

# PUBLIC SECTOR TRAINING



## 2025 Commonwealth Agency Training Directory

Image by mindandi

Training & Coaching Solutions, Government and  
Public Sector Specialist training services since 1991



Welcome to a world of training  
and coaching solutions specifically  
designed for the public sector



We offer a full range of high-quality programs for all leaders  
and team members to reach their potential

Training and Coaching Solutions has provided highly targeted, specialised training services to Commonwealth public sector organisations since 1991. Each workshop is thoroughly researched, developed and designed by specialist professionals to ensure the best possible learning outcomes for participants and immediate, practical application in their organisation.

We design and deliver training programs to assist organisations to achieve best practice and to inform and empower participants. Our strategy is to consult with organisations regarding their needs, objectives and desired outcomes, then adapt, develop and facilitate customised training solutions.

Our trainers are highly experienced, and keep abreast of current legislation. As qualified training professionals, we are enthusiastic and passionate about helping people and organisations reach their potential.

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# Short Modules

We have developed a series of short-form, overview workshops which can be delivered in bite-sized durations for your teams - built within structured team development days, or as 'lunch and learn' style stand-alone modules.



## Leadership

- Leader of Self and Leader of Teams
- Leadership Styles
- Leadership vs Management
- High Performing Teams
- Building Team Engagement
- Coaching and Mentoring (GROW Model)
- Building Trust
- Leading Through Change Overview
- Decision Making and Delegation
- Collaboration and Stakeholder Engagement
- Mindset
- Emotional Intelligence
- Creating a Psychologically Safe Environment
- Motivation - Self and Others
- Providing Effective Feedback - Tips, Tools and Frameworks
- Approaching Difficult Conversations
- Crucial Tips when Managing Conflict
- Strategies for Effective Performance Reviews

## Performance and Productivity

- Ways to Build Resilience in Your Team
- Diary Management Tips
- Structuring Professional Business Documents
- The Key Components of an Effective Presentation

## Recruitment

- Understanding Role Descriptions
- Writing an Effective Cover Letter
- Resume/CV Structure Tips
- Preparing for your Interview

## Duration

The duration of these short-format modules ranges from 60-minutes to 2-hours.

**Contact us to discuss your focus areas and for further information on content and delivery style.**

# LEADERSHIP FUNDAMENTALS



**Delivery:** Face-to-Face (recommended) or Virtual



**Duration:** Full-day, or two half-day sessions



**Maximum Participants:** 12



**Recommended for:**  
Developing, High-potential, Emerging leaders and new managers



**Fully Pre-qualified on:**  
buy.nsw Supplier Hub, VendorPanel and AusTender



## Realise the leadership potential within your teams

This clear, structured workshop introduces participants to the fundamentals of leadership and enhances the practical skills of people seeking management and leadership roles by increasing their understanding of communication strategies, authority and leadership.

### WORKSHOP CONTENT

Combining theoretical principles and ideals with practical application, the focus of this workshop is on providing participants with the foundational skills required to succeed as leaders within their organisation.

The workshop explores the components of successful leadership: communication, self-awareness, influencing, managing stakeholders and bringing organisational goals to life within teams. Group discussion around best practice leadership is supported by activities and practical exercises, designed to enable participants to build their own leadership development plan.

### LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Understand different leadership styles and approaches
- Build confidence in using a range of leadership tools and strategies
- Engage people and teams to help them achieve desired outcomes
- Develop trust within teams
- Understand and demonstrate Emotional Intelligence
- Reflect on individual values as part of their leadership style
- Develop coaching and feedback skills
- Take away their personal leadership development plan

### PREPARE NEW LEADERS FOR SUCCESS

Encourage and develop new leaders in your team, build confidence and accelerate individual learning to improve performance across the organisation.

### CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

- Strategic Leadership and Management
- Senior Leadership Development
- Effective Coaching and Mentoring for Leaders
- Effective Communication Skills

*“Engaged trainer and thorough explanation of content.”*

HPCA

# STRATEGIC LEADERSHIP AND MANAGEMENT



**Delivery:** Face-to-face (recommended) or Virtual  
Optional Modules\*: Individual Coaching, Diagnostic Tools



**Duration:** Custom-designed  
Minimum 1 day or two half days



**Maximum Participants:** 12



**Recommended for:**  
Developing leaders, new hires, emerging and high potential leaders. Leaders with some management experience



**Fully Pre-qualified on:**  
buy.nsw Supplier Hub, VendorPanel and AusTender



## Focus on leadership to unlock more potential in your organisation

Investing in your leaders through small group workshops can unlock the underlying potential of your organisation. Discover how to empower greater alignment, deeper engagement, more courageous dialogue, better collaboration and greater trust across your teams.

Our leadership programs ensure participants reach an increased level of awareness, enhance their skills and capabilities, apply their new skills to achieve specific business results and leverage increased confidence to perform in a variety of situations with a range of stakeholders.

### WORKSHOP CONTENT

Designed to enhance leadership capability, focused content modules can be selected and sequenced to suit your organisation's needs.

Each content module has been designed to uplift a specific skill area and scenarios can be tailored to ensure relevance to your organisation and objectives.

### MODULE OPTIONS

We have a broad range of content modules available including:

- Leadership versus Management
- Building Trust
- Leader of Self
- Leader of Team
- Building High-Performance Teams

- Leading through Change
- Coaching, Feedback and Managing Performance
- Effective Communication
- Difficult Conversations
- Managing Conflict
- Conducting Performance Reviews
- Strategy and Innovation
- Creative Thinking and Problem Solving
- Executive Presence and Storytelling

### SUCCESSFUL LEADERS PREPARE THEMSELVES TO LEAD

Realise the leadership potential of your team and accelerate their journey to becoming more authentic, confident and effective executives with this customised workshop.

### CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

- Senior Leadership Development
- Leadership Fundamentals
- Influencing Without Authority
- Effective Communication Skills
- DiSC | Understanding Self & Others

*“ This program helped me understand where I want to be as a leader. ”*

# SENIOR LEADERSHIP DEVELOPMENT PROGRAM



**Delivery:** Face-to-Face (recommended) or Virtual

**Optional Modules\*:**  
Diagnostic Tools



**Duration:** Custom designed – determined by the initial scoping phase



**Maximum Participants:** 12



**Recommended for:**  
Middle and Senior Managers, Executive Level Leaders



**Fully Pre-qualified on:**  
buy.nsw Supplier Hub, VendorPanel and AusTender



## Discover high-performance leadership to drive exceptional results

Our Senior Leadership Development Program aims to tune and develop the skills needed for those more experienced leaders who are vital to driving outcomes and shaping the future of your organisation. This fully customised leadership development solution is aligned specifically with your organisation and the development objectives for your people. Ideal for middle to senior managers, right through to your senior executive team. Participants will work with experienced Leadership Facilitators who will encourage and challenge their learning, setting them up for immediate success upon return to the workplace.

### PROGRAM CONTENT

The program encourages participants to interact with their peers, learning from each other's experiences and strengthening valuable networks. One-on-one coaching, facilitated sessions and experiential activities allow these leaders to practise newly gained skills in a safe, non-threatening environment. A combination of group work and skills practice provides a counterpoint to the individual reflection and action-planning sessions.

### LEARNING OUTCOMES

At the end of this workshop, it is expected participants will be able to:

- Shape and instil team pride and purpose
- Ensure context and translation of the team vision and direction
- Manage and grow team capability
- Understand and implement High Performing Team principles

- Develop a deeper understanding of behaviours and how best to communicate and lead talented and diverse people
- Define and assign work to be done, communicate needs and expectations
- Implement continuous improvement strategies within the team
- Gauge team strengths and areas of improvement
- Manage performance in a constructive manner
- Guide critical conversations including feedback and coaching
- Develop leadership disposition

### GO FURTHER IN YOUR LEADERSHIP JOURNEY

Develop the skills to bring a leadership mindset to every aspect of your team's performance and encourage an environment of excellence with this customised program.

### CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

- Individual Leadership Skills Coaching
- Effective Coaching and Mentoring
- Leading and Managing Through Change
- Effective Communication Skills

*“The workshop is practical and informative. Intensive, but well-paced. There was a great balance between theory and practice and the concepts were clearly and professionally explained.”*

# EFFECTIVE COACHING AND MENTORING FOR LEADERS



**Delivery:** Face-to-Face (recommended) or Virtual



**Duration:** Full day



**Maximum Participants:** 12



**Recommended for:**  
All leaders and managers



**Fully Pre-qualified on:**  
buy.nsw Supplier Hub,  
VendorPanel and AusTender



## Improve your leadership skills and help others develop their potential

Coaching and mentoring are rapidly becoming recognised worldwide as highly effective and important people leadership skills. Although sometimes interpreted differently and often used interchangeably, both coaching and mentoring are valuable skills for leaders who need to encourage and promote professional development within their teams and more broadly throughout the organisation.

### WORKSHOP CONTENT

This workshop is designed to help you accelerate your effectiveness as a leader by building on a solid foundation of the characteristics of both coaching and mentoring. The practical exercises help increase awareness of your role and responsibilities as a coach or mentor, while the skills practice and facilitated discussions explore how these roles can also benefit your professional development, regardless of your job role or sector.

### LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Understand the Coaching Zone
- Identify Skill vs Will
- Understand barriers to coaching
- Apply a mindsets framework

- Use the building blocks of trust
- Understand the purpose of questioning and different question types
- Adapt to different styles of learning
- Understand Facilitative vs Directive mentoring
- Identify the importance of communication skills in coaching
- Work within recognised coaching frameworks, including the GROW Model
- Provide effective feedback
- Navigate the stages of a mentoring relationship

### COACH OTHERS TO BECOME BETTER LEADERS AND TEAM MEMBERS

Identify and cultivate talent throughout your organisation with this results-oriented workshop which develops coaching skills and capabilities.

### CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

- Strategic Leadership and Management
- Effective Communication Skills
- DiSC | Understanding Self & Others

*“This workshop was very valuable, and the Models provided are an excellent resource. Clear and concise, the experience of the trainer was evident.”*

# LEADING AND MANAGING THROUGH CHANGE



**Delivery:** Face-to-Face or Virtual



**Duration:** Full or Half day option



**Maximum Participants:** 12



**Recommended for:**

Leaders and team members dealing with workplace change or a specific change program



**Fully Pre-qualified on:**

buy.nsw Supplier Hub, VendorPanel and AusTender



## Prepare to lead in a world of increasing change and complexity

As workplaces continue to face change from both internal and external factors, leaders, managers and team members must equip themselves with the skills and mindset to not only adapt to change but to thrive. Individuals in all positions require guidance and clarity from their leaders and colleagues, which provides the basis for sustainable productivity in the face of uncertainty.

By sharpening their skills as change managers, leaders can provide their teams with structure, certainty and confidence.

### WORKSHOP CONTENT

This workshop explores effective techniques to inspire new perspectives on necessary change. The content includes breaking down common reaction and resistance to change and participants will deepen their understanding of how people behave during times of stress and uncertainty. Scenario-based exercises highlight how careful planning and thoughtful implementation can ensure organisational goals are realised.

### LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Identify the driving forces of change within organisations
- Differentiate between the various stages of change
- Identify common effects on attitude and morale

- Manage reactions and resistance
- Implement strategies for managing and combatting negativity
- Plan, implement and monitor factors of change
- Understand your role and challenges as a leader in the context of change
- Develop action plans to assist staff adaptation and progress
- Leverage and understand Emotional Intelligence
- Build resilience and maintain psychological safety

### BECOME THE CONSTANT IN A WORLD OF CHANGE

Equip your team with a sustainable approach to manage uncertainty and change through this practical and actionable skills development workshop.

### CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

- Effective Communication Skills
- Building and Leading Engaged and Effective Teams
- Strategic Leadership and Management
- Building Resilience

*“ This content was very relevant and well-explained. Questions were answered well and with respect. An excellent workshop. ”*

# MANAGING HIGH PERFORMANCE



**Delivery:**  
Face-to-face or Virtual



**Duration:** Half or Full day



**Maximum Participants:** 12



**Recommended for:**  
New or current team leaders  
and managers



**Fully Pre-qualified on:**  
buy.nsw Supplier Hub,  
VendorPanel and AusTender



## Develop the management skills and structures to help your people deliver their best

Give your leaders a clear understanding of the building blocks of management required to deliver the best performance from their teams by developing capability in objective setting, creating development plans through to performance reviews and performance management.

### WORKSHOP CONTENT

This workshop guides participants through the different steps required to manage good performance in their team members.

Content includes:

- objective setting and the importance of defining SMART goals
- regular 1:1 sessions
- review meetings and performance monitoring
- development discussions and individual development plans
- performance reviews and performance management.

Participants are introduced to some of the key leadership skills that support these processes including providing feedback, coaching and having difficult conversations. This workshop can be adapted to a specific organisation's people management processes.

### LEARNING OUTCOMES

- Understand the different components of managing good performance
- How to set SMART objectives
- Ability to use simple frameworks to assist when providing feedback
- Identify steps to navigate a difficult conversation
- Plan and conduct a coaching session
- Identify the key components of a development discussion and development plan
- Understand the importance and approach for a performance review
- Understand the principles of performance management

### ENSURE YOUR ORGANISATION THRIVES

Building an understanding of the key components of people management will help your leaders get the best from their teams as they develop their skills in providing clear guidance and objectives which drive strong performance.

### CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

- Conducting Performance Reviews
- Having Difficult Conversations
- DiSC | Understanding Self and Others
- Strategic Leadership and Management
- Effective Communication Skills

*“Clear and concise, the experience of the trainer was evident.”*  
RMS

# CONDUCTING PERFORMANCE REVIEWS

**Delivery:**

Face-to-face or Virtual



**Duration:** From 2-hour overview session to full-day skills workshop



**Maximum Participants:** 12

**Recommended for:**

Leaders and managers wanting to fine-tune their Performance Review skills

**Fully Pre-qualified on:**

buy.nsw Supplier Hub, VendorPanel and AusTender



## Maximise the benefits from your Performance Reviews

Performance Reviews are some of the most critical discussions that your managers will have with their team members. Help your leaders develop and/or tune up their skills as they move into another performance cycle.

This workshop will assist new managers in developing their skills or give more experienced managers the chance to refine their approach so they are prepared to have constructive and positive performance conversations.

### WORKSHOP CONTENT

Developing your team members to be high performers is an aspiration for all leaders. This workshop explores key concepts and structures which all managers can adopt, to help their team members maximise their potential, develop their skills and meet the expectations of their role.

Content includes:

- The importance and approach for a performance review
- The principles of performance management
- Establishing clear goals and setting expectations
- Preparing for and conducting performance reviews
- Frameworks for providing effective feedback
- Coaching as part of the review process

### DURATION

Workshop duration can be customised to suit your business, performance review structures, policies and development plans.

### LEARNING OUTCOMES

- Understanding how to prepare for an effective performance review using a step-by-step structure
- How to set and measure objectives and goals
- How to provide effective feedback, driving individual and team performance
- Understanding the role of mindset in the process
- How to manage reactions to feedback and emotion
- How to capture actions and plan further development

### PREPARE YOUR LEADERS FOR SUCCESS

Encourage and develop new and existing leaders in your team, build confidence and accelerate individual learning to improve performance across the organisation.

### CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

- Having Difficult Conversations
- Effective Communication Skills
- DiSC | Understanding Self and Others
- Strategic Leadership and Management

*“ This has been useful in refreshing my skills, these conversations can be challenging but having some clear structure to follow will make it much easier ”*

# HAVING DIFFICULT CONVERSATIONS



**Delivery:** Face-to-face (recommended) or Virtual



**Duration:** Full day



**Maximum Participants:** 12



**Recommended for:** Leaders and team members developing skills for conducting difficult conversations



**Fully Pre-qualified on:** buy.nsw Supplier Hub, VendorPanel and AusTender



## Be prepared for those conversations that matter

When critical issues arise in an organisation, difficult conversations invariably follow. The success of those conversations is often determined by the individual's ability to manage and lead uncomfortable or difficult discussions. This workshop arms your team with the skills and tools to effectively prepare for and conduct difficult conversations, by analysing typical patterns and motivations in high-tension encounters. Reduce friction, remove roadblocks and foster more productive business conversations with this invaluable training.

### WORKSHOP CONTENT

This workshop is highly interactive and can be customised to reflect the group's specific experiences. Starting with common themes, patterns and misconceptions of workplace conflict, the workshop moves through relevant case studies and live practice sessions. Through practical applications and various skill practice scenarios, participants learn the key steps to prepare for and lead a productive conversation around a difficult issue.

### LEARNING OUTCOMES

- Upon completion of this workshop, participants will be able to:
- Understand how to create conditions for healthy dialogue
  - Prepare for conversations to succeed

- Depersonalise issues by reframing to a neutral position
- Migrate from blame to problem-solving
- Identify and manage emotions
- Develop your own style under stress
- Employ tactics to encourage agreement
- Recognise unsafe conversational factors and restore trust
- Challenge with respect
- Manage stress in others – and yourself

### MOVE FROM CONFLICT TO RESOLUTION

Build valuable conflict-resolution skills within your organisation and encourage collaboration under pressure with this focused and practical workshop.

### CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- People Management
- Results

### RELATED WORKSHOPS AVAILABLE:

- Managing High Performance
- Dealing Positively with Conflict
- Strategic Leadership and Management
- Effective Communication Skills
- DiSC | Understanding Self & Others

*“ The role plays were a very valuable part of the day. Some conversations can lead to feeling anxious, the tips on preparing for success will be extremely useful. ”*

# EFFECTIVE COMMUNICATION SKILLS



**Delivery:** Face-to-Face or Virtual



**Duration:** Half day



**Maximum Participants:** 12



**Recommended for:**

Leaders and team members seeking to communicate effectively with internal and external stakeholders



**Fully Pre-qualified on:**

buy.nsw Supplier Hub, VendorPanel and AusTender



## Build communication skills in your team

Highly effective communicators focus on understanding their audience and adapting their style to achieve maximum cut-through. Arming your team with a toolkit of styles and techniques will build their skills and enhance their ability to craft messages and convey information with clarity and direction.

### WORKSHOP CONTENT

Communication skills sit at the heart of the modern workplace. This workshop focuses on helping people of all experience levels to lift their communication ability and effectiveness by tuning up techniques and emphasis. We take a practical approach to different types of communication to make you more effective in what you need to do.

- Different communication modes/ formats, styles and techniques
- Improve your questioning and listening
- Recognise the importance of understanding the audience
- Communication techniques for remote working
- Tailoring messages for different occasions and audience
- Barriers that often prevent clear communication

- Communication frameworks for both impromptu and prepared scenarios
- Verbal and non-verbal communication to build rapport

### LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Identify appropriate communication styles and strategies to employ in varied situations
- Use verbal and non-verbal communication skills to build rapport
- Employ styles and strategies to achieve goals and reduce conflict

### ENHANCE YOUR COMMUNICATION

Improve your communication effectiveness with techniques, styles and improved understanding of individuals, their motivations and behaviours.

### CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

- Presentation Skills
- Negotiating and Influencing for Outcomes
- Having Difficult Conversations
- DiSC | Understanding Self & Others

“Great foundational communication tips for working within a team more effectively.”

# DISC | Understanding Self and Others



**Delivery:** Face-to-Face or Virtual  
Includes Everything DiSC  
workplace profile\*



**Duration:** Half day



**Maximum Participants:** 12



**Recommended for:**  
Leaders and team members  
seeking to communicate  
effectively with internal and  
external stakeholders



**Fully Pre-qualified on:**  
buy.nsw Supplier Hub,  
VendorPanel and AusTender



## Adopt a powerful framework for aligning your communications with your audience

Highly effective communicators focus on understanding their audience just as much as they work on crafting their message. This workshop offers a proven framework for quickly developing an understanding of audiences – and your communication style – through the well-regarded DiSC behavioural model.

### WORKSHOP CONTENT

Leaders of all levels will unlock new levels of communication skills with this engaging and practical workshop which focuses on understanding human behaviour, rather than personality. Following the general principles of the DiSC model, this workshop explores communication styles to improve the real-world application of communication skills.

### INCLUDES DiSC PROFILE

Accelerate your team's understanding and application of the learning with an individual DiSC profile (questionnaire completed as pre-work). Individual results are debriefed and analysed in session.

- A secure link to the official DiSC website activated approximately 10 days before the workshop.
- Participants complete the personalised instrument, which forms the basis of their report.
- Individual reports and debriefs are delivered as part of the workshop.

- Access to My Everything DiSC is activated following the workshop providing participants the option of sharing styles and suggested ways to improve communication with colleagues.

### LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Leverage an improved understanding of self and others
- Identify how behaviour impacts effectiveness
- Discover behavioural strengths and value differences in others
- Identify appropriate communication styles and strategies to achieve goals and reduce conflict
- Understand how the styles interact
- Use verbal and non-verbal communication to build rapport with both internal and external contacts

\* DiSC Workplace profile is charged per participant

### CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

- Effective Communication Skills
- Building and Leading Engaged and Effective Teams
- Influencing Without Authority
- Negotiating and Influencing for Outcomes
- Having Difficult Conversations

**“ The DiSC profile is fantastic, understanding the different styles and how to communicate better is extremely valuable. ”**

# PRESENTATION SKILLS



**Delivery:** Face-to-Face (recommended) or Virtual



**Duration:** Full day



**Maximum Participants:** 7



**Recommended for:**

Leaders and team members who deliver material to groups in any business setting



**Fully Pre-qualified on:**

buy.nsw Supplier Hub, VendorPanel and AusTender



## Persuade, influence and lead through effective group communication

The most visible and effective traits of any leader are the ability to command a room, deliver informative material and influence opinions. Often great presenters are made, not born. This practical and interactive workshop breaks down the art of presenting into manageable steps, from preparation through to delivery. It provides the toolset to continually improve performance, from novices through to the more experienced presenters.

### WORKSHOP CONTENT

This highly interactive workshop covers practical aspects of effective presentation, offers participants the opportunity to practice their skills in a live environment and provides strategic feedback for improvement. The structure focuses on 3 areas:

- Preparing for Success - managing nerves, understanding the audience, presentation logistics, developing a clear purpose, length and timing
- Structuring to Engage - structuring your content, incorporating stories, shaping your message and selecting appropriate visual support
- Delivering to Connect - creating a powerful first impression, managing audience interaction and developing tone, feel and style.

### LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Understand what makes a great presenter
- Identify audience needs
- Develop a clear theme and purpose
- Use presentation frameworks for both impromptu and prepared scenarios
- Understand fundamental delivery skills
- Demonstrate confidence and presence
- Be able to incorporate storytelling into any presentation
- Select visual aids and use audio visual equipment
- Manage audience interaction, including hostile and difficult audiences

### CONNECT, INFORM AND INSPIRE

Reduce stress levels and deliver greater effectiveness by building your presentation skills with this interactive and practical workshop.

- Personal Attributes
- Relationships
- Results

### RELATED WORKSHOPS AVAILABLE:

- Effective Communication Skills
- Time Management and Prioritisation
- Strategic Leadership and Management
- Facilitation Skills

“The presentation structure provided will be invaluable. This workshop has turned a stressful task into a comfortable one.”

# NEGOTIATING AND INFLUENCING FOR OUTCOMES



**Delivery:** Face-to-face (recommended) or Virtual



**Duration:** Full day



**Maximum participants:** 12



**Recommended for:** Middle to Senior Managers



**Fully Pre-qualified on:** buy.nsw Supplier Hub, VendorPanel and AusTender



## Give yourself an advantage through influencing and negotiation skills

More than price and timing, negotiation and influencing skills can be used to position, add value, direct agreements and improve terms & conditions. Honing these skills can increase your performance and lead to more favourable outcomes more consistently. This workshop gives you a fully integrated approach to negotiation and influence and will help you prepare and improve your performance in what can be challenging, sensitive or contentious situations.

### ■ WORKSHOP CONTENT

The practical nature of this workshop incorporates both theory and skills practice to improve how you set objectives, gather information and understand stakeholders, so you can identify the difference between your thinking and theirs. Content includes developing your strategy through thorough preparation, refining communication & tactics and understanding and identifying the tactics your audience may try with you. Finally, the workshop thoroughly explores effective negotiation execution.

### ■ LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Understand their communication and negotiation style and identify the style of others to gain better results

- Conduct effective stakeholder analysis to establish the appropriate approach for specific situations
- Maintain their relationships without devaluing their position
- Use a core framework to plan and prepare for strategic negotiation scenarios
- Communicate more effectively through adequate positioning
- Deal more effectively with difficult people
- Identify and use influence/negotiation tactics and techniques for simple and complex, internal and external situations
- Gain increased confidence in individual negotiation style and skills

### ■ INFLUENCE OUTCOMES AND ACHIEVE OBJECTIVES

Superior influencing and negotiation skills can give you a competitive edge in every aspect of business.

### ■ CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

### ■ RELATED COACHING AVAILABLE:

- Individual Development Coaching
- Communication Skills
- DiSC | Understanding Self & Others
- Presentation Skills
- Influencing Without Authority

*“Really valuable insight and strategies to improve my skills - in what has always been a challenging process.”*

# INFLUENCING WITHOUT AUTHORITY



**Delivery:** Face-to-face (recommended) or Virtual



**Duration:** Full-Day



**Maximum Participants:** 12



**Recommended for:**  
Leaders and team members working across a range of stakeholder levels



**Fully Pre-qualified on:**  
buy.nsw Supplier Hub, VendorPanel and AusTender



## Find your own powers of persuasion for more effective outcomes

As roles become more flexible and organisations flatten in structure, the ability to persuade and influence others becomes an invaluable tool for building consensus and generating momentum in the workplace.

This workshop equips participants with the skills to work across and up the organisation or with external partners to gain support, inspire others and turn stakeholders into champions.

### WORKSHOP CONTENT

Understand the dynamics of authority and 'soft power' in the workplace. This workshop unpacks the role of influence in managing team stress, improving working relationships and building sustained buy-in for projects and ideas. Through a series of practical exercises and customised scenarios, participants acquire skills and practice techniques in the context of their own projects and challenges. Case studies and group exercises embed the learnings as skills for more effective outcomes.

### LEARNING OUTCOMES

- Upon completion of this workshop, participants will be able to:
- Recognise the value of positive influence
  - Identify the key behaviours of effective influencers

- Match influencer tactics to different scenarios and audiences
- Prepare and position a message as a persuasive argument
- Use inspiration as a key driver of persuasion
- Identify the key aspects of trust for strategic relationship-building

### BUILD EFFECTIVENESS AT EVERY LEVEL

Thrive in a networked world of working relationships as you learn to build relationships and influence outcomes through this insightful and effective workshop.

### CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

- Effective Communication Skills
- DiSC | Understanding Self & Others
- Leadership Fundamentals
- Problem Solving and Creative Thinking
- Individual Skills Coaching

“ Fantastic - enjoyed this course and found that it has added to my leadership understanding and knowledge further. ”

# FACILITATION SKILLS



**Delivery:** Face-to-Face (recommended) or Virtual



**Duration:** Full-day or Half-day



**Maximum Participants:** 12



**Recommended for:** Leaders or team members required to facilitate group interactions internally and externally



**Fully Pre-qualified on:** buy.nsw Supplier Hub, VendorPanel and AusTender



## Lead teams and groups to more productive outcomes

Helping people work together more effectively is a core requirement for business leaders looking to foster collaboration. Developing skills as a facilitator will dramatically improve confidence and effectiveness in a range of group situations: leading a team meeting, running a workshop, facilitating a strategy session and interacting with a range of different stakeholders.

### WORKSHOP CONTENT

Starting with the foundation concepts of group dynamics and collaboration, the workshop introduces ideas and approaches for a range of different outcomes, including promoting creativity, encouraging problem-solving and building consensus. The techniques explored include critical facilitation skills for managing group interaction, accelerating participation, managing time, creating safe and productive environments, and recording agreements and actions.

### LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Understand the difference between Facilitating, Presenting and Training
- Identify the key elements of facilitation

- Build an agenda to achieve desired outcomes
- Plan and prepare effectively
- Use activities to enhance effectiveness
- Manage group dynamics
- Deploy strategies for generating ideas, breaking deadlocks and evaluating options
- Manage time, engage groups and maintain focus
- Develop productive action plans
- Facilitate in a virtual environment

### MASTER COLLABORATION IN YOUR ORGANISATION

Develop the skills to confidently lead and manage group collaboration, both within your organisation and with external parties and stakeholders.

### CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

- Presentation Skills
- Running Effective Meetings
- Effective Communication Skills
- Strategic Leadership and Management
- Time Management and Prioritisation

“ Great workshop - this lifted my confidence in undertaking a function of my role that has made me uncomfortable in the past. ”

# RUNNING EFFECTIVE MEETINGS

**Delivery:**

Face-to-face or Virtual



**Duration:** Half day



**Maximum Participants:** 12

**Recommended for:**

People who lead and plan all types of internal and external meetings

**Fully Pre-qualified on:**

buy.nsw Supplier Hub, VendorPanel and AusTender



## Manage and participate in more efficient and effective meetings

One side effect of an increasingly collaborative workplace is a matched increase in the number of meetings - which can hamper productivity if they are not effectively directed and managed. This workshop helps participants develop the skills and techniques needed to gain the most from every type of meeting, whether they chair, lead, organise or attend.

### WORKSHOP CONTENT

An effective meeting starts with planning and clear communication, then develops further skills required for both managing and participating in meetings of all varieties. The practical elements include scenarios and active discussion skills practice sessions, helping participants identify and hone specific skills for managing more challenging situations and participants.

### LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Identify characteristics of successful meetings and causes of ineffective ones
- Understand the roles of meeting organiser and leader
- Develop an effective preparation and organisation plan

- Open meetings with impact
- Stay organised during meetings through the use of rules, agendas and conversations
- Develop meeting guidelines for your organisation/agency
- Manage different styles of meeting participants
- Mitigate dysfunctional behaviour in a meeting
- Improve conference call, virtual or video meetings
- Plan and execute follow-up actions

### MAXIMISE YOUR MEETING EFFECTIVENESS

Create real efficiencies throughout the organisation and encourage disciplined collaboration with this focused and interactive workshop.

### CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

### RELATED WORKSHOPS AVAILABLE:

- Time Management and Prioritisation
- Leadership Fundamentals
- Effective Communication Skills
- Presentation Skills

*“The training was professionally delivered, relaxed and informative. The presenter was willing to discuss issues in-depth. Very valuable.”*

# BUSINESS WRITING SKILLS

**Delivery:**

Face-to-Face or Virtual



**Duration:** Half-Day



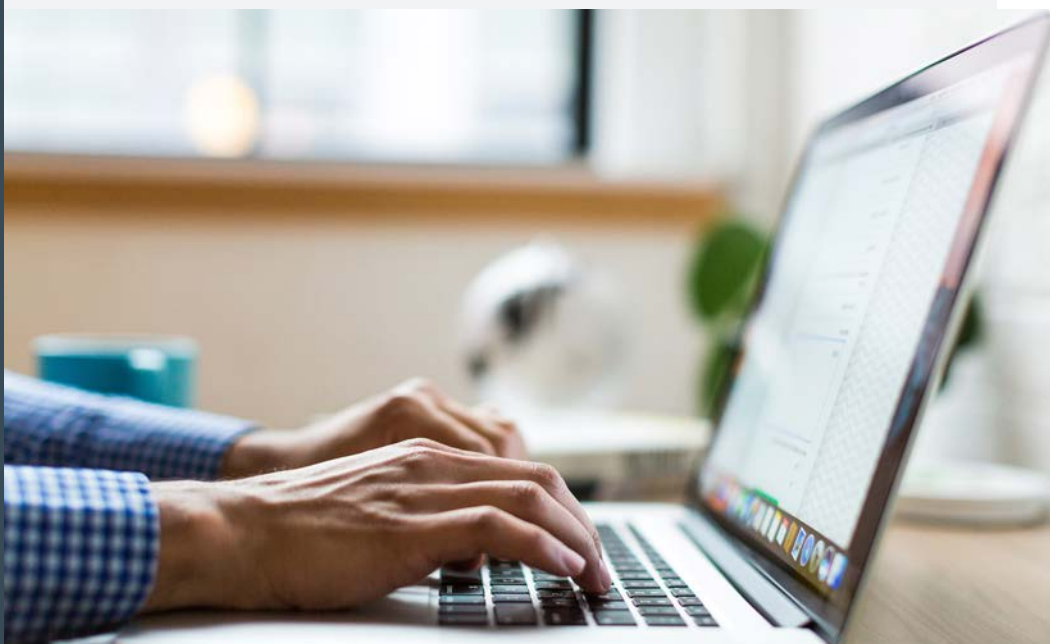
**Maximum Participants:** 12

**Recommended for:**

Anyone required to compose written communications internally and externally

**Fully Pre-qualified on:**

buy.nsw Supplier Hub, VendorPanel and AusTender



## Create more compelling and succinct business communications

Through theory and a series of practical exercises this workshop provides the tools and techniques to write more effectively – making it easier for readers to understand your message.

### WORKSHOP CONTENT

Designed and facilitated by a former journalist, this workshop provides participants with the knowledge and skills to craft compelling and professional business correspondence – writing clearly and with impact – with simple but effective preparation, language, structure and layout.

### LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Understand appropriate formats (customised to Agency templates and protocols) and essential components of business letters, e-mails, briefings and reports
- Plan their writing - understanding purpose and audience, structure and style

- Write in Plain English clearly, concisely and with impact
- Identify and overcome barriers to effective writing
- Understand language, punctuation and grammar
- Use tone and active voice
- Structure effectively
- Understand the requirements for report writing and briefing notes
- Write effectively to deliver bad news
- Edit and proofread
- Avoid commonly confused words

### WRITE CLEARLY AND WITH IMPACT TO EFFECTIVELY CONVEY YOUR MESSAGE

Cut through with effective communications to ensure your message is received and understood with clarity.

### CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

### RELATED WORKSHOPS AVAILABLE:

- Brief Writing Skills
- Effective Communication Skills
- Presentation Skills
- Influencing Without Authority

“ Great workshop. The layout structures are very helpful as is the reference book. ”

Department of Communities and Justice

# PUBLIC SECTOR BRIEF WRITING SKILLS



**Delivery:**  
Face-to-Face or Virtual



**Duration:** Half day



**Maximum Participants:** 12



**Recommended for:**  
Anyone required to compose  
written Briefs



**Fully Pre-qualified on:**  
buy.nsw Supplier Hub,  
VendorPanel and AusTender



## Write more compelling and relevant briefs

Brief writing has a specific purpose and should be structured and easy for the audience to grasp. Through theory and a series of practical exercises, this workshop provides the tools and techniques to compose briefs more effectively and efficiently utilising templates and protocols of your Agency.

### WORKSHOP CONTENT

This workshop provides participants with the knowledge and skills to craft compelling and professional Briefs. Tailored to your specific Agency templates and focus, this training is delivered by an specialist facilitator with an extensive professional writing background.

### LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Understand the expectations and intent of brief writing within your organisation.
- Understand the fundamentals of Plain English - writing with clarity, concisely and with impact to convey key messages
- Recognise the importance of structure - effectively use appropriate formats, templates and writing protocols

- Plan their brief - understanding purpose/intent and audience, structure and style
- Identify and develop relevant content
- Write in a clear and logical layout to minimise any frustration or misunderstanding by the reader
- Understand the value of transparency and informative writing
- Recognise and use business tone standards to match your organisation
- Present visual data effectively
- Write effectively to deliver bad news
- Edit and proofread

### COMMUNICATE INFORMATION EFFICIENTLY, CLEARLY AND WITH IMPACT

Cut through with a concise and relevant brief to ensure information is received and understood with clarity.

### CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

### RELATED WORKSHOPS AVAILABLE:

- Business Writing Skills
- Strategic Leadership and Management
- Effective Communication Skills
- Presentation Skills

**“** An easy-to-follow workshop  
that will help with my writing. **”**

Department of Education

# DE-ESCALATION SKILLS



**Delivery:** Face-to-Face (recommended) or Virtual



**Duration:** Half or Full day



**Maximum Participants:** 12



**Recommended for:**  
Front-line customer service staff



**Fully Pre-qualified on:**  
buy.nsw Supplier Hub,  
VendorPanel and AusTender



## Equip staff with the skills and tools to manage challenging customer interactions and deliver quality service

The need for staff to be able to execute quality customer service and maintain a calm, effective interaction is paramount in many organisations. This workshop focuses on building capability to manage difficult customers, de-escalation techniques, risk identification and management practices when working in challenging or hostile customer service situations.

### WORKSHOP CONTENT

The workshop introduces participants to the key concepts of communication, behaviours and expectations before building into practical demonstration exercises. These focused, practical activities explore verbal and non-verbal communication, anticipating typical problems, how to diffuse and de-escalate in addition to how to manage and reduce stress and emotion. Throughout the workshop, the emphasis is on personal safety and equitable treatment, with skills practice scenarios to increase confidence and preparedness to manage customers and clients in crisis.

### LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Understand customers and their changing needs

- Identify challenging behaviour while anticipating possible risks, causes and triggers
- Utilise both verbal and non-verbal communication
- Assess risk levels and patterns of conflict escalation
- Prepare strategies which diffuse and de-escalate difficult and aggressive behaviours
- Understand the human response to conflict and danger
- Prioritise self-protection, resilience and wellness

### SAFE STAFF, SATISFIED CUSTOMERS

Ensure your workplace remains a safe, equitable environment while improving the quality of customer interactions.

### CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

- Dealing Positively With Conflict
- Influencing Without Authority
- Effective Communication Skills
- Building Resilience and Avoiding Burnout

*“This has made me feel more confident in managing difficult situations. Clear, interactive and informative.”*

*Health Professional Councils Authority*

# DEALING POSITIVELY WITH CONFLICT



**Delivery:** Face-to-face  
(recommended) or Virtual



**Duration:** Half or Full day



**Maximum Participants:** 12



**Recommended for:**  
Leaders and team members  
seeking to build their  
workplace skills



**Fully Pre-qualified on:**  
buy.nsw Supplier Hub,  
VendorPanel and AusTender



## Develop the skills and confidence to manage conflict to ensure positive outcomes for team performance and culture

The goal of successful conflict management is not its elimination, but to reduce its harmful effects and unlock the positive benefits. Your team members can achieve this by gaining an understanding of conflict drivers and developing the skills and techniques to manage different situations that arise and how best to respond.

Turn the challenges of conflict into a positive for your team

### ■ WORKSHOP CONTENT

This workshop enables participants to understand the different types of conflict and the benefits of generating constructive debate, new ideas and a dynamic team environment. The workshop focuses on three areas:

**Understanding Conflict** - defining conflict situations, identifying sources of conflict/challenge, understanding different perspectives, reading a situation and conflict indicators, how values and motivations influence behaviour, conflict management styles

**Communicating Positively and Effectively** - the power of language and active listening in minimising conflict, using the right questions to uncover needs, assertive vs. aggressive communication, thinking professionally not personally, planning your approach, tackling objections

**Resolving Conflict** - managing conflict and maintaining relations, flexible resolution skills

### ■ LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Recognise the different types of conflicts and why it can be a positive influence
- Approach a conflict situation with a toolkit of positive actions to deliver more constructive outcomes
- Understand the physiological responses to conflict and how this influences the behaviour we choose
- Identify steps to navigate a difficult conversation
- Develop an approach to address conflict within teams
- Identify their preferred conflict management style in addition to other styles, and when to use them
- Recognise constructive and destructive responses in managing conflict

### ■ CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### ■ RELATED WORKSHOPS AVAILABLE:

- Having Difficult Conversations
- Conducting Performance Reviews
- Effective Communication Skills
- Strategic Leadership and Management
- Building Resilience

“Engaging trainer and the content was clear, interactive and informative.”  
Health Professional Councils Authority

# BUILDING RESILIENCE AND AVOIDING BURNOUT



**Delivery:** Face-to-face or Virtual

Optional: PR6 Personal Resilience Assessment Tool\*



**Duration:** Half or Full day



**Maximum Participants:** 12



**Recommended for:**

Individuals or teams undergoing or anticipating work-related stress or challenges – and those seeking to build the ability to manage through adversity and change



**Fully Pre-qualified on:**

buy.nsw Supplier Hub, VendorPanel and AusTender



## Create more effective, sustainable teams

Organisations are dealing with change at an unprecedented pace. Driven by increasing complexity, market pressures and agile working environments, issues related to productivity, overwork and burnout are common. Leaders and team members need to find ways to build their resilience and help build resilience in others, to maintain both productivity and wellbeing.

### WORKSHOP CONTENT

This workshop provides participants with insights into their approach and strategies for building and maintaining resilience. Utilising tools and techniques based on current research in psychology and neuroscience, participants learn practical strategies and discover tools to help develop their resilience.

This program can be run as a half-day or full-day to include aspects of Managing and Leading Through Change. A recommended optional addition\* is the PR6 Personal Resilience Assessment Tool which provides individuals with a full personal resilience report to help guide their development.

### LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Consider the context of their current

environment and its impact on wellbeing

- Understand the importance of resilience as a way to achieve wellbeing and personal success
- Recognise how resilience can impact individual and team performance
- Understand the six domains of resilience and how they work together
- Leverage practical tools to build team resilience
- Create a plan for developing individual and team resilience

### DEVELOP YOUR STRATEGIES FOR RESILIENCE

Build your team's ability to respond to and manage increasing pressure and stress through this practical, inclusive workshop.

### CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

### RELATED WORKSHOPS ALSO AVAILABLE:

- Building and Leading Engaged and Effective Teams
- Leading and Managing Through Change
- Effective Communication Skills

*“ Provided a much-needed focus on managing work and home stress. ”*  
Department of Communities and Justice

# TIME MANAGEMENT AND PRIORITISATION



**Delivery:**  
Face-to-face or Virtual



**Duration:** Half day



**Maximum Participants:** 12



**Recommended for:** Teams and individuals with responsibility for multiple tasks daily



**Fully Pre-qualified on:**  
buy.nsw Supplier Hub,  
VendorPanel and AusTender



## Improve efficiency and performance

The ability to handle large amounts of information and multiple tasks is not only a standard trait of a successful career, it is increasingly becoming an important life skill. This workshop provides individuals and teams a valuable opportunity to audit their current work practices, and then equip themselves with tools and techniques to better manage time, energy and focus. These are the core skills proven to help manage and avoid stress in the workplace, while greatly improving professional effectiveness and personal wellbeing.

### WORKSHOP CONTENT

This engaging and interactive workshop starts with a broad understanding of issues around time management before guiding participants to develop a personal action plan that covers the key usable skills of goal setting, prioritisation and effectiveness. Interactive activities and group discussion help participants refine their approach to meeting management, collaboration and delegation.

### LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Plan and prioritise daily activities to lift personal and organisational productivity
- Integrate personal goals with company goals

- Understand the difference between effectiveness and efficiency
- Recognise 'High Impact/ High Value' tasks
- Organise work schedules for both the individual and the team
- Use a prioritisation matrix
- Manage interruptions and distractions
- Overcome procrastination
- Manage email
- Run meetings for better results in shorter time frames

### WORK SMARTER RATHER THAN HARDER

Create a more sustainable work style throughout your team and organisation with this focused workshop which will help you use your time with maximum effectiveness.

### CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

- Effective Communication Skills
- Running Effective Meetings
- Leadership Fundamentals
- Building Resilience and Avoiding Burnout

*"The trainer was great - flexible and willing to discuss real situations and problems."*

*Department of Communities and Justice*

# PROBLEM SOLVING AND CREATIVE THINKING



**Delivery:** Face-to-face (recommended) or Virtual



**Duration:** Half day



**Maximum Participants:** 15



**Recommended for:**

Anyone who needs to think differently or look at ideas from a different perspective



**Fully Pre-qualified on:**

buy.nsw Supplier Hub, VendorPanel and AusTender



## Unleash your creative thinking skills for more effective problem solving

Remember how creative you were when you were younger? In our fast-moving “busy work” world, we rarely make time to allow ourselves to think differently in order to solve problems or challenges. Tackling an issue through creative thinking will make you and your team more effective and create a more collaborative, rewarding way forward.

### ■ WORKSHOP CONTENT

Built on the premise that creativity is not necessarily a skill, but a mindset, this practical and insightful workshop examines the way we think to unlock a deeper understanding of creativity to problem solve.

Participants will harness a proven, 8-step problem solving model for maximising creative thought in order to brainstorm and mind-stretch, allowing more creative ideas and solutions for business challenges to surface.

Tools for overcoming barriers to creativity and for promoting clearer, more productive thinking, round out the workshop material.

### ■ LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Have confidence in their ability to access and drive new and creative thinking
- Have the ability to generate new ideas individually and within groups
- Recognise and address the barriers that limit your ability to think differently

### ■ UNLOCK YOUR POTENTIAL

Unlock your innate ability to think creatively and become a more innovative problem solver with this instructive and tailored workshop.

### ■ CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### ■ RELATED WORKSHOPS AVAILABLE:

- Strategic Leadership and Management
- Effective Communication Skills
- Senior Leadership Development

“ This was a great workshop, it opened my eyes and brought some fresh ideas to the table that will be valuable to my team. ”

# ELEVATING WORKPLACE CULTURE



**Delivery:** Face-to-face or Virtual



**Duration:** Half day



**Maximum Participants:** 12



**Recommended for:**  
Staff, Supervisors, Managers and Leaders



**Fully Pre-qualified on:**  
buy.nsw Supplier Hub,  
VendorPanel and AusTender



## Ensure your organisation thrives in a positive and respectful environment

Workplace culture influences the productivity of individuals and teams. In addition to Codes of Conduct and Standards of Behaviour, a positive and respectful workplace enhances everyday interactions, enthusiasm and engagement within your team.

### ■ WORKSHOP CONTENT

Equip your team with the tools and knowledge to contribute to a positive, supportive workplace enhancing teamwork, well-being, and overall productivity. Workshop focus is on the importance of respectful behaviour and how to address common challenges such as discrimination, harassment, and communication breakdowns, while fostering an environment where diversity is valued.

Participants engage in discussions, role-playing, and skill-building activities aimed at improving interpersonal interactions, conflict resolution, and understanding of other perspectives.

### ■ LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Understand and recognise the benefits of positive culture and

the characteristics of a respectful workplace

- Increase their awareness of Diversity and Inclusion
- Know how to access your Agencies Values, Codes of Conduct, Workplace policies and gain clarity on expectations for behaviour
- Understand the impact of negative or disrespectful behaviours on individual and team success
- Identify negative behaviours, be aware of appropriate interventions (formal and informal) and how issues should be handled/reported
- Contribute to stronger team cohesion and well-being by fostering mutual respect and understanding

### ■ REDUCE TENSION AND BOOST SUCCESS

This workshop supports your team in promoting a culture of respect, inclusivity and positive collaboration.

### ■ CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### ■ RELATED WORKSHOPS AVAILABLE:

- Addressing Workplace Misconduct
- Strategic Leadership and Management
- Effective Communication Skills
- Building Resilience and Avoiding Burnout

“ Informative and invaluable.  
Should be compulsory for all.  
Engaging trainer and thorough  
explanation of content. ”  
HPCA

# BUILDING AND LEADING ENGAGED AND EFFECTIVE TEAMS



**Delivery:** Face-to-face (recommended) or Virtual



**Duration:** Half day



**Maximum Participants:** 12



**Recommended for:**  
Leaders and teams working towards a more cohesive and productive group



**Fully Pre-qualified on:**  
buy.nsw Supplier Hub, VendorPanel and AusTender



## Develop your teams to work together more effectively and harmoniously

High-performing and effective teams are made up of focused, skilled and aligned employees who achieve success cohesively and cooperatively. An ideal team dynamic allows individuals to discuss issues, appreciate differences and resolve conflict constructively while being effective and delivering on the team goal. This workshop provides participants with an opportunity to develop strategies to build and maintain effective, functional and high-performing teams.

### WORKSHOP CONTENT

This workshop is experiential, fun and engaging, providing an ideal environment for learning and development. Content includes information and tools that can be immediately applied in the workplace to support the development of desired team culture and attitudes.

### LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Identify acceptable and desirable behaviours and protocols for high-performing teams
- Take away strategies and tools to develop a collaborative and energised culture
- Appreciate effective team behaviours and the personal development and feedback process
- Recognise and value differences within teams

- Develop a common language around behaviours, roles and communication
- Build trust, respect and communication within teams
- Understand key communication skills for different styles within a team
- Manage conflict within their team

### DEVELOP TEAM COHESION AND A HIGH-PERFORMANCE CULTURE

In an effective team, everyone understands how to contribute in ways that support team objectives, exceeding what any individual could accomplish alone. Even the best teams, can encounter problems that hinder their collective success.

Designed for managers and team leaders, this workshop will equip you with the skills to cultivate maximum team productivity by understanding how to navigate the stages of team development and address team challenges.

### CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

- Effective Communication Skills
- Dealing Positively with Conflict
- Leadership Fundamentals
- Strategic Leadership and Management

**“ Very informative and helpful session. It addressed real-life situations and how to deal with them. ”**

# ADDRESSING WORKPLACE BULLYING



**Delivery:** Face-to-face  
(recommended) or Virtual



**Duration:** Half day



**Maximum Participants:** 15



**Recommended for:**  
Staff, managers and leaders



**Fully Pre-qualified on:**  
buy.nsw Supplier Hub,  
VendorPanel and AusTender



## Effectively address bullying behaviours in the workplace

Support your team to recognise and eliminate workplace bullying. By improving awareness of workplace policies and procedures participants will acquire strategies around how to act on, report and seek help for bullying behaviour.

### WORKSHOP CONTENT

Designed and delivered by a facilitator who has worked in Human Resources, Industrial Relations and Professional Conduct roles for over 25 years within a Public Sector Agency, this workshop is focused on how to identify, prevent, and respond to bullying behavior in the workplace.

The content explores: the different forms of workplace bullying, such as verbal, physical, and psychological harassment, and highlights its impact on individuals, teams, and the overall work environment; how to set expectations and model ethical behaviour; and how to address issues or complaints.

Participants engage in discussion and role-playing exercises to develop strategies for addressing bullying, supporting affected colleagues, and creating a more inclusive and respectful workplace culture.

### LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Recognise what constitutes bullying behaviour/harassment/discrimination – how they differ and what they can look like
- Understand how bullying behaviour impacts people and work culture
- Recognise active and passive participation
- Understand legislative provisions and policies
- Know how and where to report incidents
- Outline consequences and implications for individuals, organisations and stakeholders
- Take away practical strategies and preventative steps to boost awareness and positive behaviours in the workplace

### ENSURE YOUR TEAM IS SAFE

Improve workplace culture and employee well-being at your organisation.

### CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

### RELATED WORKSHOPS AVAILABLE:

- Strategic Leadership and Management
- Effective Communication Skills
- Building Resilience

“Workplace bullying costs Australian employers between \$6–36 billion every year when hidden and lost opportunity costs are considered”  
(Australian Human Rights)

# WRITING JOB APPLICATIONS AND INTERVIEW SKILLS

**Delivery:**

Face-to-Face or Virtual  
Can be split into 2 separate half-day sessions

**Duration:** Full day**Maximum Participants:** 15**Recommended for:**

Job applicants at all levels  
wanting to improve their  
success rate

**Fully Pre-qualified on:**

buy.nsw Supplier Hub,  
VendorPanel and AusTender



## Take control of the application process to accelerate your career

Securing your next career move can be as stressful as it is important. This program helps applicants improve their performance and increases their chance of success by focusing on the knowledge and skills required to secure a role within the Australian Public Service. This workshop can be tailored to your Agency's recruitment practices and assessment methods.

### WORKSHOP CONTENT

Through interactive learning and practical techniques, this workshop provides strategies to ensure all applicants can present their skills and experience with maximum impact, in both a written application and an interview setting. The workshop analyses the principles of merit selection, gives an overview of the relevant Capability Frameworks and unpacks the language of role descriptions. Live discussions, skills practice and exercises ensure the skills are honed and ready for use.

### LEARNING OUTCOMES

This workshop is designed to address the specific requirements of Public Sector recruitment practices. Upon completion, participants will be able to:

- Identify the different recruitment and selection requirements set by various Government Agencies

- Critically examine job advertisements and decode requirements
- Understand the relevant Capability Framework and its role in recruitment and selection
- Utilise step-by-step techniques to help construct a written application including cover letter and resume/CV
- Leverage the 'STARR' technique
- Prepare for an interview, building confidence and managing nerves
- Master interview response techniques
- Understand and prepare for the different types of assessment processes

### IMPROVE YOUR SUCCESS RATE

Being the best fit for a role is no longer enough. Make sure the hiring panel understand your value with this practical workshop.

### CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

### RELATED WORKSHOPS AVAILABLE:

- Writing Cover Letters and Resumes
- Individual Interview Skills Coaching
- Merit Assessment for Hiring Managers

*“Proved very useful in reaffirming some things I already knew, but also suggested a range of new ideas. Detailed discussion about the NSW Capability Framework was particularly useful as this is new to me. Historic Houses Trust”*

# MERIT ASSESSMENT FOR HIRING MANAGERS



**Delivery:**  
Face-to-Face or Virtual



**Duration:** Full day



**Maximum Participants:** 15



**Recommended for:**  
Prospective members and  
convenors of recruitment or  
selection panels



**Fully Pre-qualified on:**  
buy.nsw Supplier Hub,  
VendorPanel and AusTender



## Lock in the policy knowledge and skills for managing the hiring process

Active participation in the hiring process within the Public Sector becomes much more manageable with this customised, practical workshop. With a clear focus on the selection processes for positions within the APS.

This program delivers the knowledge and skills required to effectively participate as either the Convenor or member of a recruitment and selection panel, ensuring objective, transparent and equitable selection.

### ■ WORKSHOP CONTENT

The practical nature of this workshop uses both theory and skills practice to maximise learning of the various elements of the recruitment process, including the shortlisting of applications, preparation of questions and use of the APS Pitch process. The facilitators also explore various assessment methods, including psychometric testing, as well as a review of policies and procedures that affect the selection process in the Public Sector.

### LEARNING OUTCOMES

- Upon completion of this workshop, participants will be able to:
  - Understand the relevant merit-based recruitment and selection processes and procedures as applicable to individual Agencies
  - Analyse job advertisements and provide objective advice to potential applicants

- Use effective and practical techniques during the application short-listing process
- Apply Equal Employment Opportunity principles to recruitment and selection processes
- Structure effective and equitable interviews, using both behavioural questions and Capability Frameworks
- Select appropriate interview techniques and assess skill levels
- Improve the selection decision process with objective and transparent strategies
- Prepare for and undertake Referee checks and Referee reports
- Write an Assessment Panel report
- Provide objective feedback to unsuccessful applicants

### ■ ENSURE COMPLIANCE AND PERFORMANCE IN HIRING

Maintain equitable and transparent hiring processes, while ensuring better candidate fit for all roles with this practical workshop.

### ■ CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### ■ RELATED WORKSHOPS AVAILABLE:

- Writing Job Application & Interview Skills
- Effective Communication Skills
- Individual Merit Selection Coaching

“ The facilitator demonstrated a thorough knowledge and a depth of practical experience in panel processes and selection requirements. ”

# UNDERSTANDING CAPABILITY FRAMEWORKS

**Delivery:**

Face-to-Face or Virtual



**Duration:** Half day



**Maximum Participants:** 12

**Recommended for:**

NSW Public Sector employees

**Fully Pre-qualified on:**

buy.nsw Supplier Hub,  
VendorPanel and AusTender



## Understand how Capability Frameworks can be used to develop your professional pathway

This workshop will help your staff understand how the relevant Framework can be utilised to benefit individual professional development and department objectives.

A Framework provides a systematic and integrated approach to role design, role description, recruitment, performance management as well as learning and development.

Understanding your Framework gives participants a clear path to develop their progression opportunities.

- The workshop is designed by one of our specialist facilitators with an extensive Human Resources background and steps participants through your Capability Framework in a practical and informative way, exploring the key elements, their purpose and impact.

It is suitable for managers and team members and provides insight into building professional development plans and helping participants identify work samples that demonstrate how they meet required indicators.

For managers, it will also explore how they can engage with staff more effectively in performance feedback meetings by using recognisable workplace behaviours that align with the descriptions and standards outlined in the Framework.

The workshop features practical application activities such as developing a skills development strategy corresponding to an identified area of development.

## WORKSHOP CONTENT

Framework overview:

- Purpose
- Terminology
- Behaviours and levels

Behaviour descriptors:

- Recognising behaviours in the workplace
- Transferable skills
- Changing roles

Relevant Organisation policies:

- Relationship between the Framework and your organisation's Statement of Values and Code of Conduct

The role of the Framework in recruitment and promotion.

The Framework and your organisations Performance Development Plans:

- Identifying examples of standards of performance - for use by staff and managers

The Framework as a tool in self-directed development and training:

- Organisational and personal responsibility and accountability for self-directed professional development

## RELATED WORKSHOPS AVAILABLE:

- Writing Job Applications and Interview Skills
- Merit Assessment for Hiring Managers
- Writing Cover Letters and Resumes

“ The facilitator demonstrated thorough depth of knowledge and a practical understanding of the application of the Framework. ”

# INDIVIDUAL DEVELOPMENT COACHING



**Delivery:**  
Face-to-Face or Virtual



**Duration:** 1-2 hr sessions,  
minimum 3 sessions  
recommended



**Recommended for:**  
Individuals seeking  
one-on-one development



**Fully Pre-qualified on:**  
buy.nsw Supplier Hub,  
VendorPanel and AusTender



## Accelerate your leadership journey with personalised development

For many leaders, the most effective path to new levels of sustainable performance lies in Individual Development Coaching. A coaching program provides the opportunity to meet the specific needs of an individual through customised content, either as a stand-alone initiative or as an extension of a development workshop.

### ■ CONTENT

Built on proven, highly effective coaching modules, Individual Development Coaching is available to suit a range of leadership roles and requirements.

- Executive Coaching – structured for individuals seeking all-round development, aligned with business goals
- Skills Coaching – focused instruction to rapidly advance the development of a specific skill area, such as communication, presentation skills, negotiation or media
- Situational Coaching – customised support for specific situations and opportunities, including multi-party negotiations, keynote delivery, performance appraisal preparation and more

### ■ LEARNING OUTCOMES

The customised nature of individual coaching programs ensures the skills outcomes are aligned to each individual.

Upon completion of coaching sessions, individuals will be able to:

- Increase their level of awareness relative to the focus skill
- Enhance their understanding of skills and techniques
- Improve the application of learned skills
- Prepare written plans to guide development and action
- Increase confidence levels and improve resilience
- Benchmark, reflect and measure progress

### ■ ACCELERATE YOUR LEADERSHIP JOURNEY

Discover your potential and unlock new areas of performance as a leader with the customised, focused support of a highly effective one-on-one coaching program.

### ■ CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### ■ RELATED WORKSHOPS AVAILABLE:

- Leadership Development Programs
- Presentation Skills
- Effective Communication Skills

“Stimulating, challenging but above all a real learning opportunity. I took an enormous amount from our one-on-one sessions. The challenge now is to work hard to optimise the value of the learnings.”

# WRITING JOB APPLICATIONS AND INTERVIEW SKILLS

## INDIVIDUAL COACHING



**Delivery:** Virtual



**Duration:** 2 hours



**Recommended for:**  
Individuals seeking  
one-on-one development



**Fully Pre-qualified on:**  
buy.nsw Supplier Hub,  
VendorPanel and AusTender



### Take control of the application process to accelerate your career

Securing your next career move can be as stressful as it is important. This program helps applicants improve their performance and increases their chance of success by focusing on the knowledge and skills required to secure a role within the Australian Public Service. This one-on-one coaching session is tailored to the specific position you are applying for.

#### ■ CONTENT

Individual coaching sessions with one of our specialist trainers can assist you in successfully preparing your written application and for an interview for a Public Sector role, tailored to the relevant Capability Framework or APS Process.

Before your 2-hour individual session, completing a short survey provides us with detail on your background experience and the role you are targeting. At this time, we request that you email your current CV, draft application and the specific job advertisement and role description for the position for which you are applying. Our trainer then tailors an individual coaching plan to ensure specific focus areas are covered. These may include:

- How to critically examine the job advertisement and understand requirements

- How to concisely convey your experience relative to the requirements of the role – including responding to behaviourally based questions and aligning to the capability framework
- Prepare for interview questions using the STARR technique
- Practice your interview responses specifically in line with the role requirements and the relevant Capability Framework
- Techniques to improve your presentation at interview
- Strategies to manage interview nerves.

Through interactive learning and easy-to-follow practical techniques, our coaching sessions provide sound strategies to confidently present information about your skills and experience at the interview for maximum impact.

#### ■ CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

#### ■ RELATED COACHING AVAILABLE:

- Individual Leadership Development Coaching
- Interview Skills Coaching
- Writing Cover Letters and Resumes

*“Understanding how to concisely prepare my application and practising my responses was extremely valuable. The coach provided great feedback and tips on personal presentation and how to address questions.”*

# INTERVIEW SKILLS INDIVIDUAL COACHING



**Delivery:** Virtual



**Duration:** 2 hours



**Recommended for:**  
Individuals seeking  
one-on-one development



**Fully Pre-qualified on:**  
buy.nsw Supplier Hub,  
VendorPanel and AusTender



## Thoroughly prepare for an interview with an understanding of the NSW or Commonwealth Government interview and selection process

Securing your next career move can be as stressful as it is important. This one-on-one coaching session helps applicants prepare, practise and perform more effectively at interviews, equipping you with skills and techniques required to stand out. Improve on presenting yourself by focusing on the knowledge and skills required to secure a role within the NSW or Australian Public Service. This workshop can be tailored to NSW, Local Government or APS.

### ■ CONTENT

Individual coaching sessions with one of our specialist trainers can assist you in successfully preparing for an interview (and/or your written application as required) for a Public Sector role, tailored to the relevant Capability Framework.

Before the 2-hour session our coach contacts you to discuss your background experience and the role you are targeting. At this time, we request that you email your current CV, draft application and the specific job advertisement and role description for the position for which you are applying. Our trainer then tailors the individual coaching session to ensure specific focus areas are covered.

These may include:

- know how to critically examine the job advertisement and understand Agency requirements
- prepare for interview questions using the STARR technique
- how to concisely convey your experience relative to the requirements of the role
- practice your question responses specifically in line with the role requirements and the Capability Framework
- techniques to improve your presentation and personal power at an interview
- strategies to manage interview nerves.

Through interactive learning and easy-to-follow practical techniques, our coaching sessions provide sound strategies to confidently present information about your skills and experience at the interview for maximum impact.

### ■ CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

### ■ RELATED COACHING AVAILABLE:

- Individual Development Coaching
- Writing Cover Letters and Resumes
- Writing Job Applications

“Overcoming nerves and practising my responses was extremely valuable. The coach provided great feedback and tips on personal presentation and how to address questions.”

# FACILITATION OF STRATEGIC PLANNING SESSIONS

**Delivery:**

Face-to-face

**Duration:**

2-hour to 2-day sessions

**Maximum Participants:**

Variable to team size

**Recommended for:**

Teams looking to develop strategy, generate new ideas or to achieve consensus in limited time frames

**Fully Pre-qualified on:**

buy.nsw Supplier Hub, VendorPanel and AusTender



## Maximise the effectiveness of your strategic planning sessions

It's vital that you not only allocate time for strategic planning for your organisation but also that you maximise that time to generate effective output. Training and Coaching Solutions are experienced at structuring and facilitating planning days for organisations of all sizes and across varying sectors.

As an independent facilitator, we can manage the process so your people are able to focus on the content to achieve clearer, more effective outcomes.

### ■ FACILITATION APPROACH

We are experienced at managing groups and working with different styles of people to ensure everyone is engaged and has input into the session.

A crucial benefit of having an independent facilitator is the freedom to release your senior people from leading or steering the session, giving everyone a greater sense of ownership of the plan.

Our effective and efficient facilitation planning services ensure your people have the necessary time and context to develop ideas, and that the plan of action is accurately recorded.

### ■ SESSION OUTCOMES

Our facilitator will ensure that your session will:

- Be outcome focused
- Ensure objectives are set up and achieved
- Create an environment where all participants feel comfortable contributing
- Employ a tested 'divergent-convergent' model
- Ensure the session stays on track and time is spent on the main issues
- Use questions to challenge, clarify or draw out all ideas and thoughts
- Build practical action plans
- Develop a document after the session capturing the key points discussed and the actions agreed.

- Maximise the return on your time and strategic investment with our experienced and expert team of facilitators.

### ■ CAPABILITY FRAMEWORK ALIGNMENT

- Relationships
- Results
- People Management

### ■ RELATED WORKSHOPS AVAILABLE:

- Facilitation Skills
- Strategic Leadership and Management
- Senior Leadership Development
- Problem Solving and Creative Thinking

**“ The benefit of having an independent facilitator was significant. It made an enormous difference to be able to work as a whole team.”**



 02 9844 2966  ABN 57 078 528 355

 [contactus@tacsolutions.com.au](mailto:contactus@tacsolutions.com.au)

 [www.trainingandcoachingsolutions.com.au](http://www.trainingandcoachingsolutions.com.au)