



Skills for a Changing Workplace

Rapid changes in technology and organisation structures mean that the worker of today must continually reinvent their skills sets to meet new challenges.

In addition to the technical skills required, increasingly workers must have highly developed people skills - a mix of generic skills, personal attributes and emotional intelligence.

Both managers and workers have become aware that these people skills are absolutely essential in order to achieve high productivity and cohesive teamwork.

These skills allow **appropriate and effective responses** to continually changing and ever more complex work challenges ... thus we refer to them as '**Responsiveness Skills**'.

Contact us for ...



- A consultation or training needs analysis
- Sample training program outlines or details of our coaching services
- Training or coaching appointments
- More information about our services, consultants or pricing schedule



Workplace Training & Coaching for Optimal Behavioural Change

Our training and coaching is designed around a six phase 'coaching' model that aims to develop long term, productive client partnerships and result in positive organisational and behavioural change:

1. Thorough initial consultation and needs analysis
2. Encouraging and facilitating client self-awareness and assessment
3. Tailor-made learning design / Individualised Development Plans
4. Action learning / skills practice / participation
5. Identifying practical workplace applications
6. Follow-up feedback, evaluation and review

Our Services

In-house Training/Coaching - for "Responsiveness Skills" - custom designed for your needs

Professional and Life Coaching

Organisation Development

Leadership Development

Team Building (Accredited for Team Management Systems)

Benchmarking and 360 Degree Feedback



A History of Successful Training Outcomes

This company has had a growing client base across the business, government, commercial, education, arts and community sectors since 1990.

Factors contributing to our success include:

- High quality and experienced trainers and facilitators
- Thorough evaluation of all programs
- Provision of extensive printed resources in training kits and coaching resources
- A vibrant mix of carefully designed experiential and didactic presentations
- Activities and methods used are highly participatory and very appropriate for adult learning
- Encouragement of clients towards greater achievement
- Catering for, and respecting, individual client needs
- Identifying specific applications of new learnings and skills to the workplace
- Coaching clients towards increased confidence, self-esteem and self-effectiveness.

What do clients think?

"What I valued most was the high energy presentations which encouraged participation - and the passion of the Presenter for the subject"

"The best workshop I have attended in 9 1/2 years in this work"

"This will be highly applicable to my workplace. Can't wait to try out these new strategies"

Some of our Recent Clients

Government

WorkCover Queensland
Client Services, Qld Department of Housing
ACCC (Australian Competition and Consumer Commission)
Redcliffe City Council (Office of Community Development)
Disability Services Queensland
Queensland Department of Families, Youth and Community Care
The Department of Community Services, N.S.W - S.A.A.P. Services
QBuild
Office of Fair Trading, Queensland Dept. of Justice
Caboolture Shire Council
The Queensland Public Trust Office
Queensland Fire and Rescue Services
(Townsville, Cairns, Sunshine Coast, Beenleigh, Brisbane)

Business/Corporate

Dittman Consulting Australia
Microhouse Australia Pty Ltd
Queensland Building Services Authority
HR Advantage Consulting
Intermedia - Convention and Events Division
The Golden Casket
Queensland Teachers Union
The Growing Edge Pty Ltd
Walter Construction Group
Australian National Training Authority

Education

Brisbane - North Institute of TAFE
Education Queensland
Queensland University of Technology (School of Psychology and Counselling, School of Professional Studies, School of Nursing)
The University of NSW
Brisbane State High School
Southbank Institute of TAFE
St Aidan's Girls School

Community

Deception Bay Neighbourhood Centre
Pine Rivers Youth and Families Association
Better Housing Projects Assoc., Brisbane
Broken Bay Centacare, NSW
Australian Children's Welfare Association, Sydney, NSW
Vietnam Veterans' Counselling Service

Arts

Hong Kong Academy for Performing Arts
Melbourne International Festival of the Arts
The Sydney Dance Company
TasDance
Dance Department, QUT



For Effective Work Teams/Groups

- Team Building Models of many types
- Facilitating Groups towards Increased Productivity
- Facilitating Small Group Development
- Improving Teamwork using "Team Management Systems" (TMS)

For Excellent Customer Service

- Customer Service Skills aligned with Excellence
- Professional Telephone Skills
- Adapting your Selling Approach to Different Buyers
- Managing Time and Stress

For Dealing with Difficult Behaviours

- Handling Difficult Customer/Client Behaviours
- Managing Critical Incidents and other Confrontations
- Skills-based Conflict Management

For Coaching and Mentoring

- Workplace Coaching and Mentoring
- Assertive Confrontation Skills

For Supervision and Leadership

- Supervisory Skills
- People Skills for Managers/Supervisors
- Effective Negotiation Skills
- Managing Performance
- Benchmarking and 360 Degree Feedback
- Improving Personal Productivity
- Problem Solving and Decision-Making