for lifting - techniques for pushing and pulling - general guidelines for handling weights - common hazards associated with workstations - act - risk management approach overview - the five-step risk management approach - reporting safety - procedures if suffering from pain - workers compensation - return to work policy - conclusion and sign-off.



What is asbestos? - Friable and Non-Friable Asbestos - Identifying asbestos - Health impacts of asbestos - Managing the risk - The Asbestos Register - Emergency procedure - Have you been exposed to Asbestos Fibres? - Asbestos removal and disposal - Access to further information - Assessment.



Hand hygiene

Duration: approximately 20 minutes.

Audience: All staff: Invisible to the naked eye, germs and bacteria are spread from person-to-person and by touching everyday surfaces. Microorganisms are either present on hands most of the time (resident flora) or acquired during activities (transient flora). In this course, we investigate the goal of hand hygiene, which is to reduce the number of microorganisms on your hands and prevent the spread of microorganisms as a result. Topics include:

Standard precautions - The importance of hand hygiene - Preventing infections is the responsibility of all workers - What is hand hygiene? - How to wash hands properly, using soap and water - Alcohol-based handrubbing - The World Health Organisation's 5 Moments for Hand Hygiene - Wearing gloves does not replace the need for hand hygiene



Safe driving

Duration: approximately 20 minutes.

Audience: All staff: How you drive is vital to your safety as well as the safety of others. The low risk driving tips outlined in this course, along with an overview of associated controls, policies and procedures are designed to increase the likelihood that you will arrive home safely. Topics include:

Introducing defensive driving - The four components of defensive driving - Vehicle operating standards - Knowing your vehicle - Low risk driving techniques - Driving commercial vehicles - System of vehicle control - Defensive Driving Behaviour - Crash Avoidance Space (CAS) - Stationary objects - Only reverse when necessary - Adverse conditions – Parking.

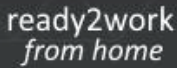
Duration: approximately 20 minutes.

Safety doesn't happen by accident! - Our Work Health and Safety Policy - Your legal Duty of Care - How to meet your accountabilities and Duty of Care - What is an incident and what is a near miss? - What are the different types of incidents? - Reporting a near miss increases safety awareness - What happens if you get injured, or there has been an incident or near miss? - Reporting a Medical Treatment Injury - What is early intervention? - Return to Work packs - What to do when with the Doctor - What happens next?



Duration: approximately 20 minutes.

Globally Harmonised System (GHS) - Dangerous goods - Classifications – Hazardous chemicals – GHS Pictograms - Definitions – Limited quantities - Determining compatibility for transport - Segregation requirements - Labelling requirements - Concessional Limited Quantities transport documentation - Placard load exception – Assessment.



Audience: All staff: Coronavirus has impacted every one of us and our families in so many ways. Many of us have been thrust, at very short notice, into a situation of working remotely, from home. In this first introductory module, we will overview the impact of coronavirus before introducing quick tips for working at home, many of which will be expanded on in the courses that follow. Topics include:

We are all in this together - COVID-19: Slowing the spread - Quick tips for working from home - Stretch regularly and take regular breaks from your computer! - Getting help and sharing what works well for you - Ask for help if you need it! - Stay healthy and safe - Prevention in public spaces - Prevention at home.



Audience: All staff: In the previous course, we investigated key factors to consider in the transition to safely working at home. In this course, we will go into a lot more depth in certain areas. This course is designed to supply a knowledge base that you can access whenever you need. Topics include:

Setting up your home workstation - Workstation Ergonomics - Being considerate - Challenges for parents - Establishing an 'at home' schedule – Flexibility - Personal time! - Evaluate and fine tune your schedule - Developing your personal work plan - Starting your day - How best to use your gained time? - Setting SMART Goals - Plan and prioritise - Tracking and review - Working from home - a delivery-based module - Taking responsibility and embracing accountability - Building resilience - Stay engaged and productive - Easily distracted?

Duration: approximately 20 minutes.

Wellbeing and Resilience – Confidence - Traits of emotionally resilient people - Strategies to build and maintain resilience - Work on your resilience - Embracing strengths / managing weaknesses - Stress management - Stress symptoms - Adopting a positive mindset - Seeking the positive through the negative is essential - Healthy lifestyle and dealing with isolation - Maintain your routine, take breaks, stretch and exercise – Community - Mindfulness - An overview of resilient teams - Coaching/Leading resilience

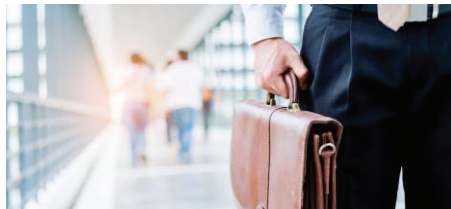


Duration: approximately 30 minutes.

Managing from distance - Key strategies for leading a virtual team - Teamwork, Clarity and Performance - Role clarity – Performance - Collaboration and cohesion - Weekly reviews – Feedback - Quarterly / half-yearly reviews – Trust - Vision, mission and culture – as important as ever! - Communication and collaboration - Effective listening - Leading collaboration - Connection - beyond communication! - Considerations for written technologies - Communication technologies - Social media - Conducting online meetings.

Duration: approximately 20 minutes.

Do you have the option to work at home or in the workplace? - Preparing yourself to return to the workplace - Determining where to work - Transport to and from the workplace - Entering and accessing the workplace - Adjusting to the new workplace - Preparing yourself to return to the workplace - Contact your manager about returning to the workplace. - Return to the workplace: Your Commute - Return to the workplace: Workplace Access - Common spaces and High traffic areas - What is the lift and stair protocol? - Where is my workstation? - How to organise meetings: Planning - How to organise meetings: Facilitation - Workplace visitors - Remember these vital safety procedures at all times.



Duration: approximately 20 minutes.

Return to Work - Manager Support - A day in the life of a manager - Guidance for returning to the workplace - Preparing your team for returning to the workplace - Do you have any team members already working from the office? - Managing team engagement and connection - Managing team engagement and connection - How to organise meetings: Technology - Are your team members connected to their work and our strategy? - Managing productivity and performance - Do you have processes in place to monitor productivity and performance? - Always consider individual circumstances!



Your personality at work

Workplace diversity is a people issue, focused on the differences and similarities that people bring to an organisation. Profession, education, parental status and geographic location, for example, are key dimensions that shape the identities and perspectives that people bring. In this range of courses, we learn how to get the best out of ourselves as well as our colleagues by understanding, appreciating and learning to embrace the key elements that shape people.

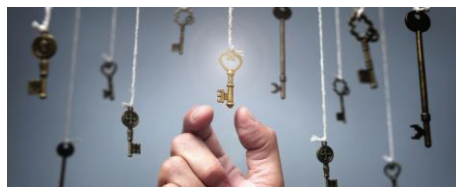


Interests and Intelligence

Duration: approximately 20 minutes.

Audience: All staff: People do not share the same priorities, motivations and values, so arming yourself with the ability to identify personality types will allow you to consider and adapt to individual perceptions, preoccupations and values. This course shows how to approach workplace interactions, and a large part of this exploration is to recognise and accept your own strengths and weaknesses and understand why you react the way you do. Topics include:

psychometric testing - psychometric caveats - the career key - RIASEC inventory - what is intelligence? - iq testing - multiple intelligences - multiple intelligences test - emotional intelligence.



Assessing personality types at work

Duration: approximately 30 minutes.

Audience: All staff: We all function in a habitual manner that reflects the pattern of a basic personality type. As we mature, we recognise that we can avoid negative reactions by understanding our own personalities as well as those of the people we deal with. In this course, we investigate different personality types in more detail and look at a personality assessment tool called an Enneagram that can be used to identify personality traits and how they affect behaviour. Topics include:

your personality - nine personality types — enneagram test - applying the results -
enneagram types at work - combining data - workplace applications - career and job
choices – communication - learning styles.

Duration: approximately 30 minutes.

Taking responsibility and embracing accountability - Personal accountability - You are Unique - Defining Your Core Values - Your Vision and Mission Statement - Your Goals and Objectives - Efficiency and Effectiveness - Implementing the Plan - What is Stress? - Managing Stress - Characteristics of Success.



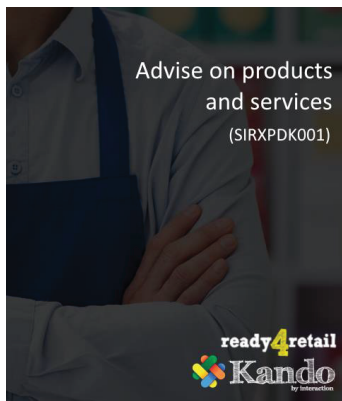
Duration: approximately 20 minutes.

business etiquette - building a network - finding mentors - workplace learning - professional competence - learning and development - develop new skills.

ready4retail off-the-shelf range

ready4retail introduces skills and knowledge for an individual to be competent in a range of activities and functions requiring basic retail operational knowledge and limited practical skills in a defined context. Work would be undertaken in various retail store settings, such as specialty stores, supermarkets, department stores and retail fast food outlets. Individuals may work with some autonomy or in a team but usually under close supervision...





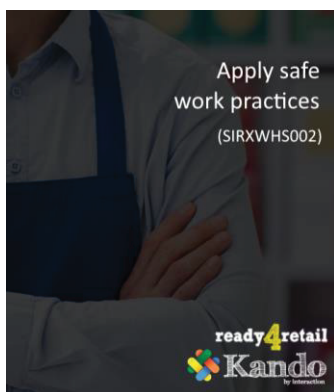
Advise on products and services (SIRXPDK001)

Duration: approximately 30 minutes.

Audience: All retail staff: Product demonstration and answering customer questions is an integral part of the selling process, so a thorough knowledge of the products you sell, and their application is going to be essential. This unit describes the performance outcomes, skills and knowledge required to develop product and service knowledge and provide information to customers. Includes the following topics:



Background and history of your company - Develop product knowledge by accessing relevant sources of information - Most stores will offer product information sources - Identify and use opportunities to update knowledge - Compare products and services - Respond to customer requests - Demonstrate expertise in products and services - Identifying the questions that your customers are likely to ask - Evaluate merchandise according to customer requirements - Use questions to clarify - Use listening skills - Apply detailed specialised knowledge of product - Explain product and service details - Features tell but benefits sell - Describe product use and safety requirements - Source additional information or refer to relevant colleagues - Never provide the wrong information or guess the answer - Identify when you need to enhance the information - Customer objections - Offer solutions according to store policy - Apply problem solving to overcome customer objections - Respond to buying signals - Encourage customer to make purchase decisions - Select and apply appropriate method of closing the sale - Recommend complementary products, specials, new lines, and promotions - Review personal sales outcomes to maximise future sales – Turning features into benefits.



Apply safe working practices (SIRXOHS001A)

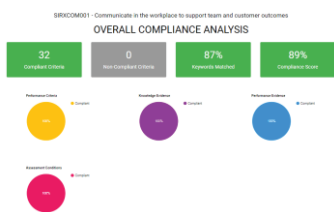
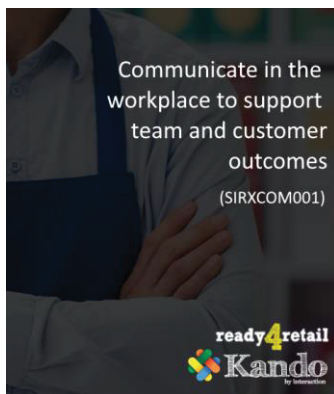
Duration: approximately 35 minutes.

Audience: All retail staff: Safety procedures in all retail stores are governed by legislation. On top of this, many stores implement their own safety policies and procedures in line with the legislation to encompass the store's unique circumstances and products. For instance, a car accessory store will have procedures for handling each of a variety of chemical products whereas a footwear store may only have a procedure for using basic cleaning agents. Topics include:



Contribute to workplace health and safety - Introduction to Work Health and Safety for workers - WHS Terminology - Your WHS duties - Types of hazards - Use safe manual handling techniques - Techniques for safe lifting - Techniques for Pushing and Pulling - Manage dangerous goods and substances - Safety Data Sheets (SDS) - Machinery, tools, and protective equipment - Identify and remove safety hazards, and report all workplace hazards as they arise - Promptly report unsafe work practices, incidents, and accidents - Emergency and evacuation procedures - Identify designated personnel responsible for first aid and evacuation procedures - Accurately identify safety alarms - Participate in workplace health and safety practices - The goal of consultation.





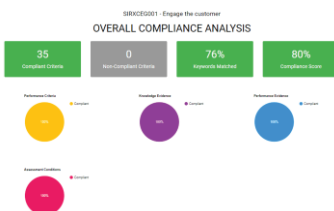
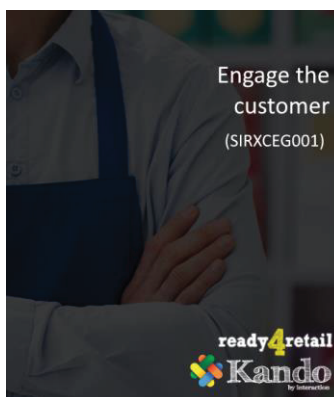
Communicate in the workplace to support team and customer outcomes (SIRXCOM001)

Duration: approximately 50 minutes.

Audience: All retail staff: You will be working in a team environment, interacting with suppliers, colleagues, and managers, and constantly welcoming and helping customers. As such, you must understand and adopt effective communication skills and techniques. You need to speak clearly and effectively, listen actively, and present positively in both face-to-face interactions and when utilising communication technologies. Topics include:



Effective communication techniques - Greeting customers - Verbal and non-verbal communication - Combining questioning and active listening - Effective listening - Providing clear and concise information - Be open and honest when challenges arise - The importance of tact and discretion - Communication technologies - Making telephone calls - Recording and passing on messages and information - Diversity in communication - Respect and sensitivity - Understanding diversity - Communication strategies in diverse environments - Diversity and non-verbal communication - Workplace requirements - Lines of communication - Work instructions and timelines - Tasks prioritised and completed - Instructions received and acted upon - Follow routine instructions - Accessing instruction documentation - Confirming understanding - Assisting team members - Demonstrating a courteous and helpful manner - Identifying and avoiding potential workplace conflict - Participation in team problem-solving - Encouraging, acknowledging, and acting upon constructive feedback.



Engage the customer (SIRXCEG001)

Duration: approximately 50 minutes.

Audience: All retail staff: If a customer leaves a store dissatisfied with the products or services, he or she will likely tell at least five other people about the experience. If those five people tell just three people each, one incident has launched an enormous amount of negative publicity. Every customer's experience in your store counts. In this course, we will investigate the core skills and knowledge required to enhance customer experiences, including how to communicate effectively, how to respond to complaints, how to receive and process orders and how to identify special customer requirements. Topics include:



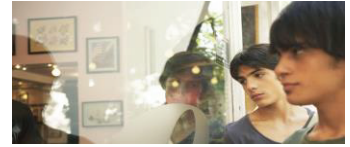
Greeting Customers - Serving diverse customers - Identify special customer requirements - Establish Rapport - Non-verbal, verbal and written communications - Assisting Customers - Establishing customer preferences, needs and expectations - Questioning Skills - Effective listening - Meet customer needs and reasonable requests - A genuine desire to delight your customers - Provide clear and concise information - Promptly refer to appropriate area as required - Resolving routine problems - Handle complaints sensitively, courteously and with discretion - Establish and confirm by actively listening - Taking action to resolve to customers' satisfaction - Processing returns or refunds - Maintain contact with customer until the transaction is completed - Process, record, and act upon sales orders - Encourage repeat customers by promotion of appropriate services or products - Quality customer service standards - Document customer dissatisfaction and complaints accurately and legibly - Convey a positive, helpful attitude when handling complaints - Promptly refer unresolved dissatisfaction to supervisor - Recording customer details and information - Farewelling customers appropriately and courteously - Take follow-up action as necessary - Customer service involves everybody.



Identify and respond to security risks (SIRXRSK001)

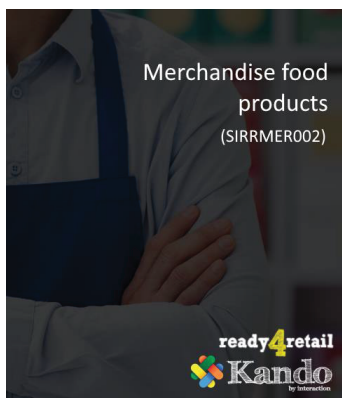
Duration: approximately 30 minutes.

Audience: All retail staff: Loss in any form affects a store's profit result and the future pricing of goods to the customer. This course describes the performance outcomes, skills, and knowledge required to identify security risks related to customers, team members, merchandise, and money, and to then take appropriate action within the scope of your job role to reduce or eliminate those risks. Security is about consistent and committed vigilance. Topics include:



Identify security risks to the safety of customers, team members, and yourself - Emergency procedures - The importance of being vigilant and prepared - Identify potential risks to merchandise, cash, and non-cash - Shrinkage - Stock control - Merchandise pricing - Maintain security of hot merchandise - Internal theft - Thieves don't just target merchandise – Robbery - Remain vigilant - Maintain surveillance equipment - Secure point-of-sale terminals - Handle cash according to store security procedures - Procedures for transaction errors - Maintain security of cash and non-cash, cash register, and keys - Take appropriate action to minimise theft - Identify and apply store procedures in regard to exchanges and returns - Prioritise personal safety when responding to security breaches - Report suspicious behaviour to relevant personnel - Approaching suspects - The shoplifter is under no obligation to return to the store - The best way to minimise theft is to minimise the opportunity - Walk the floor each morning, looking for weaknesses - Ongoing reporting of security risks - Honest people can make honest mistakes.

SIRXRSK001 - Identify and respond to security risks
OVERALL COMPLIANCE ANALYSIS



Merchandise food products (SIRRMER002)

Duration: approximately 30 minutes.

Audience: All retail staff: Businesses that handle food are required to follow health and safety procedures at every stage of the food production life cycle, and to protect employees and customers from associated hazards. In this course, we will overview food safety standards and obligations to produce and present safe food. Safe food describes food that will not cause illness or other physical harm to a person eating it. Includes the following topics:

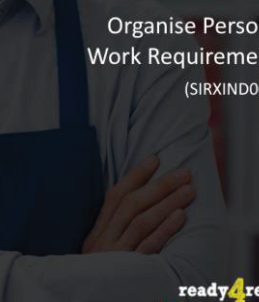


Merchandise food products - Food safety standards place obligations on food businesses to produce and present safe food - Food display guidelines - If handled properly, all food can be safe - Personal hygiene - Specific responsibilities relate to the health of people who handle food - Using appropriate Personal Protective Equipment - Manufacturer Instructions - Cleaning and sanitising display equipment, and checking for defects - Food safety requirements - Labelling Products - Wrapping, packing, and plating food - Displaying food products - Food handling risks will vary from business to business depending on the nature of the business - Identify and use correct food display techniques - Ensure correct pricing and labelling of food displays - Return excess stock from displays - Replenishing stock - Maintain Cleanliness - Identifying damaged, deteriorated, spoiled or out of date food - Monitoring display temperatures - The 2 hour / 4 hour rule.

SIRRMER002 - Merchandise food products
OVERALL COMPLIANCE ANALYSIS



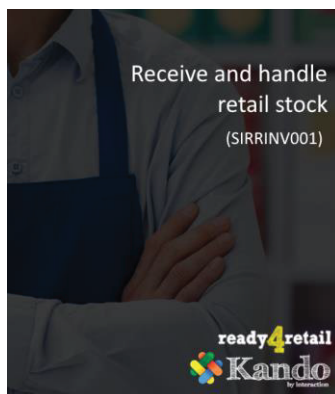
Duration: approximately 25 minutes.



Organise Personal Work Requirements

(SIRXIND003)

ready4retail
Kando
by Interconnection

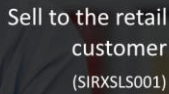


Duration: approximately 35 minutes.

OVERALL COMPLIANCE ANALYSIS

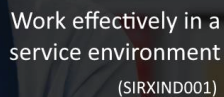
Metric	Value
Compliant Criteria	47
Non-Compliant Criteria	0
Keywords Matched	84%
Compliance Score	87%

Category	Compliance Status
Professional Criteria	95% Compliant
Professional Skills	100% Compliant
Knowledge Transfer	100% Compliant
Professional Qualities	100% Compliant



Duration: approximately 45 minutes.

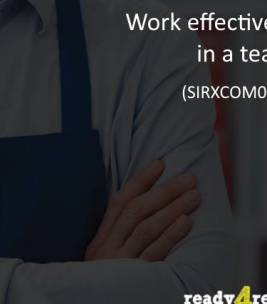
Demonstrate knowledge of the use and application of relevant products and services within the retail industry and in at least one specific retail organisation - Develop product knowledge by accessing relevant sources of information - Determine and apply timing of customer approach - Identify and apply effective sales approach - Convey a positive impression to arouse customer interest - Demonstrate knowledge of customer buying behaviour - Apply questioning techniques to determine customer buying motives - Use listening skills to determine customer requirements - Interpret and clarify non-verbal communication cues - Identify customers by name where possible - Direct Customer to Specific Merchandise - Match customer needs to appropriate products and services - Communicate knowledge of products features and benefits clearly to customers - Describe product use and safety requirements to customers - Refer customers to appropriate product specialist as required - Answer routine customer questions about merchandise accurately and honestly or refer to senior sales staff - Identify and accept customer objections - Categorise objections into price, time and merchandise - Offer solutions according to store policy - Apply problem solving to overcome customer objections.




Duration: approximately 45 minutes.

Employment rights and responsibilities - Positive workplace - What is discrimination? - Bullying and Harassment - Equal Employment Opportunity (EEO) - Appropriate behaviours to avoid being involved in incidents - National employment standards and specific employment arrangements - Working within organisational requirements - Clarify organisational requirements - Shifts and staff rosters - Uniforms, dress standards, and personal grooming - Designated lines of communication and reporting - Use effective work habits - Every worker contributes to success - Procedures and information available will cover a variety of factors and situations - Demonstrating a courteous and helpful manner at all times - Display appropriate behaviours in line with the Code of conduct - To achieve our goals, we must work together and share responsibility and accountability - Completing tasks willingly and without undue delay - Assisting team members when difficulties arise - Any necessary follow up action is taken - Sources of information on employee and employer rights and responsibilities.

Duration: approximately 40 minutes.



Work effectively
in a team
(SIRXCOM002)

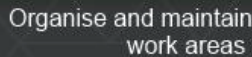
ready4retail
 **Kando**
by Interconnection



Kando
by Interaction

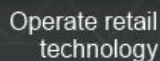
Duration: approximately 30 minutes.

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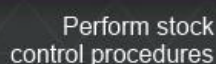
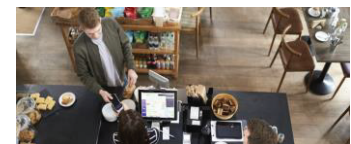
Duration: approximately 30 minutes.

maintain work areas, point of sale area and terminals - maintain walkways and aisles - complete maintenance with minimum inconvenience and according to policy and procedures - personal hygiene - cleaning and removing spills, waste, etc. – hazard warning - maintain store equipment and tools (including guards).



Duration: approximately 30 minutes.

purpose of equipment - design specifications and safety requirements – fault handling and maintenance program - typing techniques - accurately enter and edit information - price marking equipment - data entry equipment.



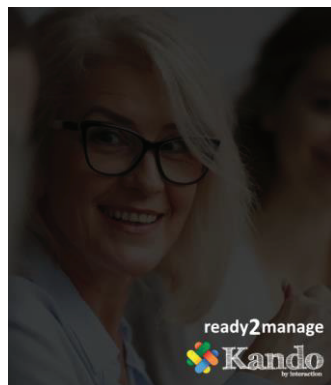
Duration: approximately 30 minutes.

maintaining the receiving bay - dispose of packing materials - check and validate incoming stock for damage, quality, use-by dates, breakage, or discrepancies - record stock levels first in first out (FIFO) principle - dispatch stock - apply stock price and code labels - stock rotation – merchandise placement - excess stock handling - safe lifting, shifting, and carrying techniques and equipment.

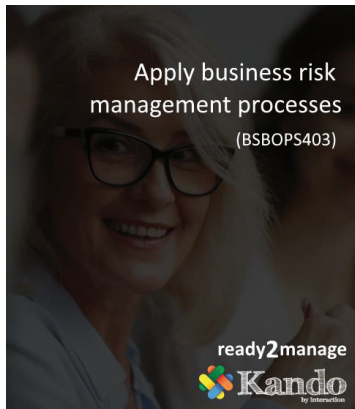


ready2manage off-the-shelf range

ready24manage introduces skills and techniques for supervisors, team leaders and managers. Within the course you will find an intentional bias towards people skills that build management rather than technical expertise. Experience shows that people who gain promotions, usually have excellent practical abilities, however most of their challenges arise in managing individual and team performance and culture.



Apply business risk management processes (BSBOPS403)



(BSBOPS403) - This unit describes the skills and knowledge required to identify business risks and to apply established risk management processes to a defined area of operations that are within the responsibilities and obligations of the work role. An organisation needs to know how to operate under any circumstances. Business continuity is the ability of an organisation to maintain essential functions during, as well as after, a disaster has occurred. We also encounter some element of risk in the work we do every day, and it is risk management that provides guidelines on how to deal with those risks.

Business continuity

Duration: approximately 20 minutes.

Audience: People leaders at all levels. In this course, we overview the importance of continuity planning to an organisation and its people. Business Continuity Planning (BCP) describes a holistic management process designed to identify potential threats and the likely impact if those threats were to eventuate. This knowledge allows the planning of appropriate and effective response options. Topics include:

what is 'business continuity'? - what is 'business continuity management'? - workplace health & safety is our priority! - business continuity management and risk management are related - your involvement in business continuity management - what is a 'business continuity plan'? - business impact analysis and assessment - key BCP roles - the business continuity cycle - exercise, review and maintain plans - finding more information.

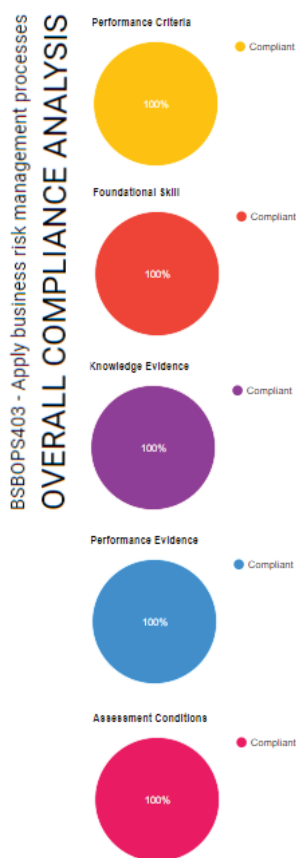


Working with Risks and Issues

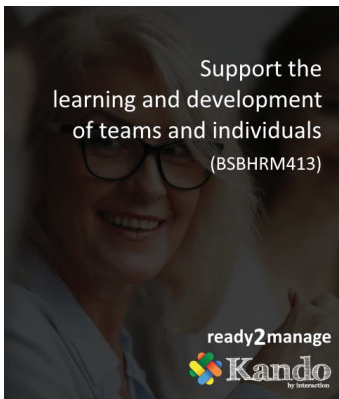
Duration: approximately 30 minutes.

Audience: All staff. Risk management allows us to identify the things that might prevent us from achieving our objectives and create a plan to overcome those obstacles should they occur. Of course, we recognise that all activities involve some level of risk. In this course, we overview how we can mitigate risk by anticipating, understanding, and deciding how to modify associated activities. Topics include:

Types of Risk - What is 'risk management'? - Why do we need risk management? - The risk management process - Consult and Communicate - Monitor and Review - Establish the Context - Identify Risks - The Risk Universe - How to write a risk and issue - Analyse and Assess Risks - Using the risk matrix - Determining impact and likelihood - Evaluate Risks and Issues - Residual risk - Issue Impact Rating - Prioritising and Treating risks and Issues - Communicating and escalating risks and issues - Monitoring and reporting on risks.



Support the learning and development of teams and individuals (BSBHRM413)



This unit describes the skills and knowledge required to encourage and support the development of a learning environment in which work, and learning come together. Emphasis is on the development of strategies to facilitate and promote learning and to monitor and improve learning performance. It applies to individuals who have a prominent role in encouraging, supporting, and facilitating the development of a learning environment in which work, and learning come together. At this level, work will normally be carried out within complex and diverse methods and procedures, which require the exercise of considerable discretion and judgement, using a range of problem solving and decision-making strategies.

Introduction to workplace learning

Duration: approximately 20 minutes.

Audience: People leaders at all levels. Workplace learning is about ensuring workers have access to the knowledge and skills they need to master the tasks they face. In this course, we overview the importance of a flexible, reactive workplace learning environment that ensures that specific learning is available precisely when and where it is needed, while catering to different learning styles. Topics include:

introduction to workplace learning -
learning resistance - workplace learning
forces - globalisation and technology -
work-world transformation - customer
influence - organisational assets - changing
roles and expectations - diversity and
mobility - change and chaos - emergence of
the workplace learning environment.



Facilitate and promote learning

Duration: approximately 40 minutes.

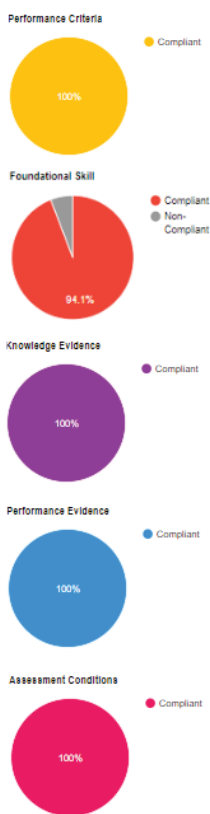
Audience: People leaders at all levels. While the need for a Workplace Learning Environment is generally accepted, workplaces often struggle with the methodology. In this course, we will introduce the conceptual framework for developing a workplace learning environment, and we will also look at the different learning methods that could be offered. Topics include:

the Marquardt model - organisational
aspects - people, knowledge and
technology - fostering positive learning
cultures - knowledge sharing - delivery
considerations and learning styles -
classroom-based learning - coaching and
mentoring - eLearning - workplace learning
roles and responsibilities - building shared vision - co-ordinate task focused teams - test
retention, acknowledge and test models - engage in systems thinking - conceptualise and
inspire learning and action - encourage creativity, innovation and risk-taking - benefits of
the workplace learning environment.

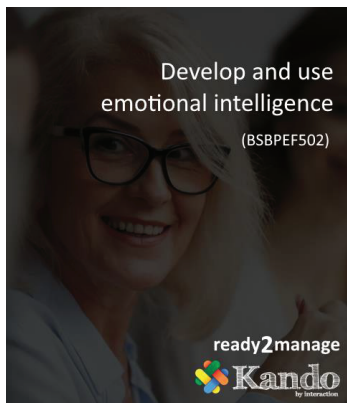


Support the learning and development of teams and individuals (BSBHRM413)

OVERALL COMPLIANCE ANALYSIS



Develop and use emotional intelligence (BSBPPEF502)



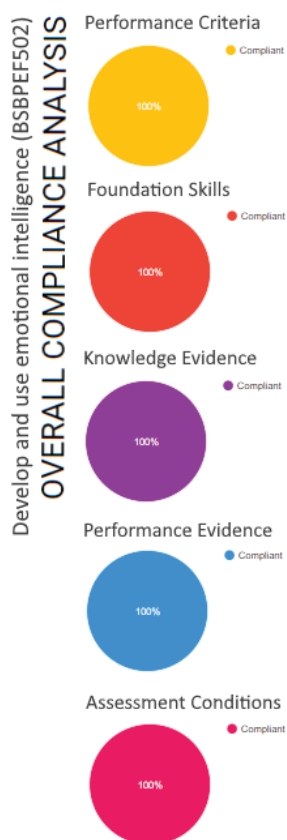
This unit covers the development and use of emotional intelligence to increase self-awareness, self-management, social awareness, and relationship management in the context of the workplace. It includes identifying the impact of own emotions on others in the workplace, recognising and appreciating the emotional strengths and weaknesses of others, promoting the development of emotional intelligence in others, and utilising emotional intelligence to maximise team outcomes. It applies to managers who identify, analyse, synthesise, and act on information from a range of sources and who deal with unpredictable problems. They use initiative and judgement to organise the work of self and others and plan, evaluate and co-ordinate the work of teams.

Self-awareness

Duration: approximately 20 minutes.

Audience: People leaders at all levels. Effective leaders are the people that others choose to willingly follow. Being aware of your own and others' emotions, being able to manage them and build emotionally intelligent relationships is critical to building a successful workplace environment. A better understanding of your own emotions as well as others will help you to enhance both personal and professional relationships. Topics include:

Goleman's emotional competencies - self-awareness - self-reflection and feedback from others - swot analysis - seeking and using feedback - 360-degree feedback surveys - informal feedback - ensuring developmental feedback is productive.



Self-management

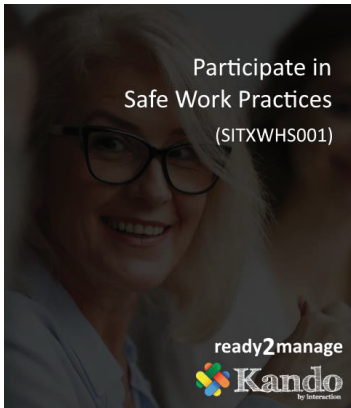
Duration: approximately 20 minutes.

Audience: In this course, we investigate self-management (or self-regulation), which is the second of three key areas of personal skills that make up Emotional Intelligence. Self-management is concerned with how you control and manage yourself and your emotions, inner resources, and abilities. It also includes your ability to manage your impulses. Topics include:

stressors and signs of stress - stress reduction - emotional states and their triggers - controlling emotional responses - silence and violence patterns - six step process to regulate emotional responses - modelling emotionally intelligent behaviour.



Participate in Safe Work Practices (SITXWHS001)



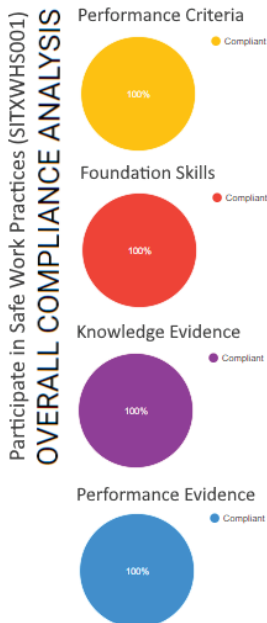
(BSBWHS501) This unit describes the skills and knowledge required to establish, maintain, and evaluate work health and safety (WHS) policies, procedures, and programs, per legislative requirements. This unit applies to managers working in a range of contexts who have or are likely to have responsibility for WHS as part of their broader management role. It is relevant for people with obligations under WHS legislation, such as PCBUs and officers.

Work health and safety introduction

Duration: approximately 60 minutes.

Audience: People leaders at all levels. The goal of this course is to guide you through Work Health and Safety (WHS) activities, legislation, policies, and procedures designed to protect you and your colleagues from incidents and injury. Topics include:

WHS terminology - WHS policies, procedures and programs – duties, legislation, penalties - values and goals - consultation - risk assessment and register - responsibilities - types of hazards - commonly used items and every day safety - machinery, tools and protective equipment - safety data sheets (SDFs) - psychosocial hazards - bullying, harassment and discrimination - alcohol and drugs - evacuation procedures - job safety analysis - incident and hazard reporting - emergency locations - competent persons - managing WHS - due diligence - reasonable practicability - risk management - hierarchy of risk control - attitude and commitment - representation - agreed arrangements - PCBU incident notification.

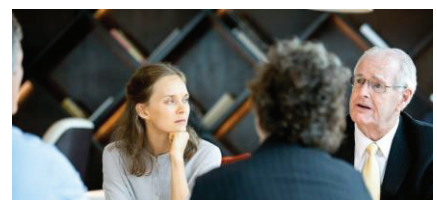


Due diligence for officers

Duration: approximately 20 minutes.

Audience: Officers and executive. Officers must exercise 'due diligence' to make sure the business continually and comprehensively meets its duties to protect workers and other persons against harm to health and safety. In this course, we learn that reasonable steps depend on the circumstances, including the role and influence of the officer and the nature and structure of the business. Topics include:

Due Diligence for Officers - Terminology (PCBU, Officer of a PCBU, Worker, Other persons, HSRs) - Who is an officer? - What is Due Diligence? - Officers must be able to demonstrate they have taken 'reasonable steps' - Culture and Consultation - Risk management - How officers can comply - Penalties for officers - Supporting due diligence obligations.



Contractor safety management

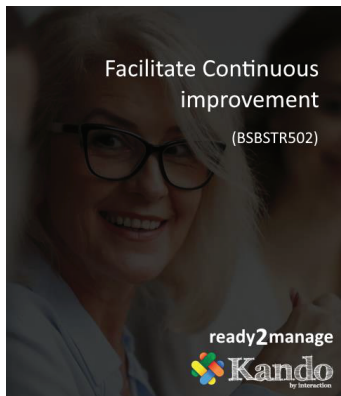
Duration: approximately 40 minutes.

Audience: All contractors: In this course, we investigate health and safety responsibilities for contractors. This includes practical application to contractor work, hazardous works, the use of hazardous substances, systems in place to manage contractor safety and contractor sign-off. Topics include:

who are contractors and who are employees? - policy and business owner requirements - safety contact officers - recruitment panel contractors – contractor's duty of care - building and maintenance work - site induction and safety induction – security - storage and deliveries - floor loading - site services - protection of works - underground works - use of hazardous substances and hazardous work - safe work method statements - hazardous substances and dangerous goods - specific chemical risk controls - use of plant and equipment - electrical safety - removal and disposal of waste - parking and amenities - reporting and investigating incidents - conclusion and sign-off.



Facilitate continuous improvement (BSBSTR502)



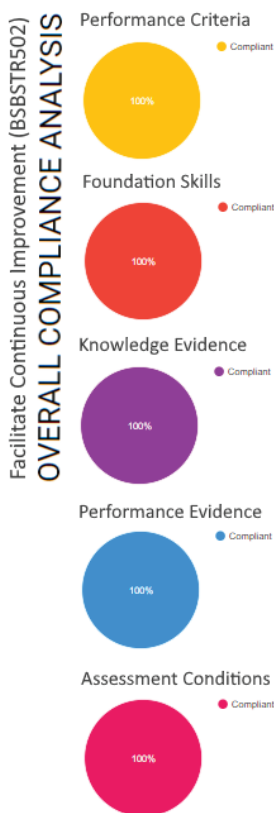
This unit describes the performance outcomes, skills and knowledge required to lead and manage continuous improvement. Emphasis is on development of systems and analysis of information to monitor and adjust performance strategies, and to manage further improvement opportunities. Applies to managers who take an active role in managing a continuous improvement process working toward organisational objectives. At this level, work processes tend to require the exercise of discretion and judgement, and the application of problem-solving and decision-making strategies.

Quality and continuous improvement

Duration: approximately 20 minutes.

Audience: People leaders at all levels. In this course, we introduce the foundations of continuous improvement. Continuous improvement can be described as an ongoing effort to improve products, services, or processes. It is a method for identifying opportunities for streamlining work and reducing waste. Topics include:

- what is quality? - who defines quality? -
- goods vs. services - why quality is important
- breakthrough and continuous improvement – PDCA - quality management
- total quality management (TQM) -
- embracing continuous improvement -
- pareto principle.



Tools for continuous improvement

Duration: approximately 30 minutes.

Audience: People leaders at all levels. In this course, we look at specific techniques to be considered when opportunities for improvement are identified. Of course, you will need to custom fit these generic techniques and methods to your specific environment, people, processes, goods and services, etc. Topics include:

- health, safety and environment - customer focus - service level agreements - customer ratings - the pareto principle – feedback – suppliers – technology – operations - high quality, speed, dependability – flexibility, monitoring and quality control – KPIs and rubrics – analysis, assessment and storage - capacity planning and control - forecasting demand levels - choosing a capacity plan - level capacity - chase and manage demand plans - monitoring and review - inventory planning and control - volume timing - systems.

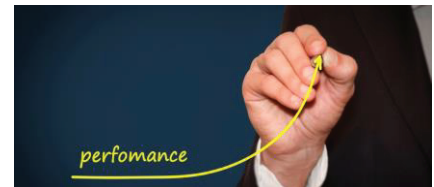


Improving your organisation

Duration: approximately 30 minutes.

Audience: People leaders at all levels. Leaders are responsible for the quality of team output. To maintain a high level of quality, you need to set the required standard and refuse to accept anything that doesn't measure up. In this course, we recognise the importance of the culture, structure and philosophies that drive continuous improvement strategy. Topics include:

your organisation's existing culture -
assessment tools - flow charts and scatter
diagrams - cause and effect diagrams and
swot analysis - quality policy statement -
productivity and principles - existing culture
unique practices - performance measures -
team involvement and job roles - quality
circles - resistance - coaching / mentoring – trust – 360-degree feedback -
communication, suggestion box and zero defects day.

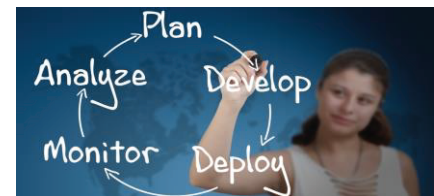


Implementing continuous improvement

Duration: approximately 20 minutes.

Audience: People leaders at all levels. In this course, we look at the process of implementing continuous improvement in your organisation, beginning with planning. We will come to understand that continuous improvement is an ideal that must be individually applied to each part of the workplace. It is not about identifying one-size-fits-all solutions. Topics include:

feedback - future planning - setting up an idea bank - communicating adjustments - record keeping - making the most of success.




Provide opportunities for further improvement

Duration: approximately 30 minutes.

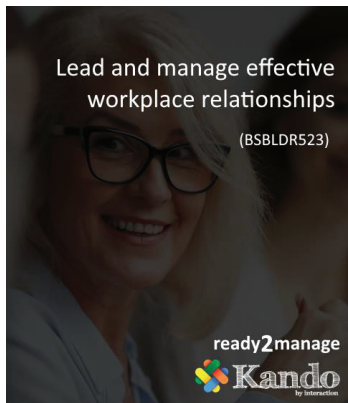
Audience: People leaders at all levels. In this course, we investigate the importance of implementing processes to ensure team members are informed of savings and productivity/service improvements by achieving the business plan. We also look at documenting work performance to aid the identification of further opportunities for improvement, including how to manage records, reports and recommendations for improvement, within organisation systems and processes. Topics include:

communicating productivity improvements

- recognising effort - the recognition system
- non-monetary rewards - informal and formal recognition - direct monetary rewards - performance pay - team based rewards - motivating high performers - complicated rewards - considerations for recognition - reward system exercise - documentation, standards and audits - respect and value every individual's contribution.



Lead & manage effective workplace relationships (BSBLDR523)



This unit describes the skills and knowledge required to lead and manage effective workplace relationships. It applies to individuals in leadership or management who have a prominent role in establishing and managing processes and procedures to support workplace relationships considering the organisation's values, goals, and cultural diversity. At this level, work will normally be carried out within complex and diverse methods and procedures, which require the exercise of considerable discretion and judgement, using a range of problem solving and decision-making strategies.

Introduction to effective workplace relationships

Duration: approximately 30 minutes.

Audience: People leaders at all levels. Effective workplaces are built on trust and integrity. They lower staff turnover rates as they increase motivation, vastly improving service and production standards. These workplaces are supported by internal and external stakeholder networks that have confidence in one another. This course investigates the characteristics and attributes of an effective workplace.

Topics include:

characteristics of an effective workplace -
communication and collaboration -
recognition - developing trust and confidence - integrity, respect, and empathy
- providing leadership - leadership styles
exercise - organisational standards - social standards - ethical standards - ethics of justice and ethics of care - business practice / process - optimise your interpersonal style - ensure competent - performance.

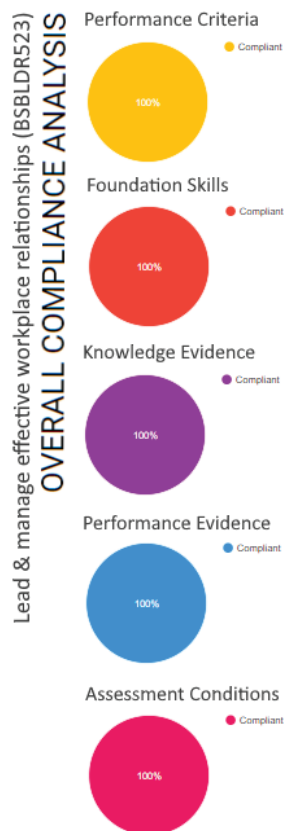


Working with information and ideas

Duration: approximately 30 minutes.

Audience: People leaders at all levels. All functions within the organisation are totally dependent on information - it is the 'fuel' that enables outcomes to be achieved. In this course, we detail a process for gathering, analysing, presenting, and measuring the impact of ideas and new information. We will also recognise the importance of considering individual styles when communicating ideas and information. Topics include:

learning styles - five-step approach -
sourcing, analysing, and disseminating information - who needs information and when is it needed? - how should information be presented? - how will the information be used? - testing retention - building on past success.



Networks and positive workplace relationships

Duration: approximately 30 minutes.

Audience: People leaders at all levels. The completion of tasks and achievement of goals in the workplace requires that diverse teams of people interact constantly, and every day. For some the communication tends to come naturally where others might struggle. This course investigates how everyone in the workplace, including the natural communicators, need to commit to the ongoing work of building the interpersonal skills that sustain healthy workplace relationships. Topics include:

build and maintain networks and relationships – networking - coaching and mentoring - encourage, teach, coach and mentor - identify opportunities - managing diversity – discrimination - indirect and direct discrimination – bullying - avoiding discrimination and harassment - our commitment – responsibilities.




Manage difficulties to achieve positives

Duration: approximately 30 minutes.

Audience: People leaders at all levels. While conflicts are inevitable, a poor resolution process can be debilitating for a team. In this course, we investigate how you can drive win-win scenarios such that conflict can be realigned to achieve positive outcomes that strengthen culture and team relationships. Topics include:

manage to achieve positive outcomes –
 problem-solving and decision-making -
 identify the problem - decide who to
 involve - define alternatives - evaluate the
 alternatives - decide - implement the
 solution - monitor results - managing
 conflict - pre, session and post-session -
 managing change - choosing the target – planning - initiating action - making connections
 - rebalancing to integrate the change - consolidating the learning - moving to next cycle.




Leading Virtual Teams and Communication

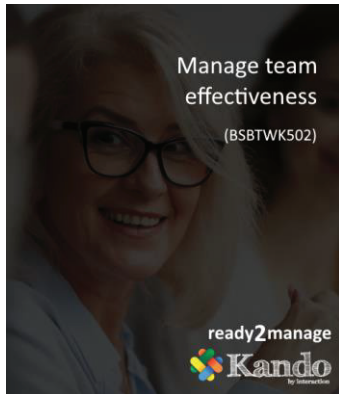
Duration: approximately 30 minutes.

Audience: All staff who lead teams: Your team members are commuting down a hallway rather than a highway and they are greeting each other with instant messages. When people are siloed, communication can get muddled. It is easy for trust and collaboration to deteriorate. And it can be difficult to tell if employees are tasked with too little - or too much. Topics include:

Managing from distance - Key strategies for leading a virtual team - Teamwork, Clarity and Performance - Role clarity – Performance - Collaboration and cohesion - Weekly reviews – Feedback - Quarterly / half-yearly reviews – Trust - Vision, mission, and culture – as important as ever! - Communication and collaboration - Effective listening - Leading collaboration - Connection - beyond communication! - Considerations for written technologies - Communication technologies - social media - Conducting online meetings.



Manage team effectiveness (BSBTWK502)



This unit describes the skills and knowledge required to lead teams in the workplace and to actively engage with the management of the organisation. It applies to individuals working at a managerial level who facilitate work teams and build a positive culture within their work teams. At this level, work will normally be carried out using complex and diverse methods and procedures requiring the exercise of considerable discretion and judgement, using a range of problem-solving and decision-making strategies.

Types of teams

Duration: approximately 30 minutes.

Audience: People leaders at all levels. As the leader of a team, one of your purposes is to influence effectively, which you can do by orchestrating the type of team that you lead. In this course, we look at setting the tone for your team, which you can do through your own behaviour, planning, organisation, work ethic and relationships with team members. Topics include:

the importance of teams - when to use a team and benefits of team-work - modern teams - cross-functional, global, and quality teams - supplier teams - virtual teams and self-managed teams - the work of a team - phases of team development - encouraging development - modelling effectiveness - characteristics of high-performance teams - structure and team relationship management - rewards and recognition - external support - review, results and reflection.

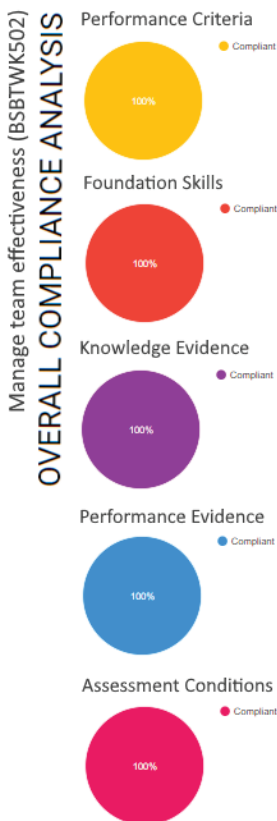


Team roles and relationships

Duration: approximately 30 minutes.

Audience: People leaders at all levels. Workplace diversity is about dignity and respect for all, and about creating workplace environments and practices that encourage learning from others. In this course, we investigate why teams are most effective when we recognise the wealth of experience, knowledge, and skills that diversity brings. Topics include:

roles and responsibilities - the champion / sponsor - the team leader and facilitator - leader role vs. facilitator role - the team recorder and the team member - diversity - roles and responsibilities matrix - leader behaviours - team behaviour - task roles - maintenance - individual roles - effective relationships - case study.

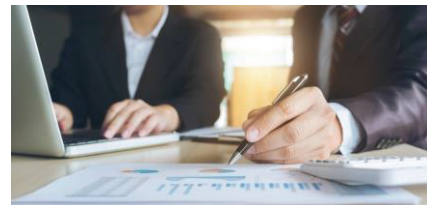


Plan to achieve team outcomes

Duration: approximately 30 minutes.

Audience: People leaders at all levels. The successful completion of projects and tasks requires a productive team committed to working together. In this course, we investigate the required commitment, contribution, communication and cooperation of all team members. No team is perfect, so conflict management and change management strategies are vital. Topics include:

team charter, mission and goals - team boundaries and ground rules - team patterns and resourcing - completion criteria - initial team meeting – empowerment - communication plan – reporting – recognition.



Facilitate and empower work teams

Duration: approximately 30 minutes.

Audience: People leaders at all levels. In this course, we learn how patterns emerge in teams as a result of group dynamics. We study the effect that team members have on each other's behaviour, as well as their influence on team patterns and norms. Some will have a positive effect on individual and team output and relationships, while others can hinder performance. Topics include:

group dynamics - effective team meetings - understanding team members - integrating new team members - team learning - team decision-making - barriers to consensus - decision-making process – decision-making tools - decision-making software - observation and maintenance.



Liaise with management

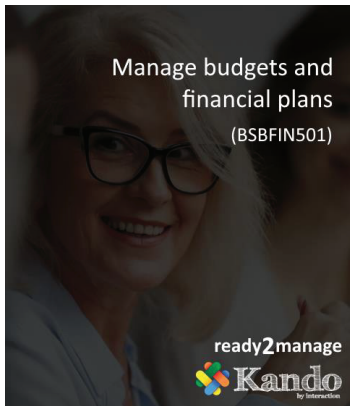
Duration: approximately 30 minutes.

Audience: People leaders at all levels. Team goals must align to organisation objectives, so it follows that teams must keep upper management informed on progress. In this course, we see that the key to effective communication up the line is to recognise what upper management wants and needs to know. Typically, they will expect you to assume responsibility for day-to-day activities and challenges, and provide them with clarity on milestone progress and outcomes. Topics include:

managing communication - informal and formal communication channels - downward, horizontal and diagonal communication - communication flow and barriers - type of message – timing - improving your communication - feedback, language and listening skills – comparison - mind-reading, filtering, judging, debating and communicating a message - communicating with colleagues - communicating with your manager - staff - key points.



Manage budgets and financial plans (BSBFIN501)



This unit describes the skills and knowledge required to undertake financial management within a work team in an organisation. It includes planning and implementing financial management approaches, supporting team members whose role involves aspects of financial operations, monitoring and controlling finances and reviewing and evaluating effectiveness of financial management processes. It applies to managers in a wide range of organisations and sectors who have responsibility for ensuring that work team financial resources are used effectively and are aligned with financial objectives of the team and organisation.

Plan and implement financial management approaches

Duration: approximately 30 minutes.

Audience: People leaders at all levels. In this course, we learn about internal and external reporting requirements of organisations, and we introduce the knowledge and skills required to prepare and understand those reports. Topics include:

creating financial acumen within your organisation - business plans and KPIs - chain of command - strategic, middle, and frontline management - management demands - resources and information management - information needs of different industry sectors - your team's access to budgets - who should see what? - strategies to support staff.

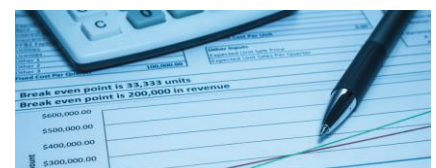


Financial literacy for managers

Duration: approximately 40 minutes.

Audience: People leaders at all levels. The success of an organisation relies on sound financial management. The organisation depends on up to date and accurate financial records that allow managers to measure and monitor profitability and meet stakeholder requirements. In this course, we investigate how to correctly record income and expenditure and we overview taxes and reporting requirements. Topics include:

income and expenditure - revenue documentation - cash book - transactions journals - bank reconciliation - tax invoices - business activity statement - income tax liabilities - goods and services tax (GST) - GST adjustments - pay as you go (PAYG) withholding - fringe benefits tax (FBT) - payroll tax - available benefits and allowances - making organisation recommendations - identifying and presenting recommendations - accounting in specific situations - accounting for the initial purchase of an organisation - accounting for owners investment of cash funds - accounting for daily sales - accounting for cost of sales - accounting for expenditure - statement of performance.



Report on financial activity

Duration: approximately 30 minutes.

Audience: People leaders at all levels. In this course, we investigate the basics of compiling financial information for key stakeholders. We focus on how financial information is processed and how reports are constructed, including how to identify asset and liability accounts; identify income and expense accounts; complete and interpret a Chart of Accounts and apply a Chart of Accounts coding system. Topics include:

compiling financial information and data - chart of accounts - collecting and evaluating financial data – classification - asset, liability and owner's equity accounts - income and expense accounts- coding financial data - reading and interpreting financial statements - interpret numbers with care - analysis – storage - the balance sheet - the profit and loss statement (p & l) - cash flow statement - the operating budget - identifying discrepancies and unusual features - analysing financial statements.




Monitor, control, review and evaluate finances

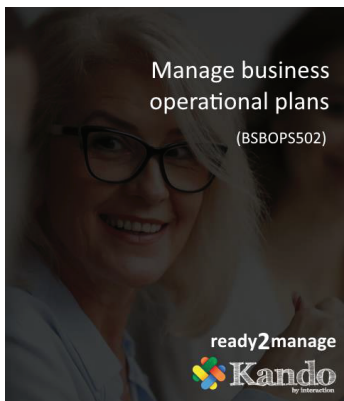
Duration: approximately 40 minutes.

Audience: People leaders at all levels. Monitoring allows leaders to maximise efficiency and control wastage. At the same time financial planning must be mapped to strategic direction. In this course, we underline the importance of tools that measure and predict financial performance, profitability and cash flow, etc. as well as non-financial factors such as staff turnover and customer satisfaction . Topics include:

collecting data from financial reports -
defining metrics - balanced scorecard –
budgeting - visible accountability - profit
ratios - liquidity ratios - finance ratios-
efficiency ratios - finance health check -
review and evaluate financial management
processes - monitoring problems - incorrect KPIs - sinister alerts - measurement and
clarity of expectations - financial management process improvements.



Manage business operational plans (BSBOPS502)



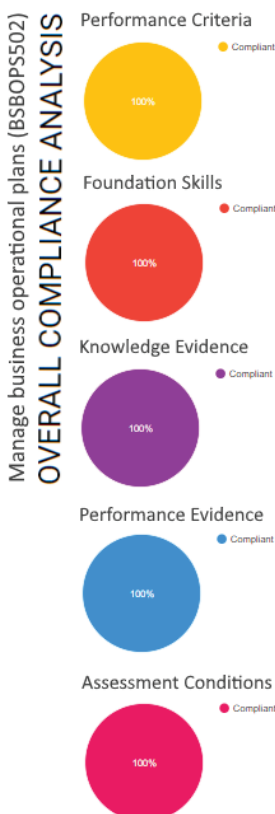
This unit describes the skills and knowledge required to develop and monitor implementation of the operational plan to provide efficient and effective workplace practices within the organisation's productivity and profitability plans. Management at a strategic level requires systems and procedures to be developed and implemented to facilitate the organisation's operational plan. This unit applies to individuals who manage the work of others and operate within the parameters of a broader strategic and/or business plan.

Preparing to implement the operational plan

Duration: approximately 30 minutes.

Audience: People leaders at all levels. Operational plans are often referred to as action plans for a very good reason. Through its operational (or action) plan, each division, section, team, project, etc. articulates how it will perform tasks to systematically achieve goals aligned to strategic goals. This course investigates the skills and knowledge required to implement an operational plan. Topics include:

what is operational planning? - key requirements for implementing an operational plan - the role of an operational manager - skills and planning, the three requirements - setting goals and smart goals - strategies for goal setting / setting outrageous goals - getting organised - capability charts and action planning worksheets - CPM diagrams - Gantt charts - PERT diagrams - consultation in the planning process - the consultation process.



Acquiring physical resources

Duration: approximately 30 minutes.

Audience: People leaders at all levels. Operational managers need to know how resources are obtained and the role they are expected to play in that process. In this course, we overview the principles and processes associated with obtaining physical resources. Topics include:

types of resources - acquiring resources, identifying the specific requirement, resource priorities, resource costs versus benefits, resource consultation, resource limitations and contingency planning. identifying and evaluating suppliers - comparing performance - the tendering process - competitive tendering - overview of tender documents - specification of required deliverables - statement of terms and conditions of contract - statements of acceptance - methods and criteria - processing of tenders - placing orders and follow up.



Reporting back on implementation

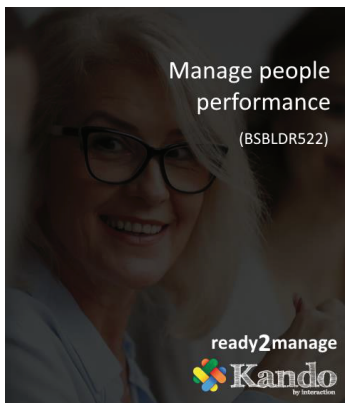
Duration: approximately 30 minutes.

Audience: People leaders at all levels. This course overviews the importance of conducting regular progress reviews and compiling accurate budget and statistical reports for distribution to relevant colleagues and stakeholders. Topics include:

- budget and statistical reports - project plans
- budget reports - budgets and data -
- budget focus and layout - regular budget
- checks - work performance reports and
- data - resource reports and data -
- professional reports.



Manage people performance (BSBLDR522)



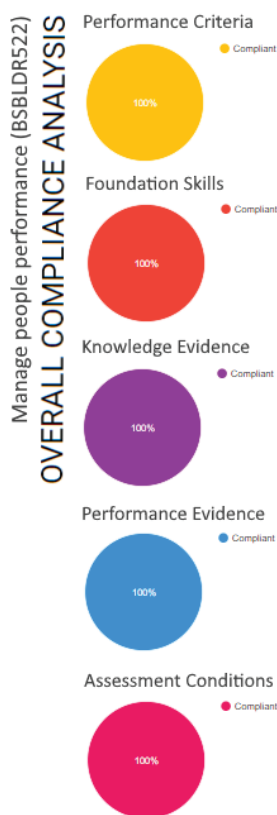
This unit describes the skills and knowledge required to manage the performance of staff who are direct reports and applies to anyone who manages people. It covers work allocation and the methods to review performance, reward excellence, and provide feedback. The unit makes the link between performance management and performance development and reinforces both functions as a key requirement for effective managers.

Effective work plans

Duration: approximately 30 minutes.

Audience: People leaders at all levels. Work planning describes a formalised approach to accomplishing the work of an organisation, as well as to managing the people who perform that work. In this course, we investigate the importance of preparing formal work plans to manage work priorities. We see that the work plan itself is a written statement that identifies the work to be accomplished to successfully achieve individual, team and organisational goals. Topics include:

preparing work plans and setting goals - stakeholder needs - smart goals - resources and priorities - personal responsibility - goals review - revising and extending - review tools.



Monitoring performance and professional development

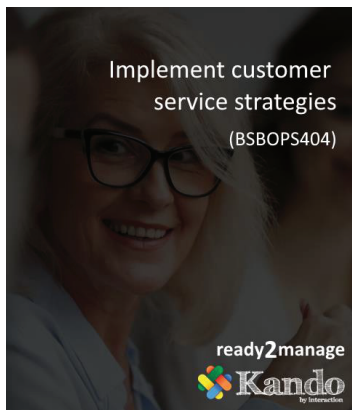
Duration: approximately 30 minutes.

Audience: People leaders at all levels. In this course, we investigate the process of assessing and improving work quality. We also investigate the importance of planning professional development, which requires the analysis of past performance to identify strengths and challenges before setting goals and plans for personal improvement. Topics include:

professional development - feedback on performance – listening - constructive feedback - learning from feedback – benchmarking – consistency - personal consistency - product consistency - service consistency - managing performance slippage - competing demands - professional competence - plan your development - records of development.



Implement customer service strategies (BSBOPS404)



This unit describes the skills and knowledge required to develop strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisation. It applies to individuals who supervise the provision of quality customer service within an organisation's procedures framework by others. At this level, individuals must exercise considerable discretion and judgement, using a range of problem solving and decision-making strategies.

Introduction to quality customer service

Duration: approximately 20 minutes.

Audience: People leaders at all levels. Irrespective of industry, organisation and job role, every worker has customers that they provide a service to. The quality of that service is a key differentiator. Customers return when it is positive and are driven away when not. In this course, we outline the fundamentals for supplying quality customer service. Topics include:

- introduction to quality customer service -
- what is quality customer service? - change your paradigm - customer expectations - basic, expected, desired, unanticipated.



The quality customer service process

Duration: approximately 20 minutes.

Audience: People leaders at all levels. The simplest way to foster customer loyalty is to adopt an ethos of quality customer service. From word-of-mouth to loyalty rewards programs, quality customer service drives repeat business. In this course, we discover processes to ensure superior service skills as we investigate the Quality Customer Service process. Topics include:

- identify customers and customer needs -
- delivering quality service - customer strategy – people – systems - handling complaints - root cause of problems - revisiting process - monitor and improve results.



Quality customer service skills

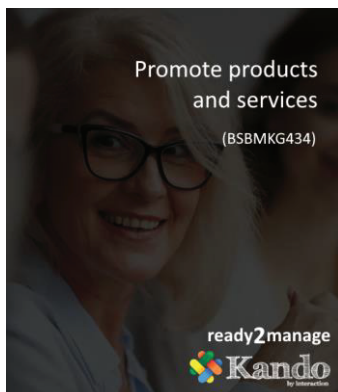
Duration: approximately 20 minutes.

Audience: People leaders at all levels. Customer service representatives may interact with customers face-to-face, over the telephone, or via technology options. They will have to deal with the public, which will include the challenge of handling difficult or irate customers. In this course, we investigate the technical and social skills that are crucial to effective customer service. Topics include:

- trust and rapport - selecting people -
- interpersonal skills - mutual respect - objectivity, empathy and flexibility - communication - listening - body language and feedback - paraphrasing, summarising and reflecting - overcome resistance.



Promote products and services (BSBMKG434)



(BSBMKG413) This unit describes the skills and knowledge required to coordinate and review the promotion of an organisation's products and services. It applies to individuals with a broad knowledge of the promotion of products and services specific to an organisation. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

Promote products and services

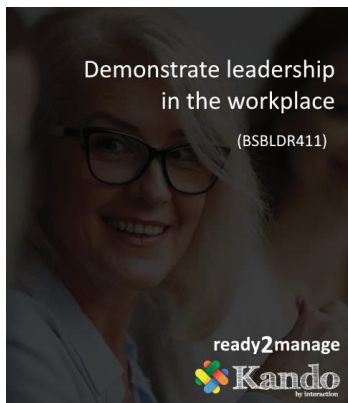
Duration: approximately 30 minutes.

Audience: People leaders at all levels. In this course, we examine promotional activities from those looking to promote goods or services. A good describes something that you can touch, while a service is something that someone does for you normally without a physical item changing hands. Topics include:

coordinate, review and report on a promotional activity - skills, knowledge and attitude - teams make workplaces - planning promotions - identifying promotional activities - organisational requirement - assessing marketing needs - plan and schedule promotional activities - clarifying objectives with stakeholders - time and budgetary constraints - outsourcing - action plans - coordinate promotions - allocating personnel and resources - the impact of flatter management on implementation - identifying target groups - customer status - implementing promotions through networks - personal communication channels - review and report - collecting data - assessing effectiveness of planning - processes - sharing feedback.



Demonstrate leadership in the workplace (BSBLDR411)



This course covers the skills and knowledge required to lead teams and individuals, modelling high standards of conduct to reflect the organisation's standards and values. Individuals who are making the transition from team member to taking responsibility for the work and performance of others will particularly benefit as they learn the influence they will have on work culture, values, and ethics.

Introduction to leadership

Duration: approximately 30 minutes.

Audience: People leaders at all levels. Maintaining a successful team demands effective authentic leadership. Leadership is about social influence. Leaders need to win the confidence, respect, and loyal cooperation of people, such that their effort in working toward the achievement of a common goal is maximised. In this course, we introduce foundation concepts associated with leadership. Topics include:

leadership goals and roles - leadership vs. management - mission and goals - manage the psychological contract - contract theories - Maslow - Herzberg and satisfaction - expectancy goal setting - equity theory - psychological contracts and motivation.



Being a leader

Duration: approximately 25 minutes.

Audience: People leaders at all levels. People's attitudes toward work can be complex, so there can be no single method for influencing their attitude and behaviour. In this course, we investigate the personal qualities that effective leaders draw on to motivate and influence a variety of people. Topics include:

leadership trait checklist – openness - selfless goals - intelligence and emotional intelligence - perception of circumstances - vision - track record – passion - leadership trait exercise - action checklist - excellence - decisions – communicate - personal skills - ask for advice - be humble and proud.

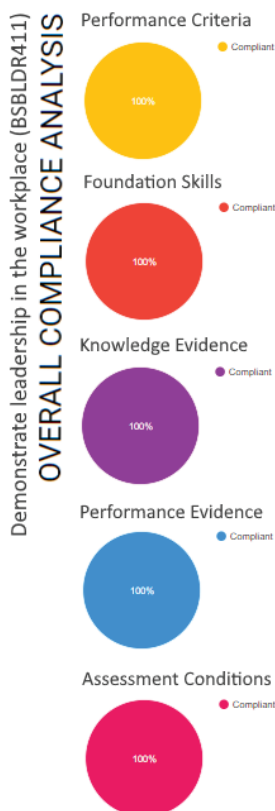


Leadership approaches and theories

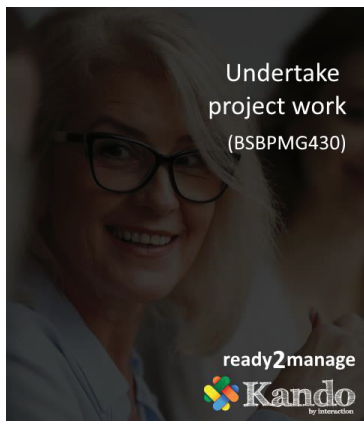
Duration: approximately 30 minutes.

Audience: People leaders at all levels. While leadership approaches can typically be linked to personality, the style that you adopt is not necessarily ingrained. In this course, we overview five leadership approaches that provide legitimate options in certain situations. Topics include:

making leaders - trait, behavioural, contingency, transactional and transformational approaches - your decision - leadership characteristics – authenticity and credibility - barriers - emotional intelligence – integrity - leadership theories - situational leadership - ethical leadership - benefits - ethical questions - changing people, direction - changing yourself - planning.



Undertake project work (BSBPMG430)



This unit describes the skills and knowledge required to undertake a project. It covers developing a project plan, administering, and monitoring the project, finalising the project, and reviewing the project to identify lessons learned for application to future projects. This unit applies to individuals who play a significant role in ensuring a project meets timelines, quality standards, budgetary limits and other requirements set for the project.

Project lifecycle: introduction, initiation, and definition

Duration: approximately 30 minutes.

Audience: People leaders at all levels. A project is a temporary endeavour that requires a project team to accomplish a sequence of tasks. This course investigates the skills required to manage such a team, including how to generate detailed action plans, how to develop and motivate people, and how to monitor progress and report to stakeholders. Topics include:

key players - the project lifecycle - project definition - feasibility - terms of reference - defining the vision and setting objectives - scoping - risk management and risk level assessment - reducing risk - risk analysis.



Planning and risk management

Duration: approximately 30 minutes.

Audience: People leaders at all levels. In this course, we focus on planning a project in terms of what activities must be completed and how they will be completed. We get started by looking at the Work Breakdown Structure which is a very effective tool for completing the specification of tasks in a project. Topics include:

Planning - work breakdown structure - project scheduling - task owners - statement of work - tools to help - CPM diagrams and pert charts - resource management - human and other resources - financial resources - commitment matrix - budgeting and cost control - preparation.

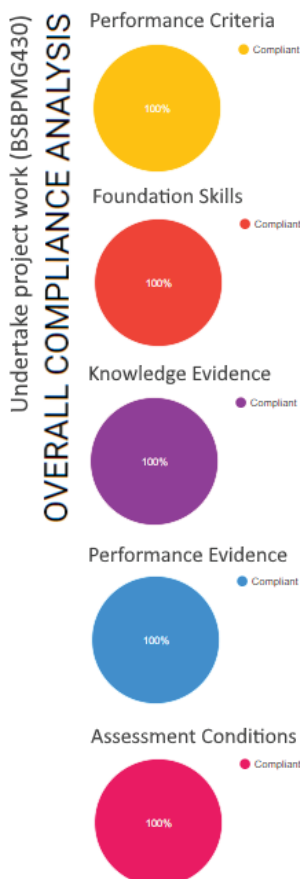


People skills in a project setting

Duration: approximately 30 minutes.

Audience: People leaders at all levels. Much of your work as a project manager will involve motivating and organising people so, in this course, we explore the human aspects that are vital throughout the cycle of a project. In doing so, we touch on human resources, team dynamics and motivational leadership. Topics include:

human resources - team dynamics - motivation - authority and empowerment - setting expectations - feedback and coaching - rewards and recognition - challenge and development - project metrics and monitoring - project closure.



Manage and review projects

Duration: approximately 30 minutes.

Audience: People leaders at all levels. In this course, we focus on setting project goals that can be measured and reviewed so that the achievement of milestones and overall completion is clearly identifiable. We look at how to review project outcomes and processes against the project scope and plan, the importance of involving team members in the review cycle and opportunity for improvement by documenting and sharing any lessons learned. Topics include:

team charter - mission and goals - team boundaries - ground rules – resourcing - initial team meeting – empowerment - team patterns - communication plan - completion criteria – reporting – evaluation - what have you learnt? - the final report – recognition.

