



# PD TRAINING

# CATALOGUE

**SUPPORTING** OUR SECTOR



**#NESAPDTRAINING**

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## 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.

## 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



## “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.



## 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.

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

**ALL OF NESA'S COACHING PROGRAMS CAN ALSO BE DELIVERED AS FACE-TO-FACE WORKSHOPS**

## FACE-TO-FACE WORKSHOPS

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

Although NESA has seen an increase in the number of participants in our webinars, there are some topics that will always need that face-to-face interaction and engagement.

### 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.

# 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?

Once a start date for your subscription has been decided, your organisation will have it's own branded button appear on NESA's online PD calendar.

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.

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.

At the end of each month, 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 our PD Team  
pd@nesa.com.au | +61 9624 2311

*Great value  
for money*

**JOIN  
NOW!!**

# EMPLOYMENT SERVICES INSTITUTE (ESI)

RECOGNITION . DEVELOPMENT . CONNECTION

**The ESI is a professional body dedicated to advancing practitioners' career and professional standing as well as building recognition of the professionalism of the employment services sector, more broadly.**

*ESI membership is open to all who work or aspire to work in Employment Services or related sectors*

## WHY ESI

The ESIs objective is to develop the professionalism and capability of the workforce in order to continuously improve service quality and results achieved by employment services for stakeholders including job seekers, employers, Governments and the Australian public, through:

- ▶ **Implementing the Employment Services Professional Recognition Framework** to support and guide frontline practitioners career development and skilled practice
- ▶ **Implementing the Employment Services Practitioners Code of Professional Ethics** to promote the highest standards of integrity, accountability, respect and professionalism across our sector
- ▶ **Delivering professional development opportunities** tailored to the unique and specific learning needs of the employment services sector including forums, networks and information hubs to support practitioner development via knowledge and practice exchange
- ▶ Promoting the good work and contribution made by the sector's workforce to ensure it is rightfully recognised

## CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

By joining the ESI you have demonstrated your commitment to lifelong learning and growth. The ESI Continuing Professional Development (CPD) program is a system of points-based learning activities that enable you to grow your knowledge and skills to advance your professional standing and career.

**As a member of ESI you have CPD requirements of 12 points per annum.** 

NESA WEBINARS = 1 POINT

NESA COACHING PROGRAMS = 1 POINT

NESA WORKSHOPS = 2 POINTS




## ESI PROFESSIONAL DEVELOPMENT

The ESI is committed to the professionalisation of the employment services sector. The ESI's professional development program has been structured to ensure practitioners can select CPD activity that meaningfully meets their individual need through provision of extensive training and activity. Our options are tailored to the specific needs of the sector, reflect the range of roles and are delivered flexibly with various delivery modes available using NESAs national network of expert trainers and consultants.

**The ESI Professional Development includes workshops (face to face), webinars and online coaching programs which are all outlined in this booklet.**

## BENEFITS

Visit our website for ESI Benefits.

**[nesa.com.au/employment-services-institute-esi/](https://nesa.com.au/employment-services-institute-esi/)** 

## WANT TO KNOW MORE?

**[nesa.com.au/employment-services-institute-esi/](https://nesa.com.au/employment-services-institute-esi/)** 

Miro Lojanica | 0414 012 387





# ALL INDUSTRY

# STAFF

#NESAPDTRAINING



## ACCELERATE TEAM DEVELOPMENT AND PERFORMANCE

### WEBINAR

**FACILITATOR: RAIMOND VOLPE**

**TARGET GROUP: ALL INDUSTRY STAFF**

*ESI MEMBERS: 1 CPD POINT*

### Summary

An organisation's ability to accelerate its performance more quickly than its competitors — is critically dependent on its teams at all levels.

Good teams are twice as likely to exceed expectations. In a study of over 2,000 teams: high-achieving teams reduce costs more quickly, go to market more effectively, and launch products more smoothly. Collaborative work takes up 80% of the average employee's day and connected teams demonstrate a 21% increase in profitability.

When seeking overall performance improvements, many organisations fail to consider the performance of teams because they mainly focus on the whole organisation, or the individual leader and the team are forgotten.

By accelerating team development and performance, companies can produce stronger teams that transform the mindset around the decision-making process leading to high performance.

### What's Being Covered

- ▶ What is a high-performance team
- ▶ Defining and building the parameters of high-performance teams for success
- ▶ Forming a healthy sense of urgency, adaptability and setting up stable foundations
- ▶ The 4 drivers of team influence/performance: Managing, Leading, Coaching and Mentoring
- ▶ How to become unstoppable in each of the 4 categories?

- ▶ How to become a better giver and receiver of the top 4 team?
- ▶ How to give and receive feedback
- ▶ Extrinsic and intrinsic motivators
- ▶ Supporting your team through conflict and pressure
- ▶ Supporting your team for learning while instilling team trust and care

## ADVANCED POWER QUESTIONING AND NEGOTIATION

### WEBINAR

**FACILITATOR: RAIMOND VOLPE**

**TARGET GROUP: ALL INDUSTRY STAFF**

*ESI MEMBERS: 1 CPD POINT*

### 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



## ASSERTIVENESS FOR PRODUCTIVE ENGAGEMENT

### WEBINAR

FACILITATOR: DR. COLIN HARRISON

TARGET GROUP: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### Summary

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

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

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

Join Dr. Colin Harrison as he explores the high ground between passivity and aggression, and how to get there through attention to crucial communication skills.

## BEING EFFECTIVE WHEN WORKING FROM HOME

### WEBINAR

FACILITATOR: RAIMOND VOLPE

TARGET GROUP: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### 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: CLARE EDWARDS

TARGET GROUP: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### 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 do to 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: ALL INDUSTRY STAFF**  
*ESI MEMBERS: 1 CPD POINT*

### 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: ALL INDUSTRY STAFF**  
*ESI MEMBERS: 1 CPD POINT*

### 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

## CONVERSATIONAL CONFIDENCE; CHAMPIONING MENTAL WELLBEING IN THE WORKPLACE

**WEBINAR**  
**FACILITATOR: JULES HADDOCK**  
**TARGET GROUP: ALL INDUSTRY STAFF**  
*ESI MEMBERS: 1 CPD POINT*

### Summary

This webinar will explore how to build your confidence in having conversations focused on the mental wellbeing of your clients

The session will address the fears of what, when and how to communicate to a person who appears to be struggling.

### What You Can Expect

- ▶ Defining mental illness – Indicators of wellness and the vulnerability toward experiencing a mental illness.
- ▶ Major Mental Illness categories affecting Australians and their prevalence.
- ▶ Direct conversations to support those experiencing mental illness.
- ▶ And, the next step on for you, and them.





## CREATIVE PROBLEM SOLVING IN 60 MINUTES!

### WEBINAR

FACILITATOR: PETER HOLTSMANN

TARGET GROUP: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### Summary

In the past few decades, leading psychologists and business people alike have discovered that successful problem solvers tend to use the same type of process to identify and implement the solutions to their problems. This process works for any kind of problem, large or small.

In this 60 minute presentation, HPS founder, Peter Holtmann will give an introduction to the science behind creative problem solving and why it can help both in and out of the workplace.

### What Will Be Covered

- ▶ How to understand problems and the creative problem solving process
- ▶ What types of information you need to gather and the key questions to ask in problem solving



## CUSTOMER VALUE

### 3 PART ONLINE COACHING PROGRAM

FACILITATOR: PAUL DAVENPORT

TARGET GROUP: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### Summary

#### Session 1: Improved Performance Through Better Transitioning

*"It's not just what you do – it's what you do in between what you do – that really matters"*

In this webinar, we will explore how we are required to consistently move from one task to another and the impact that a poor 'transition' has on both our effectiveness and our wellbeing.

After this webinar, you will be able to embed some simple strategies to effectively manage the multitude of tasks to effectively perform in the Employment Services Sector.

### What You Can Expect

- ▶ Understand how our hectic schedules reduce our performance and motivation.
- ▶ Understand how this is impacting our working and personal life
- ▶ Explore ways to transition from one task to another more effectively
- ▶ Apply this approach to the Employment Services sector.

#### Session 2: Ensuring a Positive Customer Experience with Every Engagement

*"It can take months to find a customer .... and seconds to lose one!"*

Explore how delivering Customer Value drives an excellent Customer Experience and understand 'what is Customer Value'.

After this webinar you will be able articulate the Value you can deliver to your customers and ensure that the client receives a positive Customer Experience with every engagement.

### What You Can Expect

- ▶ Who are your customers?
- ▶ We often hear about it – but what is Customer Value?
- ▶ Why is delivering Customer Value so important?
- ▶ How do we know what a customer actually values?
- ▶ What should Customer Value look like in the Employment Services sector
- ▶ What should they experience when they walk into your site?

#### Session 3: The Insights Required to Deliver Customer Value

*"It can take months to find a customer .... and seconds to lose one!"*

In this webinar we will explore what you need to know to ensure that you consistently deliver real Customer Value – ensuring that the Customer Experience is optimised.

After this webinar, you will be able to build a list of the things you need to know to consistently deliver real Customer Value and ensure a positive Customer Experience.

### What You Can Expect

- ▶ Understand the relationship between Insight and Customer Value.
- ▶ Explore the Insights that apply to the Employment Services sector.
- ▶ Identify ways in which you can gather that Insight.



## DEALING WITH DIFFICULT PEOPLE / CLIENTS

### WEBINAR

FACILITATOR: KEVIN KOSKY

TARGET GROUP: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### 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: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### 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: ALL INDUSTRY STAFF

ESI MEMBERS: 2 CPD POINTS

### 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 reviewing ways of further improving relationships using emotional intelligence.

## DEVELOPING YOUR JOB SEEKER'S CONFIDENCE & SELF-ESTEEM

### WEBINAR

FACILITATOR: KEVIN KOSKY

TARGET GROUP: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### 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

## DISABILITY AWARENESS IN EMPLOYMENT SERVICE DELIVERY

### WEBINAR

FACILITATOR: SHARON MAMO

TARGET GROUP: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### 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: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### 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.



## EFFECTIVE BUSINESS COMMUNICATIONS

**ONLINE 3 PART COACHING PROGRAM**

**FACILITATOR: PETER HOLTSMANN**

**TARGET GROUP: ALL INDUSTRY STAFF**

*ESI MEMBERS: 1 CPD POINT*

### Summary

This 3-part series looks at how to identify the most effective from and content to deliver business communications.

Understanding how communication has changed in the era of social media proliferation and the demise of attention span and productive time, the series looks at key platforms such as email, business reports and presentations versus content impact.

### Expected Outcomes

These are three, one-hour, online sessions that present a slide deck narrated and discussed by Peter Holtmann, Managing Director of Holtmann Professional Services Pty Ltd. The content is reinforced with examples and real life stories from the experience gained over 30 years in leadership.

## EMOTIONAL INTELLIGENCE, BUILDING RAPPORT & RESILIENCE

**WEBINAR**

**FACILITATOR: LINDA PEIRSON**

**TARGET GROUP: ALL INDUSTRY STAFF**

*ESI MEMBERS: 1 CPD POINT*

### 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: ALL INDUSTRY STAFF**

*ESI MEMBERS: 1 CPD POINT*

### 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



## ESSENTIALS OF CULTURALLY RESPONSIVE PRACTICE

**ONLINE COACHING PROGRAM | 2 HOURS**  
**FACILITATOR: MONICA RIVAS**  
**TARGET GROUP: ALL INDUSTRY STAFF**  
*ESI MEMBERS: 1 CPD POINT*

### Summary

The Essentials of Culturally Responsive Practice is fit-for-purpose training that provides practical guidelines that can be universally adopted across organisations at all levels to prepare staff for working with participants, clients and colleagues from culturally and linguistically diverse backgrounds.

The objectives of the training:

- ▶ Explore concepts of culture
- ▶ Explore culturally responsive practice approach and framework
- ▶ Recognise intersectionality and unpack unconscious bias
- ▶ Reflect of opportunities for growth to build on skills and practices
- ▶ Recognise the importance of reflection and evaluation
- ▶ Explore and apply cultural responsiveness competency standards

The aim of the training is for participants to be able to delve into this topic in a safe, open space, to ask curious questions and employ practical skills to develop their culturally responsive practice..

## EQ – YOUR SECRET WEAPON FOR HIGH PERFORMANCE & COMMUNICATION

**WEBINAR**  
**FACILITATOR: RAIMOND VOLPE**  
**TARGET GROUP: ALL INDUSTRY STAFF**  
*ESI MEMBERS: 1 CPD POINT*

### 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: ALL INDUSTRY STAFF**  
*ESI MEMBERS: 1 CPD POINT*

### 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



## FROM ASPERGER'S TO AUTISM- UNDERSTANDING THE AUTISTIC SPECTRUM

### WEBINAR

FACILITATOR: JULES HADDOCK

TARGET GROUP: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### 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



## HARD CONVERSATIONS AND THE RELATIONSHIP-BUILDING PROCESS

### WEBINAR

FACILITATOR: DR. COLIN HARRISON

TARGET GROUP: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### Summary

Hard or confrontational conversations are an inevitable part of the job of a front line 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.

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

### What You Can Expect

- ▶ 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 front line consultant.

## HELPING HAND FOR THE ACCIDENTAL MENTOR

### WEBINAR

FACILITATOR: PETER HOLTMANN

TARGET GROUP: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### 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 BUILD RAPPORT IN 23 SECONDS

### WEBINAR

FACILITATOR: RAIMONF VOLPE

TARGET GROUP: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### 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.



## HOW TO CREATE AND DELIVER A POWERFUL PRESENTATION

### WEBINAR

FACILITATOR: RAIMOND VOPLÉ

TARGET GROUP: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### Summary

Research from L&D professionals globally suggested that they feel presentation skills have now become one of the top competencies and career activator that is looked for by employers in all staff learners, contributors, managers, and senior leaders.

From job interviews, briefing management on new data, walking your colleagues through new processes or ideas, and bringing a new employee up to speed, the list is endless regarding how presentation skills can catapult careers and companies.

Even the most seasoned presenters need to fine-tune because expectations have changed over the last 5 years and yesterday's techniques won't cut it with today's audience.

### What You Can Expect

- ▶ Creating a compelling introduction
- ▶ The look and feel of great slides
- ▶ Turning nerves into fuel
- ▶ How to keep your audience on the edge of their seats
- ▶ Understanding the main difficulties when giving a presentation
- ▶ The all-important 3 principle
- ▶ The Steve Jobs impact on presenting
- ▶ Becoming a master storyteller
- ▶ Using non-verbal communication to drive a successful presentation
- ▶ Giving your audience a memorable experience

## HOW TO CREATE MORE IMPACT BY LEARNING ASSERTIVENESS

### WEBINAR

FACILITATOR: RAIMOND VOPLÉ

TARGET GROUP: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### 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 to 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 ENGAGE, SELL & COMMUNICATE OVER THE PHONE (WITH OBJECTION HANDLING TIPS)

### WEBINAR

**FACILITATOR: RAIMOND VOLPE**

**TARGET GROUP: ALL INDUSTRY STAFF**

*ESI MEMBERS: 1 CPD POINT*

### 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

- ▶ 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

## HOW TO GO FROM 0 TO 100 IN MOTIVATION EVERY DAY

### WEBINAR

**FACILITATOR: RAIMOND VOLPE**

**TARGET GROUP: ALL INDUSTRY STAFF**

*ESI MEMBERS: 1 CPD POINT*

### 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



## INNOVATIVE STRATEGIES FOR CLIENT SUCCESS

### WEBINAR

FACILITATOR: LEONIE LAM

TARGET GROUP: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### 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: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### 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

## LEADING THE SELF: TOOLS, TECHNIQUES & TIPS TO BE THE BEST VERSION OF YOU

### WEBINAR

FACILITATOR: MIKE SYMONDS

TARGET GROUP: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### Summary

Leading ourselves is the first step to leading others. Research shows how well our team perform is in direct correlation to how evolved we are as individuals.

In this webinar you'll be introduced to the science behind being the best version of yourself and the tools you can introduce into your life straight away to start being the best you.

### What You Can Expect

- ▶ What is success?
- ▶ The 3 elements for an inspired life
- ▶ importance of building emotional balance
- ▶ The power of 1%



## MANAGING CHALLENGING AND AGGRESSIVE CLIENT BEHAVIOUR

**ONLINE 2 PART COACHING PROGRAM**

**FACILITATOR: LINDA PEIRSON**

**TARGET GROUP: ALL INDUSTRY STAFF**

*ESI MEMBERS: 1 CPD POINT*

### 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: ALL INDUSTRY STAFF**

*ESI MEMBERS: 1 CPD POINT*

### 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



## MANAGING WORKPLACE ANXIETY IN 60 MINUTES!

### WEBINAR

**FACILITATOR: PETER HOLTMAN**

**TARGET GROUP: ALL INDUSTRY STAFF**

*ESI MEMBERS: 1 CPD POINT*

### Summary

Anxiety and stress are unavoidable in the workplace, as we cross paths with some many different behaviours. What we can do is manage our anxiety with some useful techniques. Peter Holtmann will show you how to:

- ▶ Deal with uncertainty by knowing how to manage the event and not the emotion of it;
- ▶ Balance your workload to allow sufficient time in a day to regain energy and build stamina;
- ▶ Manage perfectionism—the biggest enemy of workplace productivity, it's not realistic to be 100 percent, 100% of the time;

### What You Can Expect To Hear About

For leaders it's important to practice and demonstrate empathy in the workplace; which is different to sympathy and can be practiced. Listen to Peter Holtmann as he discusses:

- ▶ Ensuring staff feel valued and accepted through the use of challenge, support and recognition;
- ▶ Promote confidence by leading with gratitude;
- ▶ Build connection between team members and other teams;
- ▶ Ensuring that everyone understands that its ok to not be "OK" at times and to seek out support; and
- ▶ To ensure the workplace detracts from value-less opinions and deals with facts.

Given so many workplaces are work in hybrid conditions the ability to keep workers focussed, positive and constructive requires these human-centred skills.

## MASTER FOCUS, ACCELERATE EFFICIENCY GOALS

### WEBINAR

**FACILITATOR: RAIMOND VOLPE**

**TARGET GROUP: ALL INDUSTRY STAFF**

*ESI MEMBERS: 1 CPD POINT*

### Summary

Based on self-reports from nearly 2000 full-time office workers in the UK, statistics suggest that the average office worker is productive for only three hours a day.

Focus is crucial as it is the gateway to all thinking: perception, memory, learning, reasoning, problem-solving, and decision-making. Without good focus, all aspects of your ability to think will suffer. However, focus and concentration can be difficult skills to master because we live in a noisy world and constant distractions can make focusing difficult.

But, if the art of focusing and concentrating is mastered well, the work you'll complete on a task you've focused on will be of higher quality. Also, the most clear-cut benefit to staying focused at work is increased productivity which can positively impact your career trajectory.

### What You Can Expect To Hear About

- ▶ Getting yourself to peak mental performance
- ▶ Harnessing awareness and reducing drift
- ▶ Being able to get people to focus and concentrate more to increase results and behaviour
- ▶ Regulation of habits to stabilise your focus
- ▶ Mastering your emotions to give way to your performance
- ▶ Chemicals and their role in focus and how you can naturally improve them
- ▶ Managing stimulus
- ▶ Increasing productivity and performance
- ▶ Mastering concentration and focus skill sets
- ▶ Using the latest and greatest tools to increase your focus and concentration abilities

## MENTAL HEALTH FIRST AID – ABORIGINAL

**WORKSHOP – 14 HOUR COURSE**

**TARGET GROUP: ALL INDUSTRY STAFF**

*ESI MEMBERS: 2 CPD POINTS*

### 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: ALL INDUSTRY STAFF**

*ESI MEMBERS: 2 CPD POINTS*

### 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

## MINDFULNESS LEADS TO EMOTIONAL INTELLIGENCE

**WEBINAR**

**FACILITATOR: LEONIE LAM**

**TARGET GROUP: ALL INDUSTRY STAFF**

*ESI MEMBERS: 1 CPD POINT*

### Summary

Mindfulness practices can increase your self-awareness and awareness of other people, which leads to having more empathy and compassion for yourself and others. When you practice mindfulness practices regularly, you have a stronger ability to empathise with other people, your stakeholders, your customers and cultivate a more meaningful relationship with people.

### What You Can Expect:

- ▶ What is emotional intelligence?
- ▶ How mindfulness leads to emotional intelligence?
- ▶ Simple mindfulness practices that can help you handle challenging situations
- ▶ Understand how emotional triggers impact your thoughts and feelings and how to use mindfulness practices to manage the triggers
- ▶ Understand how to regulate strong emotions such as anger and frustration when working with people
- ▶ A breathing technique that can build more empathy for others
- ▶ Questions to ask yourself to enhance your empathy for others

## NEGOTIATION SKILLS FOR RESOLVING CONFLICT

**WEBINAR**

**FACILITATOR: RAIMOND VOLPE**

**TARGET GROUP: ALL INDUSTRY STAFF**

*ESI MEMBERS: 1 CPD POINT*

### 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



## NEW BODY LANGUAGE TECHNIQUES TO CATAPULT COMMUNICATION

### WEBINAR

FACILITATOR: RAIMOND VOLPE

TARGET GROUP: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### Summary

Body language skills are important to understand and decipher what people are really trying to say, thinking and even their emotional state. It also enhances our conscious understanding of people's reactions to what we say and how we say it.

Body language in business sets the foundation for people to communicate with others on a deeper level. The things that you don't say, can often convey some of the largest volumes of information.

It also can show our enthusiasm to contribute, confidence in our abilities, comfort in taking on challenges, passion in driving results and presence to recognise future demands.

### What You Can Expect

- ▶ Body language foundation
- ▶ How to read anyone instantly?
- ▶ Body language advanced techniques
- ▶ What are the different types of body language?
- ▶ Body language may be watering down your message
- ▶ Body language for job seekers
- ▶ How can your physiology help you listen better?
- ▶ Body language for job givers
- ▶ Using your body as a secret weapon
- ▶ Knowing people's real impression of you and your ideas
- ▶ What are the signs of poor body language?

## POWERFUL INTERVIEW SKILLS

### WEBINAR

FACILITATOR: LEONIE LAM

TARGET GROUP: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### 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 You Can Expect

- ▶ 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



## READING BODY LANGUAGE AND MICRO EXPRESSIONS

### WEBINAR

FACILITATOR: RAIMOND VOLPE

TARGET GROUP: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### 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: ALL INDUSTRY STAFF**  
*ESI MEMBERS: 1 CPD POINT*

### 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: ALL INDUSTRY STAFF**  
*ESI MEMBERS: 1 CPD POINT*

### 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 Vicelich, 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)



## RETHINKING IMPOSTER SYNDROME™

### WEBINAR

FACILITATOR: RACHEL LOUNDS

TARGET GROUP: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### Summary

Imposter syndrome related feelings lead to behaviours in people like holding back from contributing, chronically procrastinating on important deliverables, self-sabotage and overworking to the point of burnout. Left unchecked, these chronic feelings of self-doubt can have costs not just for individuals but for organisations. This is why you need to understand the imposter syndrome.

This 90 minute webinar is designed to specifically help participants discover how imposter syndrome plays out for them personally, as well as uncover your own self sabotaging behaviours. You will become aware of these largely unconscious behaviours, so you can decide how to act upon that knowledge using the key tools. The webinar discusses the link between imposter syndrome and diversity, and inclusion that goes beyond gender. Imposter syndrome is especially problematic for people who are immigrants, first generation Australians, people of colour, or have a disability.

### What You Can Expect

- ▶ Information – Create awareness of the issue – most people don't know what Imposter Syndrome is.
- ▶ Insight – Create understanding of the issue – how it can affect the individuals in a workforce and as a team in the form of unconscious patterns and behaviours.
- ▶ Tools and techniques to manage imposter syndrome and how to support others.

All attendees will receive a follow up handout that covers the competence reframes and reinforcement covered in the webinar for their personal use.

## SUPPORTIVE DEBRIEFING STRATEGIES FOR STAFF

### WEBINAR

FACILITATOR: SHARON MAMO

TARGET GROUP: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### 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: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### 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: ALL INDUSTRY STAFF**

*ESI MEMBERS: 1 CPD POINT*

### 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: ALL INDUSTRY STAFF**

*ESI MEMBERS: 1 CPD POINT*

### 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: ALL INDUSTRY STAFF**  
*ESI MEMBERS: 1 CPD POINT*

### 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: ALL INDUSTRY STAFF**  
*ESI MEMBERS: 1 CPD POINT*

### 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: ALL INDUSTRY STAFF**  
*ESI MEMBERS: 1 CPD POINT*

### 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 NEUROSCIENCE OF RESISTANCE AND MOTIVATION:

HOW TO MOTIVATE EMPLOYMENT SERVICES PARTICIPANTS

### WEBINAR

FACILITATOR: SHARON MAMO

TARGET GROUP: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### Summary

Employment Services participants may present as resistance or unmotivated. This may be due to previous negative experiences at work, mental and physical health conditions, social isolation and other challenges that affect a person's ability to progress. Previous experience coupled with the usual discomfort a person feels when they approach an experience that is new to them, can make it difficult for them to engage in our services. This is because change comes with an element of 'the unknown'. It also requires the person to go against what their brain is currently wired for. The fear of the unknown, and the discomfort of doing something new, are the two main drivers of resistance.

For participants with complex needs resistance is a common theme in Employment Services participants. This webinar is designed to help Employment Service Practitioners understand their client's resistance, whilst developing skills to reduce resistance and increase motivation. Sharon Mamo takes a simplified neuroscience approach in explaining motivation and how it relates to people's behaviours.

### What You Can Expect

- ▶ Understand why participants are often resistant to change
- ▶ Learn the neuroscience between resistance and motivation
- ▶ Develop skills to reshape participants behaviours
- ▶ Learn tools to increase participant motivation

## UNDERSTANDING PSYCHOSIS (INCLUDING BIPOLAR) AND SUBSTANCE MISUSE

### WEBINAR

FACILITATOR: JULES HADDOCK

TARGET GROUP: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### 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: ALL INDUSTRY STAFF

ESI MEMBERS: 1 CPD POINT

### 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

## WHAT IS ABORIGINAL CULTURAL AWARENESS?

**ONLINE COACHING PROGRAM | 2 HOURS**

**FACILITATOR: SIMON JOVANOVIĆ**

**TARGET GROUP: ALL INDUSTRY STAFF**

*ESI MEMBERS: 1 CPD POINT*

### Summary

The 2-hour Aboriginal cultural awareness zoom coaching program will assist you in developing cross-cultural intelligence, skills, and capability to collaborate effectively with Aboriginal colleagues, clients and community members with dignity and respect.

### What You Can Expect

The Zoom coaching program aims to assist participants in:

- ▶ Gaining awareness of Aboriginal people, culture, knowledge, and values.
- ▶ Unpacking the historical legacies of colonisation on Aboriginal peoples.
- ▶ Understanding the current-day issues impacting Aboriginal people; and
- ▶ How you can better engage and work with Aboriginal colleagues and people.

### What is the Learning Approach?

The coaching program challenges participants with custom designed scenarios and includes a PowerPoint presentation, Google doc questionnaire and zoom breakout rooms. Join us prepared. You will be emailed some reading material that must be completed before you attend.



#NESAPDTRAINING

**FRONTLINE**

**STAFF**



## 6 THINGS TO FOCUS ON WHEN WORKING WITH RELUCTANT JOB SEEKERS

### WEBINAR

FACILITATOR: LINDA PEIRSON

TARGET GROUP: FRONTLINE STAFF

ESI MEMBERS: 1 CPD POINT

### 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

## ACTIVE LISTENING SKILLS

### WEBINAR

FACILITATOR: SHARON MAMO

TARGET GROUP: FRONTLINE STAFF

ESI MEMBERS: 1 CPD POINT

### Summary

Active listening is a communication skill, which lets you show your respect, support, and concern for the other person. With Sharon's 11 listening skills and a little practice, you can increase trust and cooperation between you and the your client.

### What You Can Expect

Hear about the 11 key active listening skills you can use, to help you become a more attentive and effective listener.

## BART (BEHAVIOUR AND RESPONSE TRAINING) FOR EMPLOYMENT SERVICES STAFF

3 HOURS ONLINE COACHING PROGRAM

FACILITATOR: SHARON MAMO

TARGET GROUP: FRONTLINE STAFF

ESI MEMBERS: 1 CPD POINTS

### Summary

BART is a model developed by Mental Health Nurse Andy Kelly to assist staff who faced 'challenging behaviours' from clients with a range of mental and/or physical disabilities. The coaching program designed to assist staff to stay safe from challenging Client-related behaviours while at work.

### What You Can Expect

Key segments of BART:

- ▶ The getting and using of Knowledge
- ▶ Understanding behaviour
- ▶ De-escalation
- ▶ Self-Protective Behaviour

Elements of BART:

- ▶ Responding as a professional
- ▶ Developing knowledge
- ▶ Staff responsibility
- ▶ Staff support
- ▶ Duty of Care & Self-Safety
- ▶ Behaviour recognition and assessment
- ▶ Verbal & Non-verbal responses
- ▶ Client-related behaviour progression & escalation continuum
- ▶ De-escalation strategies
- ▶ Boundary and limit setting
- ▶ Hijacking the stress response
- ▶ Self-Protective Behaviours
- ▶ Reporting & recording of incidents





## BUDGETING FOR JOB SEEKERS

### WEBINAR

FACILITATOR: KEVIN KOSKY

TARGET GROUP: FRONTLINE STAFF

ESI MEMBERS: 1 CPD POINT

### Summary

One of the biggest challenges job seekers face, is to survive on a limited income. This can also affect their confidence and self-esteem, and their ability to apply themselves to the task of finding employment. By understanding these simple but effective budgeting skills, you can empower your job seeker to manage their money better and to help reverse the downward spiral caused by a lack of control over their finances.

### Share with your Job Seekers

- ▶ The best mindset to take control of their income
- ▶ How to avoid living beyond their means
- ▶ How to make the most out of every dollar
- ▶ Low cost and no cost ways to find things they need
- ▶ Easy to learn methods to track and manage their money better

## BUILDING RAPPORT IN 23 SECONDS

### WEBINAR

FACILITATOR: RAIMOND VOLPE

TARGET GROUP: FRONTLINE STAFF

ESI MEMBERS: 1 CPD POINT

### 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

ESI MEMBERS: 1 CPD POINT

### 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

ESI MEMBERS: 1 CPD POINT

### 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

ESI MEMBERS: 1 CPD POINT

### 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

ESI MEMBERS: 1 CPD POINT

### 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.



## EFFECTIVE CASE MANAGEMENT WITHIN THE EMPLOYMENT SERVICES INDUSTRY

### ONLINE 2 PART COACHING PROGRAM

FACILITATOR: SHARON MAMO

TARGET GROUP: FRONTLINE STAFF

ESI MEMBERS: 1 CPD POINT

### 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

## EMPLOYER ENGAGEMENT BLUEPRINT MASTER CLASS

### ONLINE 3 HOUR MASTER CLASS

FACILITATOR: RAIMOND VOLPE

TARGET GROUP: FRONTLINE STAFF

ESI MEMBERS: 1 CPD POINT

### Summary

The master class is designed to help you alleviate the feelings of frustration from a lack of employer engagement; and to provide you with strategies for developing a better working relationship with your employers, leaving them with a solid trust in your abilities.

This is a 3-hour online (with a 10 minute coffee break) master class. It is a highly interactive, modularised program, complete with customisable content for you and your team.

### We Invite you to Participate in:

#### Plan

- ▶ Learn how to approach and recruit employers through rapport
- ▶ Discover what they want to hear when being contacted
- ▶ How gatekeepers can be sidestepped
- ▶ The best way to follow up with employers after a conversation

#### Implement

- ▶ Craft compelling hooks that draw in employers
- ▶ Book meetings through email, phone calls or video chats
- ▶ Understand the different personality types and body language techniques so you can target your audience more effectively

### Bolster

- ▶ Retain and sustain top talent by connecting with prospects
- ▶ Leverage sophisticated objection-handling techniques
- ▶ Create authentic connections to clients in challenging environments
- ▶ Staying resilient during tough times



## ENGAGING THE RELUCTANT PARTICIPANT AND HOW TO GET THEM MOVING

### WEBINAR

FACILITATOR: LEONIE LAM

TARGET GROUP: FRONTLINE STAFF

ESI MEMBERS: 1 CPD POINT

### 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

ESI MEMBERS: 1 CPD POINT

### 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

## HARD CONVERSATIONS AND THE GETTING PAST THE FEAR OF EMPLOYER OBJECTIONS

### WEBINAR

FACILITATOR: PETER HOLTMANN

TARGET GROUP: FRONTLINE STAFF

ESI MEMBERS: 1 CPD POINT

### 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



## RELATIONSHIP-BUILDING PROCESS

### WEBINAR

FACILITATOR: DR. COLIN HARRISON

TARGET GROUP: FRONTLINE STAFF

ESI MEMBERS: 1 CPD POINT

### 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

ESI MEMBERS: 1 CPD POINT

### 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 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

ESI MEMBERS: 1 CPD POINT

### 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

ESI MEMBERS: 1 CPD POINT

### 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

ESI MEMBERS: 1 CPD POINT

### 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

ESI MEMBERS: 1 CPD POINT

### 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**

*ESI MEMBERS: 1 CPD POINT*

### 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**

*ESI MEMBERS: 1 CPD POINT*

### 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

ESI MEMBERS: 1 CPD POINT

### 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

ESI MEMBERS: 1 CPD POINT

### 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

ESI MEMBERS: 1 CPD POINT

### 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

ESI MEMBERS: 1 CPD POINT

### 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**  
*ESI MEMBERS: 1 CPD POINT*

### 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**  
*ESI MEMBERS: 1 CPD POINT*

### 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**  
*ESI MEMBERS: 1 CPD POINT*

### 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

ESI MEMBERS: 1 CPD POINT

### 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

ESI MEMBERS: 1 CPD POINT

### Summary

In this webinar we 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

## SERVE YOURSELF FIRST – A SESSION ON INVESTING IN SELF-CARE FOR SUSTAINED WELLBEING

### WEBINAR

FACILITATOR: LINDA PEIRSON

TARGET GROUP: FRONTLINE STAFF

ESI MEMBERS: 1 CPD POINT

### Summary

We could be forgiven for thinking that we're in some kind of film, an alternate reality – but the truth is, we are firmly ensconced in these topsy turvy times and it's taking its toll.

As people who spend their working (and probably home) lives serving others, it's all too easy to lose focus on yourself – and that's not a sustainable strategy.

Terms such as compassion fatigue are finding their way into everyday vernacular. There is a cost to caring without serving yourself first, a cost that isn't always easy to recover.

It's time to invest some quality time learning about the benefits of self-care, what self-care does to our amazing brains and simple, easy to-implement strategies to replenish your cup and recharge your batteries for good!

### What You Can Expect

- ▶ Why self-care is a critical element of resilience
- ▶ Why prioritising self-care is the only way to serve others
- ▶ The 3-legged stool of self-care and the difference it can make to your physical, mental and emotional health
- ▶ The importance of creating boundaries, keeping commitments and setting priorities
- ▶ How to create and maintain selfcare habits, rituals and routines
- ▶ Self-care strategies that don't cost the earth yet can work wonders

## THE 6 STEP SALES PROCESS FOR SUCCESSFUL EMPLOYER ENGAGEMENT

### WEBINAR

FACILITATOR: RAIMOND VOLPE

TARGET GROUP: FRONTLINE STAFF

ESI MEMBERS: 1 CPD POINT

### 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

ESI MEMBERS: 1 CPD POINT

### Summary

Getting help in addressing you 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

ESI MEMBERS: 1 CPD POINT

### 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 break throughs, 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

ESI MEMBERS: 1 CPD POINT

### 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

ESI MEMBERS: 1 CPD POINT

### 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

ESI MEMBERS: 1 CPD POINT

### 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

ESI MEMBERS: 1 CPD POINT

### 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





# TEAM LEADERS / MANAGERS

#NESAPDTRAINING



## BOOST YOUR STAFF WELLBEING

### WEBINAR

**FACILITATOR: MIKE SYMONDS**

**TARGET GROUP: TEAM LEADERS/MANAGERS**

*ESI MEMBERS: 1 CPD POINT*

### Summary

Staff wellbeing has taken a big hit over the last 2 years. Staff are tired, burnt out and unsure of what to expect in 2022. This session Mike Symonds will share with you the five principles of building happy staff, connected teams and resilient workplaces. He'll provide you with ideas and tips on how to easily incorporate these principles into your team and workplace to boost staff wellbeing and morale. To encourage participation we are using Microsoft Teams. Be prepared to join in.

## BUILDING STRONGER TEAMWORK

### WEBINAR

**FACILITATOR: MIKE SYMONDS**

**TARGET GROUP: TEAM LEADERS/MANAGERS**

*ESI MEMBERS: 1 CPD POINT*

### 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**

*ESI MEMBERS: 1 CPD POINT*

### 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**

*ESI MEMBERS: 1 CPD POINT*

### 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

## FACILITATING ENGAGING GROUP SESSIONS (FOR NON-FACILITATOR)

### WEBINAR

**FACILITATOR: MIKE SYMONDS**

**TARGET GROUP: TEAM LEADERS/MANAGERS**

*ESI MEMBERS: 1 CPD POINT*

### Summary

Discover and develop your skills in facilitating engaging and effective group sessions for your cohorts – even if the thought of running group sessions scares you to death!!

### What You Can Expect

In this webinar, expert facilitator Mike Symonds will share with you his approach and some simple tools to deliver highly engaging, interactive and effective group sessions. These tools have been used by an Employment Services Provider, who for the past 3 years consistently ranked in the top 5 nationally for TtW outcomes. If you're anxious about the thought of running group sessions for your cohorts, come along and discover the tools Mike uses to create group sessions participants rave about!

## GET FUNERGIZED

### WEBINAR

**FACILITATOR: MIKE SYMONDS**

**TARGET GROUP: TEAM LEADERS/MANAGERS**

*ESI MEMBERS: 1 CPD POINT*

### Summary

It's been a tough couple of years and this year it's more important than ever we take the time to boost our team morale, energy and motivation. Incorporating fun team activities into your meetings is the easiest and most effective way to engage your staff, create connected and happy workplaces and build high performing teams.

### What You Can Expect

Learn four fun, interactive, virtual friendly team building activities. These can be run during team meetings or as fun breakout sessions, to help boost team morale, further engage with your team and result in building stronger connections. To encourage participation we are using Zoom. Be prepared to join in !!



## MANAGING AND LEADING REMOTELY

### WEBINAR

FACILITATOR: RAIMOND VOLPE

TARGET GROUP: TEAM LEADERS/MANAGERS

ESI MEMBERS: 1 CPD POINT

### Summary

In the present modern world, as so many organisations are spread all over geographically, remote management is crucial. It is vital that managers can manage without travelling to locations.

Recent research has shown that productivity has been a record high working remotely from home when compared to working in an office setting. On average, those who work from home spend 10 minutes less a day being unproductive, work one more day a week, and are 47% more productive. However, this is made possible only if teams are led and managed correctly. Ineffective remote management techniques can impact productivity and retention of the staff negatively impacting the organisation. We haven't had enough practice in remote management yet so companies that have invested time and effort in learning the how are now surpassing their stagnant competitors.

### What You Can Expect

- ▶ Leading and managing differences
- ▶ Introvert vs extroverts
- ▶ Motivators and understanding them to drive change
- ▶ Elements of effective team meetings
- ▶ Educating yourself on the struggles of remote management.
- ▶ Identifying and delegating responsibilities
- ▶ Making precise standards for increasing remote work productivity
- ▶ Capitalizing on the new high potential to increase productivity with remote workers
- ▶ Creating a strong culture and environment
- ▶ Connecting with people in a meaningful way
- ▶ Creating cultures of trust and communication

## MOTIVATING YOUR SALES TEAM IN 60 MINUTES

### WEBINAR

FACILITATOR: PETER HOLTSMANN

TARGET GROUP: TEAM LEADERS/MANAGERS

ESI MEMBERS: 1 CPD POINT

### 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 ACCIDENTAL MENTOR

### WEBINAR

FACILITATOR: PETER HOLTSMANN

TARGET GROUP: TEAM LEADERS/MANAGERS

ESI MEMBERS: 1 CPD POINT

### Summary

This introduction into the basics of what mentoring is and how to approach it is an essential session for anyone who has direct responsibility for the management and development of human capital. Knowing your strengths and skills and how these can be applied to mentoring of others is a crucial first step. Learning techniques that engage, challenge and grow others is a life skill that can be used in business, sports and personal lives.

### What You Can Expect

This is a one-hour, online session that presents a slide deck narrated and discussed by Peter Holtmann, Managing Director of Holtmann Professional Services Pty Ltd. The content is reinforced with examples and real life stories from the experience gained over 30 years in executive & performance coaching, and leadership.



## THE CHANGE ENABLER – WORKING WITH YOUR STAFF

### WEBINAR

**FACILITATOR: CLARE EDWARDS**

**TARGET GROUP: TEAM LEADERS/MANAGERS**

*ESI MEMBERS: 1 CPD POINT*

### 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**

*ESI MEMBERS: 1 CPD POINT*

### 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**

*ESI MEMBERS: 1 CPD POINT*

### 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-wracking 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

ESI MEMBERS: 2 CPD POINT

### 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.





# MEET OUR TRAINERS

#NESAPDTRAINING





## 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 seen 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.



## JULES HADDOCK

Jules Haddock is an expert in the Mental Health industry, and a trainer with genU Training (RTO 5553).

An accomplished conversationalist in mental health education, Jules has an engaging and creative approach in helping communities understand mental illness and how to manage the invisible learning blocks and walls often confronted, in learning expeditions. She takes the myths and fictitious beliefs about mental illness, and weaves participants into developing safe and confident based approaches that can be used in supporting and maximising confidence in “the space” for both teacher and learner.

With gaiety and passion, she introduces us into an awareness of mental health literacy, recovery, and the importance of embracing strength based and person-centred learning for each student.

- ▶ Principal Master Mental Health Instructor
- ▶ President of Not for Profit Charity Art of the Minds
- ▶ REACH Facilitator – Black Dog Institute
- ▶ Practicing Author and Artist



## 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.



## MONICA RIVAS

Monica is the Training Manager at The Social Policy Group. Monica's work is to develop and deliver training programs that build the capacity and skills of participants. She has been working in the community services sector for the past 11 years, specifically with CALD communities. With a master's degree in social work, and a background in TESOL and Training and Assessment, Monica has been able to utilise her expertise in working with refugees and migrants to design and develop culturally responsive training programs. Monica is passionate about delivering training programs that are self-reflective, innovative, and practical. Arriving in Australia as a refugee, Monica is interested in promoting and advocating for refugees through her training.





## 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.



## 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.



## SIMON JOVANOVIC

Simon is a descendant of the Walbunja Nation on the far south coast of New South Wales. He is of Aboriginal and Serbian heritage. Simon is NESA Training Partner and the CEO and Founder of Byamee Institute, an Indigenous-owned not-for-profit that provides Aboriginal cultural educational services.

Simon is an emerging scholar in his final year of PhD Candidature at Macquarie University. Simon has a broad range of skills working as a Visiting Fellow, Lecturer and Teacher, Senior Public Servant, Chief Executive Officer, and Consultant.

Simon has expertise working in Aboriginal affairs and the Indigenous sector. Simon worked in Aboriginal-identified positions across the New South Wales Government from 2009 to 2018, providing advice and support for Aboriginal programs and services.

Simon holds undergraduate and postgraduate qualifications in Indigenous studies, business management, adult education, social science, vocational training, and public sector management.



## RACHEL LOUNDS

Rachel is a Licensed Associate of the Impostor Syndrome Institute, the Worlds #1 Source of Impostor Syndrome Solutions. Rachel has been trained directly by Dr. Valerie Young, the creator of Rethinking Impostor Syndrome™

Rachel is a Life & Confidence coach with a background in advertising and a lifetime of self doubt, imposter syndrome and fear of speaking up that I have learned to conquer! After 25 years in advertising she left and retrained to become a coach. She now shares her experience and knowledge to help others learn, develop and grow.

Rachel's credentials include:

- ▶ 20+ years managing creative teams and projects in multiple global advertising agencies
- ▶ ICF (International Coaching Federation) accredited & trained
- ▶ Diploma in Coaching & over 100hrs of coaching
- ▶ 20+ years lived experience of having imposter syndrome
- ▶ Licensed Associate of The Impostor Syndrome Institute
- ▶ BA in English with 1 year teacher training



## ANDREW KELLY

Andy is a specialist Mental Health Nurse and educator with 30+ years of experience in clinical, management and education roles in health, community, mental health, aged care and tertiary education settings. He operates his own business, Face To Face Mental Health Training and Consultancy. He has been a specialist lecturer in clinical and non-clinical tertiary Mental Health qualification courses in hospital, TAFE, RTO and higher education settings. He is a previous winner of a State Nursing Excellence Award and has been twice nominated for the Margaret Tobin Award for Excellence in Mental Health Service. Andy brings years of clinical experience to his teaching, and his clinical stories add colour and meaning to the learning experience of participants.

Andy became a Master level Mental Health First Aid Instructor in June 2012 and a Principal Master Trainer in May 2018. He provides mentorship to other Mental Health First Aid trainers across Australia. Whilst he is sought after in the inpatient and community health and care sectors for his expert knowledge in mental health and client behaviour management, many of Andy's training clients come from other industry sectors including those traditionally unrelated to the health sector, such as engineering, local government, primary industries, mining, Disability services, transport, local Govt and Legal Practice.

Andy is now based in the Northern Rivers area of New South Wales and is available to travel to other locations and venues where terms for fees, travel and accommodation have been negotiated. Andy's organisation, Face To Face Mental Health Training & Consultancy, conducts Mental Health First Aid training as well as tailored workshops on other mental health related topics. He provides consultancy around client/customer management where this is required. Many workshops can be tailored to your needs.



## FIND OUT MORE

VISIT THE NESA WEBSITE TO FIND OUT MORE ABOUT UPCOMING NESA TRAINING EVENTS OR THE EMPLOYMENT SERVICES INSTITUTE

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

**ESI:** [nesa.com.au/employment-services-institute-esi/](http://nesa.com.au/employment-services-institute-esi/)

## STAY IN THE LOOP

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

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## CONTACT US

HOW CAN WE HELP YOU?

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