



Training for Learning Co.
Realise your potential

Professional Corporate Workshops 2020



Phone: 618 82270310

www.trainingforlearning.com

Workshop Summary 2018 - 2019



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WORKSHOP TITLES	DURATION
Train the Trainer	5 days
Train the Trainer – getting started	1 day
Innovation in Training	1 day
Innovation in Training – how the brain works	½ day
Emotional Intelligent Managers	3 days
Strategic Thinking & Planning	1 day
Leadership	1 day
Art of Delegation	½ day
Innovative Goal Setting	½ day
Speaking to Groups	1 day
Presentation Techniques for Speakers & Presenters	2 days
Managing your Time & Priorities	1 day
Plan & Manage Meetings	½ day
Improve your Business Writing	1 day
Building Customer Relationships	1 day
Understanding & Appreciating People's Differences [MBTI]	1 day
Staff Coaching	1 day
Preparing your Resume & Application	½ day
Developing your Interview Skills	½ day
Resourceful PAs & EAs	1 day
Effective Telephone Techniques	½ day
Highly Effective PAs & EAs	½ day
Taking Minutes	½ day
Learning to Love Digital Photography	½ day
Art of Influence	½ day
Art of Mentoring & Coaching	1 day
Developing team harmony (introducing MBTI)	1 day

Workshops can be tailored to your specific organisational needs. The timing can also be adjusted to suit your business involvement, eg. A one day workshop can be offered as two half days. Customisation can be completed to ensure case studies and examples used are specific to your client's environment and particular circumstances.

ART OF DELEGATION



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Aim: *The art of delegation helps managers and team leaders transfer roles and responsibilities to your staff with confidence.*

Timing: ½ day workshop 9.00 – 12.30

Outline:

The workshop looks at the strategies and benefits in using delegation. Participants develop an action plan for the effective art of the delegation process to assist the delegator and support the delegatee.

Agenda:

- Define delegation
- The benefits to you, yourself & organisation
- Stages of delegation.
- The barriers that are faced when delegating
- Effective delegation techniques
- Key factors in the delegation process
- Empowering your staff
- The journey to management freedom

Presented by Catherine Logue

Catherine conducts nationally accredited courses, which provide the graduates with nationally recognised credentials, these include Certificate IV and Double Diploma of TAE, Certificate IV and Diploma of Leadership and Management.

Catherine has extensive experience in training and facilitation. She holds her Graduate Certificate in Adult Education, Diploma of Training Design & Development and Diploma of Business. Her talent in training and facilitation has seen her present overseas in Los Angeles, Montreal, Auckland and Las Vegas, and nationally around Australia. She has written several training texts and designed a range of props for facilitators to utilise in their training. She has launched a business 'Teaching Tools' offering her tried and tested resources for use in workplace training delivery.



Art of Influence



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AIM: The skills to create impact and have a positive influence are key ingredients of successful manager. This workshop is designed to heighten your awareness of your impact on others and assist you to make positive impressions, persuade others to a point of view, or achieve a desired course of action, through your effective communication.

SESSION OUTLINE:

- What is influence
- Utilising influencing skills
- Developing strategies – negotiation, networking
- Psychology behind influencing
- Listening techniques
- Art of assertiveness
- Your personal style
- Your presentation style

COURSE OUTCOMES

- Recognise what highly influential people DO
- Identify their own influencing style and its impact
- Use a range of influencing styles
- Know how to plan to influence
- Define the key motivators of others
- Create impact through voice and body language

Workshops can be tailored to the specific needs of your organisation. The content can be delivered over a series of one or two hour sessions if that would better suit your business schedules.

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Art of Mentoring & Coaching



THE WORKSHOP

This one day workshop provides participants with the skills to mentor and/or coach their team members. The focus is to strengthen the understanding and role of the mentor in the workplace. The mentor can offer the mentoree advice, knowledge, resources, networking and empowerment on their growth and career development. The mentoring function can be a formal structured process or one which is an informal arrangement between two people. Handled well, it can be a rewarding process for both people involved.

Agenda

- appreciate the benefits of mentoring
- understand the role of an effective mentor
- build rapport and create a development environment
- understand how people learn
- establish the individual needs
- give appropriate feedback
- practice reflective listening
- set effective action plans
- avoid barriers to learning
- handle resistance to constructive feedback
- practice reflective listening
- demonstrate mentor applications develop the performance of individuals

Delegates are supplied with a handbook and support checklists to ensure they are well placed to implement their learning with their selected mentorees.

Presented by Catherine Logue

Catherine, author of Common Learning Styles, A Monthly Helping of New Ideas, Trainers Activity Manual and Team Leaders Activity Manual, has developed her presentation skills over the past 25 years. Catherine runs her consultancy Training for Learning Co and is renowned for resource development and creativity. She has served on the AITD (Australian Institute of Training & Development) National Board for 11 years, 4 of those years as National President. Over the past 5 years, Catherine has conducted the structured mentoring program with the mentors and mentorees for the Women's Professional Development Network within the University of Adelaide.



Building Customer Relationships



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Aim: To enable participants to establish the elements of excellent customer service, and build relationships with their customers and the manner in which this is applied in the workplace Offered as a one day workshop.

Outline: We explore case studies from the business sector, a study of the service that works effectively in the global workplace. We investigate strategies to ensure individuals adapt the principles to their personal style of communication and provide a level of credibility to their service.

Session 1:

Identify the customer profile
Principles of service
Creating a memorable service culture
Defining the relationship equation

Session 2:

Identify the benefits of effective relationships in business
Practical case studies.
Adapting the principles to the real workplace.
Action planning the elements which give credibility.

This workshop can be run as a series of short 1 hour sessions if that would better suit your workplace. Course enquiries please phone 08 82270310 or email reception@trainingforlearning.com

Presented by Catherine Logue

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Developing your interview skills



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Aim: To provide the participants with the skills and knowledge to prepare for a successful interview.

Timing: ½ day workshop - 3 hours

Outline: Agenda

- The steps to successful interviews
- Tips for attending the job interview.
- Practical application & video case study for panel interviews
- Establishing the requirements of a panel interview
- Establishing the questions you can ask.
- Developing responses to questions you may be asked.
- Preparation and planning for success and opportunities.
- Practical application through a 'mock' interview

Benefits: Develop preparation strategies for the interview process
Understanding the panel interview process

This workshop can be added to the Preparing your resume and application letter to run as a one day workshop.

Presented by Theresa Doyle

Theresa has been training for 18 years in the private and public sector, with SGIC, Medicare Australia and Dept Human Services. Theresa in her corporate role has delivered Team development, Trainer Training and Compliance Training. In her role at Department of Human Services, she has developed a range of materials and resources, and training resources for Certificate IV in Government (Fraud Control) & Certificate IV in Government (Investigations).

She holds her Diploma of Training Design & Development and her Diploma of Vocational Education and Training. She has been involved on many project teams and recruitment panels from which she shares her experiences and stories. Theresa also runs a half day workshop on developing your skills in interview situation.



Emotional Intelligent Managers



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Aim: The ability to thrive in the accelerating world of change and uncertainty.

Timing: 3 day workshop

Outline: The workshop looks at the strategies and applications for working in a world of change management and maximising the potential of the staff team.

Agenda:

- Emotional side of business success
- Learned optimism – see the doughnut not the hole
- Controlling negativity – talk yourself out of defeat
- The art of letting go and anger control
- Complex decision making & emotions
- Surveying the emotional landscape – increasing sensitivity
- Investing in understanding before being understood
- Empathy and developing trust – get what you give
- Building stress immunity
- Surviving company politics – navigating the dark side
- Assisting difficult customers for continuous improvement
- Healing the wounds of change
- Valuing and managing diversity
- Conflict resolution – resolving to resolve
- Planning for later – what we do now leads to where we will be

You will be supplied with a handbook on the day.

Presented by Catherine Logue

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IMPROVE YOUR BUSINESS WRITING



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Aim: *To enable participants to develop an effective plan for writing business documents to communicate the message effectively*

Timing: 1 day workshop 9.00 – 4.00

Agenda:

- *Understanding the role of written communication*
- *Working with the fundamentals*
- *Using technology*
- *Clarifying the needs of the reader*
- *Identifying the aim of the document*
- *Developing the plan.*
- *Proof reading for the message*
- *Editing for understanding*
- *Planning for short reports*
- *Practical case studies for use in development.*

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Innovative Goal Setting



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Aim: to provide an effective framework for setting business and personal goals and prepare an action plan to achieve goals within set time lines

Timing: ½ day workshop 9.00 – 12.00

Outline: An innovative approach to establishing goals, working with wants and desires and moulding them into a definitive framework to set an action plan.

Agenda:

- Visualizing the goals
- Defining the benefits
- Identifying the obstacles
- Setting the action plan
- Time lines that turn dreams to goals
- Updating the goal folder

During the workshop, you will develop your own vision board and get started with developing plans for the range of goals you choose to focus on.

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LEADERSHIP



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Aim: The focus of this workshop is to provide the participants with the understanding of leadership styles, and the impact of those styles on the team.

Timing: 1 day workshop

Outline: **Agenda**
Styles of Leaders

The leader's role in business

How styles impact on different members of the team

Identifying your leadership style

Lead by example

Role models and the impact on the team

Setting goals for further development

Action planning

Resources: Each participant will be supplied with a manual.

Presented by Catherine Logue & Theresa Doyle

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Theresa has been training for 18 years in the private and public sector, with SGIC, Medicare Australia and Dept Human Services. Theresa in her corporate role has delivered Team development, Trainer Training and Compliance Training. In her role at Department of Human Services, she has developed a range of training resources for Certificate IV in Government (Fraud Control) & Certificate IV in Government (Investigations). She holds her Diploma of Training Design & Development and her Diploma of Vocational Education and Training.

Managing Time and Priorities



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Overview:

This one day workshop provides the attendees with the knowledge and skills to improve their time management approach to their daily and weekly business operations. The ultimate goal being to work smarter not harder.

Aim:

To enable participants to identify the issues that prevent their effectiveness, and develop a range of techniques to better manage their time.

Timing: 1 day workshop 9.00 – 4.30

Topic 1: Personal Time Management <ul style="list-style-type: none">• Define efficiency and effectiveness• Target the time wasters• Identifying your approach to interruptions	Topic 2: Prioritising your Work <ul style="list-style-type: none">• Identifying your energy cycle• Planning the things that are important• Working with a system
Topic 3: Time Management Matrix <ul style="list-style-type: none">• Identifying your responsibilities• Urgent vs Important• Fitting the matrix	Topic 4: Action Planning <ul style="list-style-type: none">• Identifying areas for change• Minimising the crises with planning & preparation.• Improving job satisfaction.

You will be supplied with a handbook on the day.

Presented by Catherine Logue & Theresa Doyle

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Plan & Manage Meetings



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Aim: To enable participants to develop an effective plan for running meetings and managing the recording of minutes and using formal meeting procedures.

Timing: ½ day workshop 9.00 – 12.00

Topics:

- Concept of group dynamics
- Functions & roles within a meeting
- Role of the chair
- The function and order of business
- The function of minutes & role of the minute secretary
- Motions, resolutions & objections
- Practical applications - case study from the workplace

This workshop can be combined with “Taking Minutes” to enable the participants to gain experience in the whole picture.

Presented by Catherine Logue & Theresa Doyle

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PRESENTATION TECHNIQUES for SPEAKERS & PRESENTERS



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Aim: To enable participants to prepare, develop, conduct and evaluate their presentation techniques while adapting the skills to their personal style.

Timing: 2 day workshop 9.00 – 4.30

Outline: This workshop has been developed to assist those who make presentations to clients, management and the public in their work role. Professionalism and personal style can be the difference between making the sale or winning the decision.

Agenda:

- * Preparation for the engagement
- * Audience analysis
- * Planning
- * Preparation of materials & information
- * Working through the stages
- * Adding the personal touches
- * Rehearsal, rehearsal, rehearsal
- * The final run – those tips that work
- * Managing the nerves
- * A practical presentation

Presented by Catherine Logue & Theresa Doyle

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Speaking to Groups



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Aim: To provide the skills to address a small group or a large gathering, the workshop is designed to give you the confidence, looking at the ten steps of preparation, overcoming fears and techniques to work effectively with your voice.

Timing: 1 day workshop 9.00 – 4.30

Outline: The workshop includes the opportunity for participants to prepare a short presentation and test their skills in small groups.

Agenda:

- Speaker reaction to public speaking
- The causes of stress
- 10 steps for effective preparation
- Dealing with nerves
- Working with the checklist
- Exercising the voice
- Your trial run

You will be supplied with a handbook on the day.

Presented by Catherine Logue

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Strategic Thinking & Planning



Training for Learning Co.
Realise your potential



Aim: To demystify Strategic Management by discussing key myths and criticisms, explaining the nature and scope of Strategic management and outlining the language used

Timing: 1 day workshop 9.00 – 4.30

Outline: The workshop involves analysing generic examples and case studies to develop a personalised strategy for your business. These case studies can be tailored for specific industry groups.

Agenda:

- Define strategic management.
- Understand basic activities and processes used in strategic management.
- Describe the philosophy of adaptation to a changing environment that underlies the practice of strategic planning.
- Principles underlying strategic management.
- Apply strategic management to all types of organisations
- Defend strategic management from key criticisms surrounding it.

Presented by Catherine Logue & Theresa Doyle

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Effective Telephone Techniques



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Aim: The focus of the course is to provide participants with the skills to respond to telephone enquiries for your business, offering a positive customer experience and ensuring the follow through achieves the required service for the business and the client.

Timing ½ day workshop 9.00 – 12.00

Outline

- Developing a professional style
- Initiating the service approach
- Owning the enquiry to completion
- Ensuring the communication provides a memorable experience
- Using your initiative & intuition even with difficult & rude callers
- Summarising the call and demonstrating your value for the client contact
- Measuring the individual performance
- Action planning for improvement

Presented by Judy Fargher & Theresa Doyle

Judy, an experienced facilitator and qualified training professional also conducts the HR function for a national fashion chain. Judy holds her Certificate IV in Training and Assessment and Diploma of Education. Her approach service and telephone conversation is exceptional. She is involved in her family's international business and travels extensively to Japan and Dubai.



Theresa has been training for 18 years in the private and public sector, with SGIC, Medicare Australia and Dept Human Services. Theresa in her corporate role has delivered Team development, Trainer Training and Compliance Training. In her role at Department of Human Services, she has developed a range of materials and resources, and training resources for Certificate IV in Government (Fraud Control) & Certificate IV in Government (Investigations). She holds her Diploma of Training Design & Development and her Diploma of Vocational Education and Training.

TRAIN THE TRAINER - 5 days



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TRAINING & FACILITATION WORKSHOP

This workshop provides training development and delivery techniques for the professional trainer. Each day provides a component of the trainer's development; the course covers the preparation of materials and delivery, the development of facilitation skills for delivery to groups and individuals, and the review process of the effectiveness of course content, materials and delivery skills.



Agenda:

- ★ Planning & organising training programs
- ★ Designing & developing learning materials & workshops
- ★ Facilitating techniques for small groups
- ★ Facilitating techniques for one to one training
- ★ Using innovative ideas with adult learning principles
- ★ Understanding how the brain works and impacts learning
- ★ Evaluation training effectiveness
- ★ Review delivery techniques and training materials
- ★ Practical application through demonstration and presentation

The workshop is conducted over five days. The skills and techniques included equip the workplace trainer to design, develop and deliver training in their organisation. Catherine provides ongoing support for the participants following the five day workshop. Participants receive a comprehensive manual, support materials and a trainer's starter kit of tried and tested activities and props.

There is an opportunity for participants who would like to obtain qualifications in the nationally accredited Certificate IV in Training & Assessment TAE40116, can discuss the additional written projects required for submission.

Presented by Catherine Logue & Theresa Doyle

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Understanding & Appreciating People's Differences



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Aim: To enable participants to learn the structure and application of training others to perform a task or role to an established standard.

Timing: 1 day workshop 9.00 – 4.30

Outline: A 'big picture' view of the diversity of personalities using the MBTI framework which has been based on the Type study by Carl Jung. MBTI assists you to identify strengths and unique gifts. It helps you understand yourself as well as those around you.

Morning session:

- Identify your personal profile.
- Analyse a report on your personal profile.
- Describe some fundamental differences that are experienced every day.

Afternoon session

- Understand your type in the role of communication with others.
- Appreciate the subtle differences of others.
- Identify keys to enhance productivity and cooperation.

You will be supplied with a handbook on the day. See the attached material about MBTI profiles which are supplied as part of this program

Presented by Catherine Logue

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Building Customer Relationships



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Aim: To enable participants to establish the elements of excellent customer service, and build relationships with their customers and the manner in which this is applied in the workplace Offered as a one day workshop.

Outline: We explore case studies from the business sector, a study of the service that works effectively in the global workplace. We investigate strategies to ensure individuals adapt the principles to their personal style of communication and provide a level of credibility to their service.

Session 1:

Identify the customer profile
Principles of service
Creating a memorable service culture
Defining the relationship equation

Session 2:

Identify the benefits of effective relationships in business
Practical case studies.
Adapting the principles to the real workplace.
Action planning the elements which give credibility.

This workshop can be run as a series of short 1 hour sessions if that would better suit your workplace. Course enquiries please phone 08 82270310 or email reception@trainingforlearning.com

Presented by Judy Fargher & Theresa Doyle

Judy, an experienced facilitator and qualified training professional also conducts the HR function for a national fashion chain. Judy holds her Certificate IV in Training and Assessment and Diploma of Education. Her approach service and telephone conversation is exceptional. She is involved in her family's international business and travels extensively to Japan and Dubai.



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Developing Team Harmony



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AIM:

The workshop is focussed to enable participants to learn the structure and application of working and communicating with others to perform in a team environment.

Outline: A 'big picture' view of the diversity of personalities using the MBTI framework which has been based on the Type study by Carl Jung. MBTI assists you to identify strengths and unique gifts. It helps you understand yourself as well as those around you.

Morning session:

Identify your personal profile.

Analyse a report on your personal profile.

Describe some fundamental differences that are experienced every day.

Afternoon session

Understand your type in the role of communication with others.

Appreciate the subtle differences of others.

Identify keys to enhance productivity and cooperation.

Resources: Each participant will be supplied with a manual, an MBTI profile report and recommended readings for further study.
The report can be used as an introduction to problem solving, team building, personal development and management and leadership training.

This workshop can be tailored for your staff team and conducted in-house at your business.

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Highly Effective PAs & EAs



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An effective and talented Personal or Executive Assistant is vital in a high level executive office. The workshop assist those in the role to develop the key capabilities required to be high performing Assistant. We explore how to improve their knowledge of the organisational culture, the importance of building relationships in and outside of the organisation. Developing their business diplomacy and creating a tactical approach to the role add another level to the skill set of the Assistant.

Aim: to take the skill set of the Assistant to a high level of capability for the professional office.

Topics:

- investigating the skill-set of a highly effective assistant
- developing tactical skills including: resourcefulness, organisation & preparation
- determining relevant goals & setting action plans for achievement
- operating effectively with multiple and tight deadlines
- developing a strategic approach to delegation
- working for and with your Executive(s)

This workshop is offered as the next step to the workshop "Resourceful PAs & EAs". It takes the skill set to a higher level of expertise and mindfulness.

This workshop can be run as a series of short sessions if that would better suit your workplace.
Course enquiries please phone 08 82270310 or email reception@trainingforlearning.com

Presented by Catherine Logue & Theresa Doyle

Catherine conducts nationally accredited courses, which provide the graduates with nationally recognised credentials, these include Certificate IV and Double Diploma of TAE, Certificate IV and Diploma of Leadership and Management. Catherine has extensive experience in training and facilitation and holds her Graduate Certificate in Adult Education, Diploma of Training Design & Development and Diploma of Business. She has served as National President and sat on the national board of Aust Institute of Training & Development.



Theresa has been training for 18 years in the private and public sector, with SGIC, Medicare Australia and Dept Human Services. Theresa in her corporate role has delivered Team development, Trainer Training and Compliance Training. In her role at Department of Human Services, she has developed a range of training resources for Certificate IV in Government (Fraud Control) & Certificate IV in Government (Investigations). She holds her Diploma of Training Design & Development and her Diploma of Vocational Education and Training.

INNOVATION IN TRAINING



Training for Learning Co.
Realise your potential



The Workshop

During this half day workshop, you will develop skills in delivery of workplace training for small and large groups. We cover tips and techniques to involve participants within the learning process.

AGENDA

- Create synergy within your participants
- Energise the participants with involvement
- Activities that engage the participants
- Various approaches to evoke involvement

The participants have the opportunity to explore the application of the facilitation skills during the workshop, working in small groups. Different techniques are tried and tested throughout the workshop to assist the participants to find and become comfortable their own personal style of facilitation. The skills introduced can be applied to developing formal or informal training in a way that is meaningful and useful to participants.

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LEADERSHIP



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Aim: The focus of this workshop is to provide the participants with the understanding of leadership styles, and the impact of those styles on the team.

Timing: 1 day workshop

Outline: **Agenda**
Styles of Leaders

The leader's role in business

How styles impact on different members of the team

Identifying your leadership style

Lead by example

Role models and the impact on the team

Setting goals for further development

Action planning

Resources: Each participant will be supplied with a manual.

Presented by Catherine Logue

Catherine conducts nationally accredited courses, which provide the graduates with nationally recognised credentials. Catherine conducts Certificate IV and Diploma of Training & Assessment, Certificate IV in Frontline Management and Diploma of Management. Her talent in training and facilitation has seen her present overseas in Los Angeles, Montreal and Las Vegas, and nationally around Australia. Her clients include Australia Post, Dept of Transport, University of SA, University of Adelaide, PMA Australia, PMA International, IPI USA, ESCOSA, Southern Health, BUPA and Latrobe University. Catherine was National President and sat on the national Board of Australian Institute of Training & Development. She has published several books, The Trainer Activity Manual, The Team Leader Activity Manual and Common Learning Styles and started Teaching Tools to offer her training resources to the industry.



Learning to love Digital Photography



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Aim: to ensure you feel confident using the functions of your digital camera and take well framed photos

Timing: 3 hours

Outline: This workshop provides the participants with the ability to use their digital camera with confidence, whether the application is for business or personal use.

Agenda:

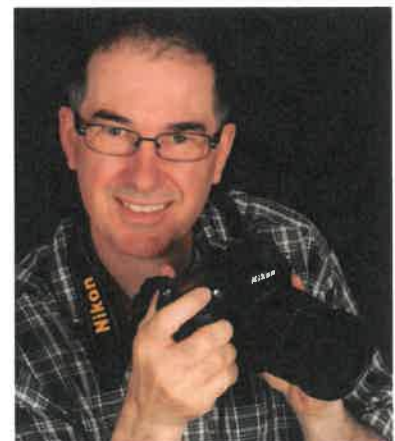
- Basic digital techniques*
- Tips for effective photography*
- Making the most of the camera functions*
- Using the Self-Timer*
- Avoiding Shutter Lag*
- How to Delete Photos*
- Understanding Digital*
- Reviewing your Photos*
- Caring for Memory Cards*
- Tour of digital lab*

Availability: The workshop can be conducted at 186 Hutt Street, Adelaide, which can also provide an on-site tour of a working digital photo lab equipment.

Presenters: Don McLeod

Don is a skilled photographer and demonstrates his passion when running the workshop 'Learning to love your digital camera.' His knowledge and expertise in his craft coupled with his love of writing has seen him designing and publishing the monthly newsletter on photography for Hutt St Photos.

He takes a very personal approach to his training session delivery, working with each participant to conquer their fears and enjoy the capability of their camera. Don has worked in the photographic industry for many years in both retail and wholesale. His experience working with the Kodak Lab in Adelaide has made him a valuable member of the team when dealing with production of the various services now offered in-store at Hutt St Photos. Don holds his Diploma of Training design and Development.



Preparing Your Resume & Application



Training for Learning Co.
Realise your potential



Aim: Often referred to as CV or curriculum vitae, this personal history book provides the employment story for the potential employer. Industry recognised trainers take you through the steps to develop a professional skills based resume & professional application

Outline: this half day workshop prepares the participants in the techniques for developing their own resume which meets the needs of the application.

Agenda:

- The structure that sells your history
- What you need to include
- What is unnecessary in your resume
- Identifying your skills & how to transfer them to the desired job role
- Defining the function of selection criteria
- Develop a professional response to selection criteria
- Identify the little things that count

This workshop can be added to the Developing Interview Skills to run as a one day workshop.

Presented by Theresa Doyle

Theresa has been training for 18 years in the private and public sector, with SGIC, Medicare Australia and Dept Human Services. Theresa in her corporate role has delivered Team development, Trainer Training and Compliance Training. In her role at Department of Human Services, she has developed a range of materials and resources, and training resources for Certificate IV in Government (Fraud Control) & Certificate IV in Government (Investigations).

She holds her Diploma of Training Design & Development and her Diploma of Vocational Education and Training. She has been involved on many project teams and recruitment panels from which she shares her experiences and stories. Theresa also runs a half day workshop on developing your skills in interview situation.



Resourceful PAs & EAs



Training for Learning Co.
Realise your potential



Overview:

Running an office efficiently and effectively is a complex job. Explore and learn proven methods for being more effective in managing a busy environment, personally and as business administrator. Productivity and organisation a key essentials in the role together with well executed meeting and event management. We cover effective methods in public relations to demonstrate an effective and functional office.

Aims: A one day program to equip PAs and office managers with a range of techniques to enhance the administration functions

Personal Time Management Symptoms of time management. Self assessment. Controlling your time & time wasters. Prime time and setting priorities. Benefits of time utilization. Planning and management techniques	Organising your Work Space Being organised Blocks & the benefits. The principles of organization. Managing your work space. Recycling & the paper war
Public Relations & Customer Service Creating a positive environment. Information, insight and intuition. Providing effective solutions. Why is the relationship so important? The little things that make the difference	Event Management & Meeting Preparation The strategic approach. Minutes, agendas and planning Working with the event planner The value of historical data. Being organised

*This workshop can be run as a series of short sessions if that would better suit your workplace.
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Presented by Catherine Logue

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Presented by Judy Fargher

Judy is an experienced people manager, working with small and large groups, training them to develop skills in morale, corporate and personal style management. She is a skilled communicator and her training in verbal and written communication ensures all participants experience realistic case studies and work related activities in the training environment. She is qualified with her Certificate IV in Training & Assessment TAE 40110; she holds a Diploma of Teaching and a Diploma of Retail Management.



Staff Coaching



Training for Learning Co.
Realise your potential



Aim: To assist those managers and supervisors responsible for coaching their staff team members to achieve team goals and business performance standards

Timing: 1 day workshop 9.00 – 4.00

Outline: this workshop analyses the needs of staff and the manner in which the supervisor or manager can maximise the coaching phase to up-skill the team member and develop a culture of pride in the job

Agenda:

- The roles of the on job coach
- Setting the performance standards
- Where to start
- How to work with staff to achieve the team goals
- Empowering the staff team members
- Measuring the achievements

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Taking Minutes



Training for Learning Co.
Realise your potential



Aim: This half-day course is intended to provide a working knowledge of meeting protocol, terminology, the roles of meeting participants and how to take meaningful minutes of meetings.

Timing: 1/2 day workshop 9.00 – 12.30

Objectives:

- Understand the roles of meeting participants
- Understand formal meeting terminology
- Know the mandatory components of formal minutes
- Identify what needs to go in the minutes and what can be left out
- To be able to write succinct and meaningful minutes
- Understand record-keeping requirements for minutes.

Agenda:

- Meeting structure and terminology
- The meeting agenda
- The principal role of minute secretary
- Presentation and layout of minutes
- Format and legality of minutes
- Writing meaningful minutes
- What goes in and what stays out
- Record-keeping of minutes

You will be supplied with a handbook on the day.

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TRAIN THE TRAINER - GETTING STARTED



Training for Learning Co.
Realise your potential



Train the Trainer

This workshop provides the introduction to training delivery. Basic skills in understanding the adult learner, tailoring your approach to that audience and developing skills to deliver training in your organisation.

Agenda:

- identifying principles of adult learning
- identifying the training need
- delivering training for the workplace
- tips for using tools and props during the delivery
- the role of evaluation and feedback
- the process of reflection and review.

This one day workshop provides the basics in training skills for the workplace trainer. You will learn practical strategies and techniques to deliver training in a way that is meaningful and useful to participants. It includes an insight into the needs of adult learners, and the common barriers and solutions which a trainer may experience during the training session..

There is an opportunity for participants who would like to continue to follow on with the 5 day Train the Trainer, and ultimately the Certificate IV in Training and Assessment qualification.

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