



ASO 5 - 6 MS Office and Communication Superclass

“Wonderful content – brilliant workshop”

**A workshop for any ASO 5-6 to who wants to brush up on
some key MS Office and Communication skills.**

This workshop will build on the skills you already have and introduce you to some relevant topics and some of the latest training for ASO 5-6 staff.

Overview

This workshop will run over two days one week apart and will include a number of sessions in areas that all ASO 5-6 staff need to be proficient in. We will use specialist trainers with Government and many years training experience. Discussions and networking with similar staff will also make this a valuable experience.

Components

Day 1- The Professional ASO 5 - 6 – Communication Skills for a Successful Career

1. Introduction – The Importance of Great Communication Skills
2. Influencing Skills
3. Negotiation Skills
4. Presentation Skills
5. Confidence and Assertiveness Skills

Day 2 – IT Skills

We will update you on the latest developments in MS Office 07

1. Outlook
2. Word
3. Excel
4. PowerPoint



Timetable – Day 1

| | |
|---------|---|
| 9:00am | WELCOME |
| 9.15am | <p>Influencing Skills</p> <ul style="list-style-type: none"> • Why we need to be good at influencing in the APS • The benefits of clear oral communication • Profile your audience • Influencing Strategies • Influencing managers, colleagues and stakeholders • Practical applications |
| 10:30am | <i>Morning Tea (30 Minutes)</i> |
| 11:00am | <p>Negotiating Skills</p> <ul style="list-style-type: none"> • What is negotiating? • Separating the people from the problem • 7 Elements of effective negotiating • Building credibility with stakeholders • Different negotiating styles • Personality types • Gaining agreement |
| 12:30pm | <i>Lunch (60 minutes)</i> |
| 1:30pm | <p>Presentation Skills</p> <ul style="list-style-type: none"> • Knowing the audience and adjusting accordingly. • Structuring impromptu presentation material logically and concisely • Use of voice and stance, gestures and eye contact during a presentation • Choose appropriate language to better engage the audience and to more effectively achieve the presenter's purpose • Know how to evaluate and improve on a presentation • Tips for visual aids, whiteboard etc. |
| 3:00pm | <i>Afternoon Tea (30 Minutes)</i> |
| 3:30pm | <p>Confidence and Assertiveness</p> <ul style="list-style-type: none"> • Overcome self-doubt, fears and excuses |



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| | |
|--------|---|
| | <ul style="list-style-type: none"> • Have a clear understanding of confidence limiting factors and how to overcome them. • Understand what assertiveness is and why it is important. • Identify ways in which they would like to be more assertive. • Communicate effectively and assertively with your clients and colleagues. • Recognise their own responses to 'pressure situations' and develop 'positive self-talk'. • Give and receive feedback effectively. |
| 4:30pm | Action Plan and Networking |
| 5:00pm | Finish |

Timetable – Day 2

| | |
|---------|---|
| 9:00am | WELCOME |
| 9.15am | Outlook including; Planning, e-mail, tasks, contacts, categories Using Outlook as a productivity tool |
| 10:30am | <i>Morning Tea (15 Minutes)</i> |
| 10.45am | Excel including; Creating Better Charts, Working with Text and Data, What If Analyses. |
| 12:30pm | <i>Lunch (45 minutes)</i> |
| 1:15pm | Word Including; Multi-sectioned documents, Power of Tables, Working with Pictures, using and Managing Styles |
| 3:00pm | <i>Afternoon Tea (15 Minutes)</i> |
| 3:15pm | PowerPoint including; Creating a Modern Look, Adding Animation, Adding Graphics, Inserting a Movie Clip |



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|--------|-------------|
| 4:45 | Action Plan |
| 5:00pm | Finish |

Acorn Training and Consulting

Acorn is one of Canberra's leading training companies specialising in IT and Communication skills training. We use some of Canberra's leading trainers to present our unique workshops. Acorn is located centrally in Phillip and has modern training facilities. Acorn has had a long association with the APS commencing in Canberra in 1993 and training over 30,000 student days in a range of workshops including;

Microsoft applications

Writing Skills

Negotiating

Assertiveness

Emotional Intelligence

Personal Productivity

Stress, Confidence and Assertiveness

Project Management

And many other topics.



Enrolment Form – The ASO 5 - 6 Superclass

ABN 34 073 999 185

Send this form to Acorn: Fax (02) 6217 7001 or e-mail to bookings@acorntraining.com.au

Venue: Acorn Training Centre: 74 Townshend St Phillip

Course date: Time: 9.00 a.m. to 4.45 p.m.

| Attendee's name | Email address | Date(of workshop) |
|------------------------|---------------|-------------------|
| 1. | | |
| 2. | | |
| 3. | | |
| 4. | | |
| Organisation | | |
| Branch/Division | | |
| Address | | |
| Phone # | | |
| Fax # | | |

Payment Details

Total price \$895 x _____ attendees = \$_____

1. Credit Card (Amex, Diners, Visa, MasterCard)

Name _____ Card No _____

Expiry date _____

2. Invoice

Signed off by _____ Name _____

Email invoice to: _____

Terms: Payment is due on or before the day of the course. Cancellation is accepted more than seven days prior to the course date otherwise another person may be substituted. You have purchased a place on the date shown above; changing your booking to a later day incurs an administrative fee. We suggest you send a substitute if you can't come at the last minute.

If you do not wish to receive these emails place remove in the subject line of a return email.