

NESA PD TRAINING CATALOGUE

#NESAPDTRAINING

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**“I AM AN EMPLOYMENT SERVICES
PROFESSIONAL...”**



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 US

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

NESA PD BOOST SUBSCRIPTION

BOOST YOUR WORKFORCE CAPABILITY

Are you looking for ways for your staff to develop skills on a regular basis?

INTRODUCING NESA'S PD BOOST SUBSCRIPTION OFFER EXCLUSIVE TO NESA MEMBERS

WHAT IS NESA'S PD BOOST OFFER?

A **monthly subscription** arrangement for your staff to attend many of NESA's comprehensive **PD webinars and coaching programs** online LIVE from anywhere.

HOW DOES IT WORK?

1. Once a start date for your subscription has been decided, your organisation will have its own branded button appear on NESA's online PD calendar.
2. You invite your staff to check out NESA's online PD calendar of events and they can directly register for the events that they are interested in. Alternatively, your organisation can assign training that is targeted for different staff roles by providing a list of staff for NESA to complete a bulk registration on your behalf.
3. Your staff's registrations will be closely monitored throughout the month to identify if more internal promotion is required to boost your staff registrations or if registrations are getting close to the pre-assigned cap per month. You can then decide if you wish to upgrade to the next tier or not for the current cycle.
4. At the end of each week, a detailed report of registrations is provided for your information.

WHAT IF SOMEONE MISSES THE LIVE WEBINAR?

If a staff member misses the LIVE webinar, they will automatically receive a link to the session recording to review in their own time.

BONUS

Our PD team will always be available to discuss with you changes and efficiencies to help you achieve your organisation's professional development goals.

HOW MUCH DOES IT COST?

The costs are tiered according to which range your total number of registrations fall in per month. As a definition one registration is one staff member registering for one webinar session. A staff member registering for a Coaching program (consisting of a series of webinars) will have the total number of webinar sessions recorded as multiple registrations. Please keep in mind that staff tend to register for more than one event per month. For example, a staff member might choose to register for 5 webinar sessions in the month, and the 5 will be treated as separate registrations within the following tiered ranges:

- 1 to 100 registrations per month**
- 101 to 200 registrations per month**
- 201 to 300 registrations per month**
- 301 or more registrations per month**

WANT TO KNOW MORE?

Contact Max Croft | NESA PD Coordinator
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*Great value
for money*

**JOIN
NOW!!**

WEBINAR PROGRAMS

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 2021.

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.

Our 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

ONLINE COACHING PROGRAMS

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.

Our 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

Please note: All of NESA’s coaching programs can also be delivered as face-to-face workshops

FACE-TO-FACE WORKSHOPS

All coaching programs can be delivered as face-to-face works. See our coaching programs for topics

- ▶ 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.

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.



#NESAPDTRAINING

FRONTLINE STAFF

6 THINGS TO FOCUS ON WHEN WORKING WITH RELUCTANT JOB SEEKERS

WEBINAR
FACILITATOR: LINDA PEIRSON
TARGET GROUP: FRONTLINE STAFF

Summary

This webinar provides staff with explanations of subconscious engagement drivers and the tools to work with the job seeker and employers to create and sustain successful employment outcomes. Consultants will be empowered to ask the right questions, to know what is important, to build rapport, to be authentic in their communication and much more.

What You Can Expect

- ▶ Become the anchor for positive placements of job seekers
- ▶ Get clarity on needs/vision by asking the right questions
Be authentic in your communication
- ▶ 'Be your word' – do what you say you are going to do; do it when you say you are going to do it
- ▶ Know what is important and deliver on that
- ▶ Build rapport, develop a sense of trust which allows you to positively influence your job seekers

BUILDING RAPPORT IN 23 SECONDS

WEBINAR
FACILITATOR: RAIMOND VOLPE
TARGET GROUP: FRONTLINE STAFF

Summary

We have 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.

What You Can Expect

- ▶ Why it all starts with mindset
- ▶ Why the first 23 seconds is crucial to creating a good impression
- ▶ Introduction to Emotional Intelligence
- ▶ Understanding the four personality types (DISC)
- ▶ How to captivate your prospect's attention
- ▶ Timing your pitch perfectly
- ▶ Learn to decrease the amount of rejections
- ▶ Understand the client's psychology and mindset.

CASE NOTES – THE GOOD, THE BAD AND THE VERY GOOD

WEBINAR
FACILITATOR: REBECCA HERBERTSON
TARGET GROUP: FRONTLINE STAFF

Summary

Join Rebecca Herbertson as she discusses the necessity of always keeping compliant and objective case notes. Hear about what notes must look like, what you can do and what you should never do. Leave this session with renewed confidence, new knowledge and practical tips that can be implemented straight away.

What You Can Expect

- ▶ Key components of case notes – what should all case notes have in common
- ▶ Templates – useful or not? What to be aware of when following your organisations template, if provided.
- ▶ Being objective. Ensuring that case notes are factual.
- ▶ Details!! Relevant and demonstrate service provided to the client/candidate/job seeker
- ▶ If it isn't noted in the system then it didn't happen

COVER LETTERS AND ADDRESSING SELECTION CRITERIA

WEBINAR

FACILITATOR: REBECCA HERBERTSON

TARGET GROUP: FRONTLINE STAFF

Summary

When submitting your CV for a job, a properly prepared cover letter is key to highlighting the skills and experience you have against what the employer is seeking. However this is easier said than done so our trainer Rebecca Herbertson will take you through how the structure and content of your cover letter and addressing the criteria is fundamental to getting your dream job. You will leave the session with tips and strategies that you can take back and put into practice in your workplace.

What You Can Expect

The Structure:

- ▶ Less is the new norm
- ▶ Being concise – addressing each criterion in a couple of paragraphs
- ▶ Choosing examples from a range of different activities
- ▶ Qualifying your experience
- ▶ Choosing font types, size and bullet points
- ▶ The importance of language and the use of action-oriented words

Addressing Selection Criteria Methods:

- ▶ Summary / Example / Example Method
- ▶ STAR and the SAO methods
- ▶ Selection Criteria Checklist

DISABILITY AWARENESS IN EMPLOYMENT SERVICE DELIVERY

WEBINAR

FACILITATOR: SHARON MAMO

TARGET GROUP: FRONTLINE STAFF

Summary

Participants within Employment Services often present with disabilities, so understanding disability is imperative when providing a positive service experience.

Join Sharon Mamo as she provides you with an overview of the framework which supports inclusion of people with disability in Australia. Sharon will provide you with information and resources to help you understand the barriers experienced by your participants with disabilities, and identify ways in which you can assist them to manage their barriers.

What You Can Expect

- ▶ Demonstrate an understanding of the framework which supports people with disability in Australia
- ▶ Develop an understanding of people with a disability registered with employment services
- ▶ Using inclusive language
- ▶ Understand the barriers experienced by people with a disability and learn to identify ways in which the barriers can be overcome

DUAL DIAGNOSIS- INTELLECTUAL DISABILITY AND MENTAL HEALTH

WEBINAR

FACILITATOR: JULES HADDOCK

TARGET GROUP: FRONTLINE STAFF

Summary

It is well accepted that people with disabilities face many barriers in vocation and employment pathways. Have you ever considered there is a HUGE barrier that we don't, see? That is mental illness. This session will encourage you to be curious and responsive in thinking directly about mental wellbeing support beyond the presenting disability.

This session will equip you with understanding the importance of mental wellness, and the vital contributions we can offer a client in maximizing their employment and vocation pathways.

For our job seekers and ourselves, this means success through an increased engagement towards creating a model and awareness of mental wellness, contributing to positive steps of engagement.

What You Can Expect

- ▶ Understanding Dual Diagnosis- When both a disability and mental illness are present
- ▶ Operating within the frameworks of success
- ▶ Appreciating communication requirements and tools for recovery support.



**ALL OUR COACHING PROGRAMS CAN BE DELIVERED
AS FACE-TO-FACE WORKSHOPS!**

EFFECTIVE CASE MANAGEMENT WITHIN THE EMPLOYMENT SERVICES INDUSTRY

ONLINE 2 PART COACHING PROGRAM
 FACILITATOR: SHARON MAMO
 TARGET GROUP: FRONTLINE STAFF

Summary

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, job seeker barriers and perceptions coupled with a solution-focused, client-centred approach.

The coaching program aims to help you to understand and deal with the challenges of a modern-day client-centred employment service. Participants will acquire knowledge on how to engage with clients and to address their barriers within a pragmatic and easy to apply case management framework. Participants are expected to contribute to the discussion and to consider alternative and innovative approaches. The delivery of this coaching program requires “learning by doing”, and participants will be encouraged to offer scenarios for discussion.

What You Can Expect

- ▶ Session One: Work within the Employment Services Case Management framework | Improving participant engagement
- ▶ Session Two: Addressing participant barriers and perceptions | Strategies to enhance performance levels

NO ONE ELSE DOES THIS IN THE EMPLOYMENT SERVICES SECTOR...

EMPLOYER & JOB SEEKER OBJECTIONS CLINIC

NESA PEER CLINIC
 TOPIC EXPERTS: PAUL DIVINY AND REX EAGLE
 TARGET GROUP: FRONTLINE STAFF

Summary

NESA would like to invite Industry sector frontline staff to participate in our regular online Employer & Job Seeker Objections Clinic. This is an exciting opportunity to access expert advice and peer group discussions, on how to overcome the difficult issue of objections.

While the Clinic is an ideal complement for our Employer Engagement Master Class alumni, it is open to everyone that is experiencing issues with employer or job seeker engagement, and would like an opportunity to have their specific issues addressed.

The Clinic is being held monthly.

You are invited to submit objections in advance and during each session. A mixture of employer and jobseeker issues are welcome.

All scenarios and objection handling discussions will be, respectful and anonymous (or first name only), and occur in a collegial environment.

This is your opportunity to get expert and peer driven advice for tackling those difficult and challenging scenarios.

What You Can Expect

After subscribing you discover that you cannot attend this session, then you will be sent a link to the recording. Each Clinic will address different scenarios, and some Clinics will have pre-recorded or live guest appearances from industry sector experts (Business Development Managers and equivalent). Participants are encouraged to contribute to scenarios / solutions and real time discussion.

This is a unique opportunity where frontline staff can get together to share and learn from each other.

Expected Outcomes

The aim of the Clinic is to provide participants with advice, strategies, confidence and a range of responsive comments that can be added to their objection handling tool kit.

EMPLOYER ENGAGEMENT MASTER CLASS

ONLINE 5 PART MASTER CLASS
FACILITATOR: PAUL DIVINY
TARGET GROUP: FRONTLINE STAFF

Summary

This virtual and interactive, five by one hour modular master class equips you and your team with a systematic approach to employer engagement.

You will learn to initiate and maintain stronger relationships with employers that build tenacity and optimism in your business.

We will work through an online, interactive presentation and comprehensive 'how-to' manual, including valuable strategies, tools, and exercises. Skills acquired are immediately deployable and regular debriefs on skill attainment occur throughout the modules.

What You Can Expect

- ▶ Session One: Participant learning objectives, employer engagement prerequisites and introduction to the Seven Step Employment Engagement Framework
- ▶ Session Two: Targeting relevant employers and comfortably and effectively approaching them to arrange meetings
- ▶ Session Three: Engaging employers remotely, building rapport to uncover job opportunities and analysing jobs on offer
- ▶ Session Four: Presenting candidates professionally and gaining commitment by confidently handling employer objections
- ▶ Session Five: Maintaining and keeping employer relationships in tough times

The model of delivery for this master class requires learners to 'learn by doing' where by participants are expected to contribute to the discussion and complete tasks.

ENGAGING THE RELUCTANT PARTICIPANT AND HOW TO GET THEM MOVING

WEBINAR
FACILITATOR: LEONIE LAM
TARGET GROUP: FRONTLINE STAFF

Summary

Systematically addressing the reasons that job seekers put forward for not being gainfully employed goes hand in hand with being an Employment Consultant. But what do we do when the problem is much more complex? We need to become more curious about our participants. What are their barriers? How are these barriers affecting the job seeker's life? How have they tried to address the barriers in the past? To be effective, we must explore, investigate, understand... engage with our participants.

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 re-engagement strategies that really work.

What You Will Hear About

- ▶ Identifying & addressing complex barriers
- ▶ Understanding the reluctant participant
- ▶ Building harmonious and sustainable relationships
- ▶ Moving the reluctant participant towards employment (are we thinking outside of the box?)
- ▶ Change Plan Action (what is it? how does it work?)

FROM ASPERGER'S TO AUTISM- UNDERSTANDING THE AUTISTIC SPECTRUM

WEBINAR
FACILITATOR: JULES HADDOCK
TARGET GROUP: FRONTLINE STAFF

Summary

People with Autism are often misunderstood, and all too often, not appreciated for the diversity they bring into the world. This session will not only assist you in understanding the impacts of Autism upon a person, but identify any presenting strengths, they bring to the table. You will feel you can provide maximum assistance as required, for the desired vocation and employment outcomes.

This session will equip you with understanding the importance of mental wellness, and the vital contributions we can offer a client in maximizing their employment and vocation pathways.

For our job seekers and ourselves, this means success through an increased engagement towards creating a model and awareness of mental wellness, contributing to positive steps of engagement.

What You Can Expect

- ▶ Understanding Autism from cause to perspectives to strengths
- ▶ Exploring Comorbidity and the impacts upon emotional regulation
- ▶ Person Centred approaches in maximizing support outcomes

GETTING PAST THE FEAR OF EMPLOYER OBJECTIONS

WEBINAR
FACILITATOR: PETER HOLTMANN
TARGET GROUP: FRONTLINE STAFF

Summary

Join Peter Holtmann as he discusses what you need to do to make an impact with employers. Hear about what employers think, and how value adding and educating employers will get your job seekers / participants to the front of the queue.

What's Being Covered

- ▶ Why it is a must to prepare the job seeker before the contact
- ▶ Researching employer needs
- ▶ Develop a tailored offer for employers
- ▶ Making the initial phone contact with employers
- ▶ Sell the benefits of job seekers to employers
- ▶ Respond to frequently stated objections
- ▶ Working in with the employer

HARD CONVERSATIONS AND THE RELATIONSHIP-BUILDING PROCESS

WEBINAR
FACILITATOR: DR. COLIN HARRISON
TARGET GROUP: FRONTLINE STAFF

Summary

Hard or confrontational conversations are an inevitable part of the job of a frontline employment services consultant, and are a critical moment in the relationship-building process. Getting these exchanges right is very important. Getting them wrong is unfortunately very easy.

Join Dr. Colin Harrison, as he explores the key issues underlying effective verbal communication in general, and in confrontational situations in particular.

What Will Be Explored

- ▶ How meaning works (you might be surprised!)
- ▶ Communicative styles and their utility
- ▶ The fight or flight response and how to manage it
- ▶ The importance of altercentrism
- ▶ Speaking with your ears (active listening strategies)

Understanding these things will position you better to deal with hard conversations in a way that allows you to remain calm and focussed. You should come away with strategies to put into place to improve your communicative behaviour, which will have a positive effect on your professional environment, your own peace of mind, and your effectiveness as a frontline consultant.

HOW FRONTLINE STAFF CAN USE LINKEDIN TO GET THEIR JOBSEEKERS EMPLOYED

WEBINAR
FACILITATOR: LEONIE LAM
TARGET GROUP: FRONTLINE STAFF

Summary

Listen to Leonie Lam as she explains how you can use LinkedIn as a tool to get your jobseekers employed. Jobseekers need to be more creative and innovative in approaching potential employers. Using LinkedIn can help your jobseekers secure jobs; It's a powerful tool for jobseekers (and for you) to link and network with employers.

What You Can Expect

Attend this this webinar, and discover:

- ▶ Techniques in using LinkedIn to build stronger relationships with employers and support their employer branding strategies. This will potentially position you as the go to person for their recruitment needs and increase the chances of the jobseeker securing employment.
- ▶ Tips to help your jobseekers find work and improve their visibility online and build their confidence in their job search.
- ▶ Online networking strategies to develop the job seeker's strategic network in a targeted industry.
- ▶ Examples of how it works for:
 - o A professional in-between jobs,
 - o A person with a jagged work history,
 - o A young person looking for an apprenticeship,
 - o A return to work parent.

HOW TO CLOSE THAT DEAL

WEBINAR
FACILITATOR: RAIMOND VOLPE
TARGET GROUP: FRONTLINE STAFF

Summary

Would you like to greatly increase your reward for effort?

In this webinar, we look at arming you with current and exciting, easy to follow processes that will support you in effectively closing the deal more often. We will look at common challenges and reveal simple and effective ways that can make you a closing champion.

An excellent session for those working with employers and third party providers, such as, allied health providers.

What You Can Expect

- ▶ Common closing challenge
- ▶ 3 step simple closing process
- ▶ How to instil client confidence
- ▶ The 5 Types of closes
- ▶ How to hit and hear YES
- ▶ How to set up and speed up the close
- ▶ The 60 seconds rule of closing
- ▶ Words that create emotion
- ▶ Closing language to avoid and use
- ▶ How to become a master closer
- ▶ Making the next stages clear

HOW TO ENGAGE, SELL & COMMUNICATE OVER THE PHONE (WITH OBJECTION HANDLING TIPS)

WEBINAR
FACILITATOR: RAIMOND VOLPE
TARGET GROUP: FRONTLINE STAFF

Summary

The phone is a powerful efficient job seeker engagement tool. Like face-to-face engagement, phone conversations allow you to build a connection, answer questions and solve problems instantly. Unlike face-to-face meetings it is harder to establish body language or tone and without those visual cues detrimental mistakes can easily be made.

The great news is with a little practice and the right techniques you can learn all the skills, tips and tricks to communicate effectively over the phone and make your outcomes successful. Raimond Volpe has created this roadmap to help you master the phone and gain an objection handling edge.

What You Can Expect To Hear About

- ▶ How to be confident and professional in all your phone calls and voicemail messages
- ▶ How to build trust and a rapport over the phone
- ▶ How to communicate a message that job seekers will clearly understand and remember
- ▶ How to make your job seeker feel important over the phone
- ▶ Tips, tricks and tools for engagement
- ▶ How to handle confrontation and objections
- ▶ Body language over the phone

INTRODUCTION TO THE CDP MUTUAL OBLIGATION, JOB PLANS AND THE JOB SEEKER COMPLIANCE FRAMEWORK

ONLINE 3 PART COACHING PROGRAM
FACILITATOR: DAMIEN OPOLSKI
TARGET GROUP: FRONTLINE STAFF

Summary

Mutual Obligation and the Job Seeker Compliance Framework are two of the more complex aspects of employment services policy. In this coaching program you will learn the policy 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.

What You Can Expect

- ▶ 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

INTRODUCTION TO THE MUTUAL OBLIGATION, JOB PLANS AND THE TARGETED COMPLIANCE FRAMEWORK (AVAILABLE IN DES AND JOBACTIVE)

ONLINE 3 PART COACHING PROGRAM

FACILITATOR: DAMIEN OPOLSKI

TARGET GROUP: FRONTLINE STAFF

Summary

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.

What You Can Expect

- ▶ 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

MAKING THE MOST OF YOUR CLIENT HOUR

WEBINAR

FACILITATOR: REBECCA HERBERTSON

TARGET GROUP: FRONTLINE STAFF

Summary

Your time with each client is limited and once they leave, you often need to jump to the next task/appointment/urgent message. So it is important that as consultants you get the most out of the time that you do have with your clients.

This session will discuss how you can be effective with your hour, how you and your clients can embrace a “do it now” approach and how your activities can lead to outcomes.

The Session Will Focus On

- ▶ Prior preparation,
- ▶ The actual meeting/appointment,
- ▶ Action planning,
- ▶ How to follow up effectively

It will look at how you can manage your time during your appointments, and for the rest of your day, to ensure that you are getting the most from your time.

Includes: lots of tips to change how you use your time efficiently.

MOTIVATING RESISTANT CLIENTS

ONLINE 2 PART COACHING PROGRAM

FACILITATOR: SHAORN MAMO

TARGET GROUP: FRONTLINE STAFF

Summary

Resistant clients require a different level of investment to get them motivated and change their mindsets. This coaching program takes a close look at why clients may be resistant, reluctant, or suspicious.

In two parts it will provide employment consultants and practitioners with the skills to positively engage mandated clients and develop workable relationships. It will enable practitioners to confidently deliver effective services and achieve outstanding and sustainable results. Focusing on client accountability, the skills learned will enable consultants to encourage clients to take personal responsibility whilst creating motivation. Instead of struggling when confronted by resistant clients, practitioners can adopt a more constructive method to achieving outcomes.

Motivational Interviewing (MI) is a communication method intended to move a person toward change, focusing on exploring and resolving ambivalence as a key to eliciting that change. MI facilitates and engages intrinsic motivation within the client to change behaviour. The practitioner seeks to elicit “change talk” (participant initiating discussion about the idea of changing). A client’s readiness for change may be assessed and Motivational Interviewing provided to suit the client’s stage of change.

This coaching program has been designed to build a framework to engage and motivate resistant clients. It aims 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.

This Coaching Program Allows Participants To:

- ▶ Understand the principles of how to self-manage and remain resilient in confronting situations
- ▶ How to maintain safe limits and set client expectations.
- ▶ Understand how good communication can influence people
- ▶ Learn how to develop effective listening skills and assist clients to develop new skills in communication
- ▶ Understand the barriers to effective communication and how to maintain limits on client behaviour
- ▶ How to recognise and deal with clients effectively when you feel like you are being provoked
- ▶ Have opportunities through case examples to link theory to practice and application for a safe environment

NEW STARTERS – INTRODUCTION TO AUSTRALIA’S EMPLOYMENT SERVICES SECTOR

ONLINE 3 PART COACHING PROGRAM
FACILITATOR: DAMIEN OPOLSKI
TARGET GROUP: FRONTLINE STAFF

Summary

Hit the ground running, for the new starters in the Employment services.

This coaching program is designed to assist your new starters (regardless of which program) to quickly gain an understanding of our employment services sector, and to gain skills and knowledge to help them work with the big numbers of participants entering into the programs.

Over 3 webinar sessions, Damien Opolski will comprehensively introduce staff to the programs and components that make up today's employment services industry. We will look at how employment services have evolved, and see what is required to achieve results in a rapidly changing labour market. We will look at the role of Services Australia in assessing and referring job seekers to programs, and the role of providers in developing the Job/Participation Plans that underpin services and ensure job seekers can meet their mutual obligation requirements.

Regardless of which program you are recruiting (or recruited) for, our New Starters- Introduction to Australia's Employment Services Sector series will perfectly complement your own induction programs.

What You Can Expect

The Intro to Employment Services coaching program has been developed by Damien Opolski. Damien has a background in delivering employment services and for a number of years managed the Departments Learning Centre.

He has designed the program to help new starters better understand the context and concepts of the government's approach to employment services. It gives new starters an opportunity to better learn the 'big picture' and where they sit.

Session One: An Overview of Today's Employment Services Programs

Looks at how services have evolved as the labour market has changed. We get an overview of today's suite of programs and how the programs are tailored to the different client groups. We look at the concept of Mutual Obligations and the role of employment providers in assessing and working with job seekers to meet the objectives of work, engagement and participation. We look at the future of services and how digital servicing is expected to play an increasing role for some job seekers, with enhanced face to face servicing for those likely to benefit from a case management service.

We look at the features which are common across all programs:

- ▶ The role of Services Australia in triaging jobseekers to appropriate services through JSCI, ESAt and JCA assessments, and determining a job seekers MOR
- ▶ We learn how some clients, such as vulnerable youth and those who are at risk of retrenchment, can access services
- ▶ We look at the role of the provider in assessing vocational and non-vocational characteristics and negotiating the 'contract', or Job Plan, that underpins services.
- ▶ We talk briefly about the role of service fees and outcome fees, and how the Departments assess provider performance for efficiency, effectiveness and quality.

Session Two: The Australian Labour Market – Yesterday, Today and Tomorrow

Looks at our evolving labour market and opportunities for our clients. We look at causes of unemployment and LTUE, and how the labour market has changed as a result of automation,

efficiency and globalisation. We look at the data which tells us about the types of work that our clients tend to find. Most importantly, we look at trends in the labour market which inform us about the future of work and opportunities for our client base.

Session Three: Mutual Obligation Requirements and the Job Seeker and Targeted Compliance Frameworks

Looks in more detail at MOR and compliance. We look in more detail at part-time and full-time MOR and how job seekers can meet their MOR. We introduce new starters to the TCF- the concept of demerits and the use of income support suspension to keep people engaged.

In addition, new starters have the opportunity to tap into Damien's 35 years of experiences in the sector.

PLANNING PATHWAYS TO OUTCOMES

WEBINAR

FACILITATOR: REBECCA HERBERTSON

TARGET GROUP: FRONTLINE STAFF

Summary

Setting goals and strategies for helping job seekers develop their readiness to take up employment is what our sector is all about. In some instances the strategies will be as simple as targeted marketing of employers. However, for those job seekers who have been out of work for some time or who live in recessed labour markets, a longer term approach needs to be taken to helping those job seekers prepare for work.

What You Can Expect To Hear About

- ▶ The importance of always having an agenda
- ▶ Goal setting with job seekers
- ▶ Reverse career planning
- ▶ The action planning process.

POST PLACEMENT SUPPORT – IS IT JUST A CONTACT CALL OR ARE WE GATHERING REAL INTELLIGENCE

WEBINAR

FACILITATOR: LINDA PEIRSON

TARGET GROUP: FRONTLINE STAFF

Summary

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 opportunity. This task should not be a “tick a box” exercise. It is a critical step 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 seen as a genuine value-add to your employer’s customer service experience and will provide a support mechanism for the new employee as they enter into a new environment.

What You Can Expect

- ▶ 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 to words and intonation
- ▶ Action Plans – How to record and escalate information to the appropriate person

POWERFUL INTERVIEW STRATEGIES

WEBINAR

FACILITATOR: LEONIE LAM

TARGET GROUP: FRONTLINE STAFF

Summary

This webinar is a must-attend event for frontline staff hear about some Powerful Interview Strategies and how to apply them straight away.

What Will Be Explored

- ▶ Strategies that will help a job seeker build rapport, and to make a lasting impression with the employer at an interview
- ▶ The most important behaviours interviewers are expecting to observe from an interview question
- ▶ How you can fully prepare your job seeker for a job interview that will lead to a job offer

PPS – BEING PREPARED FOR JOB FALLOUTS AND MOVING THEM BACK INTO WORK

WEBINAR
FACILITATOR: REBECCA HERBERTSON
TARGET GROUP: FRONTLINE STAFF

Summary

NESA is launching a new webinar session. This will provide tools including risk management principles that can assist you to respond to participant job fallout.

Our trainer Rebecca Herbertson will explore the Post Placement Support (PPS) process, a preventative fallout PPS Plan, a Time Line of Support; identify potential weaknesses, and employer involvement, and explore how these can be communicated. Rebecca will finish up the session with an exciting Fallout Response Team strategy.

What You Can Expect

- ▶ A Risk Management Approach
- ▶ Preventative measures and considerations
- ▶ Fallout measures and rolling them out

PROBLEM SOLVING AT WORK

WEBINAR
FACILITATOR: KEVIN KOSKY
TARGET GROUP: FRONTLINE STAFF

Summary

Being an active problem solver at work is an effective way to build your employability skills and to become an attractive asset for any employer. Learning the best methods to find the right solutions for work problems is a valuable skill to develop, and you will be able to pass these skills onto your clients and to your team.

You Will Learn

- ▶ The value of being solution focussed
- ▶ The mindset of finding successful solutions
- ▶ Problem solving processes and systems
- ▶ Organising your time and tasks
- ▶ To negotiate with a winning communication style
- ▶ How to teach problem solving to your team and to your clients

REDESIGN YOUR CLIENT RESUMES AND AVOID ONLINE APPLICATIONS SCREENING THEM OUT

WEBINAR (RUNS FOR 90 MINS)
FACILITATOR: REBECCA HERBERTSON
TARGET GROUP: FRONTLINE STAFF

Summary

Ideal for frontline staff who are advising clients on the application process and what they need to do to avoid being rejected by online application / recruitment databases / HR Software.

Have you and your client ever pulled together a great job application, flicked it off, waited, waited and waited, and received no reply? These days many organisations use HR Software to screen out documents based on formatting, lack of key words and other things that you may not be aware of.

The change from human eyes reviewing the initial application to computer software analysing the application has changed the way successful applications are formatted. This webinar will provide an understanding of those changes and how they are impacting on your clients success. It will make you look at addressing criteria and your resume templates in a whole new light.

What You Can Expect

- ▶ An understanding of how online applications are processed by screening software is essential to know so your clients are not screened out on the first pass
- ▶ The importance of key words 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 does not work with online applications. Fonts to use, and fonts not to use!
- ▶ 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
- ▶ Resume – the do's and the don'ts, how to address gaps in employment history and how to adapt your resume to specific job applications.
- ▶ The common mistakes that blocks resumes from getting through.

REMOTE SERVICING IN EMPLOYMENT SERVICES – A NEW APPROACH TO CASE MANAGEMENT

ONLINE 2 PART COACHING PROGRAM
FACILITATOR: SHARON MAMO
TARGET GROUP: FRONTLINE STAFF

Summary

Ensuring effective case management and servicing is essential during such uncertain times. This 2 part online coaching program will explore emerging trends, case studies, and development of remote case management and teleconferencing to leverage provide services to job seekers in the New Norm.

These strategies will allow practitioners and managers to develop highly effective techniques and structures for case management to achieve sustainable outcomes. The ability to positively interact with job seekers in the employment process is equally as important and works well when these skills are integrated with a well-developed case plan.

This coaching program provides employment practitioners the skills to encourage job seekers to access services and supports, to look for work and achieve their own employment goals. Client-centred Case Management focuses on coordination of a wide range of services and resources to maintain the wellbeing of clients with various and sometimes complex needs.

What You Can Expect

- ▶ Understanding Case Management in Employment Services
- ▶ Working from home, a locked down office, online or over the telephone – you are remote servicing (transitioning or currently)
- ▶ Learn about which platforms work for providing remote case management
- ▶ Understand best practice for supporting clients in changing environment
- ▶ Provide best practices in an ethical way
- ▶ Novel ideas on Improving participant engagement
- ▶ Addressing participant barriers, working with clients and other health and service providers

REVERSE MARKETING WITH INTENT

WEBINAR
FACILITATOR: LINDA PEIRSON
TARGET GROUP: FRONTLINE STAFF

Summary

In this webinar Matt Luttrell will discuss reverse marketing strategies to place priority job seekers into the hidden job market.

The focus is on making contact with specific employers. It will explore getting the job seeker and employment services practitioners ready to make a reverse marketing call, and how to manage the call including handling objections.

The focus of this webinar is not on vacancy development for job matching.

So what can you expect? It will cover becoming 'one with the employer so that we understand the fit with the employee and the new opportunity that presents. Reverse marketing isn't all about providers getting a placement, it's much bigger than that! The placement is the result – the real key is understanding what the employer is looking for and matching a strong candidate to an opportunity.

What You Can Expect

- ▶ Preparation is key
- ▶ Be in a positive mindset
- ▶ What approaches have the best results
- ▶ What to look for, what to listen for
- ▶ What is the best way to respond to objections

THE 6 STEP SALES PROCESS FOR SUCCESSFUL EMPLOYER ENGAGEMENT

WEBINAR
FACILITATOR: RAIMOND VOLPE
TARGET GROUP: FRONTLINE STAFF

Summary

Put simply, a sales process is a step-by-step roadmap to success. It's a thought out and strategic template for achieving your business development objectives and replicating an expected level of performance. Using a structured and strong business development process have been proven to outperform competitors that don't. Implementing a systematic business development process allows you to focus on your performance, 'job' generation and employer retention.

What You Will Hear About

- ▶ The tools to build and perfect your sales process
- ▶ The 6 stages of the sales process
- ▶ How to build a strong pipeline
- ▶ How to attract prospects and convert more employers than you thought you could ever handle
- ▶ How to be impactful in both presentations and meetings
- ▶ How to increase employer retention while building strong referral networks

THE ART OF A QUALITY REFERRAL – ADDRESSING JOB SEEKER BARRIERS

WEBINAR
FACILITATOR: REBECCA HERBERTSON
TARGET GROUP: FRONTLINE STAFF

Summary

Getting help in addressing your job seeker's barriers, means that you will need to have strong workable relationships with internal and external Allied Health professionals. In this session, Rebecca Herbertson, will take you down the pathway of establishing effective and efficient processes, that will result in a win / win professional relationship, and in better outcomes for your clients.

What You Will Hear About

- ▶ Recognising and responding to the needs of the client – it's easier than you think, but you will need to tick off a few things.
- ▶ The process of making a quality referral – Permissions, privacy, keeping ESS happy and other things
- ▶ Knowing your support services – where, what for and what you will need to know
- ▶ Importance of following up – you will never know if you don't ask

THE CHANGE ENABLER – TOOLS FOR OVERCOMING JOB SEEKER RESISTANCE

WEBINAR
FACILITATOR: CLARE EDWARDS
TARGET GROUP: FRONTLINE STAFF

Summary

We all experience resistance to change. It is our internal psychological reaction to change; and it occurs at a subconscious level. The good news is, we can modify how we respond to resistance, and this can lead to breakthroughs, like eliminating procrastination, being conscious of avoidance and most importantly, increasing your job seeker cooperation and enthusiasm.

Clare will show you how.

What You Will Hear About

- ▶ The nature and influences of change
- ▶ Our brains and change and why our communication approach means everything
- ▶ A framework for consistently crafting your change message and communicating with an individual

TIPS FOR LOOKING AFTER YOUR EMPLOYERS

WEBINAR
FACILITATOR: REBECCA HERBERTSON
TARGET GROUP: FRONTLINE STAFF

Summary

We all know that engaging with employers is crucial for outcomes, and if the conversation is handled well, then the contact should lead to success. In this session Rebecca Herbertson will provide you with the tools to effectively and comfortably manage the employer relationship.

What You Can Expect

- ▶ Identifying the true needs of the employer;
- ▶ The danger of promising too much;
- ▶ Building positive relationships;
- ▶ Troubleshooting for when things go wrong

UNDERSTANDING AND IMPLEMENTING MUTUAL OBLIGATION

WEBINAR
FACILITATOR: DAMIEN OPOLSKI
TARGET GROUP: FRONTLINE STAFF

Summary

'Mutual obligation' is based on the concept of a 'contract' between a job seeker and the society that supports them with income support and employment services. Society offers income support and employment services. In return, there is a requirement that a job seeker will be doing all they can to find work and to work through the issues that may hold them back. In this session we'll look at what mutual obligation means to the different groups of job seekers that we work with, and look at some 'top tips' when working with job seekers and their mutual obligation requirements.

What You Can Expect

- ▶ Why most job seekers will have a Mutual Obligation requirement (the rationale)
- ▶ How a job seeker's requirement is determined by a number of factors – such as age, PCP and PCW
- ▶ How there are more specific requirements for Early School Leavers
- ▶ How you can progress Mutual Obligations through the Job Plan
- ▶ The Points Based Activation System and how this will build additional flexibility into how a job seeker can meet their Mutual Obligation.

UNIQUE 8-POINT STRATEGY FOR COACHING JOB SEEKERS TO SUCCEED IN JOB INTERVIEW

WEBINAR
FACILITATOR: LEONIE LAM
TARGET GROUP: FRONTLINE STAFF

Summary

People rarely receive any positive feedback in their career, what their strengths are and what makes them unique. It is no different for job seekers, but it is important that they have the self-confidence to succeed in their job interviews; if you are to achieve your KPIs in employment outcomes.

What You Can Expect

- ▶ A unique 8-point strategy of how you can coach your job seekers to be successful in their job interviews.
- ▶ You will learn how to build their self- confidence.
- ▶ You will learn how to provide sound feedback on their career.
- ▶ You will feel more empowered to coach your job seekers to success with these new strategies.

USING THE HIDDEN JOB MARKET FOR SUCCESS

WEBINAR
FACILITATOR: REBECCA HERBERTSON
TARGET GROUP: FRONTLINE STAFF

Summary

In the current competitive job market, there are thousands of unlisted jobs that are out there and available for your clients. These are the jobs that make up the Hidden Job Market and won't be found using traditional job searching methods. This webinar will explore the best practices to accessing those hidden jobs using non-traditional job search methods. If you want your job seekers to succeed, then this webinar is for you!

What You Can Expect

- ▶ Identifying the hidden job market and making it work for your job seekers
- ▶ Identify gaps in job search opportunities with job seekers
- ▶ Best practices for finding work in the hidden job market



#NESAPDTRAINING



**TEAM LEADERS /
MANAGERS AND
FRONTLINE STAFF**

ADVANCED POWER QUESTIONING AND NEGOTIATION

WEBINAR

FACILITATOR: RAIMOND VOLPE

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

Do you find yourself struggling to unlock your customer's reason or need for what you are offering? Do you find it challenging to get to the heart of what it is that your customer desires? Do you also experience backing down or feeling you are on the back foot with what your customer thinks that they need? In this webinar, we look at deepening your ability to unlock needs that your customer might not even know that they have.

What's Being Covered

- ▶ How to make buyers feel safe
- ▶ Conversational Direction
- ▶ Evoking emotion through questioning
- ▶ Creating a Gut response
- ▶ Softening frames for questions
- ▶ How to dig deep – beyond surface answers
- ▶ Power Questions
- ▶ High level listening
- ▶ Buyers Facilitation
- ▶ Negotiating models
- ▶ Negotiating through collaboration
- ▶ Resolving for success

BEING EFFECTIVE WHEN WORKING FROM HOME

WEBINAR

FACILITATOR: RAIMOND VOLPE

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

In a constantly evolving market and the state of the world, innovation in productivity gains are continuously on the forefront of business.

With many recent global events and the speed of technology evolution, working from home is moving toward becoming the new norm.

This can be both daunting and confusing for a lot of people who have never been exposed to long term home office life.

This webinar provides you with a structure of excellence that can help you become more productive than ever before.

What's Being Covered

- ▶ Where to start
- ▶ Security measures to consider that protect yourself and your business
- ▶ What needs to get done every day
- ▶ Secrets to maximise your time
- ▶ Brain readiness rituals
- ▶ Becoming an "at home office" communicator
- ▶ Creating the boundaries for yourself
- ▶ Understanding the "Pyjama Syndrome"
- ▶ Revealing astonishing new research about boosting work productivity from home
- ▶ Getting clarity about your path
- ▶ Keeping motivation at a maximum
- ▶ Build momentum like a steam train from home
- ▶ Identifying and utilising the best tools for home practice
- ▶ Learn Home office language
- ▶ Re-creating anchors in the home
- ▶ Home office health and hygiene best practices

BOOSTING OUR RESILIENCE IN AN UNCERTAIN WORLD

WEBINAR

FACILITATOR: MIKE SYMONDS

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

Our world of work is changing as we speak. We are working in a VUCA world, one that is Volatile, Uncertain, Complex and Ambiguous.

So how do we manage ourselves and others to become and remain resilient and adaptable in turbulent times?

What You Can Expect

In this interactive webinar we will:

- ▶ Unpack what VUCA means
- ▶ Uncover why resilience is a critical skill to develop
- ▶ Explore what highly resilient people thrive
- ▶ Share how to support your people in uncertain times and how to look after yourself through the 3 legged stool of self-care

There has never been a more important time for us to help ourselves and others bounce back stronger and for longer.

BUILDING BETTER CONNECTIONS – WORKING WITH DIFFERENT PERSONALITIES

WEBINAR
FACILITATOR: MIKE SYMONDS
TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

The Building Better Connections webinar is fun, simple and a highly effective tool designed to help all staff build stronger, more meaningful connections FASTER!

Whether it's front line staff building trusting connections with clients, business development consultants working with employers, Leaders interacting with teams or ALL STAFF dealing with each other.

What You Can Expect

- ▶ Identify each behaviour type – there are 4
- ▶ Understand and respect the value each type brings to the team and workplace
- ▶ Motivate and engage each behaviour type based on their deeply rooted 'needs'
- ▶ Appreciate each types area of weakness and ways to address these
- ▶ Adapt your behaviour when interacting with each type to build higher levels of trust and connection

CHANGE YOUR BRAIN FOR HABITS OF EXCELLENCE

WEBINAR
FACILITATOR: CLARE EDWARDS
TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

Habits are necessary – they help us to function effectively in an increasingly fast-paced and complex world. But are our habits helping or hindering our effectiveness and productivity?

This highly practical and enlightening webinar has a powerful message for anyone who wants better results from their time. It will leave participants feeling empowered to make changes in those areas that have been keeping them stuck in ineffective habits and routines.

What You Can Expect

- ▶ Understand why habits are hard, but not impossible, to break and change for good
- ▶ Explore how our brains create and embed habits
- ▶ Identify the 3 critical elements of a habit and which one to change for success
- ▶ Identify those killer habits that are robbing you of your productivity
- ▶ Learn practical, workable strategies for developing and maintaining your focus and attention
- ▶ Come away feeling inspired to action by applying the H.A.B.I.T. formula for greater productivity, a healthier lifestyle and a real sense of achievement

DEALING WITH DIFFICULT CUSTOMERS / CLIENTS

WEBINAR
FACILITATOR: KEVIN KOSKY
TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

Managing difficult customers and clients can be a challenging part of any job role, but it doesn't have to be. Learning the right skills to manage those difficult interactions will empower you to handle them better.

You will learn to reduce the stress of those situations, and to produce positive outcomes. You'll also learn an effective and professional process to manage clients or customers that won't co-operate with you.

You Will Learn

- ▶ A winning customer service mindset
- ▶ Your professional approach to interacting with others
- ▶ Active listening techniques
- ▶ Using empathy to build rapport
- ▶ Powerful processes to calm and assist a difficult client/customer
- ▶ To use the ladder of assertiveness to manage difficult clients
- ▶ How to focus on positive outcomes to satisfy your clients

DEALING WITH FEAR & UNCERTAINTY IN OTHERS

WEBINAR

FACILITATOR: MIKE SYMONDS

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

With life as we know it being up-ended on a daily basis the fear, anxiety and uncertainty in people is palpable.

This one hour webinar provides participants with practical steps and tools to help identify and address the fear in others.

What You Can Expect

Using the DiSC Behavioural Profiling tool as the framework, we will:

- ▶ Explore the Drivers of Behaviour
- ▶ Discover the 4 different types of behaviour
- ▶ Discuss Goal Directed versus Fear Directed Behaviour for each type
- ▶ Learn to identify how each behaviour type expresses their fear
- ▶ Identify practical steps to reduce fear in each type and take proactive steps forward

DEVELOPING EMOTIONAL INTELLIGENCE

ONLINE 2 PART COACHING PROGRAM

FACILITATOR: SHARON MAMO

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

Emotional intelligence is the capacity to understand and manage your emotions. The skills involved in emotional intelligence are: self-awareness, self-regulation, motivation, empathy and social skills. The training explains what EI is and its role in improving performance in the workplace. Emotional intelligence also strengthens relationships among co-workers, contributing to a stable team in the workplace and to harmonious internal and external relations.

What You Can Expect

Our Coaching Program is based on the 5 domains of Emotional Intelligence:

- ▶ Self-Awareness – Understanding how self-aware participants are; reviewing the value of self-awareness and providing an opportunity to develop self-awareness skills.
- ▶ Self-Management – Appreciating that we manage ourselves based on our values, attitudes and beliefs; looking at methods of improving self-management and overcoming negative 'self-talk'.
- ▶ Self-Motivation – A look at how personal goals drive our self-motivation, how our beliefs, values and attitudes can affect our motivation and some valuable techniques for personal improvement.
- ▶ Empathy – Helping participants appreciate the need for empathy and providing the methods for doing it.
- ▶ Handling Relationships – Bringing the previous skills together to become 'socially intelligent'; looking at real life situations and how emotional intelligence plays a part; reviewing ways of further improving relationships using emotional intelligence.

DEVELOPING YOUR JOB SEEKER'S CONFIDENCE AND SELF-ESTEEM

WEBINAR

FACILITATOR: KEVIN KOSKY

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

Not everyone is born with an inbuilt sense of self-confidence. Sometimes it can be hard to develop confidence, either because personal experiences have caused a loss in confidence or because of low self-esteem.

If your job seeker is experiencing moments of self-doubt and uncertainty, then it might be time to explore it further. At this session, Kevin Kosky will provide you with a few tools that you can use to assist your job seekers in increasing a sense of self-worth.

What You Will Hear About

- ▶ The best mindset to empower those with low self esteem
- ▶ Leadership techniques to bring out the best in your jobseekers
- ▶ The value of developing assertiveness skills
- ▶ Powerful body language tips and tricks
- ▶ Speaking skills to help your clients present themselves with confidence

EMOTIONAL INTELLIGENCE, BUILDING RAPPORT AND RESILIENCE

WEBINAR

FACILITATOR: LINDA PEIRSON

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

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.

Expected Outcomes

- ▶ Emotional Intelligence Tips;
- ▶ Understanding Others;
- ▶ Building Rapport;
- ▶ Developing Resilience;
- ▶ Influencing Power.

EMPOWERING PEOPLE TO GET BACK TO WORK

WEBINAR

FACILITATOR: KEVIN KOSKY

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

Understanding those that have faced long term unemployment is vital to help them re-join the workforce.

There will be barriers to cross and resistance to manage, however with the right processes and collaboration, you can encourage your clients to take the steps they need to start working again.

You Will Learn

- ▶ How to build rapport with your clients
- ▶ 'The barriers your clients face
- ▶ How to break through a resistance to change
- ▶ To help your client build a mindset of success
- ▶ Methods to engage and motivate your clients
- ▶ Collaborative methods to work together effectively
- ▶ How to get your clients to take responsibility and to take action

EQ – YOUR SECRET WEAPON FOR HIGH PERFORMANCE & COMMUNICATION

WEBINAR

FACILITATOR: RAIMOND VOLPE

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

EQ awareness is essential for working with job seekers

The research shows that 90% of the top performers have a high EQ. They are more likely to get hired and promoted, achieve stand-out results and earn more money than others.

Switched on organisations realise the potential for stand out results when they can tap into and utilise the Emotional Intelligence (EQ) of their people.

This webinar is suitable for anyone working in a people centred role or individuals that want to improve their EQ effectiveness to get better results with their job seekers.

What You Will Hear About

- ▶ What is EQ and why does it matter?
- ▶ Why EQ makes you more successful?
- ▶ 5 pillars of Emotional Intelligence
- ▶ Self-awareness
- ▶ Self-management
- ▶ Motivation
- ▶ Empathy & Social skills
- ▶ Relationship Management & strengthening relationships
- ▶ Developing EQ for long term success
- ▶ Focus on EQ for stand out communication
- ▶ Identifying the signs of low EQ
- ▶ What to do about low EQ in the workplace?
- ▶ How to improve your EQ?
- ▶ Adjusting your communication style

EXCELLENCE IN THE CUSTOMER EXPERIENCE

ONLINE 2 PART COACHING PROGRAM

FACILITATOR: LINDA PEIRSON

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

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. Join Matt Luttrell as he explores excellence in serving your customers: employers and participants.

What You Can Expect

- ▶ 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

HELPING HAND FOR THE ACCIDENTAL MENTOR

WEBINAR

FACILITATOR: PETER HOLTSMANN

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

Once a new staff member has completed an organisation's formal induction process, they often move into a form of 'on-the-job' training. This means that the more experienced staff 'takes them under their wing' and assumes the role of the Accidental Mentor. This webinar is for those heroes, whose steadfast determination, positivity and encouragement has become the back bone of the employment services sector.

What Will Be Covered

- ▶ Mentor or coach, what's the difference?
- ▶ Building trust – Why did they come to you? What do they need or expect from you as their mentor?
- ▶ Active listening – Respond in ways that show you understand and are interested
- ▶ Remain in the moment – Demonstrate a genuine interest in something a person has experienced or the work they do
- ▶ Help them help themselves – Using the GROW technique to guide their focus on a positive mindset
- ▶ Shall we do this again? – Be available, be consistent, be committed
- ▶ Conserve your energy, build theirs – Show them their strengths, learn about yours, build confidence
- ▶ Is it working for both the mentee and mentor? – Give and receive feedback



HOW TO CREATE MORE IMPACT BY LEARNING ASSERTIVENESS

WEBINAR

FACILITATOR: RAIMOND VOLPE

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

Assertiveness can help you control stress and anger and improve your coping skills.

Assertiveness can help you express yourself effectively and stand up for your point of view while also respecting others' rights and beliefs. Being assertive can also help boost your self-esteem and earn the respect of others.

Regardless of the industry or organisation you work, every workplace has the same issues in common. Each office will have its fair share of imperious managers, bossy co-workers, forceful clients, or a difficult team member. The one way to effectively and respectfully stand up to them is to be assertive. This one skill can boost your self-esteem, and positively impact your workplace achievement and personal happiness.

This webinar will explore how to quickly build up your assertiveness skills.

What You Can Expect

- ▶ Typically, you will find people with these four communication styles in any workplace
- ▶ How to gain respect with strategic language and without being a bully
- ▶ Framing phrases to become assertive
- ▶ How to speak up for yourself and learn your range
- ▶ You will be able to learn your triggers, set boundaries, and control emotions
- ▶ How to have the confidence to ask for what you want
- ▶ The three Cs of assertive communication

- ▶ Using words, tone, and body language to be more assertive
- ▶ Dealing with angry clients and coming out on top
- ▶ Delivering and packaging up a combative message to get a great result
- ▶ How staff can be assertive without being rude
- ▶ What are two signs of an assertive personality
- ▶ How to say no to a request
- ▶ Changing the way you are thinking and become more assertive
- ▶ How your upbringing may have affected your level of assertiveness
- ▶ Disagreement and differences do not need to be a bad thing
- ▶ Why research shows that women are more agreeable than men
- ▶ How to stand up for yourself
- ▶ Learning to feel confident and making others feel confident
- ▶ Body language to be assertive

HOW TO GO FROM 0 TO 100 IN MOTIVATION EVERY DAY

WEBINAR

FACILITATOR: RAIMOND VOLPE

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

Wouldn't you love to wake up feeling motivated? Not having to use willpower to force yourself out of negativity so you can focus on the day ahead? This webinar reveals the top techniques you can use to take your motivation levels from 0 to 100 so you can be more productive, efficient and achieve your goals.

What You Can Expect

- ▶ The scientific method of happiness
- ▶ How stress and fear can be your friend
- ▶ The crystal-clear principle
- ▶ Visualisation and creativity for success
- ▶ Overcoming nerves
- ▶ How to beat anxiety
- ▶ Quick fix to a panic attack
- ▶ How thoughts are formulated and how to drive them for success
- ▶ Overcoming fear & rejection
- ▶ Preventing procrastination and indecisiveness
- ▶ Positively rewiring your brain through habits
- ▶ How failure fits into success

INCREASING INDIGENOUS PARTICIPATION – INDIGENOUS CULTURAL AWARENESS

ONLINE 2 PART COACHING PROGRAM

FACILITATOR: JODI SAMPSON

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

Extensive cultural knowledge is not necessary in order to become culturally aware. A capacity to recognise that cultural difference exist, and to be open to learning from these differences is the bases of cultural awareness.

This Coaching program is designed to expand thinking and understanding about the Aboriginal and Torres Strait Islander community, its history and contemporary issues; and to facilitate understanding between staff and the Aboriginal and Torres Strait Islander community.

You will be provided with historical legislative and policy development information, as it pertains to Australian Indigenous peoples, to increase understanding of how history relates to current Indigenous Australian socio economic status and behaviours.

What You Can Expect

Over this two part series you will hear Jodi Sampson's personal narrative and insight into people from Aboriginal and Torres Strait Islander background within the workplace, customer base and community.

- ▶ Information required to better support 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.

Expected Outcomes

- ▶ Awareness and knowledge of Aboriginal and Torres Strait Islander cultural issues and how they relate to your business, your job seekers and your employer placement and retention.
- ▶ A practical understanding of how culture shapes our values, attitudes and behaviour.
- ▶ Tools for staff who mentor, manage and work with Indigenous job seekers.
- ▶ Insight into people from Aboriginal and Torres Strait Islander background within the workplace, customer base and community

INNOVATIVE STRATEGIES FOR CLIENT SUCCESS

WEBINAR

FACILITATOR: LEONIE LAM

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

We are communicating online now more than ever; not as many meetings or face to face client sessions. What does that mean for client engagement in employment services? It means that we need to be more thoughtful, creative and innovative in our service delivery.

Services that thrive take time out to think about new approaches, centred on how to make an impact. They regularly do this to stay that extra step ahead in the game.

Let Leonie show you how.

What You Will Hear About

- ▶ New approaches to build stronger relationships with employers and support their employer branding.
- ▶ Innovative ways to build confidence with your clients and increase their chances of employment.
- ▶ Programs and initiatives for creating opportunities for employers and clients.

It aims to explore you and your organisation's 'fit' with innovative strategies; and leave you with practical strategies that can be implemented right away.

LEARN TO FACILITATE CONVERSATIONS TO GET PEOPLE TO COMMIT & DO WHAT THEY AGREED TO DO

WEBINAR

FACILITATOR: RAIMOND VOLPE

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

Designed for all staff to give them the techniques they can use for getting their jobseekers / participants to actively participate in what they have agreed to do.

The one hour webinar session will help you understand how to approach a discussion to set expectations, and enable you to engage in a valuable two-way conversation that allows the participants to explain and define key objectives, uncover issues and drive results to achieve a plan.

Learn how to balance talking and listening, and how these communication techniques will help you drive a mutually beneficial discussion that builds commitment for a win-win outcome.

What You Can Expect

- ▶ How to set your client up for success
- ▶ How to engage your client's mind & motivation
- ▶ Managing the excuse makers
- ▶ Motivate the unmotivated
- ▶ Creating accountability
- ▶ How to get people to commit and focused to a plan & set of expectations
- ▶ How to get people monitoring their own plan & adjusting for success
- ▶ Learn to increase the amount of successful conversations
- ▶ Balance between talking & listening (10 Ways to have a better conversation)
- ▶ The power of choosing your words

MANAGING CHALLENGING AND AGGRESSIVE CLIENT BEHAVIOUR

ONLINE 2 PART COACHING PROGRAM

FACILITATOR: LINDA PEIRSON

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

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 two session online coaching program designed to build skills in dealing effectively with challenging behaviour from an employment service industry perspective.

This 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. Participants will acquire knowledge on how to enhance their communication techniques and to avoid conflict in the workplace. The model of delivery for this coaching program requires 'learning by doing', an active learning approach, whereby participants are expected to contribute to the discussion of techniques and to consider alternative and innovative approaches.

What You Can Expect

- ▶ Understand the principles of how to self-manage and remain resilient in confronting situations
- ▶ How to maintain safe limits and set client expectations.
- ▶ Understand how good communication can influence people
- ▶ Learn how to develop effective listening skills and assist clients to develop new skills in communication
- ▶ Understand the barriers to effective communication and how to maintain limits on client behaviour
- ▶ How to recognise and deal with clients effectively when you feel like you are being provoked
- ▶ Have opportunities through case examples to link theory to practice and application for a safe environment

MANAGING UNCONSCIOUS BIAS

WEBINAR

FACILITATOR: SHARON MAMO

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

The purpose of this webinar is to raise awareness of unconscious bias and its impact on client engagement. It will examine the unconscious and conscious bias and the role it plays in a workplace. The aim is to leave you with information for further building an inclusive positive customer experience.

What You Can Expect To Hear About

- ▶ The link between unconscious bias and inclusion, and its impact on client engagement
- ▶ The prevalence, the impact of bias and taking action to reduce bias in your work life
- ▶ Identify techniques to reduce bias

MENTAL HEALTH FIRST AID – ABORIGINAL

WORKSHOP – 14 HOUR COURSE

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

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

What You Can Expect

- ▶ 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 to do if a colleague 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

MENTAL HEALTH FIRST AID – STANDARD

WORKSHOP – 12 HOUR COURSE

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

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.

What You Can Expect

- ▶ 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 to do if a colleague 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

NEGOTIATION SKILLS FOR RESOLVING CONFLICT

WEBINAR

FACILITATOR: RAIMOND VOLPE

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

There are distinct patterns of negotiation styles and we apply them daily whether we realise it or not. The way we negotiate determines our reality, and having the ability to recognise and adjust in different negotiations can improve both our personal and work life.

This one hour webinar is suitable for everyone; particularly for people in roles that have interactions with other people on a frequent basis.

What You Can Expect To Hear About

- ▶ Life is a series of negotiations
- ▶ First negotiate with yourself
- ▶ The 6 key negotiation skills
- ▶ Negotiation skills for your career
- ▶ Use it or lose it – 4 ways to practice your negotiation
- ▶ What's your negotiation strategy?
- ▶ Resolving conflicts
- ▶ Negotiation traps
- ▶ How to avoid negotiation traps?
- ▶ Winning with your negotiation style

READING BODY LANGUAGE AND MICRO EXPRESSIONS

WEBINAR

FACILITATOR: RAIMOND VOLPE

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

Do you ever wish you could know what someone is thinking? Understanding body language can help you communicate better in any situation. Overall having these skills allows you to move more easily through everyday life.

Here are some examples of how understanding and utilising body language can benefit you:

- ▶ It helps you make a better first impression;
- ▶ It improves your public speaking;
- ▶ It helps you succeed at job interviews and to handle performance reviews;
- ▶ It even helps with handling feedback in personal relationships.

Perhaps you want to improve your own non-verbal communication? Your ability to understand and interpret body language can help you to pick up on unspoken issues or negative feelings in others. Most importantly you can also use body language in a positive way to add strength to your verbal messages.

What You Will Hear About

- ▶ How to read people
- ▶ How to read people's body language
- ▶ How to monitor your own body language
- ▶ How to adjust your own body language to become a more effective communicator
- ▶ How to change other people's body language for a win-win situation
- ▶ How to detect hidden emotions
- ▶ To Increase your Emotional Intelligence (EQ)

- ▶ How to recognise the most common variations of 7 emotions
- ▶ Understanding Micro Expressions and their importance
- ▶ Reading Micro Expressions and the intentions being communicated
- ▶ Mastering non-verbal communication
- ▶ Understanding your brain and physiology

REFLECTIVE PRACTICES AND RESILIENCE DURING CHANGE

WEBINAR

FACILITATOR: SHARON MAMO

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

Many Employment Services sector staff have had to suddenly change their work situations, many working from home, behind locked doors, home-schooling, and in some cases dealing with job loss within the family or households. This has contributed to increasing fear, anxiety, and panic for staff as they struggle to manage uncertainty around these changing circumstances. Bouncing back from difficult experiences is a major contributing factor to achieving job satisfaction during difficult times.

Join Sharon Mamo as she provides you with the tools, techniques, tips and advice to foster self-resilience and self-care.

What You Can Expect

- ▶ The importance of understanding resilience during the New Norm (and working from home)
- ▶ Learn about job burnout, workplace stress, crises, and vicarious trauma – and the impact of these during working from home or in locked down office
- ▶ Evaluating your feelings, triggers, and characteristics of stress
- ▶ Develop strategies for building and enhancing resilience and well being
- ▶ Cultivating job accountability and motivation to achieve job satisfaction during this period of change
- ▶ Reflect upon own skills and performance
- ▶ Create and commit to a professional self-care plan

RESET YOUR MINDSET – MINDFULNESS

WEBINAR

FACILITATOR: LEONIE LAM

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

Mindfulness is the practice of paying attention in the present moment and doing it with non-judgment. Discover Mindfulness strategies that will help you be more effective in your life and at work. Learn about how you can introduce these techniques with your clients and colleagues.

Regulating the mind is like driving a car and constantly having to shift gears to ever-changing traffic conditions. Mindfulness teaches you to be aware of what mental gear you are in and gives you the skills to disengage and engage when you choose. The practice of mindfulness sharpens your focus so you can do something about your mind being constantly distracted and mentally hijacked. (Marianne Vicolich, Author & Entrepreneur)

What You Can Expect

- ▶ What are the benefits of mindfulness practices
- ▶ Experience a 5-minute guided mindfulness session
- ▶ Simple and effective techniques that will help you more productive at work (and in life)

SUPPORTIVE DEBRIEFING STRATEGIES FOR STAFF

WEBINAR

FACILITATOR: SHARON MAMO

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

This webinar session is not intended to replace the important and crucial role of Employee assistance programs, on site OH&S, other support staff or allied professional help. The session is to provide information to staff that might find themselves in a situation where they are supporting a colleague or a client following an incident or after receiving distressing news. The aim of this session is to provide you with a few tools on how to listen and respond to a person talking about the feelings they experienced at the time.

What You Can Expect

- ▶ The Myths
- ▶ Seven Supportive debriefing strategies for staff
- ▶ The Healthy workspace

SUPPORTING THE RECOVERY PATHWAY OF A PERSON EXPERIENCING CHALLENGED MENTAL WELLBEING

WEBINAR

FACILITATOR: JULES HADDOCK

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

Recovery and mental wellbeing, takes on two dimensions where we need to understand the clinical needs of professional support and appropriate referrals. Just as importantly, is assisting a person to understand and grow, their person centered, strength-based model of recovery.

This session will equip you with understanding the importance of mental wellness, and the vital contributions we can offer a client in maximizing their employment and vocation pathways.

For our job seekers and ourselves, this means success through an increased engagement towards creating a model and awareness of mental wellness, contributing to positive steps of engagement.

What You Can Expect

- ▶ Understanding Recovery in the context of mental illness
- ▶ Demonstrating principles of Person Centred, Active Support and Strength Based support approached
- ▶ Tools and strategies to assist a client in their personal Recovery journey

TELEPHONE COLD CALLING IS BACK (AND IS STILL THE KING)

WEBINAR

FACILITATOR: RAIMOND VOLPE

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

Telephone cold calling is regarded by many as a sales technique used extensively through the 90's and beyond by small operators to large global corporations. Learn why it is back, being utilised again and how it is driving incredible results.

The pandemic has accelerated working from home trends and there are more decision-makers than ever sitting in their home office, waiting for your call, with no gatekeepers to stand in your way.

Email, social media, video – these are all great, but the best way to get a prospect's attention, and hold it, is still through the phone.

This webinar will help you understand when you would utilise cold calling, the current techniques to get results, and the processes to ensure ongoing performance.

What You Can Expect

- ▶ Why is cold calling back
- ▶ Does cold calling generate results?
- ▶ Are you calling like it's 1995
- ▶ Body language on the phone
- ▶ Using hooks
- ▶ The gatekeeper
- ▶ Using surprise to initiate connection
- ▶ Tone, voice, words matter
- ▶ The power of a good phone script

- ▶ Know your employer customer
- ▶ The best time to call
- ▶ Speed to call trumps all
- ▶ Managing objections
- ▶ Targets get results
- ▶ Specialising for B2B
- ▶ 2021 cold calling commandments
- ▶ Face to Face the human difference

THRIVING IN CHANGE

WEBINAR

FACILITATOR: CLARE EDWARDS

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

Change is a necessity. Without change there would be no progress, but the constancy and speed of change today are demanding from us a level of resilience and flexibility greater than ever before.

The more we explore change, the more we realise that the solution lies in understanding how people deal with change and their strategies for building resilience. Front line staff are encouraged to share what they learn here with their clients.

What You Will Learn

- ▶ How our brain equips us for survival and what this means when faced with change
- ▶ Why everyone's response to change is different and how to recognise where we are on the change continuum
- ▶ What we can predict about how we respond to change and why it's perfectly normal
- ▶ How to overturn our evolutionary reactions and start to see change from a different perspective
- ▶ Strategies for building resilience to deal with change to our advantage

TIME AND ENERGY MANAGEMENT STRATEGIES FOR PEOPLE WORKING IN EMPLOYMENT SERVICES

WEBINAR
FACILITATOR: LEONIE LAM
TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

Managing your time and energy is important when working in a fast paced work environment, such as the Employment services sector. Satisfaction, success and sanity results from how you plan and prioritise your time. Managing your energy is also important when delivering excellence in the customer service experience.

What You Can Expect

- ▶ Time management techniques that will help you focus on the key priorities of your meetings and workload.
- ▶ Energy management techniques that will help you preserve your energy and have more energy in your day.
- ▶ Examples of high performing individuals – How they manage their time and energy.

UNCOMFORTABLE CONVERSATIONS – RESPONDING TO SUICIDAL THOUGHTS

WEBINAR
FACILITATOR: JULES HADDOCK
TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

Our conversational fears related to mental illness support, are normal experiences. Common thoughts are will I make things worse? Will I push the person over the edge? Will I destroy our relationship? On average we speak 20,000 words a day, so understanding that not only can our words change lives but saves lives, particularly in a crisis such as suicidal thoughts and behaviors and NSSI – Non-Suicidal Self Injury. You will take away an increased sense of confidence and know that we all need to get “Comfortable with the Uncomfortable” in supporting clients in this situation

What You Can Expect

- ▶ Understanding and responding to suicidal thoughts and behaviours
- ▶ Understanding and responding to NSSI or Non-Suicidal Self Injury
- ▶ Appreciating the gift of tears
- ▶ Navigating our responses, and conversations of confidence in providing support
- ▶ Supporting ourselves after the fact.

UNDERSTANDING MENTAL HEALTH

WEBINAR
FACILITATOR: SHARON MAMO
TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

Mental health problems are all too common in our communities, so it is important that we seek to avoid language that could trigger episodes or make matters worse. In addition, front line staff will come across situations where a client needs immediate assistance.

The aim of this webinar is to provide you with information so you can feel comfortable about how you respond to a person with a mental health issue. Tune in and listen to Sharon comprehensively discuss and answer your questions on responding to and supporting a person with a mental health condition within a customer services environment.

What You Can Expect

- ▶ How social norms are formed
- ▶ How to speak and interact to avoid triggering episodes or making matters worse
- ▶ When something is not quite right
- ▶ Referral and follow up
- ▶ Helping yourself – by building an affirming workplace culture

UNDERSTANDING PSYCHOSIS (INCLUDING BIPOLAR) AND SUBSTANCE MISUSE

WEBINAR

FACILITATOR: JULES HADDOCK

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

Supporting a person with complex needs can be difficult, but more so when we associate that support with stigmatized myths and fears around mental illness. This session will see you increase in empathy and confidence in supporting clients/consumers in their journey of vocation and/or employment.

What You Can Expect

- ▶ Awareness of co-morbidity and prevalence in understanding mental illness support
- ▶ Unpacking the myths associated with psychosis and substance use
- ▶ Defining psychosis and recognizing the major signs and symptoms
- ▶ Defining Substance Use problems
- ▶ Unpacking referral and support options

USING VULNERABILITY TO BUILD CONNECTION

WEBINAR

FACILITATOR: RAIMON VOLPE

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

Having genuine connections with colleagues helps to overcome challenges. No matter what role you are in, you can take steps to go beyond the typical surface level. This will result in a more connected, committed work environment that breeds success.

Research of executives at leading companies say that showing personal vulnerability helps their people and customers connect with them.

Raimond will help you understand how to embrace your own vulnerability and use it as a strength to help you build better lasting connections at work, with your teammates, business colleagues and customers.

This webinar is suitable for anyone interacting with work colleagues or clients on a regular basis.

What You Can Expect

- ▶ Why vulnerability is the key to authentic connection?
- ▶ Using vulnerability to get results in the workplace
- ▶ Ways to embrace vulnerability as your greatest strength
- ▶ How much is too much?
- ▶ Make genuine connections & success will follow
- ▶ Vulnerability leads to loyalty
- ▶ Build un-breakable client relationships
- ▶ Successful sales leaders embrace vulnerability
- ▶ Practice to build the power of your vulnerability
- ▶ The risks & rewards of vulnerability

WALKING IN TWO WORLDS – CULTURAL AWARENESS

WORKSHOP

FACILITATOR: JODI SAMPSON

TARGET GROUP: TEAM LEADERS/MANAGERS AND FRONTLINE STAFF

Summary

This workshop is designed to expand thinking and understanding about the Aboriginal and Torres Strait Islander community, its history and contemporary issues; and to facilitate understanding between staff and the Aboriginal and Torres Strait Islander community.

You will be provided with historical legislative and policy development information, as it pertains to Australian Indigenous peoples, to increase understanding of how history relates to current Indigenous Australian socio-economic status and behaviours.

Listen to Jodi Sampson as he shares his personal narrative, and insight into people from Aboriginal and Torres Strait Islander background within the workplace, customer base and community.

You Will Gain

- ▶ Information required to better support 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

A woman with voluminous curly hair, wearing a bright yellow ribbed long-sleeved top and blue jeans with a black belt, is smiling and working behind a counter. The background is a blurred indoor setting with warm lighting.

#NESAPDTRAINING

A blue gradient overlay covers the right side of the image. In the background, a blurred office scene is visible, featuring a laptop, a glass, and some papers on a desk.

**TEAM LEADERS /
MANAGERS**

BUILDING STRONGER TEAMWORK

WEBINAR

FACILITATOR: MIKE SYMONDS

TARGET GROUP: TEAM LEADERS/MANAGERS

Summary

The Building Stronger Teamwork webinar is an interactive and highly practical session designed to provide your leaders with a range of simple and effective tools and methods they can use for creating strong teams, improving teamwork, and improving performance.

Mike will fill your toolbox with a range of resources you can easily pull out during daily huddles, team meetings, group discussions, one on one's and any other time you interact with your team.

What You Can Expect to Hear About

- ▶ What is Teamwork?
- ▶ 3 Essential Elements
- ▶ What are they?
- ▶ What you can do!

CRUCIAL CONVERSATIONS: GETTING YOUR MESSAGE ACROSS

WEBINAR

FACILITATOR: DR. COLIN HARRISON

TARGET GROUP: TEAM LEADERS/MANAGERS

Summary

In this webinar you will understand the importance of having crucial conversations, the timeliness of the conversations as well as exploring the risk of delaying a conversation.

The process does not have to be stressful or difficult, and in this webinar Dr Colin Harrison will show you how it could be quick and relatively 'pain free'.

The session will discuss productive communication skills that you can use throughout the year. Colin will discuss strategies on how to make certain that your message has gotten through and share with you communication skills that you can use to deal with poor performance and challenging behaviours.

As a leader one of the most challenging things to do is to have the 'difficult conversations' with staff relating to poor performance.

What's Being Covered

- ▶ Communication – Understand the utility of “communication styles”
- ▶ Above/Below the line’ – Appropriate staff behaviours
- ▶ Crucial Conversations – What you should do and avoid doing

ENERGISE AND ENGAGE YOUR REMOTE TEAM

WEBINAR

FACILITATOR: MIKE SYMONDS

TARGET GROUP: TEAM LEADERS/MANAGERS

Summary

With Covid-19 sweeping the World, it's quickly changing how we work. Many businesses are now closing their doors and working remotely. For many staff this is the first time they need to work from home. This with the added social isolation, people will be faced with the struggles of feeling disconnected, disengaged and demotivated.

This webinar provides Managers and Team Leaders with practical tools, activities and routines to help keep staff feeling appreciated, connected and part of the team.

What You Can Expect

- ▶ Challenges and Distractions when working remotely
- ▶ Essential elements of staff engagement
- ▶ 4 simple Principles to help boost engagement
- ▶ How to incorporate these Principles into your Leadership
- ▶ Practical activities to help Energize and Engage your remote team

MOTIVATING YOUR SALES TEAM IN 60 MINUTES

WEBINAR
FACILITATOR: PETER HOLTSMANN
TARGET GROUP: TEAM LEADERS/MANAGERS

Summary

Everyone can always use some inspiration and motivation. In this sixty minute online presentation, founder of HPS, Peter Holtmann will explain the key ingredients required to provide that inspiration and motivation.

As a Business Manager / Employer Servicing Manager, how do you create the right motivating environment that will shape and develop your sales team with the right attitude and healthy competition? Instilling that unique seed which grows the motivation in your team will lead to an increase in performance and productivity, ensuring you have the best sales team you can have.

What You Can Expect

- ▶ Learn how to create a motivational environment
- ▶ Understand the importance of communication and training in motivating your sales teams

THE CHANGE ENABLER – WORKING WITH YOUR STAFF

WEBINAR
FACILITATOR: CLARE EDWARDS
TARGET GROUP: TEAM LEADERS/MANAGERS

What You Will Hear About

- ▶ The nature and influences of change - why some flourish and others flounder - everyone needs to get common understanding of change
- ▶ Our brains and change - why our communication approach means everything to the success of the change - I'm going to share a model here about our core needs and what happens when they're not met in change
- ▶ A framework for consistently crafting your change message - 4 questions that everyone needs an answer to
- ▶ Communicating as a professional, cohesive team and what to do if you disagree

TRANSITIONING TO A LEADER

WEBINAR
FACILITATOR: RAIMOND VOLPE
TARGET GROUP: TEAM LEADERS/MANAGERS

Summary

Leaders create results and their actions or in-action will significantly influence the performance of a business. Studies show tailored executive coaching and customized transition plans double the likelihood of success.

Yet as many as 83 percent of global leaders think they are unprepared for their new roles.

This presentation will help you understand how to set yourself up to move into a leadership position, and the benefits of having the key leadership skills. It will cover the most important aspects of being a good leader and how to transition effectively into that role

This one hour online webinar session is suitable for anyone working with individuals, business partners, suppliers and teams that want to improve their effectiveness in achieving both personal and business results.

What You Can Expect

- ▶ Why Leadership Matters?
- ▶ Difference Between Good & Bad leaders
- ▶ Current Leadership Trends
- ▶ Transition from Doing to Leading
- ▶ Be Impact-driven, Not Calendar-driven
- ▶ Delegate More Responsibility in Current Roles
- ▶ Create Low-Risk Leadership Opportunities
- ▶ Provide Mentorship/Coaching
- ▶ Help Them Network, Inside and Outside the Company

- ▶ Give Them Enough Room to Fail / Creating a culture of accountability
- ▶ Take Responsibility for Both Successes & Failures
- ▶ Communication Skills & EQ are Key
- ▶ Resolving Conflict
- ▶ Turning Negative Feedback to Positive
- ▶ 5 Step Personal Leadership Plan – How to Make it Happen

PERFORMANCE MANAGEMENT FOR NEW LEADERS AND OTHER BEGINNERS

ONLINE 3 PART COACHING PROGRAM
FACILITATOR: DAMIEN OPOLSKI
TARGET GROUP: TEAM LEADERS/MANAGERS

Summary

The mere mention of the term 'performance management' is enough to send a shiver up the spine of new managers/team leaders and their staff. Many of us immediately think of nerve-racking performance appraisals and sleepless nights prior to those under performance discussions. It doesn't have to be like this.

This 3-part coaching program introduces new team leaders, and those looking for new ideas or to benchmark, to some of the key elements of performance management. While Most providers will have extensive HR assistance and Performance Management Frameworks, this coaching program focuses on an inclusive outcome centred approach to addressing, rewarding or re-aligning staff performance.

What You Can Expect

Session One: Performance Management Framework? It is much more than a Performance Agreement!

In this session we will look at performance management and why it is so important to the success of an organisation. Good performance management is like preventative medicine: people and organisations can thrive, and costs of solving staffing problems are reduced. What does good performance management look like? What does a good Performance Agreement look like? We will talk about it today.

We will also commence work on our coaching program project – to develop a Performance Agreement template for frontline staff.

Session 2: Performance Appraisal – The Rules of Evidence

A good Performance Management Framework allows people and organisations to flourish. Performance Appraisal is an integral part of the ongoing performance management process. Most of us are good at good news. Sometimes, however, there will be performance issues that we need to address. In today's session we will look at the Performance Appraisal process.

Session 3: Managing Under Performance

Over the last two weeks participants have been developing a Performance Agreement template for the employment consultant role. What performance indicators did you include in your template? How will you measure performance, and what will your evidence sources be? How do we manage under performance?



#NESAPDTRAINING



**DEPARTMENT
STAFF**

A WALK IN THE SHOES OF AN EMPLOYMENT CONSULTANT

WORKSHOP

FACILITATOR: DAMIEN OPOLSKI

TARGET GROUP: DEPARTMENT STAFF

Summary

The one-day workshop gives Departmental staff the opportunity to look at employment services delivery through the eyes of an employment services consultant. The content and focus of each workshop varied slightly according to the roles and backgrounds of Departmental staff.

Workshop Content

- ▶ Staff start by walking in the shoes of an employment consultant.
- ▶ Staff discuss a variety of Client related scenarios.
- ▶ A look at discrimination (both in practice and in law), privacy and disclosure of sensitive information.
- ▶ We look at the impact of Policy, Systems and Capability, through the eyes of the consultant.
- ▶ We use the ESS web it system the way that consultants do.





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**MEET OUR
TRAINERS**



CLARE EDWARDS

Clare is a change-maker. She helps organisations to tap into the collective potential of their people so that they can master personal leadership, thrive in change and stay fully engaged. A passionate storyteller and inspiring speaker, Clare takes her audiences on an experiential journey, leaving them filled with new insights, keen to know more and motivated to change. Clare's corporate background spans 2 decades of working in senior management roles with global IT companies, surviving the dot com 'boom and bust' of the early millennium and thriving in complex, fast-paced change environments.

Clare makes the complex simple. She has studied neuroleadership extensively and brings theory and concepts to life helping people to uncover the full potential of their amazing brain and its ability to change – without the psychobabble.



DR. COLIN HARRISON

Colin holds a PhD in Neurocognitive Linguistics, and has 30 years experience in the domain of language and communication. He has been a tertiary educator, adult trainer and professional facilitator in Australia, the US and France, and is a Maître de Conférences with the French Éducation Nationale.

He has directed academic departments, run cultural adaptation workshops for multinational companies and managed international exchange programmes. He has a particular love for, and focus on effective interpersonal and cross-cultural communication.



DAMIEN OPOLSKI

Many of you will know Damien from his time as the director of the Department's Learning Centre. Over the years he has played a key role in the delivery of both policy and systems information, training and performance management. If you have been in the sector for a while you would most likely see him at an information session or heard him via webinar.

In this role he was responsible for the performance of up to 150 staff.

Earlier in his career he spent a number of years on the front line; Damien estimates that he has conducted over 10,000 job seeker interviews and worked with hundreds of employers.

Damien is an excellent communicator, who enjoys interacting and sharing his system expertise with his audience.

Damien has a Bachelor of Economics from Adelaide University, as well as Diplomas in Training and Assessment, and Project Management. He is also a qualified Teacher of English to Speakers of Other Languages.



JODI SAMPSON

Jodi is a proud Gomeri Man from North-West NSW. Jodi was raised in 'Two-Worlds' in Moree and has an entrepreneurial spirit that runs deep, provides leadership, Coaching & Mentoring and role models the cultural values of his family and ancestors.

Jodi's career spans across all levels of Government, Non-Government, Peak Bodies and Community-Based Organisations. Jodi's engagement has seen him hold specialised roles and conducted cutting-edge strategic activities to provide access and participation of First Nation People to programs & opportunities that seemed unreachable.



KEVIN KOSKY

As an award winning speaker and business skills trainer, Kevin utilises his experience from the entertainment industry to present interactive and engaging training sessions. Kevin is passionate about personal empowerment and business improvement, which he believes go hand in hand to produce successful results. Currently Kevin is the sales and business skills trainer working for Dynamo Selling.

Kevin launched and operated a number of different businesses over a 30 year period in a variety of industries including: entertainment, hospitality, internet applications, building maintenance, garden and nursery, supply chain, self-storage, RTO accredited training, and corporate education.

Kevin also teaches business, employability and personal development skills, for both the national and international markets.



LEONIE LAM

Leonie has been recognised for her outstanding facilitation skills, customer service excellence and her genuine interest in helping people and organisations. Leonie is a qualified Trainer, Speaker, HR Consultant and Career Coach. She has previously held Training and HR positions at Westpac, Commonwealth Bank, Veolia Water and Western Sydney University. She is also the Director of a training and coaching business.

As a Career Coach, she has helped more than 200 people secure employment in Australia. As a Trainer, she is passionate about delivering training to organisations to help individuals and organisations maximise their performance and achieve their strategic objectives. She consistently receives outstanding feedback in her training programs.



LINDA PIERSON

Linda is a highly skilled and well-regarded coach & trainer in the employment services sector. Her coaching, training, management and leadership experience includes seven years as a Bounce trainer and ten years in project & senior management roles with Australia Post and Major Change.

Linda's strengths as a coach come from her diverse lived-experiences and professional qualifications and training. Her passion for helping people and unique skills have seen her deliver the Bounce Program within employment services across the country in face-to-face training rooms and online through virtual classrooms for many years. She is a dynamic change-agent, with a talent for leading people through change with positivity and courage. Her ability to effortlessly and elegantly influence and motivate people to achieve peak performance makes her highly sort-after as a coach. Linda is a member of the International Coaches Guild. She has several qualifications, including Certificate IV in Training and Assessment, NLP, Human Behaviour Profiling (EDISC), and Mental Health First Aid, and she also speaks fluent French.



MIKE SYMONDS

With over 15 years experience in 'Building Stronger Teams, Boosting Staff Engagement and Creating Positive Workplace Cultures', Mike has worked with some of Australia's leading businesses. His highly interactive and practical approach is guaranteed to leave you INSPIRED, ENERGIZED and MOTIVATED to implement key learnings straight away!

A former pioneer of corporate team building events, Mike's reputation is a person who is "Highly engaging, practical and fun!"

Mike's interactive team experiences are focused on building positive relationships fast by allowing people's 'true spirit' to shine. His unique ability is to show what is possible and how easy it is to create an environment of choice, heightened morale and improved staff performance.

Mike will inject energising fun and engaging activities at key moments during the day.



PAUL DIVINY

Paul is an accomplished senior executive and leader in the Employment Services, Financial Services and Consulting industries with extensive international experience in Australia, New Zealand, UK and USA. He has a consistent track record in line management and consulting with Recruitment Companies, Banks, Government, Superannuation Funds, Global Not for Profits, and Multinational enterprises.

Paul's extensive experience includes:

- ▶ Project Management (up to 3 years)
- ▶ People Leadership (up to 400 employees)
- ▶ Strategic Planning (up to \$60 billion footings) and Budget Management (up to \$50m)
- ▶ Business Development (up to \$2 billion turnover) and Marketing (new product development and management)
- ▶ Operations Management/Shared Services/IT (Wealth & Banking)

Paul is a "hands on" project leader and line manager whose ability to easily switch between the bigger picture and the detail has been the key to his success. He runs a strategic sales consulting and training business in addition to his other responsibilities.



PETER HOLTSMANN

Peter is passionate about being a leader of management teams who want to drive innovation and to inspire communities with their own causes, visions and missions. He uses excellent risk management processes to manage programmes from the highest levels of governance to the daily pursuits of individuals.

Peter is very comfortable in the community sector, where he has helped organisations to undergo change, to commercialise their visions and to build government relations. He has ticked all the big boxes including restructuring, rebranding, mergers, acquisitions, and organisational change. He enjoys presenting to audiences on the technological and philosophical requirements of the industry he is engaging in.

His mantra: motivation is everything, passion is essential, commitment is not an option, leadership is an expression of these ingredients.



RAIMOND VOLPE

Raimond Volpe is an established and experienced Sales Trainer. He has over 25 years sales experience in finance, recruitment and pharmaceutical industries. He was the #1 BDM at Toll People for two years in a row, winning the National Finance Industries, BDM of the Year Award. Prior to sales, he was the director of Five Finance, a mortgage broking and insurance company that won many awards including the Allianz & Tower Finance Broker Company of the Year Award in 2007.

Mindset plays a big part in Raimond's sales training, as the right attitude is an integral part in a successful sales process.

Raimond is an International Best Selling Author in the Self-Help industry, with his book 'Success For Living'. Shortly after it's release, it became an international bestseller in x5 countries. Since then, it has been number #1 in Australia in the Self Help Category for many months in a row.

Raimond believes that with a solid sales process, winning attitude and advanced selling skills, excellence can be achieved in any industry.



REBECCA HERBERTSON

Rebecca holds a Bachelor of Psychology, a Graduate Certificate in Career Development and other qualifications in Training, Management and Human Resources. With over fifteen years experience working in Employment Services and ten years delivering industry training, Rebecca is able to relay her knowledge and experience using a common sense approach and an informal manner which is popular with her clients.

Her Employment Services work has primarily involved facilitating the Certificate IV in Employment Services throughout Western Australia and assisting organisations with other business needs such as tender writing and policy development.

Currently the Director of Training and Compliance at the Betterlink Group, a Western Australian based RTO she is also a professional member of the Career Development Association of Australia, a Member of the Australian Institute of Company Directors and an internationally certified Continuous Improvement Coach, SME Executive Coach and NLP Practitioner.



REX EAGLE

Rex has a business development and strategic planning background across a wide variety of industries. Specialising in relationship development, sales initiatives and customer service. He has direct management experience along with business development expertise, having owned and operated wholesale and retail businesses for many years. Rex's has extensive experience in the Employment Sector having developed and delivered workshops and consultancy services to 100+ providers.

Rex is someone you will enjoy having alongside your business. He has a clear focus on consistent and reliable results and effective relationship management. He brings enthusiasm for problem solving and an abundance of positive energy. His business experience enables clarity and purpose to be brought to management meetings, training programs and coaching sessions.



SHARON MAMO

Sharon is a qualified human services program designer and lecturer with many years of experience in Human Resources. For the last 5 years she has focused on researching and working with disengaged job seekers and their complex needs. Sharon combines clinical psychotherapy and professionalism with a natural and down-to-earth approach. Sharon is a qualified Drug and Alcohol Facilitator, Psychotherapist & Social Sciences Professional. She has worked as a psychotherapist in employment services for over 8 years. As an expert in encouraging mandated and resistant clients to change, she keynotes at national conferences on topics of behavioural change, AOD, mental health and neuropsychotherapy.

Psychotherapist and Social Sciences & Trauma Professional,
Counselling & AOD Specialist.

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