



NESA Leadership Training Catalogue

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**“Leadership is the
capacity to translate
vision into reality.”**

- Warren Bennis

WELCOME

NESA is the peak body for the employment services sector. With over 20 years' experience representing and supporting employment services organisations and helping their staff achieve their potential, we are committed to the ongoing success of the industry and recognise the key role that you play in making that happen.

Employment services practitioners, managers and leaders are required to be up-to-date with policy and good practice, to understand the ever-changing environment they work in, to manage many competing priorities, and to support job seekers achieve their potential and meet employer needs.

It's a tough gig – but NESA's training and professional development solutions are designed to support you and your team to achieve your full potential.

Course Outlines

BUILDING EFFECTIVE TEAM LEADERS

What Will Be Covered?

Our personal quality – our emotional intelligence – is often the key to successfully leading service teams and staff.

Our industry partner BOUNCE Australia has designed and will be facilitating the workshop. BOUNCE Australia is an industry-based organisation delivering professional and personal development within the employment services. With a strong focus on leadership training and front line management, BOUNCE brings the power of Emotional Intelligence (EQ) into the experiential content of their workshops.

Course Objectives

- Explore Management vs. Leadership
- Show to you how to be an influential Leadership and how to get the best from your team
- Coaching staff, centred on performance results and providing constructive feed back
- Resilience and leadership under pressure
- Effective Communication skills and crucial conversations
- What's happening on the ground v's what is being said
- Discover the language of influence. Getting real and authentic

Pre-Requisites/Target Audience

Designed for Team Leaders and Managers

Material

Training Manual

Duration

1 Full Day workshop 9.30am – 4.30pm

Leadership Consultant

Maria Smith

- Frame feedback messages effectively
- Guide changes in thinking and behaviour using Socratic questions
- Use reframing techniques to promote positive thinking and problem-solving skills

Pre-Requisites/Target Audience

Participants should have 12 months or more experience working in a leadership or management role. This is a highly interactive programme, so participants should be willing to engage in group conversations and activities

Material

Comprehensive course manual provided

Duration

1 day workshop for managers and leaders

Leadership Consultant

Eleanor Shakiba

CRUNCH POINT CONVERSATIONS FOR LEADERS

What Will Be Covered?

Crunch point conversations are discussions that focus on critical situations: work performance problems, team disagreements or communication problems. Learn to lead these conversations confidently and professionally. Deliver feedback on sensitive issues. Respond assertively to inappropriate behaviour or challenging communication patterns. Stay calm when employees' emotions run high. Use influential language techniques to guide tough conversations.

Course Objectives

- Plan your approach to a crunch point conversation
- Keep your language neutral and 'flameproof' when raising sensitive issues
- Use a four step process to manage a challenging conversation
- Set and maintain appropriate boundaries
- Negotiate fair solutions to workplace problems

Pre-Requisites/Target Audience

Participants should have 12 months or more experience working in a leadership or management role. This is a highly interactive programme, so participants should be willing to engage in group conversations and activities.

Material

Comprehensive course manual provided

Duration

1 day workshop

Leadership Consultant

Eleanor Shakiba

COACHING SKILLS FOR LEADERS

What Will Be Covered?

Want to reduce burnout, build positive mindsets or boost productivity? Then you need to master the art of workplace coaching. Discover how to use solution-focused coaching techniques to improve workplace performance or relationships. Learn to frame performance feedback in ways which motivate change. Use coaching questions to help your people solve problems and identify development goals. Structure a coaching conversation to build motivation and drive. Challenge attitudes or mindsets which limit performance – whilst maintaining positive team dynamics.

Course Objectives

- Recognise which members of your team to coach
- Use a four step model to structure a coaching conversation

Course Outlines

FRONTLINE MANAGEMENT DEVELOPMENT

Leading Effective Teams and Developing Staff

What Will Be Covered?

Highly effective leadership can assist individuals and teams to develop their confidence, skills and abilities through understanding team dynamics, personality types and motivators. This workshop provides insight into how to maximise the performance of a diverse team.

Discover how to create an environment of leadership at all levels, why and how leading from the front can be so effective and how to recognise strengths in team members and have them more engaged in their work, resulting in increased morale and productivity.

Course Objectives

- Understand team dynamics
- Awareness of personality types and impact on team performance
- Develop positive leadership culture in work teams
- Recognise and develop the strengths of team members
- Motivate and engage to improve individual and team performance

Pre-Requisites/Target Audience

Suitable for participants who are newly appointed in a leadership or management role or who have under two years' experience. This is a highly interactive program, so participants should be willing to share their experiences, and, engage in group conversations and activities.

Material

Comprehensive course manual provided

Duration

1 day workshop

Leadership Consultant

Paul Morgan

Being a middle manager can be difficult. This session will provide you with an understanding of your subconscious communication and the impact this has on others. You will identify your communication preferences as a management style and gain tools on how to communicate to build influential relationships with senior management and frontline staff to achieve the targets you need.

Course Objectives

- Resilience techniques
- Strategies on how to build influential relationships
- Understand your communication style and that of others

Pre-Requisites/Target Audience

Designed for middle management roles

Material

Training Manual

Duration

1 Full Day workshop 9.30am – 4.30pm

Leadership Consultant

Maria Smith

LEADING GOVERNMENT CONTRACTED EMPLOYMENT PROVIDERS TO GREATER OUTCOMES

What Will Be Covered?

Managing teams in the employment services sector can be exhausting, with the increasing burden of compliance, pressure to perform and constant change. This session will focus on development of practical leadership qualities to energise and motivate you and your team to greater outcomes. It will focus on assisting you to understand your primary objective and establish effective leadership practices to ensure KPI's are met, your teams have clear objectives and are supported to achieve them. Developing techniques to provide clarity of communication, increased team effectiveness and an increasingly positive working environment.

Course Objectives

- Gaining clarity on your prime purpose
- Ensuring the focus is on achieving positive outcomes
- Developing strong leadership qualities that motivate and engage your team
- Communicating with your team to increase commitment, understanding and 'buy in'
- Maximising team outputs to increase contractual outcomes

HOW TO SUCCEED AS AN 'UP/DOWN MANAGER'

What Will Be Covered?

Are you in a position where you are managing the pressure from above in relation to performance targets? Are you also managing staff on the front line ensuring they are delivering on internal and external performance targets?

Course Outlines

Pre-Requisites/Target Audience

Participants should have 12 months or more experience working in a leadership or management role. This is a highly interactive program, so participants should be willing to engage in group conversations, share their experiences and engage in activities.

Material

Comprehensive course manual provided

Duration

1 day workshop

Leadership Consultant

Paul Morgan

LEADING YOUR PEOPLE – SKILLS FOR PEOPLE MANAGERS IN EMPLOYMENT SERVICES

What Will Be Covered?

Build the motivation, productivity and success of your team. Learn how to motivate individuals and build constructive team dynamics. Adapt your leadership style to different phases of team development and different personality types. Use smart delegation to increase efficiency and build team capability. Bring out the best in your people, using coaching and feedback techniques. Build the performance of your 'star' team members or close performance gaps using strengths-based performance management techniques. This session is highly interactive and will include a number of opportunities to address your real life challenges as a manager in the employment services sector.

Course Objectives

- Be clear about your responsibilities as a people manager
- Match your leadership style to the competence and confidence levels in your team
- Manage your team through the four stages of team development
- Shift your communication style to match the personality preferences of your team members
- Delegate effectively
- Structure and frame feedback in order to make it 'stick'

Pre-Requisites/Target Audience

Participants should have 12 months or more experience working in a leadership or management role. This is a highly interactive programme, so participants should be willing to engage in group conversations and activities.

Material

Comprehensive course manual provided

Duration

2 Day Workshop

Leadership Consultant

Eleanor Shakiba

LEADING YOUR TEAM THROUGH CHANGE

What Will Be Covered?

20% of any team will resist change. 60% will be ambivalent about it. And 20% will embrace it. As a manager, this makes leading change a challenge. In this webinar, you will learn three critical skills for success. Hear how to frame your change message to increase buy-in. Lead action planning sessions which inspire engagement. Minimise the negative impact 'change resisters' can have on your team.

Pre-Requisites/Target Audience

Participants should have 12 months or more experience working in a leadership or management role. This is a highly interactive programme, so participants should be willing to engage in group conversations and activities

Material

Comprehensive course manual provided

Duration

1 day workshop

Leadership Consultant

Eleanor Shakiba

MANAGING PERFORMANCE PROBLEMS IN TEAMS

What Will Be Covered?

If you lead a typical team, around 10% of your people will have skill deficits or mindsets which undermine performance. So how can you, as a manager in the employment services sector, address these issues? This seminar covers three core skills for raising and addressing performance problems. Learn how to pinpoint exactly what's going wrong, so you tackle the right issue. Raise that issue using 'flameproof language'. Provide guidance on behavioural change without entering 'telling' mode.

Pre-Requisites/Target Audience

Participants should have 12 months or more experience working in a leadership or management role. This is a highly interactive programme, so participants should be willing to engage in group conversations and activities.

Material

Process tip sheet summarising key techniques covered in the programme

Duration

1 Hour Webinar

Leadership Consultant

Eleanor Shakiba

Course Outlines

MANAGING vs LEADING

What Will Be Covered?

In such a fast-paced, changing, KPI-focussed industry, it is easy in a leadership role to develop behaviours that cause staff to become disgruntled and unhappy in the workplace. This workshop will explore management and leadership and provide tools to become more aware of the behaviours you display in your senior role, and how to positively influence the behaviours of your staff to achieve the goals of the organisation.

With a strong focus on leadership training and frontline management, our trainer brings the power of Emotional Intelligence (EQ) into the experiential content of their workshop.

Course Objectives

- Explore Management vs Leadership
- Influential Leadership and how to get the best from your team
- Staff coaching, centred on performance results and providing constructive feed back
- Resilience and leadership under pressure
- Effective communication skills and crucial conversations
- Discover the language of influence: getting real and authentic

Pre-Requisites/Target Audience

Designed for Team Leaders, Managers

Material

Tools/Resources available following workshop

Duration

Full day Workshop 9.30am – 4.30pm

Leadership Consultant

Maria Smith

NEGOTIATION SKILLS FOR LEADERS – WEBINAR

What Will Be Covered?

Great leaders are skilled negotiators. But if you feel less-than-confident when negotiating, you're not alone. Around 60% of leaders fear or dislike being in situations where they need to negotiate. Why is this? Most often, it's because they haven't been taught the skills of negotiation. You can change that situation by enrolling in this webinar. Learn how to define your fall-back position before starting a negotiation. Move the conversation through four key stages of effective negotiation. Exchange concessions in order to build consensus and create viable options and agreements.

Pre-Requisites/Target Audience

Participants should have 12 months or more experience working in a leadership or management role. This is a highly interactive program, so participants should be willing to engage in group conversations and activities.

Material

Process tip sheet summarising key techniques covered in the programme.

Duration

1 Hour Webinar

Leadership Consultant

Eleanor Shakiba

NEGOTIATION SKILLS FOR LEADERS – WORKSHOP

What Will Be Covered?

Successful leaders are adept negotiators. They use their skills to influence teams, collaborate with peers and 'manage up'. Would you like to increase your effectiveness in these areas? Then you need to enrol in this course. Find out what negotiation is and how it differs from influence and conflict resolution. Learn to structure a negotiation using a five step model, so you can keep discussion on track. Assess the strength of your position by defining your "BATNA" and "WATNA" prior to entering a negotiation. Plan your negotiation strategy and tactics. Build collaborative solutions and close your negotiation with a clear action plan.

Course Objectives

- Plan your approach to a negotiation
- Map all parties' needs and concerns during a negotiation
- Develop options and outcomes using win-win principles
- Handle the 'people' side of negotiation
- Respond to the problematic situations which can occur during negotiations

Pre-Requisites/Target Audience

Participants should have 12 months or more experience working in a leadership or management role. This is a highly interactive programme, so participants should be willing to engage in group conversations and activities.

Material

Comprehensive course manual provided

Duration

1 day workshop for managers and leaders

Leadership Consultant

Eleanor Shakiba

Course Outlines

PRACTICAL SOLUTIONS FOR ORGANISATIONAL CHANGE

What Will Be Covered?

Organisational change can be challenging for management, teams and individuals, and can have a detrimental impact on performance and staff morale. This session will help leaders understand the human impact of organisational change and how to progress from the current state to the desired future state in the shortest time, with minimum disruption and loss of productivity.

The workshop will develop knowledge of the stages and transition phases of the change cycle, will examine the role of the leader, and will explore the different emotional reactions of the team and how to minimise and manage resistance through the transition process.

The session will also provide practical advice concerning effective communication techniques throughout the change process.

Course Objectives

- Understanding the change cycle and its transition phases
- Improving communication and collaborative planning techniques to minimise disruption
- Awareness of the human impact of change
- Developing practical strategies to minimise and manage resistance
- Effective team leadership through the change process

Pre-Requisites/Target Audience

Participants should have 12 months or more experience working in a leadership or management role. This is a highly interactive program, so participants should be willing to share their experiences and engage in group conversations and activities.

Material

Comprehensive course manual provided

Duration

1 Day Workshop

Leadership Consultant

Paul Morgan

practice, providing detail on Board member roles and responsibilities, effective operation and documentation of Board meetings, evaluating risks and dealing with conflicts of interest.

Responsibilities of a community Board can include leadership, oversight and planning in areas of finance, recruitment, management and strategy development; the addition of a thorough understanding of governance can ensure an organisation's success and sustainability.

Governance training provides decision makers with the tools and information necessary to meet their responsibilities and guide the organisation to meet their stakeholder and legal requirements.

Course Objectives

- Clarity on constitution or rules that govern the organisation
- Understanding the Board's role and responsibilities
- Developing better practice regarding Board operation including in the areas of:
 - Board meetings
 - Risk evaluation
 - Conflicts of interest

Pre-Requisites/Target Audience

- Managers who are involved with reporting to a Board or new Board members – you will learn how Boards operate and the responsibilities you have.
- An experienced Board member – you will enjoy sharing your experiences and confirming that you are operating with “best practice.”

Material

Comprehensive course manual provided

Duration

1 Day Workshop

Leadership Consultant

Paul Morgan

PRACTISING GOOD GOVERNANCE IN COMMUNITY ORGANISATIONS

What Will Be Covered?

The course is specifically designed to provide practical solutions for Board members and key staff to improve governance practices within their organisation. It provides the opportunity to review and understand your organisation's constitution or rules, and to develop policy and procedures to improve governance

SOLUTION-FOCUSED CONVERSATIONS

What Will Be Covered?

The pace of change in the employment services sector keeps the pressure on your management role. Perhaps you're expected to do more with less? Maybe you want to improve motivation and morale in your team? Or perhaps you're looking for ways to solve problems – not just technical problems, but also interpersonal or communication problems?

In this course, you'll learn how to lead problem-solving conversations, how to talk through issues collaboratively, and how to combine savvy thinking and emotional intelligence so that your team can sort out issues, prevent miscommunication and find clever solutions to problems in your workplace.

Course Outlines

Course Objectives

- Quickly identify key issues, needs and concerns when problems arise
- Use 'enquiry' questions to explore stakeholders' perspectives on issues
- Frame your perspective constructively and in ways which open up conversation
- Focus your team's attention on options for action rather than barriers to success
- Overcome the top 3 barriers to solution-finding which occur in teams

Pre-Requisites/Target Audience

Participants should have 12 months or more experience working in a leadership or management role. This is a highly interactive programme, so participants should be willing to engage in group conversations and activities.

Material

Comprehensive course manual provided

Duration

1 Day Workshop

Leadership Consultant

Eleanor Shakiba

STRATEGIC PLANNING FOR OPTIMUM PERFORMANCE

What Will Be Covered?

This leadership workshop will focus on three core principles when looking at your organisations strategic plan: People, Process and Systems. The workshop is based on the assumption that practical solutions to issues and constraints within your organisation are found within those participating. A participatory approach is used to elicit creative thinking and new approaches to these constraints. The aim of the workshop is for you to leave with clear actions over a 12 month period to achieve your organisations goals.

Course Objectives

- Environmental Analysis
- Future Focus
- Present Challenges
- Practical Proposals
- Key Milestones – 12 month planning

Pre-Requisites/Target Audience

Senior Management, Middle Management

Material

Process tip sheet summarising key techniques covered in the programme

Duration

Full day Workshop 9.30am – 4.30pm

Leadership Consultant

Maria Smith

THE CHANGE-ABLE LEADER

What Will Be Covered?

From increasing workloads to shifts in service delivery, your team is facing change at multiple levels. That's why you need to be a change-able leader. Discover how to frame your change message to increase buy-in, use your planning process to boost motivation and manage the 20% of staff who resist change. Lead your team beyond the 'storming' phase which change often triggers, so that conflict is reduced and your team remains resilient.

Course Objectives

- Create a compelling vision for change
- Assess the effectiveness of your current change management style
- Deliver a compelling message about change
- Boost acceptance of change using collaborative planning techniques
- Manage behavioural difficulties or 'resistance to change'
- Lead your team through the 'storming' phase of change

Pre-Requisites/Target Audience

Participants should have 12 months or more experience working in a leadership or management role. This is a highly interactive programme, so participants should be willing to engage in group conversations and activities.

Material

Comprehensive course manual provided

Duration

1 Day Workshop

Leadership Consultant

Eleanor Shakiba

Trainer Profiles



STRATEGIST

CHARTERED MANAGER

ENTREPRENEUR

BELINDA DOLAN

Doctor of Philosophy (PhD)

Masters of Education

Graduate Certificate in Leadership & Management

Internationally experienced and proven Business Leader, Entrepreneur, Strategist, Chartered Manager and Adventurer.

A current serving board member on several boards internationally, Belinda works tirelessly to help companies achieve growth and success.

Throughout her career Belinda has driven improvement and growth for businesses across a range of industries from education to member services, health and wellness, indigenous organisations, peak bodies, retail and hospitality. As a highly motivated visionary leader with seventeen years of international experience Belinda is skilled in developing and managing organisations at strategic and operational levels. She has expertise in global systems, policies and procedures across Australasia, New Zealand, the Middle East and Europe. A combination of experience within strategic and operational management, business development both domestically and internationally spanning government, private and not-for-profit sectors provides a foundation upon which to leverage success and networks for her clients.

Belinda is known for her inspiring passion, energy and ability to connect with individuals at all levels.

She thrives on business challenges and the ability to support other organisations in their Manager mission to grow and succeed.

Through meticulous and targeted planning along with the identification of key personnel she and her team are able to effect sustainable change, innovation and development within organisations. Her PhD focuses on international business and leadership and she regularly presents at conferences, forums, papers, workshops and events.

Clariti Group Training and Development includes leadership, diversity and entrepreneur programs for middle and senior management. We develop innovative, research-grounded programs for your teams in areas such as leadership, innovative practices, sustainability and business improvement. We enact change that continues after the training to ensure long term results. We develop programs so that you don't have to; saving time and money!



STRATEGIC VISIONING

ENTERPRISE DEVELOPMENT

COMMUNITY TRANSFORMATION

KALI BALINT

QUALIFICATIONS: Justice of the Peace | Certified Mediator

MEMBERSHIPS: Institute of Australia Mediators and Arbitrators

| Fellow with the School for Social Entrepreneurs

Kali uses a long-term questioning approach, mixed with strategic skills to assist leaders with producing long-term outcomes for Indigenous stakeholders. Kali has been working with Indigenous people and organisations for over 20 years, and has established a strong reputation as an innovative facilitator, mediator and economic development strategist. Kali's passion is in developing models that produce high-quality outcomes focused upon long-term sustainable change. Kali challenges leaders and organisations to 'hand the reins over' with design and engagement principles that ensure ownership of change within community.

Kali is the Managing Director of Indigenous Consulting Group (ICG)

ICG is a specialist community and economic development consultancy firm working with, and for, Aboriginal and Torres Strait Islander Australians. Kali and his team at Indigenous Consulting Group (ICG) work with individuals, industry, government, non-government agencies and organisations at all levels to design, engage and promote effective tools for social, economic and developmental change.

Specialities:

- Stakeholder engagement
- Aboriginal business development
- Collaboration models
- Policy and program advice and design
- Community engagement
- Workshop facilitation
- Negotiation
- Community transformation

Providing Training in:

- Conflict resolution and mediation in Aboriginal communities experiencing entrenched conflict or inter-family feuding;
- Community engagement with remote and regional Aboriginal communities;
- Regional and remote economic development;
- Capacity development workshops and training for staff and agencies working with Aboriginal and Torres Strait Islander people;
- Pathways and strategies for successful Indigenous joint ventures.

Trainer Profiles



NLP MASTER TRAINER

SOFT SKILLS SPECIALIST

CHANGE MANAGEMENT

MARIA SMITH

QUALIFICATIONS

Bachelor of Social Science

From the long term unemployed to women finding their passion to corporate execs, Maria Smith inspires change.

Maria is the founder of Bounce Consulting, a multi-award winning organisation delivering “life-skills” and job-readiness training to the long-term unemployed and professional development to leaders within employment services and corporate organisations in Australia and internationally.

Since 2006, Maria and her team have assisted thousands of unemployed people through the ‘Bounce Program’ toward ‘finding their calling’ – from at-risk youth, the homeless, single parents, mature age and Indigenous job seekers, people with disability and mental health concerns. The ‘Bounce Program’ has been endorsed by mental health professionals such as Dr. John Mendoza, Director of ConNetica.

In 2011, Maria’s first book “The Guide to Getting the Job You Want” was published, with rave reviews from the employment services industry.

Maria’s work has been highly commended and awarded over the years. In 2007, Bounce was awarded Best New Business and in 2011 Best Small Business in the Powercor Business Awards. In 2013, Bounce was awarded the BOMA Best Business for the Month, and on an international level, in 2013 Maria was awarded the Silver Stevie Award for Entrepreneur of the Year for the Asia-Pacific region as well as a Bronze Stevie Award for Communications/PR Campaign of the Year. 2014 saw Maria awarded the Silver Asia-Pacific Stevie Award for Woman of the Year and a Silver Stevie Award for Service Business of the Year for Australia.

Due to her success in Australia, Maria was invited to the White House in 2013 to meet with Todd Park, US Chief Technology Officer of Science and Technology Policy to discuss the introduction of the Bounce Program into the US. This resulted in a pilot program delivered in Worcester, Massachusetts delivering to 100 youth.

Maria has an excellent reputation in the facilitation of workshops for leaders, which raise awareness of the impact that subconscious and conscious communication has on the behaviours of employees. Maria provides elegant influencing techniques for leaders to achieve their desired goals/results, creating the links to move from good to better, and ultimately, best practice.



DIFFICULT PEOPLE

CONFLICT MANAGEMENT

INFLUENCING

ELEANOR SHAKIBA

QUALIFICATIONS

NLP Master Practitioner and Trainer

Masters in Organisational Coaching & Leadership

Grad Dip Applied Psychology

Grad Cert Adult Education

Bachelor’s in Social Anthropology

MBTI and DISC certification

Eleanor turns smart leaders into savvy communicators. She delivers workshops and coaching on ‘people skills’ such as influencing, leading in challenging times, negotiation and conflict management.

Eleanor works with leaders, managers and highly skilled professionals in the community, education and corporate sectors. Typically, her clients have already mastered the technical aspects of their work and now want to:

- build positive team dynamics
- manage performance difficulties
- persuade and influence
- negotiate confidently at a senior level
- lead teams beyond conflict and towards success

As the author of *Difficult People Made Easy*, Eleanor specialises in conflict management. Her expertise was developed in training roles at the University of Sydney and Macquarie University.

Prior to starting her training career, Eleanor directed an educational theatre company. There she honed the storytelling and performance skills which make her a vibrant trainer today.

Eleanor has trained over 50,000 people in dynamic leadership and breakthrough communication. Your team could be next.

TESTIMONIALS

“Excellent and relevant course and delivering. Very motivating and my thanks to Eleanor for applying apt examples to theories.” Tina Baldock, ITCC course participant

“Eleanor had thoroughly researched our organisation and individual needs to determine the content of our course and make it relevant. The course was very well presented.” Caroline Smith, Autism Spectrum

Trainer Profiles



INTERNATIONAL EXPERIENCE

CHANGE MANAGEMENT

PAUL MORGAN

QUALIFICATIONS

Graduate Certificate in Business Administration

Advanced Diploma in Business and Finance

Certificate IV in Training and Assessment

Specialisation:

- Practical solutions to organisational change
- Cross cultural communication
- Leading government contracted employment providers to greater outcomes
- Frontline management development – leading effective teams and developing staff
- Indigenous specialist including governance, working with Boards, driving change and business establishment/growth.

Based in Perth, Paul has over twenty years' experience in leadership roles. Having started his career in recruitment and human resources in the United Kingdom before emigrating to Australia and successfully leading organisations to achieve outstanding results in the government contracted employment services sector.

As the founder and CEO of Betterlink Group, a Registered Training Organisation and consultancy business with specialisation in accredited training in Leadership & Management qualifications, Paul has over ten years' experience assisting organisations and individuals to develop their leadership capacity through effective coaching, training and supports. His highly engaging style is popular with employees across organisations from the Board, CEO to the frontline staff and Receptionist. Paul's natural style ensures that knowledge transfer takes place during every workshop, coaching session and contact with clients.

Leading change at strategic and operational management levels, Paul has international experience working with and developing frontline staff to work effectively with their teams in ever changing environments. He has developed and delivered leadership and staff training projects in diverse regions ranging from the Middle East and South East Asia to remote Aboriginal communities in Australia.

Paul is also sought after as a consultant, working on new business applications, feasibility and business plans and has assisted organisations to expand into new markets and gain growth in existing ones. With experience developing leadership teams strategic focus, improving organisational business processes and providing expert business development support, including tender writing, he's capable and comfortable working with a range of stakeholders across a range of industries to assist organisations achieve improved efficiencies and greater outcomes.



FIND OUT MORE

VISIT THE NESA WEBSITE TO FIND OUT MORE ABOUT UPCOMING NESA TRAINING EVENTS

www.nesa.com.au

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CONTACT US

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#weR4jobs

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