

Acorn Training and Consulting is one of the largest training providers to the APS and ACT Government and the Canberra business community. We have over 50 workshops which we run regularly as public workshops or as tailored in-house training for groups. This newsletter is to provide regular updates of our public workshop schedule and our workshop availability. Contact us for more information.

Why we run “Workshops”

As a training professional, you are familiar with the many terms used to describe training events. We have them described as programs, courses, seminars and workshops. Acorn some time ago settled on the term “Workshop” to describe what we provide.

Typically they are one or two day events focussed on a particular topic.

As one customer from Defence put it –

“I like Acorn because they run **workshops** – you know when you are there you will be doing some work and will leave knowing what you need to know to do your job more effectively. Other companies run training which is not as focussed on the end user outcomes.”

In a typical training course you can expect to get a few ideas to take away with you. Participants at an Acorn **workshop** get a full explanation of the key issues in the software, many exercises to ensure they understand how the software works and dozens of useful hints and tips. We have a comprehensive colour manual and trainers with many years experience. This all adds up to a value packed event.

We like this focus on workshops and outcomes because it means we have more satisfied customers. We know that some of our competitors cover in two, three, or four days of training what we cover in one day.

Acorn runs workshops in all the most common Microsoft Office 2003 and 2007 applications – Word, Excel, Outlook, PowerPoint, Access, Visio and Project and they are mostly one day in duration.

Our trainers typically receive scores of top marks from our attendees because we make sure that their needs are covered in the workshop. If there is anything we don't cover we provide assistance after the workshop via phone or email.

To find out why Acorn is one of Canberra's leading providers of Microsoft Applications training come and sit in on a workshop at no charge. Ring John or Elizabeth to arrange it.

Computer Training Room Hire

Why pay over \$1,000 per day when you can hire a modern computer training room at Acorn for \$770 per day. Book more than three days in a row or in a month and we can offer you larger discounts.

For your money you get;

- 12 modern computers plus one teacher's computer
- Ergonomic furniture
- Break out room
- Free tea/coffee
- Free parking
- Central location in Phillip

Other services include

1. Lunches at local cafes/restaurants
2. Full secretarial services – internet, photocopying, binding etc.
3. IT Support on site

Call in and ask for Elizabeth or Adrian – they will show you around.

Ring John for a no-obligation quote on 6217 7000.

Summer Specials

January

Workshop	Date	Usual price	Discounted price
Productiv_IT with Excel 2007	20/01/10	\$545	\$315
Fundamentals of Project Management	22/01/10	\$545	\$408
Basic English for Public Servants	28/01/10	\$545	\$408
Productiv_IT with PowerPoint 2003	29/01/10	\$545	\$315

February

Workshop	Date	Usual price	Discounted price
Productiv_IT with Office 2007	01/02/2010	\$545	\$408
Dealing with Difficult Clients, Colleagues and Situations	01/02/2010	\$545	\$408
Productiv_IT with Outlook 2003 for EAs	02/02/2010	\$545	\$408
Improving Client Service for Public Servants	02/02/2010	\$545	\$408
Productiv_IT with Excel 2003	03/02/2010	\$545	\$408
Selection Criteria and Interview Skills	03/02/2010	\$695	\$521
Productiv_IT with Outlook 2007 for EAs	04/02/2010	\$545	\$408
Influencing Skills for the APS	04/02/2010	\$545	\$408

Productiv_IT with Word 2003	05/02/2010	\$545	\$408
Emotional Intelligence for Women	05/02/2010	\$745	\$608
Writing Skills for Executive Assistants	05/02/2010	\$545	\$408
Developing Your Career	08/02/2010	\$545	\$408
Fundamental Writing Skills for Public Servants	09/02/2010 & 16/02/2010	\$995	\$746
Productiv_IT with Outlook 2003	11/02/2010	\$545	\$408
The New Supervisor	11/02/2010 & 18/02/2010	\$995	\$746
Report & Ministerial Writing	11/02/2010	\$545	\$408
Fundamentals of Project Management	12/02/2010	\$545	\$408
Develop Unlimited Confidence	12/02/2010	\$545	\$408
Productiv_IT with MS Project	15/02/2010 & 16/02/2010	\$995	\$895
Stress Management	15/02/2010	\$545	\$408
Productiv_IT with MS Visio	17/02/2010	\$545	\$408
Write to succeed	17/02/2010	\$545	\$408
Productiv_IT with MS Access	19/02/2010	\$545	\$408
Emotional Intelligence at Work	19/02/2010	\$545	\$408
Productiv_IT with PowerPoint 2003	22/02/2010	\$545	\$408
Assertiveness in the APS Environment	22/02/2010	\$545	\$408
Productiv_IT with Excel 2007	23/02/2010	\$545	\$408
Negotiating Skills	23/02/2010	\$545	\$408
Productivity and Time Management	24/02/2010	\$595	\$446
Productiv_IT with Word 2007	25/02/2010	\$545	\$408
Communication Skills	25/02/2010	\$545	\$408
Basic English for Public Servants	25/02/2010	\$545	\$408
Productiv_IT with Outlook 2007	26/02/2010	\$545	\$408

Please indicate on the enrolment/booking form that you want the discount.

Discount applies to new bookings only.

Descriptions of workshops and registration forms can be downloaded from www.acorntraining.com.au or ring John or Elizabeth on 6217 7000.

For everyone that accesses training providers through the APSC panel please note that Acorn is a member of the panel. Please email John at john@acorntraining.com.au or phone him on 6217 7000.

More Information:

For information on any of these programs visit our website for more information and an enrolment form on www.acorntraining.com.au or ring John on 6217 7000.

We send out a Weekly Update to our clients, via e-mail and it usually contains one article of interest, any special offers for training workshops and a list of dates for upcoming workshops. If you would like to subscribe to our Weekly Update call John or Elizabeth on 6217 7000.

Descriptions of workshops and registration forms can be downloaded from www.acorntraining.com.au or ring John or Elizabeth on 6217 7000.

Call in any time and check out our modern training facilities in Phillip.

“Success is not final, failure is not fatal: it is the courage to continue that counts.”

Winston Churchill

Workshop Schedule:

Canberra Workshops

Productiv_IT with Outlook 2003	11/02, 02/03, 09/03, 07/04, 22/04, 04/05, 20/05, 02/06, 22/06
Productiv_IT with Outlook 2007	26/02, 16/03, 30/03, 20/04, 12/05, 10/06
Productiv_IT with Outlook 2003 for Executive Assistants	02/02, 03/03, 08/04, 11/05, 09/06
Productiv_IT with Outlook 2007 for Executive Assistants	04/02, 17/03, 15/04, 14/05, 15/06
Productiv_IT with Office 2007	01/02, 22/03, 03/05
Productiv_IT with Excel 2003	03/02, 04/03, 29/03, 14/04, 06/05, 08/06, 24/06
Productiv_IT with Excel 2007	20/01, 23/02, 26/03, 27/04, 26/05, 14/06
Productiv_IT with Word 2003	05/02, 10/03, 09/04, 05/05, 03/06
Productiv_IT with Word 2007	25/02, 06/04, 27/05, 16/06
Productiv_IT with MS PowerPoint 2003	29/01, 22/02, 19/03, 13/05
Productiv_IT with MS PowerPoint 2007	11/03
Productiv_IT with MS Project 2003 (2 day)	15/02 & 16/02, 24/03 & 25/03, 29/04 & 30/04, 18/05 & 19/05, 17/06 & 18/06
Productiv_IT with MS Access 2003 (Introductory level)	19/02, 13/04, 10/05, 24/06
Productiv_IT with E-mails 2003 (1/2day am)	
Productiv_IT with Office 2003 for Executive Assistants (2 day)	
Productiv_IT with MS Visio	17/02, 12/03, 21/04, 31/05
The New Supervisor	11/02 & 18/02, 15/03 & 22/03, 22/04 & 29/04, 07/05 & 14/05
Selection Criteria and Interview Skills	03/02, 02/03, 04/05, 03/06
Communication & Negotiation Skills	19/04
Writing Skills for Executive Assistants	05/02, 24/03, 08/04, 18/05, 10/06
The New Executive Assistant	12/03, 06/05, 17/06
Dealing with Difficult Clients, Colleagues and Situations	01/02, 29/03, 19/05, 15/06
Train the Trainer	
Fundamentals of Project Management	22/01, 12/02, 23/03, 07/05,
Developing Your Career	08/02,
Productivity and Time Management	24/02, 18/03, 31/03, 28/04, 21/05, 01/06, 30/06

Goal Setting and Self Motivation	
Improving Client Service for Public Servants	02/02, 19/03, 27/04, 27/05, 23/06
Professional Speaking Skills	
Productive Meetings & Minute Taking	05/03, 30/04, 31/05
Negotiation Skills	23/02,
Communication Skills	25/02,
Basic English for Public Servants	28/01, 25/02, 06/04, 07/05, 11/06
Fundamental Writing Skills For Public Servants (2 Day)	09/02 & 16/02, 03/03 & 04/03, 31/03 & 09/04, 05/05 & 12/05, 01/06 & 08/06
Write to Succeed in the Public Sector	10/02, 11/03, 07/04, 11/05, 02/06
Report & Ministerial Writing	11/02, 01/03, 25/03, 21/04, 14/05, 09/06
Develop Unlimited Confidence	12/02, 23/03, 21/04, 17/05, 18/06
Stress Management	15/02, 04/03, 08/04
Influencing Skills	04/02, 03/05, 16/06
Emotional Intelligence for Women	05/02, 11/03
Emotional Intelligence at Work NEW	19/02, 20/05
Dynamic Presentations	17/03
Assertiveness & Interpersonal Skills for the APS	22/02, 25/05
Productiv_IT with Outlook 2003	
<p>Productiv_IT with Outlook is a dynamic, one-day program for users of Microsoft Outlook to maximise their productivity. This program combines good time management practices and modern technology for people who need to be at their maximum effectiveness. We show you how to configure Outlook to manage your job productively and how to stay on top of the myriad of tasks that come across your desk. Topics covered include;</p> <ul style="list-style-type: none"> • The effective use of tasks • Using categories to plan and manage your work • How to get the most out of your calendar • How to become less reactive to email. 	
Productiv_IT with Outlook 2007	
<p>Productiv_IT with Outlook 2007 continues to combine good time management practices and modern technology for people who need to be at their maximum effectiveness. We show you how to get the most out of this new version of Outlook and how to benefit from the hidden power in Outlook and learn faster ways to perform common functions.</p>	
Productiv_IT with Outlook 2003 for Executive Assistants	
<p>This workshop is designed to assist EA's in achieving good time management practices through the use of modern technology. The trainer shows you how to set up Outlook to manage your workflow and group projects more productively. Learn tips on how to use Outlook to cope with the demanding role of performing as an Executive Assistant. Attendees learn:</p> <ul style="list-style-type: none"> • Tips for managing your work and your bosses • How to coordinate group calendars • Tricks for assigning tasks and organising meetings. 	
Productiv_IT with Outlook 2007 for Executive Assistants	
<p>This one day workshop is designed to deal with the productivity challenges specific to Executive Assistants. Find out how to benefit from the hidden benefits of Outlook and learn faster ways to perform common functions. Discover the things that you shouldn't be using Excel for. Save yourself 45 minutes a day.</p>	

Productiv_IT with Office 2003 for Executive Assistants

This is a dynamic two day workshop for Executive Assistants to help them get the most out of MS Office 2003. This workshop combines good work practices and modern technology for people who need to be more effective in the use of these tools. We teach you how to use each of the main applications and how to pass information between them. Find out how to get the benefits from the hidden power in MS Office 2003 and learn faster ways to perform common functions.

Productiv_IT with Excel 2003

MS Excel is one of the most popular pieces of software ever written, however it is also the most misused. Most current training focuses on the many features of Excel – but how do we use it to do our work more productively? How can I use it to solve basic business issues and make my life easier? The Productiv_IT with Excel workshop focuses on customising Excel for the end user business applications. Our IT training specialists teach you good work practices order to achieve greater personal productivity using Microsoft Excel. Topics covered include;

- Laying out the worksheet & using large worksheets
- Lists and databases
- Working with text
- Charting
- Working with multiple workbooks.

Productiv_IT with Excel 2007

Lost trying to find where things are in this new version of Excel? **Productiv_IT with Excel 2007** is a one day workshop designed for frequent users of Excel. It is suggested that participants have a working knowledge of Excel before attending this workshop. This workshop focuses on making the most of complex office applications.

Productiv_IT with Word 2003

Microsoft Word is a fantastic tool which every one has on their computer – unfortunately few people know how to use it well. Productiv_IT with Word is a one day workshop focused on showing you the applications for Word which will help you. We take popular business problems and workshop ways to solve them in a motivating, non threatening way. It is suggested that participants have a working knowledge of Microsoft Word before attending this workshop. Topics covered include;

- Getting orientated in Word
- Outlining
- Working with and formatting text
- Multi-Sectioned documents
- Using Word automatics
- Using and managing style.

Productiv_IT with Word 2007

Are you becoming frustrated trying to find common functions in this new version of Word? Are you ready to throw the computer out the window? Would you like to take advantage of the new features to become more productive? If you answer yes to any of these questions than this one day workshop is for you. You'll learn lots of shortcuts and ways to get MS Word working in ways that make you less stressed, more productive and more likely to achieve your goals.

Productiv_IT with Office 2007

Productiv_IT with Office 2007 is a dynamic, one day workshop for new users of Microsoft Office 2007. This workshop will help them learn how to maximise the use of the new features in the software. We teach you how to use each of the main applications and how to pass information between them. Find out how to get the benefits from the hidden power in MS Office 2007 and learn faster ways to perform common functions.

Productiv_IT with Microsoft Project 2003/2007

This workshop introduces participants to some basic concepts of project management, and presents the range of features available in Microsoft Project to assist in the management of a project. Attendees will learn how to efficiently plan, manage and optimise resources to achieve their project goals. This workshop is valuable to anyone who is required to use Microsoft Project to develop a schedule of activities for a project.

The Microsoft Project workshop focuses on making the most of complex office applications. Our IT training specialists teach you good work practices to achieve greater personal productivity using Microsoft Project.

Productiv_IT with PowerPoint 2003

Productiv_IT with PowerPoint is a one day workshop that combines communication theory with modern technology to help you create punchy presentations with effective visual support. We focus on showing you the applications for PowerPoint that will assist you in your workplace. We look at common business environments where you are required to present and workshop ways to maximise your use of PowerPoint in these situations.

Topics covered include;

- Planning your presentation
- Creating your outline
- Adding the graphics
- Adding animation
- Setup & run the slide show
- Printing & publishing
- Media & action buttons.

Productiv_IT with PowerPoint 2007

Productiv_IT with PowerPoint 2007 is a one day workshop that will show you to use the functionality of this program to create commanding and influential presentations. After this workshop you will know how to use the outlining, text, graphics, animation and slide show functions in MS PowerPoint 2007 that will improve your effectiveness when creating presentations. We teach you a systematic approach to PowerPoint using many shortcuts that will help you to save time during the building process of your presentation.

Productiv_IT with MS Visio 2003/2007

MS Visio is a software tool that enables visual communication through the creation of business drawings.

On completion of this workshop you will understand how and when to apply specific functions in MS Visio to enhance flowcharts, organisation charts and other process diagrams.

You will learn lots of shortcuts and tips that will save you time when using MS Visio and make you feel less stressed.

Productiv_IT with Emails

Productiv_IT with Emails is a half day workshop designed to help users increase their productive management of emails. Some of the topics included are setting up Outlook to manage your email, filtering, using emails for project communication and email etiquette.

Manager and EA Productivity Program

Acorn has a new program for Managers and their Executive Assistants to help them work together as optimally as possible. The program consists of a five step process to help you better understand the Manager and EA working as a team and the role of good time management in planning your work, better understand the functionality of Outlook and save you time. Please contact John on 6217 7000 for more information.

The Fundamentals of Project Management

This one day workshop provides you with an introduction to project management. It introduces you to the concepts in project management, project planning and the project cycle. The workshop will cover the use of Microsoft Project for project scheduling, resourcing and reporting.

Productivity and Time Management

This one day productivity management workshop will help you plan your day, work towards your goals, prioritise your workload and start you on the road to becoming more effective.

Through use of a multi featured personal organiser (paper diary), practical exercises, and group discussions we will show you how to get on top of your workload and achieve more in your work and personal life. Acorn will supply the paper diary.

Basic English for Public Servants

Basic English for Public Servants is an interactive one day workshop that helps participants improve their basic grammar, punctuation and word usage skills. It will also help writers to further develop their skills, confidence and professionalism by helping them become more conscious of their use of language. This workshop is ideal for NESB staff, people with limited English knowledge, recent appointees to supervisor roles, recent graduates with more technical expertise and anyone else who wants to revise what was taught in School.

Fundamental Writing Skills for NESB staff in the APS

Fundamental Writing Skills for NESB is a two day workshop which provides a sound basis for written communication. This workshop is particularly valuable for those people whom English is a second language. This is a slower paced version of Fundamental Writing Skills concentrating on punctuation and grammar.

Fundamental Writing Skills for Public Servants

Fundamental Writing Skills provides a sound basis for written communication. This workshop is particularly valuable for those people who may not have had a good grounding in the technicalities of the English language at school, or for whom English is a second language. Fundamental Writing Skills is also a valuable refresher course for the more capable writer who wishes to hone their skills. Added benefits of attending include;

- Module revealing all the tricks to successfully addressing selection criteria
- How to best structure letters, memos, short reports, proposals, emails and their application in the workplace.

Write to Succeed in the Public Sector

There are many messages we communicate when we write for an audience. Grammatical errors, poorly constructed sentences and longwinded language may indicate that the writer is subordinate, unprofessional or clumsy. This workshop teaches writers simple techniques for writing clearer, more convincing and professional letters, reports and emails to succeed in the workplace. This workshop is designed for those with a good grasp of the English language and written communication. Attendees will develop the skills to;

- Minimise the use of bureaucratic language and raise understanding with the reader
- Improve their writing persona and use more dynamic language
- Deal with complaints and write more professional reports.

Report & Ministerial Writing

Ministerial correspondence and report writing (including briefs and submissions) can be the most important and challenging writing that you will face as an APS officer. Writing ministerials and reports often means having to work under pressure to meet tight deadlines on policy sensitive issues. This workshop is designed to equip you with the skills and confidence to tackle the time sensitivity and pressure of writing in the Public Sector. Participants will learn;

- Explore emerging solutions
- The importance of ministerial correspondence in the APS
- The structure and language of a ministerial
- The characteristics and challenges of a good ministerial
- Understanding your audience and the communication barriers to overcome them
- How to write a short report
- The structure and layout of a report
- The dos and don'ts of report writing.

Writing Skills for Executive Assistants

As an Executive Assistant or Personal Assistant your communication skills, especially your writing skills reflect your section and your boss. Your tasks may include writing letters, emails, draft Ministerials, minutes or even researching material to develop a PowerPoint presentation. The ability to proofread other staff's documents and provide feedback may be another expected task! Some of the topics covered are minute taking, common punctuation mistakes, and the power of plain English. This workshop is suitable for those who are new to the role or those who would like a refresher.

Professional Speaking Skills

A professional sounding voice is a stepping-stone to career success while weak, sloppy speech is often associated with sloppy work practise. If you run meetings, address the public, engage in teleconferencing or speak to the media you simply must attend this workshop. This Workshop teaches you simple, yet powerful techniques to;

- Sound clear, polished and sincere
- Unlock the power of their natural voice
- Captivate attention with colourful speech
- Exude energy, enthusiasm and charisma

Train the Trainer Essentials

This one day workshop is designed for staff who have little or no experience in the delivery of training or who would simply like a refresher. Emphasis will be placed on practical skills, for example planning a session using interactive training activities and facilitator techniques to encourage learners. Participants will need to bring a two minute training session with them to work on during the practical session.

Dynamic Presentations

Fear of public speaking is the number one fear of most people. This practical one day workshop will provide participants with the tools and techniques to assist them either to "think on their feet" or present in a formal situation. Some of the topics covered in the workshop are handling nerves, planning your presentation, speech structures and how to practise effectively.

Develop Unlimited Confidence

Confidence is the world's most sought after personality trait, but no one really knows how to get it, or on days that they have confidence, how they can hold onto it. This workshop is designed to help participants;

- Identify areas where they can build their confidence
- Learn how to turn self doubt and negative self talk into self belief and positive thinking
- Stop the cycle of excuses
- Improve productivity by improving their self perception
- Attend this workshop to find your inner strength and let it loose on the world

Stress Management

Learn how to unwind, manage stress and build resilience. This one day workshop is designed to help participants understand the insidious nature of stress and develop effective strategies to cope with

stressful life events. It highlights the importance of building resilience in the longer term to create a balanced lifestyle and deal with the stressful situations.

Emotional Intelligence for Women

This workshop is for professional women motivated to achieve success in business and more effectively integrate work and life more effectively. Attending this workshop will ensure that those who want to become star performers improve their performance and leadership effectiveness to shine from the inside out. Participants will learn about the nature of Emotional Intelligence, its application at work and how to develop competencies by building emotional abilities where they are lacking. As part of the workshop attendees; complete an online assessment to discover their current competencies and where they might improve and are entitled to follow up phone or online session to help achieve prescribed goals.

Developing Your Career

Developing Your Career is an interesting one day workshop for people who wish to develop their careers. Topics include an introduction and overview of the APS environment, taking stock of you, developing a strong written application, communication and influencing, marketing your career potential, look and sound like a winner and interview skills to win that job.

Assertiveness Skills for Women in the Public Service

This workshop is tailored for women who would like to develop the confidence to assert their position within their team, pro-actively seek opportunities and progress in their career within the Public Service.

By learning to assertively negotiate their position, participants will be empowered to achieve both their professional and personal goals.

Dealing with Difficult Clients, Colleagues and Situations

Do you have to deal with difficult clients, customers, team members, subordinates, supervisors or family members? If the answer is yes then this practical one day workshop will help you to understand and manage difficult people and situations. This workshop covers the following: things that typically annoy your customers or clients, why complaints are useful, how to calm an upset person a practical six step model for difficult people, ways to deal with abusive customers, how to control your feelings, stress management techniques and situations that upset customers. It is suggested that attendees bring some real life examples with them.

The New Supervisor

This workshop is for people new to the role of supervisor. Attendees will gain an understanding of what is expected of their role as supervisor and how to manage confidently and achieve the goals and targets set for groups. This practical workshop develops skills in leading and supervising small or large groups. Through a combination of theory, groups and individual exercises, topics covered include;

- Leadership styles and behaviours
- Effective delegation
- Influencing skills
- Managing performance
- Providing feedback

Goal Setting and Self-Motivation

This one day workshop is for busy people to help them focus on what they want from their career and life. This workshop will inspire you to set goals and retain the motivation to follow through on their implementation. Topics covered include: why we set goals; long and short term goals; elements of motivation and goal setting.

Selection Criteria and Interview Skills

Applying for jobs can be a stressful experience for most people. This practical one day workshop will help you confidently answer selection criteria and undertake job interviews. Attendees will examine staff selection criteria in order to understand and define the tasks and information required by them. In the afternoon session attendees will have the opportunity to understand the interview process by acting as both the applicant and interview board member.

The New Executive Assistant

This one day workshop is to help EAs effectively fulfil their role in the modern APS workplace. We would recommend the workshop for any EA who has been in the role for less than a couple of years or who would like to brush up on their skills.

Topics covered include understanding the role of an EA in a modern organisation, communicate effectively and assertively with your clients and colleagues, work collaboratively with your manager/s and the team and planning and prioritising.

Influencing Skills

Would you like to be more effective in the way you put forward your ideas and plans to supervisors and team members so that you can get the job done? Are you getting busier and busier at work and need to get outcomes in a shorter time-frame so that you meet deadlines? If you are then this one day workshop will help you to be a more effective and influential communicator.

Communication and Negotiation Skills

Everyone negotiates. Everyone communicates - with colleagues, customers and clients. Effective negotiators get a better outcome for themselves and their organisation. This course will help you communicate more effectively with everyone and increase your confidence when negotiating.

Productive Meetings and Minute Taking

Are you tired of meetings that achieve nothing? Do you wish that you had a magic wand and could abolish all meetings? Do you have a fantasy of attending a meeting that actually achieves something useful and helpful? Attend our Productive Meetings workshop or send your staff (and bosses) and learn how to turn your fantasy into a reality. This workshop will help you be a more effective contributor to meetings whatever your role.

Essentials of Project Management (Two day)

We encounter projects everyday, whether they be organising a wedding, undergoing house renovations or large and often complex work projects. Most people will have experienced complications when trying to manage multiple projects and they are often done on an ad hoc basis. This workshop is for people who want to manage projects more efficiently, effectively and with a higher degree of professionalism. Attendees will learn how to;

- Handle projects in a logical manner
- Communicate effectively and insight team spirit
- Gain approval for your project and get others enthused
- Manage your team and achieve your goals.

Improving Client Service for Public Servants

The most powerful messages an organisation will send are those communicated by their staff. The manner in which staff members communicate with external and internal stakeholders will primarily determine the perceptions people have about an organisation. This practical workshop develops service skills for those with internal and/or external customers. Through a series of group exercises, theoretical situations, videos and discussions, you will learn the skills necessary for providing consistent, high quality customer service including;

- communication skills,
- dealing with difficult people,
- personality types, and
- self-motivation.

Assertiveness Skills in the APS environment

Every day we are faced with situations that require us to be assertive. The importance of being assertive and an effective communicator in the workplace has become crucial to maintaining relationships in a productive workplace. This one day workshop will build your knowledge and introduce a number of skills to assist you in communicating effectively, professionally and with appropriate assertiveness.

Negotiating Skills

All staff are involved in negotiating with colleagues, customers and clients. When we are effective negotiators, we can organise a better outcome for ourselves and our organisation. We also are better able to service our customers and clients as we look for Win:Win situations.

Emotional Intelligence at Work

This fascinating one day workshop is for those who have attended the New Supervisor, Emotional Intelligence for Women or who just want to improve their skills. It is suitable for men and women. This workshop is for people at all levels of any organisation – government or private sector – and employees who want to improve leadership abilities, enrich relationships, extend influence and expand the personal resources required to manage life's challenges and mental demands.

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