

**#weR4jobs**

# **NESA Training Catalogue**

# CONTENTS

## ONLINE COACHING PROGRAMS 4

ESSENTIAL SKILLS: EMPLOYMENT CONSULTANT INDUCTION PROGRAM 5

ESSENTIAL SKILLS: JOB CLUB/GROUP SESSION FACILITATION (TRAIN THE TRAINER) 5

ESSENTIAL SKILLS: MEETING DES CONTRACT OUTCOMES 5

ESSENTIAL SKILLS: MEETING JOB SEEKERS' NEEDS 5

ESSENTIAL SKILLS: MEETING JOACTIVE CONTRACT OUTCOMES 5

ESSENTIAL SKILLS: OPTIMISING WORK FOR THE DOLE (WfD) STRATEGIES 6

ESSENTIAL SKILLS: SITE MANAGERS 6

IDENTITY ABUSE AND NEGLECT 6

INDIGENOUS CULTURAL AWARENESS 6

INTRODUCTION TO THE MUTUAL OBLIGATION, JOB PLANS AND THE TARGETED COMPLIANCE FRAMEWORK 7

MANAGING CHALLENGING AND AGGRESSIVE CLIENT BEHAVIOUR 7

## WEBINARS 8

ASSERTIVENESS FOR PRODUCTIVE ENGAGEMENT 9

BREAKING OUT OF THE HABIT LOOP 9

BUILDING RAPPORT IN 23 SECONDS 9

CHANGE YOUR BRAIN FOR HABITS OF EXCELLENCE 9

EFFECTIVE TELEPHONE TECHNIQUES TO ENGAGE WITH JOB SEEKERS 10

EMOTIONAL INTELLIGENCE, BUILDING RAPPORT AND RESILIENCE 10

ENGAGING THE RELUCTANT JOB SEEKER 10

EXCELLENCE IN CUSTOMER EXPERIENCE 10

HOW TO CREATE INDIGENOUS ENTERPRISES THAT WORK 10

HOW TO RESPOND TO OBJECTIONS FROM EMPLOYERS 11

HOW TO WRITE THAT WINNING RESUME 11

MANAGING PERFORMANCE WITH CRUCIAL CONVERSATIONS 11

MANAGING VS LEADING: A SELF-REFLECTION 11

MENTORING IN AN INDIGENOUS CONTEXT 12

PERFORMANCE MANAGEMENT - HOW TO GET YOUR STAFF TO ACHIEVE KPIs 12

PERFORMANCE MANAGEMENT - HOW TO HAVE DIFFICULT CONVERSATIONS 12

POST PLACEMENT SUPPORT 12

PREVENTING WORKPLACE HARASSMENT, BULLYING AND DISCRIMINATION 13

REVERSE MARKETING 13

SOCIAL MEDIA FOR EMPLOYMENT SERVICES PROFESSIONALS: 13

STRESS MANAGEMENT TECHNIQUES 13

SUBSTANCE AFFECTED – WHAT YOU SHOULD BE AWARE OF 13

SUPERVISION AND LEADERSHIP OF MULTICULTURAL STAFF 14

TIME MANAGEMENT FOR FRONTLINE STAFF 14

UNDERSTANDING MENTAL HEALTH 14

UNLOCKING THE HIDDEN JOB MARKET 14

## WORKSHOPS 15

BIG DAY IN - A DAY IN THE LIFE OF AN EMPLOYMENT CONSULTANT 16

CASE MANAGEMENT 16

CONFLICT RESOLUTION 16

DEALING WITH AGGRESSIVE BEHAVIOURS 16

EMOTIONAL INTELLIGENCE (EI) 16

ENGAGEMENT AND RETENTION SKILLS 17

INDIGENOUS CULTURAL AWARENESS 17

MENTAL HEALTH ESSENTIALS 17

MOTIVATING RESISTANT CLIENTS WORKSHOP FOR EMPLOYMENT SERVICES STAFF 17

POST PLACEMENT SUPPORT 18

SELLING SKILLS AND EMPLOYER RELATIONSHIP MANAGEMENT 18

STRONG PERFORMANCE - STRONG COMPLIANCE 18

STANDARD MENTAL HEALTH FIRST AID TRAINING 19

ABORIGINAL MENTAL HEALTH FIRST AID TRAINING 20

## PRICES 21

## IN-HOUSE DELIVERY 21



## Welcome

NESA is the peak body for the Australian employment services sector. Since 1998, NESA has been committed to the ongoing success of the sector by representing and supporting employment services providers and helping their staff achieve their potential.

Employment services practitioners, managers and leaders are required to remain up-to-date with policy and good practice. NESA can help you to keep up with the ever-changing environment you work in, to manage many competing priorities, and to support job seekers in achieving their potential and meeting employer needs. It's a tough gig – but NESA's training and professional development solutions are designed to help you and your team achieve your greatest potential.

"With more than two decades of sector experience, NESA can help you and your team to achieve your full potential."

## "I am an employment services professional..."

This is the phrase NESA wants all of our members to be able to shout from the rooftops. As our sector continues to grow and change at a rapid rate, we know it can often be difficult to stop and evaluate where you are currently positioned in your professional development, and where you want to be in the future. We also understand the challenges organisations and individuals face in terms of managing time and resources, and how important a highly skilled workforce is to the ongoing success of employment services in Australia. This is where our highly experienced NESA training team can assist.

## Why train with NESA?

**Training with NESA will provide you with:**

- ▶ Current and best-practice training from some of the sector's most respected trainers and consultants
- ▶ Programs that suit your professional development needs no matter what stage of your career you are at and what your goals have
- ▶ A variety of training formats to suit you and your organisation's individual circumstances
- ▶ A cost-effective training solution designed to meet the needs of your organisation
- ▶ Opportunities to network with other industry staff

NESA Professional Development Programs are designed with your busy schedules in mind. We offer flexible Programs including our popular Webinars and our Workshop Programs that can be individualised to your needs.

We understand that your time is precious, so we have developed a number of Webinars designed to be viewed in real-time and also recorded for your viewing at a time that suits you.

Workshops will cater for those training programs where attendance is indispensable. All programs can be:

- ▶ Customised and contextualised to your organisation's staff training needs
- ▶ Delivered in-house within your workplace
- ▶ Delivered in accordance to your busy schedules



# ONLINE COACHING PROGRAMS

- ▶ **Virtual Classroom**
- ▶ **Work-based Application Learning Activities**
- ▶ **Student Discussion Groups**
- ▶ **Student Interactive Activities**
- ▶ **Review Sessions to Embed Learning**
- ▶ **Breakout Activities**

NESA has consulted with our members and developed a range of staff coaching programs to meet current training needs for the employment services sector.

NESA Coaching Program Facilitators are experts who have extensive experience in the employment services sector as well as online training facilitation skills. These coaching programs are delivered over a series of online training sessions using virtual classroom technology to create an interactive learning environment.

Your investment in these sessions will ensure you see a change in behaviour back in the workplace. This will be achieved using a range of action-based learning activities. Participants will have opportunities to experience a true adult learning experience through opportunities to share knowledge and experience and to apply their learning back in the workplace.

**These coaching programs will include:**

- ▶ Multiple training sessions
- ▶ Work-based application learning activities
- ▶ Student discussion groups
- ▶ Student interactive activities
- ▶ Review sessions to embed learning
- ▶ Virtual classrooms
- ▶ Breakout activities

*"Very informative and great ideas. I was able to relate to it all and I've only been in this industry for 3 months."*

## ESSENTIAL SKILLS: EMPLOYMENT CONSULTANT INDUCTION PROGRAM

(Your choice of DES or jobactive specific programs)

### What Will Be Covered?

In a complicated and constantly changing industry, giving the right support to new staff is critical so they can hit the ground running and avoid feeling overwhelmed. The program objective is to assist new staff to settle in quickly and become productive as soon as they can. This program can help new staff feel comfortable in their work and understand the context and framework that they are now working with. It will help you to retain staff and avoid having to go through the costly recruitment process again. The learners will be given work-based activities to be completed as part of the series.

### Course Objectives

- ▶ Appointment and Interview Skills – behaviours, effectiveness and resistance
- ▶ Service Delivery – strategies and functions
- ▶ Outcomes Requirements – evidence, PPS, cycles and technology

## ESSENTIAL SKILLS: JOB CLUB/GROUP SESSION FACILITATION (TRAIN THE TRAINER)

### What Will Be Covered?

Strong engagement is often a challenge with job seekers. This training is designed to up-skill staff in knowledge and new skills required to ensure that job clubs/group sessions are interactive for job seekers, and that activities lead to employment outcomes.

### Course Objectives

- ▶ Develop strong facilitation skills
- ▶ Learn to deal with difficult job seekers
- ▶ Improve your placement results from your job club engagements.

## ESSENTIAL SKILLS: MEETING DES CONTRACT OUTCOMES

### What Will Be Covered?

This coaching program is designed to improve your staff understanding of DES contract delivery, focusing on strategies to improve delivery within star ratings using a range of strategies to reduce administration and increase program performance.

This program includes key requirements, job plans and client engagement, outcomes, service and job placement fee compliance, Star Ratings and the Performance Framework, demonstrating service commitments, national standards for disability services (overview) and tender commitments, exploration of the ongoing support processes, and effective case noting.

This program would suit Site, Team & Program Leaders, compliance, quality & performance staff, and frontline staff.

### Course Objectives

- ▶ DES contract requirements and compliance
- ▶ Optimising DES Delivery and Process
- ▶ Managing client compliance and motivation for DES

## ESSENTIAL SKILLS: MEETING JOB SEEKERS' NEEDS

### What Will Be Covered?

Employment consultants need to build skills to help them understand job seekers' differing needs. This program will identify and explore the varying characteristics and specific needs of a range of job seekers. The participant will develop communication strategies to effectively understand the specific needs of each kind of job seeker including Youth, the long term unemployed, people returning to work, mature aged job seekers, job seekers from diverse cultures, and people with disability.

### Course Objectives

- ▶ Identifying Job Seeker Types
- ▶ Developing skills to build job seeker profiles
- ▶ Building communication skills to develop specific Job Development Plans for each kind of job seeker

## ESSENTIAL SKILLS: MEETING JOBACTIVE CONTRACT OUTCOMES

### What Will Be Covered?

This coaching program is designed to improve your staff's understanding of jobactive contract delivery, to improve delivery within star ratings using a range of strategies and to reduce administration overheads and increase program performance.

This program includes key requirements, job plans and client engagement, WfD outcomes, payments and Employment Fund compliance, case note compliance, and service delivery compliance. It covers star ratings, the Performance Framework, and the JSCI tool. This program would suit Site, Team & Program Leaders, compliance, quality & performance staff, and also frontline staff.



## Course Objectives

- ▶ jobactive requirements and compliance requirements
- ▶ Optimising jobactive delivery and process

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## ESSENTIAL SKILLS: OPTIMISING WORK FOR THE DOLE (WfD) STRATEGIES

### What Will Be Covered?

This workshop will cover key WfD requirements in meeting obligations in the jobactive contract. Participants will explore processes and business tools to maximise the cost effectiveness of operating a compliant WfD strategy. The session aims to provide clarity on the full range of WfD information, and to identify the key drivers to effectively manage demands along with other caseload responsibilities.

This three part webinar series is focused on improving staff understanding of WfD delivery, performance with star ratings and reducing administrative overhead and client resistance.

The program is intended for jobactive clients referring into WfD programs.

## Course Objectives

- ▶ WfD requirements and compliance requirements
- ▶ Optimising WfD delivery and process
- ▶ Managing client compliance and motivation

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## ESSENTIAL SKILLS: SITE MANAGERS

(Can also be delivered as a face-to-face workshop)

### What Will Be Covered?

This program will provide managers with improved leadership skills and understanding of how to be more effective as a frontline Manager. The series will take participants through a range of strategies so they can perform effectively with their staff and customers. The training will cover key concepts from frontline management models tailored to employment services, and aims to develop a positive and resilient approach to achieving management goals, with a particular focus on guiding staff to meet contract KPIs.

It is expected that at the end of the series, participants will be able to provide leadership and guidance to others and take responsibility for the effective functioning and performance of the team and its work outcomes.

## Course Objectives

- ▶ Site service delivery and performance
- ▶ Leading and developing staff
- ▶ Change and risk management
- ▶ Reporting and monitoring tools

## IDENTITY ABUSE AND NEGLECT

### What Will Be Covered?

This 4 part coaching program designed to help you identify and address problems before they seriously jeopardise your participant's placement. The coaching program aims to provide you with all the skills to help you understand and deal with these problems while working in a modern-day client-centred employment service.

## Course Objectives

- ▶ Improve staff knowledge and understanding regarding avoidable abuse and neglect of their participants in job placements
- ▶ Identify tools and strategies to address early signs of abuse and neglect
- ▶ Obligation, information and support services for participants experiencing abuse and neglect
- ▶ Coping strategies for participants to increase self-identification of abuse and neglect and identifying where to seek help
- ▶ Risk management tools to encourage employers to identify potential signs of abuse and neglect in the workplace

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## INDIGENOUS CULTURAL AWARENESS

### What Will Be Covered?

This coaching program is designed to expand thinking and understanding about the Aboriginal and Torres Strait Islander communities, their history and contemporary issues, and to facilitate understanding between staff and the Aboriginal and Torres Strait Islander people they are working with.

You will be provided with historical legislative and policy development information, as it pertains to Australian Indigenous peoples, to better understand the current socio-economic situation of Indigenous Australians.

Over this two part series you will hear a personal narrative and insight into people from Aboriginal and Torres Strait Islander backgrounds in the workplace, customer base and the broader community.

## Course Objectives

- ▶ Improving support for Indigenous clients and community
- ▶ Knowledge and understanding of the cultural and social history of Aboriginal and Torres Strait Islander people and the issues they face
- ▶ Knowledge, skills and tools required for effective communication and service delivery to Aboriginal and Torres Strait Islander people.

# INTRODUCTION TO THE MUTUAL OBLIGATION, JOB PLANS AND THE TARGETED COMPLIANCE FRAMEWORK

(Available for DES or jobactive)

## What Will Be Covered?

Mutual Obligation and the Targeted Compliance Framework are two of the more complex aspects of employment services policy. There are 21 modules in the Learning Centre. This 3 part coaching program will cover these policies and build the skills to deliver it. This will be an engaging and entertaining learning experience, and you will come away with some great learning aids. This is an active learning approach in which learners will be shown scenarios and given work-based activities to be completed as part of the series.

## Course Objectives

- ▶ Be introduced to Mutual Obligation and the Target Compliance Framework
  - ▶ Learn how to negotiate the Job Plan and manage risk
  - ▶ Demystify the Targeted Compliance Framework
- 

# MANAGING CHALLENGING AND AGGRESSIVE CLIENT BEHAVIOUR

## What Will Be Covered?

When working with people from different walks of life on a daily basis, and often requesting them to undertake activities they may not be enthusiastic about, some level of challenging behaviour is inevitable. This is a three session coaching program designed to build skills in dealing effectively with challenging behaviour from an employment services perspective.

The coaching program aims to provide you with all the skills to help you understand and deal with the challenges of a modern day client-centred employment service framework. Participants will learn how to enhance communication techniques and to avoid high levels of conflict in the workplace. Participants are expected to contribute to the discussion of techniques, and to consider alternative and innovative approaches.

## Course Objectives

- ▶ Self-management, resilience, and communications skills
- ▶ Listening skills, barriers, and limiting client behaviour
- ▶ Responding effectively, personal safety and the safety of others

# WEBINARS



- ▶ **Presented by professional facilitators**
- ▶ **Time & cost effective**
- ▶ **Interactive and engaging - (no “Death by PowerPoint” here!)**
- ▶ **Held regularly at different times throughout the day**
- ▶ **Accessible no matter where you are**

NESA has seen an increase in the number of participants in our webinars. Consequently, we have increased the number of webinars available to you in 2018.

We consulted with our members and developed a range of topics to meet current training needs for the employment services. NESA Webinar Facilitators are experts who have extensive experience in the employment services sector as well as webinar facilitation skills.

These webinar programs have been designed to provide current and useful information to help you to gain a broader understanding of the professional employment services landscape.

## **These webinar programs are:**

- ▶ Presented by professional facilitators
- ▶ Time & cost effective
- ▶ Interactive and engaging (no “Death by PowerPoint” here!)
- ▶ Held regularly at different times throughout the day

**“These webinar programs have been designed to provide current and useful information.”**



## ASSERTIVENESS FOR PRODUCTIVE ENGAGEMENT

### What Will Be Covered?

How to encourage job seeker compliance, without resorting to demerits?

The best outcomes for job seekers result from a strong connection with their employment consultant: from mutual respect, honesty and trust. But such relationships can be difficult to establish, unless the consultant knows how to use language to be assertive, rather than aggressive, and supportive rather than passive.

Assertiveness is a skill that comes naturally to only a few people: most of us have to learn it.

### Course Objectives

- ▶ Apply assertive behaviour to appropriate situations
- ▶ Respect the personal rights of others
- ▶ Discriminate between aggressive, passive and assertive behaviours
- ▶ Demonstrate assertive body language
- ▶ Communicate directly and confidently with others
- ▶ Experience greater comfort in dealing with conflict situations

## BREAKING OUT OF THE HABIT LOOP

### What Will Be Covered?

The key to breaking bad habits is to outwit yourself into replacing the bad habit with a good habit.

In our Breaking out of the Bad Habit Loop webinar you will hear our NLP practitioner break down the bad habit cycle. Then why not try it on yourself; quit smoking, curb your sweet tooth or your caffeine intake.

The information is particularly valuable when working with clients who have barriers so this webinar is perfect for anyone working in employment services.

### Course Objectives

- ▶ Learn about the habit loop and the effects
- ▶ Explore the fundamentals of habit change
- ▶ Identify what's involved in changing a habit
- ▶ Learn how to overcome the obstacles

## BUILDING RAPPORT IN 23 SECONDS

### What Will Be Covered?

We've all heard how much first impressions matter and in our industry, positive relationships leading to engagement and retention are absolutely crucial.

Why is it important to build rapport? Because it gets the client's subconscious mind to accept and begin to process your suggestions. By making them feel comfortable and relaxed, they are open to suggestions.

This webinar will explore how to quickly build rapport with someone.

### Course Objectives

- ▶ Learn about the mindset
- ▶ Be introduced to the art of creating a good impression within 23 seconds
- ▶ Learn how to captivate your prospect's attention
- ▶ Learn how to time your pitch perfectly
- ▶ Identify ways to decrease the amount of rejections
- ▶ Understand the client's psychology

## CHANGE YOUR BRAIN FOR HABITS OF EXCELLENCE

### What Will Be Covered?

When working with people from different walks of life on a daily basis communication is extremely important, it is how we effectively manage our interactions that can make profound changes in your relationships.

This webinar will provide tools on how to develop emotional intelligence, rapport and resilience when dealing with job seekers, employers, staff and colleagues. It will explore the concept of understanding others and communicating clearly as well as setting high standards of interaction.

It will demonstrate how doing these simple things can create positive change and achieve the desired outcomes in every situation.

### Course Objectives

- ▶ Explore how our brain creates and forms habits
- ▶ Identify the 3 critical elements of a habit and which one to change for success
- ▶ Discover why energy is more important than time and how it helps create efficiency habits
- ▶ Learn practical, workable strategies for developing and maintaining focus and attention
- ▶ Learn how to apply the H.A.B.I.T. formula

## EFFECTIVE TELEPHONE TECHNIQUES TO ENGAGE WITH JOB SEEKERS

### What Will Be Covered?

The webinar has been designed to support staff primarily working with job seekers over the telephone. They may be calling to gather information about job placements, to arrange case management appointments, providing post-placement support, chasing up job seekers who have missed appointments; and of course, it is easier for a job seeker not to cooperate with your staff over the phone than it is in person. Listen to how you can de-escalate in real time and increase job seekers' co-operation while remaining calm!

### Course Objectives

- ▶ Reducing client confusion before the phone calls
- ▶ Stress management techniques for centralised contact staff
- ▶ De-escalating conversations with angry/agitated/confused job seekers
- ▶ Techniques for sourcing the information from job seekers that providers need
- ▶ After the horse has bolted – engaging and supporting job seekers who independently find work

## EMOTIONAL INTELLIGENCE, BUILDING RAPPORT AND RESILIENCE

### What Will Be Covered?

When working with people from different walks of life on a daily basis communication is extremely important, it is how we effectively manage our interactions that can make profound changes in your relationships.

### Course Objectives

- ▶ Provide tools on how to develop emotional intelligence, rapport and resilience when dealing with job seekers, employers, staff and colleagues
- ▶ Explore the concept of understanding others and communicating clearly as well as setting high standards of interaction
- ▶ Demonstrate how doing these simple things can create positive change and achieve the desired outcomes in every situation.

## ENGAGING THE RELUCTANT JOB SEEKER

### What Will Be Covered?

Are you or your staff struggling with disengaged job seekers? Our webinar is aimed at front line staff and site managers who are experiencing this issue and would like to explore some workable options. It will discuss "reengagement" strategies that really work.

### Course Objectives

- ▶ WIIFM – Making the benefits clear and relevant for job seekers
- ▶ Ensuring that every contact counts and has a purpose
- ▶ Putting a value on the service you offer to job seekers
- ▶ Using free online tools that can assist with engagement
- ▶ How providing group services can assist with motivation

## EXCELLENCE IN CUSTOMER EXPERIENCE

### What Will Be Covered?

Now that the focus is on engagement, retention and placement through to outcomes; providing exceptional customer service is vital to the business success of employment services. In this session you will be given an insight on what better practice in delivering excellent customer service is all about. It explores excellence in serving your customers: employers and participants

### Course Objectives

- ▶ Building rapport with the customer
- ▶ Creating long-term loyal customers for repeat business
- ▶ Communicating effectively on the phone and / or face-to-face with your customers
- ▶ Being remembered for the quality of your work

## HOW TO CREATE INDIGENOUS ENTERPRISES THAT WORK

### What Will Be Covered?

Businesses are based on people, and people operate in the midst of family, culture, social values and many other important elements. For Indigenous businesses to really succeed, we need to take into account all aspects of people's lives and build a model that will fit. But business design principles are only the start of a process to create businesses that really work. Workshop participants will be encouraged to explore what works and what doesn't, and given tools and strategies to promote long-term sustainable outcomes.

### Course Objectives

- ▶ Pathways for Aboriginal business
- ▶ How to support Aboriginal business
- ▶ Links between personal aspirations and long-term success, the identification and development of personal aspirations and how to maintain alignment with personal aspirations through pathway design
- ▶ The structure of Aboriginal business

- Understanding how to put support mechanisms around Aboriginal business

## HOW TO RESPOND TO OBJECTIONS FROM EMPLOYERS

### What Will Be Covered?

Engaging with employers is crucial for outcomes, and if the conversation is handled well, then the contact should lead to success. In this session our marketing guru will provide you with the tools to effectively and comfortably respond to employer objections and deal with rejection.

We are hoping that you will leave this session thinking that objections are actually opportunities to build and establish trust with your employers.

### Course Objectives

- Dealing with objections and rejection
- Anticipating objections before they arise
- Building objection scenarios in advance for your sales presentations and developing effective responses
- Responding quickly and thoughtfully to 'real time' objections

## HOW TO WRITE THAT WINNING RESUME

### What Will Be Covered?

Assisting job seekers with resumes is still a core skill of working in employment services. This webinar will cover format, length, keywords, the do's and the don'ts, how to address gaps in employment history and most importantly how to adapt your resume to specific job applications.

At the end of the webinar, participants will have much greater confidence in their ability to assist job seekers in resume writing.

### Course Objectives

- Reducing client confusion before the phone calls
- Stress management techniques for centralised contact staff
- De-escalating conversations with angry/agitated/confused job seekers
- Techniques for sourcing the information from job seekers that providers need
- After the horse has bolted – engaging and supporting job seekers who independently find work

## MANAGING PERFORMANCE WITH CRUCIAL CONVERSATIONS

### What Will Be Covered?

Managing Performance does not always have to be a negative experience. It is important to manage high performance as much as it is to manage poor performance within your team.

Understanding the behaviours of your high performers will help you to manage those who are not performing at a satisfactory level for the organisation. As a leader, one of the most challenging things to do is to have the 'difficult conversations' with staff relating to poor performance.

In this webinar you will understand the importance of having crucial conversations, the timeliness of the conversations as well as exploring the risk of ignoring poor behaviours and performance.

### Course Objectives

- Evaluating your staff - your super workers and your poor performers
- Communication - understanding communication styles and why clear communication is important
- Above/Below the line - appropriate behaviours
- Crucial conversations and what are you pretending not to know?

## MANAGING VS LEADING: A SELF-REFLECTION

### What Will Be Covered?

In such a fast paced, changing, KPI-focused sector, it is easy in a leadership role to develop behaviours that cause staff to become disgruntled and unhappy. This webinar will explore management and leadership strategies 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.

### Course Objectives

- Explore management vs. leadership
- Influential leadership and how to get the best from your team
- Coaching staff, centered on performance results and providing constructive feedback
- Resilience and leadership under pressure
- Effective communication skills and crucial conversations
- Discover the language of influence.
- Getting real and authentic



## MENTORING IN AN INDIGENOUS CONTEXT

### What Will Be Covered?

This Indigenous Mentoring workshop has been developed to provide training for both Indigenous and non-Indigenous people who work with Indigenous trainees or employees. A mentoring program that works well will focus on sustainable recruitment and the retention of Indigenous staff, and helps to build internal relationships between Indigenous recruits and their supervisors and peers. Mentoring is a way to manage knowledge and support diversity. It is a tool for growth and development that allows an appreciation and respect for Indigenous culture.

### Course Objectives

- ▶ Understanding how mentoring pertains to the workplace as a fundamental means to successful retention of Indigenous employees
- ▶ Insights into how culture shapes our values, attitudes and behaviours
- ▶ Skills, knowledge and tools to better facilitate mentoring capacity and support for employees with Indigenous Australian heritage

## PERFORMANCE MANAGEMENT - HOW TO GET YOUR STAFF TO ACHIEVE KPIS

### What Will Be Covered?

This high energy and outcomes-focused webinar provides skills to increase or re-ignite staff job enthusiasm through building and maintaining team focus on performance, developing effective team communication, diagnosing performance issues and conducting individual feedback and coaching sessions.

### Course Objectives

- ▶ An understanding of the lead indicators for performance monitoring
- ▶ How to build and maintain team focus on performance
- ▶ Conducting individual feedback sessions
- ▶ Developing effective team communication
- ▶ Diagnosing individual performance issues
- ▶ Coaching for performance improvement
- ▶ Implementing coaching sessions
- ▶ Pitfalls in coaching/motivating/ mentoring

## PERFORMANCE MANAGEMENT - HOW TO HAVE DIFFICULT CONVERSATIONS

### What Will Be Covered?

In such a fast paced, changing, KPI-focused sector, it is easy in a leadership role to develop behaviours that cause staff to become disgruntled and unhappy in the workplace. This webinar 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 organisational goals. This session will cover management vs. leadership, influential leadership, how to get the best from your team, how to coach your staff and centre on performance results, providing constructive feedback and showing resilience and leadership under pressure. Additionally, this session will include effective communication skills and crucial conversations and will also include the language of influence.

### Course Objectives

- ▶ New understanding of quality leadership
- ▶ Renewed confidence
- ▶ Strategies to get the best out of your team
- ▶ Coaching and feedback skills

## POST PLACEMENT SUPPORT

### What Will Be Covered?

Post Placement Support (PPS) is a great way of gathering intelligence that can drive a strong plan to ensure job seekers maximise their sustainable employment opportunities. This task should not be a "box ticking" exercise: it is a critical component to ensure we are identifying any red flags that exist in the early stages of employment and acting upon them accordingly. If performed correctly, PPS will be a genuine value-add to your employers' customer service experience and will provide the new employee with a valuable support mechanism as they enter a new environment.

### Course Objectives

- ▶ Be Prepared – Go in with a plan that is tailored to the employee
- ▶ Transparency and Clarity – Is the Employer / Employee clear on the benefits of spending the time to answer these questions?
- ▶ Communication – How to identify concerns by listening for tones and language
- ▶ Action Plans – How to record and escalate information to the appropriate person

## PREVENTING WORKPLACE HARASSMENT, BULLYING AND DISCRIMINATION

### What Will Be Covered?

This workshop will educate providers in addressing workplace discrimination, harassment and bullying. It provides an overview of the intersection of discrimination & harassment law with an organisation's policies and procedures.

This program covers the sources of workplace conflict and effective strategies to prevent discrimination, bullying, harassment and sexual harassment.

### Course Objectives

- ▶ Knowledge of responsibilities under equal opportunity legislation (including legal liability)
- ▶ Identifying various options to manage and resolve conflict in these areas

## REVERSE MARKETING

### What Will Be Covered?

This course has a focus on making contact with specific employers. It will explore getting the job seeker and practitioner ready to make a reverse marketing call, and discuss how to manage the call including objections.

It presents skills and methods to identify specific opportunities for placement of job seekers with significant barriers to employment and who may have specific needs to consider once placed into work.

### Course Objectives

- ▶ Why preparation matters
- ▶ What approaches have the best results
- ▶ How to sell the value of your offer
- ▶ What is the best way to respond to objections
- ▶ How to leverage off reverse marketing

## SOCIAL MEDIA FOR EMPLOYMENT SERVICES PROFESSIONALS:

Understanding how online applications and recruitment databases are screening out your job seeker resumes

### What Will Be Covered?

Don't let HR software screen out your candidates' documents based on formatting, lack of keywords and other things that you

may not be aware of. This topic is particularly relevant to those consultants who are assisting job seekers with online applications as well as making applications to labour hire firms and other specialist recruitment agencies. The change from human eyes reviewing the initial application to computerized scanning has changed the way successful applications are formatted.

### Course Objectives

- ▶ An understanding of how online applications are processed by screening software — essential to know so your clients aren't screened out on the first pass
- ▶ The importance of keywords in your job seeker's application and matching these to the advertisement or industry that they are applying for
- ▶ Formatting and making things pretty: why this doesn't work with online applications
- ▶ Keeping it simple: how irrelevant or complex information on your online resume or application can be hurting your client's chances of ending up on the 'yes' list

## STRESS MANAGEMENT TECHNIQUES

### What Will Be Covered?

This course will help you, your staff and your clients to accept and deal with setbacks, and will better equip you to handle stress and to minimise its effects.

### Course Objectives

- ▶ What is stress?
- ▶ What does stress do to us?
- ▶ Identifying and avoiding stressful situations
- ▶ Specific short techniques to manage stress

## SUBSTANCE AFFECTED – WHAT YOU SHOULD BE AWARE OF

### What Will Be Covered?

Listen and interact to our topic expert comprehensively discuss and answer your questions on substance abuse. Discover the range of and the effects of using current day illicit drugs and alcohol.

### Course Objectives

- ▶ Gain pragmatic tips and advice on how to work with affected clients
- ▶ Learn how to identify the different signs of substance abuse

## SUPERVISION AND LEADERSHIP OF MULTICULTURAL STAFF

### What Will Be Covered?

A person's cultural background can affect how they interpret and respond to life experiences, and this includes different interpretations of experiences related to work. Talk through the issues and brainstorm strategies in an interactive and dynamic one-day workshop that draws on our facilitators' experience in mentoring and developing multicultural workforces.

### Course Objectives

- ▶ How to identify cultural needs, obligations and values, and how to respond appropriately
- ▶ How to recognise the policies, processes and roles which contribute to organizational and individual goals
- ▶ How to prepare
- ▶ How to work in partnership with all team members
- ▶ How to monitor and review performance
- ▶ How to provide feedback and how to address barriers
- ▶ How to address potential and experienced conflict in the workplace to find mutual solutions

## TIME MANAGEMENT FOR FRONTLINE STAFF

### What Will Be Covered?

Ensuring you make the most of your time and keeping to deadlines can be challenging tasks. In this webinar we will explore how to effectively build time management skills and we will also identify behaviour that will assist in working to the best of your ability.

We will look at published research allowing us to distinguish fact from myth regarding our brain's ability to focus effectively. We will also consider wellness tools and techniques to determine what works for us physically and emotionally to ensure that we are the making best use of our time.

### Course Objectives

- ▶ Increasing effectiveness, efficiency and productivity
- ▶ Identifying time spent on non-priorities

## UNDERSTANDING MENTAL HEALTH

### What Will Be Covered?

Mental health problems are all too common in our communities, and we seek to avoid language that could trigger episodes or make matters worse. However, frontline staff may come across situations where a client needs immediate assistance.

### Course Objectives

- ▶ Provide you with information so you can feel comfortable about how you respond to a person with a mental health problem
- ▶ Learn how to respond to and support a person with a mental health condition within the employment services environment

## UNLOCKING THE HIDDEN JOB MARKET

### What Will Be Covered?

In the current competitive job market, there are thousands of unlisted jobs that are out there for your clients. You can learn the secrets to unlocking this market and increasing success. This workshop will explore the various job markets and the best practices to access them. There are hidden markets that need to be unpacked and targeted beyond the traditional methods.

Using ongoing and current research and evidence, this webinar will present the efficiencies of mainstream job markets compared to the hidden job market to make job search more efficient and practical. If you want your job seekers to succeed, then this webinar is for you!

### Course Objectives

- ▶ Identify the hidden job market and make it work for the client
- ▶ Build a database of contacts to access for vacancies
- ▶ Look and find opportunities in the hidden and mainstream markets
- ▶ Compare the online job market to the traditional market
- ▶ Identify gaps in job search opportunities with job seekers





# WORKSHOPS

- ▶ **Engaging and informative sessions**
- ▶ **In-house workshops available**
- ▶ **Programs can be aligned with your current**
- ▶ **organisational policies and procedures**
- ▶ **Highly experienced workshop facilitators**
- ▶ **Includes all learning resources**

Although NESA has seen an increase in the number of participants in our webinars, there are some topics that will always need that face-to-face interaction and engagement. Generally NESA Workshops cover those topics that are more complex such as Dealing with Aggressive Behaviours and Case Management.

NESA has a pool of highly experienced workshop facilitators skilled in delivering engaging and informative sessions. These programs have been designed as full-day experiences. They include refreshments, lunch and all reference material.

## **In-house Workshops**

NESA can develop any in-house workshops that meet your organisational training requirements. With in-house workshops, there are no minimum numbers for attendance and they are contextualised to suit specific workplace or government contract needs. Our trainers will consult with you before the training to develop a program aligned with your current organisational policies and procedures.

## BIG DAY IN – A DAY IN THE LIFE OF AN EMPLOYMENT CONSULTANT

(Available for DES or jobactive)

### What Will Be Covered?

This highly interactive and thought-provoking day sees participants explore a range of challenging real-life scenarios to assist our clients to find suitable employment. The workshop increases participants' knowledge of the relevant operational policy and the legislative framework that we operate in, while helping to build the skills and confidence required to work successfully with some of Australia's most disadvantaged people.

### Course Objectives

- ▶ Better understand the context of today's employment services and the operational policy that governs the job.
- ▶ Develops practical skills and knowledge that will sustain employment consultants through their employment services sector careers

## CASE MANAGEMENT

### What Will Be Covered?

Delivery of effective case management is an essential component of the employment services contract delivery. A successful case management framework requires a comprehensive understanding of employment services practices and principles coupled with a solution focused, client-centered approach. This one-day workshop will provide operational employment services delivery staff and managers with the appropriate strategies and tools to apply best practice for the current jobactive and DES contract requirements.

### Course Objectives

- ▶ Working within the employment services case management framework
- ▶ Understanding and applying assessments
- ▶ Identifying services and support
- ▶ Implementing and monitoring job plans
- ▶ Improving job seeker engagement
- ▶ Strategies to enhance performance levels
- ▶ Implementing work preparation activity
- ▶ Planning job seeker pathways to work
- ▶ Addressing job seeker barriers and perceptions
- ▶ Best practice to achieve quality outcomes

## CONFLICT RESOLUTION

### What Will Be Covered?

Conflict is inherent in life. It comes about from differences in needs, wants and motivations. In itself, conflict is not a problem — it is the way it is handled that makes a difference to the outcome. As individuals are unique, we bring our needs, values, experiences and perspectives into relationships, so that conflict can occur. When conflict is mismanaged, it progresses beyond the original

cause, and can cause harm to a situation and relationship. Conversely, when handled in a respectful, positive way, conflict provides an opportunity to strengthen the rapport between the parties.

Conflict can be used as an opportunity to create change, as the driving force to by-pass personal differences and open up new possibilities. It involves a powerful shift from being adversaries to becoming co-operative partners. In this shift, each party benefits by creating new options for mutual gain: a win/win situation. Learn how to deal with conflict constructively through greater understanding of yourself and the other party, managing stress, gaining empathy and employing a healthy response

### Course Objectives

- ▶ Improving the participant's skills in analysing, handling and resolving conflict in order to improve professional and personal effectiveness
- ▶ Achieving greater understanding of respective roles in a conflict situation
- ▶ Assisting participants to relate to others within and outside the workplace.
- ▶ Learning how to open communication between all parties

## DEALING WITH AGGRESSIVE BEHAVIOURS

### What Will Be Covered?

Let us show you how to use assertive behaviour with open and honest communication to enable you to express your ideas, needs and feelings in ways that are respectful to the other party and that get your needs met.

### Course Objectives

- ▶ Respect the personal rights of others
- ▶ Discriminate between aggressive, passive and assertive behaviours
- ▶ Communicate directly and confidently with others
- ▶ Evaluate personal behaviour for greater self-awareness, and experience greater self-appreciation
- ▶ Experience a heightened awareness of response choices when communicating with others
- ▶ Experience greater comfort in dealing with conflict situations

## EMOTIONAL INTELLIGENCE (EI)

### What Will Be Covered?

Emotional intelligence (EI) is at the core of effective leadership and is the difference between average and outstanding leaders.

Higher levels of EI are associated with better performance in areas that include putting people at ease, self-awareness, maintaining a

balance between personal life and work, building and mending relationships, confronting problem staff, and change management.

During the workshop, learn the competencies of an EI leader who is able to foster positive relationships and success and to overcome difficulties to reach professional and business results. The program will help you and your team to the next level.

### Course Objectives

- ▶ Defining EI
- ▶ Identifying the components of EI
- ▶ Assessing your EI
- ▶ Developing tools and techniques to build your EI

## ENGAGEMENT AND RETENTION SKILLS

### What Will Be Covered?

The change from a participation model to a client-focussed model is a significant shift in service logic for frontline staff. With the element of choice and control introduced for clients, opportunities open up for positive customer service to strongly enhance the effectiveness and success of your organisation. Investment in the customer relations skills of your frontline staff has never been as important.

### Course Objectives

- ▶ A BOOST TO YOUR CAPABILITY - The change to the new customer-focussed world and practical emotional intelligence tips to engage & retain clients
- ▶ DEVELOP ATTRACTION & ENGAGEMENT STRATEGIES – Consider what will attract clients to your service and learn to balance mutual obligation with choice and control - Know what your clients really want.
- ▶ TRANSFORM YOUR SERVICE DELIVERY MODEL - Refine your service delivery, be competitive in the new world and change participants' mindsets without them changing providers

## INDIGENOUS CULTURAL AWARENESS

### What Will Be Covered?

Developing an appreciation and respect for Indigenous culture, and understanding how this pertains to the workplace and consumer market is fundamental to successful engagement with Indigenous communities. This program provides participants with insights into how culture shapes our values, attitudes and behaviours, and demonstrates the benefits to personal and business growth.

### Course Objectives

- ▶ Traditional and contemporary culture
- ▶ Historical perspectives
- ▶ Cultural tensions/barriers to working

- ▶ Identity/spirituality
- ▶ Cultural safety and cultural competency
- ▶ Indigenous learning and communication styles
- ▶ Putting theory into practice

## MENTAL HEALTH ESSENTIALS

### What Will Be Covered?

The unpredictable and episodic nature of mental health conditions creates challenges in the employment sector. The issues around mental health and psychiatric conditions are complex and multifaceted. They require a different approach to successfully engage the client.

This workshop aims to improve awareness and understanding of mental health. It focuses not only on the symptoms of mental health conditions, but also on important practical strategies for working with people with mental health conditions.

### Course Objectives

- ▶ Depression, anxiety, psychosis & panic attacks – how to recognise and how to support someone in need
- ▶ Responding to traumatic events: remaining calm and resourceful
- ▶ Suicidal thoughts and behaviours & non-suicidal self-injury (sometimes called deliberate self-harm) – identifying and responding
- ▶ Severe psychotic states – the causes and what you should do
- ▶ Working safely with people with aggressive behaviours
- ▶ How to identify and collaborate with other agencies to get the best outcome for your client
- ▶ Engaging job seekers with mental health conditions and working towards positive outcomes

## MOTIVATING RESISTANT CLIENTS WORKSHOP FOR EMPLOYMENT SERVICES STAFF

### What Will Be Covered?

This one-day workshop has been designed to build a framework to engage and motivate resistant clients. The aim of the workshop is to provide staff with the skills to engage reluctant clients, utilising the Stages of Change Model and Motivational Interviewing skills to inspire motivation and enthusiasm.

### Course Objectives

- ▶ Identify resistant clients



- ▶ Understand the reasons for reluctance, including complex barriers
- ▶ Learn the importance of deliberate and collaborative conversations about change using the Stages of Change model.
- ▶ Learn Motivational Interviewing techniques for employment services
- ▶ Learn effective ways to resolve discrepancy and ambivalence
- ▶ Acquire skills in effective goal setting and change measurement
- ▶ Learn skills to apply a solution-focused problem solving approach

## POST PLACEMENT SUPPORT

### What Will Be Covered?

Post Placement Support (PPS) is a great way of gathering intelligence that can drive a strong plan to ensure job seekers maximise their sustainable employment opportunities. This task should not be a “box ticking” exercise: it is a critical component to ensure we are identifying any red flags that exist in the early stages of employment and acting upon them accordingly. If performed correctly, PPS will be a genuine value-add to your employers’ customer service experience and will provide the new employee with a valuable support mechanism as they enter a new environment.

### Course Objectives

- ▶ Be Prepared – Go in with a plan that is tailored to the employee
- ▶ Transparency and Clarity – Is the Employer / Employee clear on the benefits of spending the time to answer these questions?
- ▶ Communication – How to identify concerns by listening for tones and language
- ▶ Action Plans – How to record and escalate information to the appropriate person

## SELLING SKILLS AND EMPLOYER RELATIONSHIP MANAGEMENT

### What Will Be Covered?

Our competitive market place means that you may only get one crack at the employer. It doesn't matter which of the employment

services you deliver, how you engage with your employers is an absolute commercial priority.

This workshop aims to develop new strategies and techniques to penetrate the employer market, and to have the most impact on performance improvement. It has a focus on developing strong employer engagement skills so employment services staff can sell the service to employers in target markets.

### Course Objectives

- ▶ Increasing effective communications and rapport building skills
- ▶ Comprehensive understanding of the behavioural aspects of selling
- ▶ Renewed process and system for selling
- ▶ Activities that produce a sale and that can be easily implemented

## STRONG PERFORMANCE = STRONG COMPLIANCE

### What Will Be Covered?

This important workshop carefully examines all aspects of compliance and performance within the employment services framework including defining compliance, quality and performance, and the techniques to turn compliance into performance. It focuses on how to maximise your return, while meeting your contractual and compliance obligations.

### Course Objectives

- ▶ Clear understanding of crucial contractual requirements
- ▶ Setting performance targets
- ▶ Efficiency - how to make maximum return
- ▶ Management and setting appropriate KPIs to meet goals
- ▶ Strategic caseload management to increase performance
- ▶ How to access large caseload marketing information quickly
- ▶ The KPI process - what to watch and what not to watch
- ▶ Relationship building
- ▶ Conversion techniques for making every placement count
- ▶ Labour market strategies and how to stand out
- ▶ Performance and compliance monitoring tools
- ▶ How to get the most from each star

KNOW HOW  
TO HELP A COLLEAGUE  
MANAGE A PANIC  
ATTACK

UNDERSTAND  
SUICIDE AND ITS  
WARNING SIGNS;  
IDENTIFY WHEN A PERSON  
MIGHT BE SUFFERING  
FROM ANXIETY

EXPLORE  
DIFFERENT OPTIONS FOR  
SUPPORTING A PERSON  
WITH MENTAL HEALTH  
PROBLEMS

KNOW WHAT  
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HAS SUFFERED  
TRAUMA

IDENTIFY WHERE  
TO GET SUPPORT IF  
A COLLEAGUE MAY  
BE DEPRESSED

UNDERSTAND  
WHAT TO DO IF YOU  
WITNESS A PSYCHOTIC  
EPISODE, AND DIFFERENT  
TYPES OF DRUG  
EFFECTS



# Standard Mental Health First Aid Training

**12HR COURSE**  
**Delivered Face to Face**

**NESA offers the Mental Health First Aid course  
authorised by MHFA Australia, and delivered by  
MHFA Australia Accredited Instructors.**

Learn about the signs and symptoms of the common and disabling mental health problems, how to provide initial help, where and how to get professional help, what sort of help has been shown by research to be effective, and how to provide first aid in a crisis situation.

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# Aboriginal Mental Health First Aid Training

**14HR COURSE**  
**Delivered Face to Face**

**NESA offers the Mental Health First Aid course  
authorised by MHFA Australia, and delivered by  
MHFA Australia Accredited Instructors.**

Learn about the signs and symptoms of the common and disabling mental health problems, how to provide initial help, where and how to get professional help, what sort of help has been shown by research to be effective, and how to provide first aid in a crisis situation.

- ▶ Developed using the consensus of Aboriginal Mental Health Workers
- ▶ Focused on the importance of improving the mental health and wellbeing of Aboriginal and Torres Strait islander people



# P R I C E S

All prices include GST

## COACHING PROGRAMS

### 2 PART PROGRAMS

NESA Members  
**\$120** per person

Non-members  
**\$150** per person

### 3 PART PROGRAMS

NESA Members  
**\$180** per person

Non-members  
**\$225** per person

### 4 PART PROGRAMS

NESA Members  
**\$240** per person

Non-members  
**\$300** per person

## WEBINARS

### NESA MEMBERS

NESA Members **\$60** per person

### NON-MEMBERS

Non-member **\$75** per person

## WORKSHOPS

### NESA MEMBERS

1 – 3 **\$330** per person

4 – 9 **\$275\*** per person

10+ **\$220\*** per person

### NON-MEMBERS

**\$390** per person

\* Staff must be from the same organisation

## MENTAL HEALTH FIRST AID WORKSHOP

### NESA MEMBERS

NESA Members **\$250** per person

### NON-MEMBERS

Non-member **\$310** per person

## IN-HOUSE DELIVERY

### WHY WAIT FOR IT BE SCHEDULED? HAVE IT DELIVERED IN-HOUSE!

Some of the benefits you will receive:

- ▶ Customised and contextualised to your organisation's staff training needs;
- ▶ Delivered within your workplace (or on-line for your staff only);
- ▶ Delivered to fit in with your busy schedules;
- ▶ All of our training on demand and when you want it

## FIND OUT MORE

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

**[www.nesa.com.au](http://www.nesa.com.au)**

## STAY IN THE LOOP

EMAIL NESA TO SUBSCRIBE TO OUR PROFESSIONAL DEVELOPMENT NEWSLETTER -  
CAPABILITY MATTERS

**[pd@nesa.com.au](mailto:pd@nesa.com.au)**

## CONTACT US

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