

# Skills Builder Workshops

UNE Partnerships now offers an extensive range of non-accredited short courses, designed as professional development workshops for corporate groups. These workshops can be presented in a half-day or full day format, tailored to the specific needs of the organisation.

## ■ Administrative Support

Having effective administrative skills is essential in today's work environment – and not only for individuals with 'Administration' in their job titles. Being organised, punctual, and effective in your written and verbal communication, is crucial at every level of business. The volume of information sources in today's workplaces means you have to be able to analyse that information, prioritise it, and process it to the extent where value is achieved for the organisation. Good administrative skills reduce the risk of "things being missed". Great administrative skills create exponential results that spot potential problems, overcome obstacles and leverage resources effectively.

This workshop develops the core skills to utilise resources efficiently, manage your time, communicate and collaborate with others effectively. Making the commitment to consistently apply the concepts presented means that in no time they will become a routine part of your daily work.

## ■ Business Writing

One of the most important business communication methods is the written word, whether it's emails, correspondence, proposals, or major reports. Yet many people struggle with their composition for a variety of reasons: they may not be familiar with the process; they may have trouble creating the right flow; it could be a new aspect of their role; or it's just not their favourite thing.

This workshop covers:

- a quick refresher on basic writing concepts (such as spelling, grammar, and punctuation) – the things that we often miss when under pressure; and
- an overview of typical business documents – letters, reports, proposals and tips on structure, style etc.

There will be activities in as many areas as possible to provide practice in structuring documents. Note, you won't be doing much actual writing – this is neither an English course nor a word processing course. But time will be spent on polishing/reviewing written work.

## ■ Anger Management

Anger is a powerful emotion. If not managed appropriately it may have destructive results for you, your colleagues and your loved ones, possibly costing people their jobs, personal relationships, and even their lives when it gets out of hand. Uncontrolled anger can lead to arguments, physical fights, physical abuse, assault and self-harm.

In contrast well-managed anger can be a useful emotion that motivates you to make positive changes. This workshop focuses on identifying anger triggers and how to deal with that anger.

## ■ Business Etiquette

Business etiquette is more than knowing which cutlery to use at lunch with a client. Etiquette is about presenting yourself so you are taken seriously, and about being comfortable around people (and making them comfortable around you).

Good etiquette adds to your overall credibility. If you treat everyone with respect, show courtesy in the office and dress well, those you work with will most likely think highly of you. On the other hand, poor etiquette can hurt your professional relationships. The workshop focuses on the many areas of business etiquette, including networking, meeting manners, dining decorum, international business etiquette and more.

## ■ Coaching and Mentoring

It can be frustrating when a member of your team underperforms. You can see the potential below the surface but you seem unable to help them realise it. You may have tried to talk to them or encouraged them with salary increases, which may have a short term impact before they slip back to their old unproductive ways. What can you do?

This workshop looks at effective ways to coach your employees and increase their productivity to help realise their true potential. Setting goals and building relationships sits at the core of effective coaching. How well you coach relates directly to how well you are able to foster a great working relationship with your employees.



## ■ Communication Strategies

This workshop will help you understand the impact of different communication techniques, the effect they have on other people, and how improving the way you communicate can make a huge difference in the workplace and at home.

## ■ Creative Problem Solving

The nature of human problem solving has been studied by psychologists for over a hundred years. Successful businesses take an interest in the processes some individuals apply to identify and implement the solutions to their problems. These processes or methods work for any kind of problem, large or small.

This workshop offers an overview of the creative problem solving process, that can be used in your day-to-day life.

## ■ Customer Service

Understanding the principles of customer services is essential for all employees, not just those directly involved with customers. This workshop looks at the different types of customer service and addresses areas such as customer expectation, exceeding expectations, telephone etiquette, meeting basic needs and dealing with difficult customers.

## ■ Leadership and Influence

Leadership potential exists within each of us. That potential can be triggered by outside events, or it can be learned by exploring ourselves from within. This training takes the latter approach. Once you learn the techniques of true leadership, you will be able to build the confidence it takes to take the lead. The more experience you have acting as a genuine leader, the easier it will be for you. It is never easy to take the lead, as you will need to make decisions and face challenges, but it can be rewarding.

## ■ Effective Conflict Resolution

There are many ways to resolve conflicts – surrendering, running away, overpowering your opponent with violence, filing a lawsuit, etc. Conflict resolution theories grew out of the belief that there are better options than these. Today, conflict resolution processes are used in a wide range of industries covering an array of different situations.

This workshop demonstrates the six-step process to resolve conflicts of any size. You will also learn crucial conflict resolution skills, including dealing with anger and using the Agreement Frame.

## ■ Effective Supervisor

Effectively supervising a team can be a challenging role which varies tremendously from one organisation to another. In many businesses, the supervisor's role is to oversee production work, ensure new employees are trained to carry out their work efficiently, undertake performance reviews, and create and implement work schedules. Sometimes the supervisor is also required to accomplish some of the work. In other cases, they may merely implement management's wishes and work on employee training and production, acting as a go-between for employees and managers, occasionally assisting with work on a needs basis.

In larger companies, supervisors can have numerous tasks, such as addressing employee problems directly, taking disciplinary action when necessary. They're often involved in the hiring of new employees and may sit on selection panels with managers and other supervisors. They implement employee safety recommendations, and naturally they give direction as requested by senior management.

This workshop will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

## ■ Managing Human Resources

The discipline of Human Resource Management (HRM) is changing. Often organisations delegate more and more responsibility for HRM to line managers and supervisors. Some, usually larger, organisations still have a dedicated HRM department which deals with all the human resources responsibilities.

Whichever type of organisation you work for, it is important that you understand how much HRM is really about the employees, as well as aspects of legislation, policy, and procedures that involve human resourcing issues.

## ■ Motivating Your Employees

It probably comes as no surprise that employees who feel valued are more motivated, responsible, and productive. The happier an employee is, the better results they will deliver.

The goal of every employer is to make sure that they have a high-achieving workforce, but this does not simply mean making the job easy for their employees. In fact, part of the problem of motivation is that where the job is too easy, employees become complacent.

This workshop aims to help supervisors and managers deliver the right balance between a confident, motivated workforce and a workforce which is driven to attain goals. It is designed specifically to help busy managers and supervisors understand what employees need, to ensure that they have the correct tools to become a motivated workforce, and to give them a starting point for creating champions.





## ■ Managing Change

We have all experienced change at some stage in our life – good, bad, expected or unexpected. No-one can avoid or ignore change as the world in which we live is changing constantly.

The one thing we can do is be prepared for it.

This workshop investigates various ways of managing change, leaving you better equipped to deal with future changes.

## ■ Managing Stress

Very few people are immune to stress on occasions, whether it is in the workplace or in our personal life. In the workplace employees at all levels can feel stressed out, anxious, and misunderstood. In our personal life the stresses can be even greater due to finances, family and responsibility.

Stress can be positive and negative – the key is to maximise the positive stress and to minimise the negative stress. This workshop offers participants a three option approach for addressing any stressful situation, including the use of routines, techniques for relaxation, and how to log stress. It concentrates on how individuals deal with stress as a personal emotion.

## ■ Time Management

Personal time management skills are essential for effective people. People who use these techniques on a regular basis include some of the highest achievers in all walks of life, from business to sport to public service. Making these skills part of your daily routine will enable you to function exceptionally well, even under intense pressure.

As you master these skills you'll take control of your workload, saying goodbye to the stress of work overload. At the heart of time management is an important shift in focus: Concentrate on results, not on being busy.

Time management training begins with setting goals that are recorded, prioritised and may be broken down into a project, an action plan, or a simple task list.

This entire process is supported by a skill set that should include personal motivation, delegation, organisation tools, and crisis management.

## ■ Personal Productivity

Many people spend their days in a frenzy of activity, but achieve very little because they're not concentrating their effort on the things that matter the most.

This workshop helps you learn new ways to organise your time for a more productive life. It also demonstrates some techniques for rebalancing your energy levels.

It's time to exhale stale, old ideas. And inhale new inspiration for joyful living that produces quality outcomes.

## ■ Public Speaking

For many people the thought of having to speak in public terrifies them. During this workshop we endeavour to present you with tools to prepare you and give you the confidence to speak at any public gathering.

## ■ Proposal Writing

This workshop is targeted at individuals and groups who require an understanding of how to structure, write, and finish a proposal.

Proposals are required for various reasons. They may be for an internal or external audience. They can be in response to a specific request or can be an unsolicited attempt to sell a solution. They might be developed by one person or a team.

This workshop focuses on solicited proposals – that is, in response to a request from an existing or prospective customer – developed by one person.

## ■ Team Proposal Writing

This workshop is targeted at people who require an understanding of how to work as a team to structure, write, and finish a proposal.

Proposals are required for various reasons. They may be for an internal or external audience. They can be in response to a specific request or can be an unsolicited attempt to sell a solution. They might be completed by one person or a team.

This workshop focuses on solicited proposals – that is, in response to a request from an existing or prospective customer – developed by a team. Note that the fundamental proposal development process that is followed would be exactly the same if you had sole responsibility.

## ■ Sales Fundamentals

In the past people often had a negative attitude towards sales people, viewing them as someone trying to sell them something they don't need.

To be a professional salesperson today requires many skills, qualities, abilities and immense product or service knowledge. So a great sales professional should, and in many cases does, receive great respect. As a sales professional, yours is a key role is a key in the organisation as you are the point-of-contact with the market. Everything depends on your ability to find and uncover needs, to solve customer problems, to transmit the right sales story and, in general, achieve the highest level of professionalism.

Although the definition of a sale is simple enough, the process of turning someone into a buyer can be very complex. This workshop gives participants a basic sales process, plus some basic tools to close the sale, no matter what the size of the sale.





### ■ Workplace Diversity

Workplace diversity means recognising and respecting the value of human differences and creating an environment where all the abilities and experiences of our employees are used to their fullest.

Diversity relates to gender, age, linguistic and cultural background, disability, religious belief, pregnancy and family responsibilities. Diversity also refers to other ways we are different such as education, socio-economic background, personality profile, geographic location, marital status, etc.

During this workshop we help participants understand what diversity is, and how they can help create harmony in a diverse environment.

### ■ Team Building and Teamwork

Teamwork is an everyday occurrence whether it's at home, in the community, playing sport or at work. We are all at some stage expected to be a functional part of a performing team. This workshop encourages you to explore the different aspects of a team, as well as ways that to become a top-notch team performer.

### ■ The Effective Negotiator

When we use the word 'negotiation', many people think of government or big business discussions or secret meetings with Union representatives. This is a misconception as we negotiate all the time in our normal daily life. When did you last discuss with a few friends where to eat or drink, or decide who is going to take the rubbish out? Not all our negotiations are trivial however – for example, discussions with your manager regarding salary, or the price you pay for a new home or car.

During this workshop the participants will gain an understanding of the phases of negotiation, tools to use during negotiation, and ways to build win-win solutions.

### ■ Inspiring Presenter

At some point or other we have all had to sit through a boring presentation. It's always disappointing as the subject matter is obviously of interest to us. But presentations don't need to be boring!

A good presenter communicates thoughts and ideas effectively to numerous individuals, using a variety of tools and techniques to get the message across.

This workshop will benefit anyone who presents to any size group of individuals; a trainer, a meeting facilitator, speaker, or front line manager. No matter which role you have, this workshop will help you become more efficient and proficient with the skills of providing information to others.

If you would like further information about any of these topics or would like to discuss your training requirements, please contact Meg Michell.  
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