

# PUBLIC SECTOR TRAINING

2024 Training Directory

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



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 the public sector since 1991. Each workshop has been thoroughly researched, developed and written by experienced professionals to ensure the best possible learning outcomes for participants.

We design and deliver training programs to assist organisations to achieve best practice. These workshops 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 continually update their skills to keep abreast of the latest government legislation. As qualified training professionals, we are enthusiastic and passionate about helping people and organisations reach their potential.

# Contents



## Leadership

- 02 Introduction to Leadership
- 03 Leadership and Management
- 04 Senior Leadership Development
- 05 Effective Coaching and Mentoring
- 06 Leading and Managing Through Change
- 07 Managing High Performance
- 08 Conducting Performance Reviews

## Communication Skills

- 09 Having Difficult Conversations
- 10 Effective Communication Skills
- 11 DiSC | Understanding Self and Others
- 12 Presentation Skills
- 13 Negotiation Intelligence
- 14 Influencing Without Authority
- 15 Facilitation Skills
- 16 Running Effective Meetings
- 17 Business Writing Skills
- 18 Public Sector Brief Writing Skills
- 19 De-escalation Skills
- 20 Dealing Positively with Conflict
- 21 Media Skills

## Performance and Productivity

- 22 Building Resilience
- 23 Time Management and Prioritisation
- 24 Creativity, Thinking and Problem Solving
- 25 Ethical Conduct and Respectful Workplaces
- 26 Building Engaged and Effective Teams
- 27 Workplace Bullying Awareness and Prevention
- 28 Workplace Misconduct Investigations

## Recruitment

- 29 Writing Job Applications and Interview Skills
- 30 Merit Assessment for Hiring Managers
- 31 Understanding the NSW Capability Framework

## Individual Skills Development

- 32 Individual Development Coaching
- 33 Writing Job Applications and Interview Skills  
Individual Coaching
- 34 Interview Skills Individual Coaching

## Services

- 35 Facilitation of Key Strategic Planning Sessions

# INTRODUCTION TO LEADERSHIP



**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 leadership fundamentals and enhances the skills of people seeking management and leadership roles by increasing their understanding of influence, authority and leadership.

### WORKSHOP CONTENT

Beginning with an introduction to the theory, practice and ideals of leadership, the workshop opens up to discussions on best practice leadership, supported by activities and practical exercises, designed to enhance the leadership and learning processes of people and teams. The material has been prepared for public sector employees to succeed in their first steps as leaders within their organisation.

### LEARNING OUTCOMES

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

- Understand leadership characteristics and competencies
- Identify different leadership styles
- Build confidence in using a range of leadership tools and strategies

- Engage people and teams to help them achieve desired outcomes
- Develop self-awareness, recognising how others experience leadership
- Work with others towards goals
- Develop trust within teams
- Understand and use Emotional Intelligence
- Reflect on individual values as part of a leadership style
- Develop coaching and feedback skills
- Build a personal leadership development plan

### NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

- Leadership and Management
- Senior Leadership Development
- Influencing Without Authority
- Effective Coaching and Mentoring
- Effective Communication Skills

### 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.

**HPCA**  
*"Engaged trainer and thorough explanation of content."*

# 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



**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

Beginning with an introduction to the theory, practice and ideals of leadership, the workshop opens up to discussions on best practice leadership, supported by activities and practical exercises. Designed to enhance the leadership and learning processes of people and teams, the content has been curated for public sector employees to ensure success in their role as leaders within their organisation.

- Leader of Self
- Leader of Team
- Creativity, Thinking and Problem Solving
- Leading through Change
- Coaching, Feedback and Managing Performance
- Effective Communication
- Strategy and Innovation
- Executive Presence and Storytelling
- Building High-Performance Teams

### NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

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

### MODULE OPTIONS

Leadership Development modules can be selected from several options and combined in a customised sequence to suit your organisation's needs.

- Leadership versus Management
- Building Trust

### 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.

\*At additional cost.

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

# SENIOR LEADERSHIP DEVELOPMENT PROGRAM



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



**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

The 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.

### NSW 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



**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

### NSW CAPABILITY

#### FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS

#### AVAILABLE:

- Leading and Managing Through Change
- Leadership and Management
- Effective Communication Skills
- DiSC | Understanding Self & Others

### 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.

**"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 the world of work continues 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 builds on techniques used to identify common reasons for resistance to change and helps participants deepen their understanding of how people behave during times of stress and uncertainty. Explore effective techniques to inspire new perspectives and work through scenario-based exercises to learn 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 to change
- 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

### NSW CAPABILITY

#### FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

#### RELATED WORKSHOPS AVAILABLE:

- Effective Communication Skills
- Effective Coaching and Mentoring
- Building Engaged and Effective Teams
- Leadership and Management
- Building Resilience

### BECOME THE CONSTANT IN A WORLD OF CHANGE

Equip your team with a more sustainable approach to a landscape of uncertainty and change through this practical and actionable workshop.

**" 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 takes 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
- Set SMART objectives
- 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.

### NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

- Conducting Performance Reviews
- Having Difficult Conversations
- DiSC | Understanding Self and Others
- 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 can 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
- Understand 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.

### 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.

### NSW CAPABILITY

#### FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

- Having Difficult Conversations
- Effective Communication Skills
- DiSC | Understanding Self and Others
- 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 program.

### 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.

- 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

### 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

### MOVE FROM CONFLICT TO RESOLUTION

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

### NSW CAPABILITY

#### FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- People Management
- Results

### RELATED WORKSHOPS AVAILABLE:

- Managing High Performance
- Dealing Positively with Conflict
- 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.

### NSW CAPABILITY

#### FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

- Presentation Skills
- Influencing Without Authority
- Negotiation Intelligence
- 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 DiSC 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.

- 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 styles and strategies to achieve goals and reduce conflict
- Understand how various behavioural styles interact
- Use verbal and non-verbal communication to build rapport with both internal and external contacts

\* DiSC Workplace profile is charged per participant

### NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

- Effective Communication Skills
- Building Engaged and Effective Teams
- Influencing Without Authority
- Negotiation Intelligence
- Having Difficult Conversations

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

### 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 analysed in the workshop:

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

# PRESENTATION SKILLS



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



**Duration:** 1-2 full days



**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, 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.

### NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

### RELATED WORKSHOPS

#### AVAILABLE:

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

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

# NEGOTIATION INTELLIGENCE



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



**Duration:** 2 days



**Maximum participants:** 12



**Recommended for:** Middle to Senior Managers



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



## Give yourself a competitive advantage in every negotiation

Negotiation is more than price and timing, it can also be used to position or add value, finalise contracts and improve terms & conditions. Honing your negotiation intelligence can increase your performance and give you more favourable outcomes more consistently. This workshop gives you a fully integrated approach to negotiation, applicable to every aspect of your role. It will also help you prepare and improve your performance in what can sometimes be challenging, politically 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 the stakeholders, so you can identify the difference between your thinking and theirs. The content then moves to developing your strategy through thorough preparation, refining tactics and educating yourself on the tactics that your audience may try with you. Finally, the workshop takes a thorough look at effective negotiation execution.

### LEARNING OUTCOMES

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

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

- Rely on increased confidence in their own negotiation style and skills
- Conduct effective stakeholder analysis to establish the appropriate approach for specific negotiation situations.
- Maintain the relationship without devaluing their position
- Use a core framework to plan and prepare for strategic negotiations
- Communicate more effectively through adequate positioning
- Deal more effectively with difficult people
- Identify and use tactics and techniques for simple and complex negotiations as well as for internal and external negotiations.

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

### NSW 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 insightful workshop moves beyond traditional power structures and equips participants with the skills to work across the organisation or with external partners to gain support, inspire others and turn stakeholders into champions.

### WORKSHOP CONTENT

Starting with a thorough understanding of the dynamics of authority and 'soft power' in the workplace, this workshop builds to a series of practical exercises, allowing participants to learn skills and practice techniques in the context of their own projects and challenges. Skills practice, case studies and group exercises embed the learnings as skills for more effective outcomes. The workshop also looks at the role of influence in managing team stress, improving working relationships and building sustained buy-in for projects and ideas.

### 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 with this insightful and effective workshop.

### NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

- Effective Communication Skills
- DiSC | Understanding Self & Others
- Introduction to Leadership
- Creativity, Thinking and Problem Solving
- 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 Audience:** 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 section covers critical facilitation skills for managing group interaction, accelerating participation, managing time, creating safe and productive environments, and recording agreements.

### 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.

### NSW CAPABILITY

#### FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS

#### AVAILABLE:

- Presentation Skills
- Running Effective Meetings
- Effective Communication Skills
- 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:** 3-hours



**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](#)



## Create better environments for collaboration while reclaiming efficiencies

One side effect of an increasingly collaborative workplace is a corresponding 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. It also covers the skills required to improve the experience and effectiveness of virtual meetings.

### WORKSHOP CONTENT

This workshop starts with the importance of planning and 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

### NSW CAPABILITY

#### FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

### RELATED WORKSHOPS

#### AVAILABLE:

- Time Management and Prioritisation
- Introduction to Leadership
- Effective Communication Skills
- Presentation Skills**

### MAXIMISE YOUR MEETING EFFECTIVENESS

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

**“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 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 barriers to effective writing
- Understand language, punctuation and grammar
- Use tone and active voice
- Use structure effectively
- Understand the requirements for report writing and briefing notes
- Write effectively to deliver bad news
- Edit and proofread
- Avoid commonly confused words
- Recognise American and Australian spelling differences

### NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

### RELATED WORKSHOPS AVAILABLE:

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

### 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.

**“** 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



## Create more compelling and relevant briefs for the Public Sector

Brief writing 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.

- 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 CLEARLY AND WITH IMPACT

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

## NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

## RELATED WORKSHOPS AVAILABLE:

- Business Writing Skills
- 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:** 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

As organisations become more service-centric and customer-oriented, the need for staff in all roles to be able to execute quality customer service becomes paramount. This workshop focuses on building the 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 is structured to introduce participants to the key concepts of communication, behaviours and expectations before building into practical demonstration sessions. These focused, practical sessions explore both verbal and non-verbal communication, anticipating typical problems, and how to manage and reduce stress in the workplace. 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:

- Define good customer service
- Understand customers and their changing needs

- Deploy both verbal and non-verbal communication
- Identify challenging behaviour while anticipating possible risks, causes and triggers
- 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

### NSW CAPABILITY

#### FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS

#### AVAILABLE:

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

### SAFE STAFF, SATISFIED CUSTOMERS

Ensure your workplace remains a safe, equitable environment while improving the quality of customer interactions through this focused and practical workshop.

**“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 and developing the skills and techniques to manage different situations that arise and how best to respond.

### 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 program includes an explanation of how our bodies react to emotional situations so that participants can develop the skills to manage different conflict incidents. Participants will assess their conflict management style and how to use different techniques when faced with conflict situations. They will work through practical models to help approach difficult conversations and understand the importance of constructive conflict in building engaged and high-performing teams.

### 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 their team
- Identify their preferred conflict management style in addition to other styles, and when to use them
- Recognise constructive and destructive responses in managing conflict

### TURN THE CHALLENGES OF CONFLICT INTO A POSITIVE FOR YOUR TEAM

Conflict is inevitable but managing it constructively can result in the improvement of team culture, working relationships and productivity.

### NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

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

**" Engaging trainer and the content was clear, interactive and informative. "**  
Health Professional Councils Authority

# MEDIA SKILLS



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



**Duration:** Full day



**Maximum Participants:** 10



**Recommended for:**  
Senior Managers who are charged with representing the organisation to the media



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



## Gain insight into the media and experience an interview situation

Learn how the media works, how to prepare for media interviews and recognise the media 'traps' and how to avoid them.

### WORKSHOP CONTENT

This intensive tailored workshop is delivered by an experienced journalist and provides participants with important insights into the media and an opportunity to experience real-life interview situations. Interview practice will build confidence and provide valuable feedback.

### LEARNING OUTCOMES

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

- Understand how the media works
- Understand the demands of different media – print, radio, television and online
- Learn how to be "good media talent" that the media will turn to time and time again
- Plan an interview
- Decide when to speak and when to say nothing
- Be more proactive in your approach to spreading your message throughout the media

- Take greater control of media interviews
- Prepare for handling more difficult media situations
- Effectively deliver your message
- Understand delivery skills including dress, voice and how to look good on camera
- Identify and handle different media strategies
- Recognise interview strategies and how to handle them
- Handle and manage a press conference
- Practice and improve their skills in realistic interview exercises

### NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

### RELATED WORKSHOPS AVAILABLE:

- Senior Leadership Development
- Effective Communication Skills
- Presentation Skills

### REPRESENT YOUR ORGANISATION WITH CONFIDENCE AND DELIVER THE MESSAGE YOU PLAN TO

Gain confidence and the ability to handle professional media questions in a pressured situation.

**"The content was insightful and relevant. Having an experienced journalist as the trainer made all the difference."**

# BUILDING RESILIENCE



**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 from more resilient individuals

Organisations today are dealing with change at an unprecedented pace, driven by the current health crisis, increasing complexity and market pressures. Issues related to productivity, overwork and burnout can be exacerbated by remote working and isolation. Leaders and team members need to find ways to build their resilience and help build resilience in others, to maintain both productivity and 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

## NSW CAPABILITY

### FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

## RELATED WORKSHOPS

### ALSO AVAILABLE:

- Building 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

## LEARNING OUTCOMES

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

- Consider the context of the current environment and its impact on wellbeing

\*At additional cost.

# 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 workloads 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 quickly identify the 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 sessions and group discussions 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 the prioritisation matrix
- Manage interruptions and distractions
- Overcome procrastination
- Manage email
- Run meetings for better results in shorter time frames

### NSW CAPABILITY

#### FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS

#### AVAILABLE:

- Effective Communication Skills
- Running Effective Meetings
- Introduction to Leadership

### WORK SMARTER RATHER THAN HARDER

Create a more sustainable work style throughout the organisation with this focused workshop which will allow you to use your time for maximum effectiveness.

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

Department of Communities and Justice

# CREATIVITY, THINKING AND PROBLEM SOLVING



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



**Duration:** Full or 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 innovation

Remember how creative you were when you were younger when anything seemed possible? In our fast-moving world of “busy work”, we rarely make time to allow ourselves to simply think differently. Tapping into your creative thinking ability will make you more effective in your role and make your job more exciting and rewarding. Our proven, step-by-step techniques will help you tap back into your creative potential, allowing you to contribute better ideas and more creative solutions to become a more effective leader.

### WORKSHOP CONTENT

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

Participants will develop a system for maximising creative thought in the workplace, including methods for creative problem-solving, brainstorming and mind-stretching.

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 new thinking and creative thinking
- Have the ability to generate new ideas individually and within groups
- Recognise 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.

### NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

- 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. **”**

# ETHICAL CONDUCT AND RESPECTFUL WORKPLACES



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



**Duration:** Full 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 an ethical and respectful environment

Ethics within the workplace encompass the application of principles, standards of behaviour, codes of conduct, the application of morals and ethics and respectful standards to everyday business transactions.

### WORKSHOP CONTENT

Through interactive learning, this workshop provides participants with a thorough understanding of how to conduct business ethically and respectfully upholding your organisation's core values.

### LEARNING OUTCOMES

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

- Understand what ethics and professional conduct are and recognise the characteristics of a respectful workplace
- Recognise the relevant NSW Public Sector and Agency core values as stated in the respective NSW Government and Organisational Codes of Ethics and Respectful Workplace policies
- Understand the ethical obligations for working in the public interest, including external agency/legal obligations and the consequences of unethical conduct

- Identify unethical behaviours, understand how ethical dilemmas may arise and how they should be handled/reported
- Understand how ethics and professional standards constitute the foundation of a respectful workplace
- Recognise your legislative responsibilities in promoting respect and in preventing/reporting discrimination, harassment and bullying in the workplace (including workplace policy requirements)
- Understand how to establish and maintain an ethical culture that provides for respectful workplaces
- Understand appropriate interventions, both formal and informal, for dealing with discrimination, harassment and bullying issues
- Recognise how off-duty behaviours can directly impact the workplace

### A RESPECTFUL AND ETHICAL ENVIRONMENT

With a focus on solutions, this workshop supports your team to promote a positive work environment.

### NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

- Workplace Misconduct and Investigations
- Leadership Development
- Building Resilience

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

# BUILDING 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 insightful 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.

### NSW CAPABILITY

#### FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

- Effective Communication Skills
- Dealing Positively with Conflict
- Introduction to Leadership
- Leadership and Management

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

# WORKPLACE BULLYING AWARENESS AND PREVENTION



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



**Duration:** Full-day



**Maximum Participants:** 15



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



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



## Boost positive workplace culture in your organisation

Support your team to recognise and eradicate 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 the Human Resources, Industrial Relations and Professional/Ethical Conduct fields for over 25 years within the NSW Public Sector, this workshop explores the latest legislation and strategies to address workplace issues. Content includes how managers can model ethical behaviour and set expectations for workplaces and professional behaviour.

### LEARNING OUTCOMES

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

- Understand legislative provisions and policies
- Recognise what constitutes bullying behaviour, harassment and discrimination – how they differ and what they can look like
- Understand the consequences of bullying and harassing behaviour
- Develop strategies to prevent

workplace bullying

- Know and where to report workplace bullying incidents and behaviour
- Understand how bullying behaviour impacts people and work culture
- Analyse the roles/responsibilities and implications of people who actively and passively participate
- Understand NSW law and public sector policies
- Outline consequences and implications for individuals, organisations and stakeholders
- Take away practical preventative steps to boost awareness and positive behaviours in the workplace

### ENSURE YOUR TEAM IS SAFE

Workplace bullying costs Australian employers between 6–36 billion dollars every year when hidden and lost opportunity costs are considered" (Australian Human Rights Commission) Improve workplace culture and employee well-being at your organisation.

### NSW CAPABILITY

#### FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

#### RELATED WORKSHOPS AVAILABLE:

- Leadership and Management
- Effective Communication Skills
- Workplace Misconduct Investigations

**"The training was professionally delivered and the trainer displayed a depth of real-life experience. I would highly recommend this workshop."**

# WORKPLACE MISCONDUCT INVESTIGATIONS



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



**Duration:** 1-2 full days



**Maximum Participants:** 15



**Recommended for:**  
Leaders required to undertake investigations into misconduct matters



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



## Tailored to NSW Public Sector GSE Act 2013, Commonwealth Public Sector and Fair Work Australia Requirements

Conducting workplace misconduct investigations is one of the most challenging duties undertaken and handling them appropriately, fairly and promptly can mitigate Industrial or legal actions.

### WORKSHOP CONTENT

Investigating allegations of wrongdoing or misconduct requires experienced and trained investigators who possess sound judgement, a thorough understanding of a fair, legally sound and effective investigative process.

This comprehensive 1-2 day program will develop and enhance skills for all participants through interactive learning and practical techniques. The workshop provides strategies to confidently investigate matters from a low-level workplace misconduct up to serious levels of misconduct or criminal matters.

### LEARNING OUTCOMES

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

- Understand the role and responsibilities for an investigation within relevant legal and policy framework (tailored)
- The principles of Natural Justice and Procedural Fairness and Standards of Proof required
- Structure and record formal records of interview

- Assess the seriousness of alleged misconduct and structure an investigation accordingly
- Recognise when a risk assessment is required, a conflict of interest or other aspects arise requiring referral, declarations or notifications
- Understand the rights & responsibilities of all parties involved
- Recognise the importance of timeliness and investigation planning
- Develop effective interview questions appropriate for the situation and parties involved
- Manage all parties and support people and/or external agencies involved
- Analyse evidence and draw conclusions to make sound findings of fact.
- Correctly determine a breach of policy and if required, make appropriate workplace recommendations
- Appropriately evaluate and handle different sources of evidence and accurate records management
- Write thorough and reliable Investigation reports

### INVESTIGATE WITH CONFIDENCE

Few things can be more challenging than handling a serious complaint of misconduct. This workshop provides participants with practical skills to navigate the complaint-handling process appropriately and efficiently.

### NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

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

**"Pitched at the right level, and not overly complicated (despite the complex nature of the subject matter). The scenarios are relatable such that any manager or HR professional could face them. It was so valuable to hear directly from an expert with vast experience in this area."**

# 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:** 12**Recommended audience:**  
Job applicants at all levels wanting to improve their success rate**Fully Pre-qualified on:**  
[buy.nsw Supplier Hub](http://buy.nsw.Gov.au),  
[VendorPanel](http://VendorPanel.ausTender.gov.au) and [AusTender](http://AusTender.ausTender.gov.au)

## 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 NSW or Australian Public Service. This workshop can be tailored to NSW, Local Government or APS.

- Critically examine job advertisements and decode requirements
- Understand the NSW Capability Framework and its role in recruitment and selection
- Consider techniques to help construct a written application
- Leverage the 'STARR' technique
- Overcome interview nerves
- Prepare for the interview to build confidence
- Master interview techniques and improve personal power
- Understand 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.

## NSW 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 **”**

## 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 reveals the principles of merit selection, gives an overview of the relevant Capability Frameworks and unpacks the language of role descriptions. Live discussions and skills practice exercises ensure the skills are honed and ready for use.

## LEARNING OUTCOMES

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

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

# MERIT ASSESSMENT FOR HIRING MANAGERS



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



**Duration:** Full day



**Maximum Participants:** 12



**Recommended audience:**  
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 NSW Public Sector becomes much more manageable with this customised, practical workshop. With a clear focus on the selection processes for positions within the NSW Public Sector, the workshop also covers important changes to merit selection arising from the Government Sector Employment Act 2013 and Government Sector Employment Rules 2014.

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 NSW Capability Framework or 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 NSW Public Sector.

### LEARNING OUTCOMES

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

- Understand the changes to the NSW Public Sector merit-based recruitment and selection processes and procedures arising from the Government Sector Employment Act 2013 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 the Capability Framework
- 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 certified and practical workshop.

### NSW 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 THE NSW CAPABILITY FRAMEWORK



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



**Duration:** Half day



**Maximum Participants:** 12



**Recommended audience:**  
NSW Public Sector employees



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

The workshop is designed by one of our specialist facilitators with an extensive Human Resources background in the NSW Government and steps participants through the 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.



## The NSW Public Sector Capability Framework

Version 2: 2020

### Understand the NSW Capability Framework and how it can be used to develop your professional pathway

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

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

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

### WORKSHOP CONTENT

Framework overview:

- Purpose
- Terminology
- Behaviours and levels

Behaviour descriptors:

- Recognising behaviours in the workplace
- Transferrable 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 relevant 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

### NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### 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. This 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
- 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.

### NSW CAPABILITY

#### FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS

#### AVAILABLE:

- Presentation Skills
- Facilitation Skills
- Effective Communication Skills
- Negotiation Intelligence

**“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:**  
Face-to-face or 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 NSW or Australian Public Service. This one-on-one coaching session 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 your written application and for an interview in a NSW Public Sector role, tailored to the NSW Government 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 an individual coaching plan to ensure specific focus areas are covered. These may include:

- How to critically examine the job advertisement and understand Agency 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 NSW 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.

#### NSW CAPABILITY

##### FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results

#### RELATED COACHING AVAILABLE:

- Individual 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:**  
Face-to-face or 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 NSW Public Sector role, tailored to the NSW Government Capability Framework.

Sessions can be delivered face-to-face or if geography requires, via video conference or telephone.

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 NSW 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.

### NSW 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 KEY STRATEGIC PLANNING



**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 a 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.

## NSW CAPABILITY

### FRAMEWORK ALIGNMENT

- Relationships
- Results
- People Management

## RELATED WORKSHOPS AVAILABLE:

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

**"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  
🌐 www.trainingandcoachingsolutions.com.au