



# **NESA**

# **LEADERSHIP**

# **PD TRAINING**

# **CATALOGUE**

*Supporting our Sector*



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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

## 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

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.

#### WANT TO KNOW MORE?

Contact our PD Team [pd@nesa.com.au](mailto:pd@nesa.com.au) | 03 9624 2311  
[nesa.com.au](http://nesa.com.au)

**MORE INFORMATION**

*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

**MORE INFORMATION**

*Apply Now!*



## BUILDING HIGH PERFORMING TEAMS

### CREATING CLARITY, COHESION AND CONNECTION FOR SUPERIOR TEAM PERFORMANCE

#### 1 DAY WORKSHOP

LEADERSHIP CONSULTANT: CLARE EDWARDS

#### Why this is Important

The need for teams to come together and work collaboratively has never greater than following 2+ years of disconnection, uncertainty and unprecedented stress.

Our brains are social organs and connection is one of our core social needs. In business we are all required to work with others in a team environment to achieve collective goals and objectives, so it is crucial that we can work together productively and effectively for everyone's benefit.

#### What Will Be Covered?

'Building High Performing Teams' focuses on how to make the whole greater than the sum of the parts through acknowledging and honouring that there is an 'I' in team and working to build a sense of pride, belonging and motivation, resulting in teams that know what's expected of them, know where they're headed and work together to achieve collective goals and outcomes.

This workshop uncovers the skills, attitudes and behaviours required to build and grow collaborative, high performing teams that can work together to create successful outcomes. Because the scope of teamwork is so broad, we strongly customise the content of each program to cater to the specific challenges and outcomes of your teams. Content and learning outcomes will be co-created.

We also encourage the use of team profiling tools in our team-based programs and our preferred tool of choice is the Team Management Profile from Team Management Systems.

#### Examples of Course Objectives (Will be customised)

- ▶ Understand the social nature of our brains and why teamwork is a human need
- ▶ Transform from a group to a team to a tribe with the development life cycle of teams
- ▶ Create shared goals and responsibilities
- ▶ Building an environment of trust and psychological safety
- ▶ Develop effective team communication processes
- ▶ Understand the different personalities in the team and how to optimise this and build on strengths
- ▶ Agree desired and undesired behaviours and what to do when boundaries are crossed
- ▶ Create a defined, empowering team mission, vision and charter

#### Pre-Requisites/Target Audience

Suitable for participants who have experience of managing or leading teams. Open to emerging or established leaders. An open mind, a willingness to experiment and a desire to share experiences in a confidential environment are essential, together with a desire to participate, actively listen and make positive change back in the workplace.

#### Material

Course materials, handouts and exercises provided

## BUILDING LEADERSHIP CAPABILITY

### THROUGH SELF-CARE

### INVESTING IN SELF-CARE FOR WELLBEING AND RESILIENCE

#### HALF DAY WORKSHOP

LEADERSHIP CONSULTANT: CLARE EDWARDS

#### Why this is Important

Research from the Australian Bureau of Statistics shows that untreated mental health conditions cost Australian workplaces approximately \$10.9 billion per year. This comprises \$4.7 billion in absenteeism, \$6.1 billion in presenteeism and \$146 million in compensation claims (2018).

The above statistics do not exclude those in leadership positions. Stress and burnout are on the rise for today's business leaders (source WHO).

In order to be mentally and physically at our best, we must address all elements of self-care as an equal investment.

#### What Will Be Covered?

'Building Leadership Capability through Self-care' focuses on self-investment in 3 core areas that will result in improved mental, physical and emotional health, leading to greater leadership effectiveness and performance.

There are conditions that our brains and bodies require to function effectively and when any of those conditions are neglected, the whole system is impacted and with negative consequences.

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.

**Course Objectives**

- ▶ Apply insights from neuroscience to build productive habits to support self-care
- ▶ Discover how sleep, diet and exercise improve mood, energy levels and our ability to focus
- ▶ Understand the parts of the brain involved in paying attention, focusing, dealing with distractions and accessing insight
- ▶ Identify your individual energy patterns and how to work in sync with your energy highs and lows
- ▶ Create a self-care action plan that is realistic, achievable and can make a considerable difference to physical, mental and emotional performance are crossed

**Pre-Requisites/Target Audience**

Suitable for participants in any leadership, management or supervisory role. This workshop aligns with resilience and change programs and can be delivered without any pre-requisites.

**Material**

Course materials, handouts and exercises provided

## HARNESSING TEAM DIVERSITY & INCLUSION

### CREATING TRULY INCLUSIVE TEAM CULTURES FOR ENGAGEMENT AND PERFORMANCE

**1 DAY WORKSHOP**

**LEADERSHIP CONSULTANT: CLARE EDWARDS**

**Why this is Important**

A wide body of research\*\* has shown that diverse teams consistently outperform homogeneous teams, especially when it comes to creative or complex tasks.

Diversity offers different ways of thinking about problems and opportunities and avoids the issues associated with Groupthink. Rather than being considered a nice-to-have in the workplace, when it is harnessed properly, diversity is a proven differentiator of performance.

Diversity, however, doesn't guarantee inclusion. Our brains create thinking shortcuts and mental rules to be efficient and keep us safe. These mean that we are often operating from unconscious biases that constantly influence who we relate to, what information we pay attention to and how we make decisions.

Creating an inclusive team environment requires understanding each other and our biases and creating strategies to mitigate and minimise them.

\*\*McKinsey-Why Diversity Matters (2015), CSRI 2012, Northwestern University, University of Michigan

**What Will Be Covered?**

Harnessing Team Diversity and Inclusion is a highly practical and interactive workshop to help teams, their managers and leaders to value different individual perspectives, improve team problem solving and decision making, foster collaboration, build trust and psychological safety and deal productively with conflict.

**Course Objectives**

- ▶ The role of our brain in creating unconscious bias
- ▶ Understanding how our biases influence how we work together as a team
- ▶ How our differing personality preferences can impact team cohesion and performance
- ▶ 3 key areas to focus on to problem solve more effectively and make better decisions
- ▶ Practical strategies and tools to develop awareness and mitigate our biases
- ▶ How to build psychological safety and trust to create openness, fairness and equity
- ▶ How to manage emotions and deal with conflict to create the best environment for thinking effectively and making decisions

**Pre-Requisites/Target Audience**

Suitable for participants in any leadership, management or supervisory role and highly suitable for intact teams. An open mind and a willingness to accept that we are all biased is essential for participants to get the most from this workshop.

**Material**

Course materials, handouts and exercises provided



## LEADING CHANGE IN AN UNCERTAIN WORLD

### DEVELOPING CHANGE EXPERTISE, FLEXIBILITY AND AGILITY

#### 1 DAY WORKSHOP

LEADERSHIP CONSULTANT: CLARE EDWARDS

#### Why this is Important

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

Without an understanding of how the brain works, leaders are often unconsciously creating stressful workplace environments which can limit effective thinking, demotivate people and leave them depleted and disengaged – the very opposite of what's required to lead change effectively.

#### What Will Be Covered?

With 'Leading Change in an Uncertain World', we can consciously choose how best to approach, introduce and manage change to achieve the success we are striving for. This highly practical and interactive workshop is aimed at helping us develop our ability and agility to navigate continuous change and harness the energy and engagement of ourselves and our people to create change – one brain at a time.

When we work with an understanding of individual biology, we are able to maintain productivity and performance during change and build much needed resilience to sustain the change

#### Course Objectives

- ▶ Become familiar with the terminology of VUCA (Volatile, Uncertain, Complex, Ambiguous) and how to use it to plan
- ▶ Explore how our brain equips us for survival and the predictable dynamics of change
- ▶ Learn how to design and lead change by focusing on key elements of Process, People and ongoing Performance to build change agility
- ▶ Discover how to manage the brain's scarce resources to focus attention and build productive habits to achieve ongoing results
- ▶ Maximise people's performance by helping them maintain perspective and manage their emotions to create the best environment for thinking effectively and making decisions

#### Pre-Requisites/Target Audience

Suitable for participants who have experience of managing or leading people or projects in change. Open to emerging or established leaders. An open mind, a willingness to experiment and a desire to share experiences in a confidential environment are essential, together with a desire to participate, actively listen and make positive change back in the workplace.

#### Material

Course materials, handouts and exercises provided

## LEADING TEAMS THROUGH CHANGE

### DEVELOPING CHANGE EXPERTISE, FLEXIBILITY AND AGILITY

#### 1 DAY WORKSHOP

LEADERSHIP CONSULTANT: CLARE EDWARDS

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**Material**

Course materials, handouts and exercises provided

## STORY – A LEADER'S UNTAPPED SUPERPOWER

### DEVELOPING SKILLS TO INFORM, INFLUENCE AND INSPIRE

**1 DAY WORKSHOP**

**LEADERSHIP CONSULTANT: CLARE EDWARDS**

**Why this is Important**

Stories have been used for millennia to motivate, inspire action and influence new behaviours. Developing storytelling skills is a cornerstone leadership skill. So how do you create, shape and share your stories? There is a skill to storytelling and an art to uncovering the stories that lie within us all.

Stories can be the most powerful catalyst for change as their recall and emotional connection makes them more memorable than any other form of coaching, instruction or information delivery.

Unfortunately, many leaders don't think that they're good storytellers or that their stories are worth telling – in reality they are missing out on one of the most powerful 21st Century leadership skills.

**What Will Be Covered?**

'Story - a Leader's Untapped Superpower' focuses on understanding the nature and power of story, in all its forms, to bring information and data to life, to motivate minds and to inspire people to action.

This interactive, experiential program builds on a leader's existing abilities and extends them for a leader to feel comfortable and confident in using story as a highly effective form of communication.

The role of a leader is to engage both hearts and minds and this workshop will show you how to do it through the oldest and most respected format - story.

**Course Objectives**

- ▶ Discover why story is the most effective form of communication, especially in leadership
- ▶ Learn why story trumps data with a tour of your amazing brain
- ▶ Explore the many different forms of story and varied ways you can use them
- ▶ Identify & experience what great storytelling looks like
- ▶ Learn the craft and structure of story to inform, influence or inspire
- ▶ Uncover your own untapped inventory of stories
- ▶ Deliver your story with confidence, clarity and control

**Pre-Requisites/Target Audience**

Suitable for participants who have experience of managing or leading teams. Open to emerging or established leaders. An open mind, a willingness to experiment and a desire to share experiences in a confidential environment are essential, together with a desire to participate, actively listen and make positive change back in the workplace.

**Material**

Course materials, handouts and exercises provided

## QUALIFICATIONS

- ▶ Post Graduate Diploma in Management Studies (Distinction)
- ▶ Certificate IV in Training & Assessment
- ▶ Advanced Diploma in the Neuroscience of Leadership (Neuroleadership)

## SPECIALISATION

- ▶ Thriving in change and boosting resilience
- ▶ Building high performing teams
- ▶ 21st Century Leadership traits, attributions and characteristics

## MEET THE TRAINER

*Clare Edwards*



Clare Edwards is Principal of BrainSmart People Development, committed to enabling people to work smarter, lead better, build great teams and thrive in change.

She has extensive experience of working with international businesses and in the hospitality and IT industry, spending 16 years working at senior management level with European and American organisations. Roles included Head of Corporate Development for XO Global Communications, Customer Marketing Manager for SAP UK, and Head of Support Services EMEA for Datapro Research Corporation.

Clare has worked in and managed multinational teams and it was in the turn of the Millennium Internet 'boom and bust' that she realised her vocation for people development as she coached more than 60 people through a major retrenchment program, helping them to find new careers.

An intuitive ability to sense challenges and opportunities in inter-team dynamics, to help organisations create or enhance their culture and to facilitate sustainable change through people, are some of her signature strengths.

Clare has consulted to a number of organisations in the UK, USA, SE Asia and Australia, including commercial, public sector and not for profit clients. She also speaks frequently at Industry Association and Leadership conferences and is a speaker for TEC – The Executive Connection.

Accreditations include i4 Neuroleader Practitioner, Glow Up ® Career Coach, Team Management Systems® (TMS) Practitioner, Everything DiSC and The Five Behaviours of a Cohesive Team. She is also a Certified Master Practitioner of Neuro Linguistic Programming (NLP) and is an accredited Brain-friendly Trainer.

Memberships include a Fellow of The Institute of Managers and Leaders ANZ (FIML), Professional Member status of the Professional Speaking Association (PSA) and Professional Member of the Institute for Learning and Performance (ILP) .

When not working Clare likes nothing more than to immerse herself in nature and go camping, to dance (Tap and Zumba) and to continue to study her passion for everything 'brain'!



## BUILDING EFFECTIVE TEAM LEADERS

### 1 HOUR WORKSHOP

LEADERSHIP CONSULTANT: PETER HOLTMANN

#### What Will Be Covered?

Great teams are run by team leaders who understand how to use personality, communication and influence tools. As a team leader you will understand the importance of motivating teams to the vision and mission of the objective, how to build confidence and what to communicate to build engagement in achieving the objective.

This is an introduction to the concepts of effective team leadership.

#### Course Objectives

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

#### Pre-Requisites/Target Audience

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

#### Material

Comprehensive course manual provided

## COACHING SKILLS FOR LEADERS

### 1 HOUR WORKSHOP

LEADERSHIP CONSULTANT: PETER HOLTMANN

#### What Will Be Covered?

Coaching is a highly effective skill that helps leaders determine the goal, understand current conditions, define options toward success and build engagement to complete tasks. Most importantly, coaching builds sustainable performance and, problem-solving and decision-making skills in teams. This creates sustainable performance and achievement of goals. Discover how to hold coached conversations that take the coach and the participant on the pathway to higher performance.

This is an introduction to the principles of coaching.

#### Course Objectives

- ▶ Understand coaching as a skill
- ▶ Addressing the goal through coached questions
- ▶ Managing the outcomes through focussed discussion
- ▶ Empowering the attendee through positive reinforcement techniques
- ▶ Utilising feedback to create trust and build confidence

#### Pre-Requisites/Target Audience

Suitable for participants who are wanting to develop or improve their coaching skills. For workplace mentors who wish to transition to a coaching style. For managers who are wanting to develop or improve their leadership skills.

#### Material

Support material provided

## CREATIVE PROBLEM SOLVING

### 1 HOUR WORKSHOP

LEADERSHIP CONSULTANT: PETER HOLTMANN

#### What Will Be Covered?

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. Knowing how to use alternative methods to problem solving helps you become a more effective and efficient leader and manager. Having more skills to approach a problem and solve it collaboratively builds trust with your team and demonstrates performance.

In this 60-minute presentation will present to you an introduction to the science behind creative problem solving and why it can help both in and out of the workplace.

#### Course Objectives

- ▶ What is creative problem solving
- ▶ Convergent vs divergent thinking
- ▶ Creative problem-solving steps
- ▶ Creative problem-solving tools
- ▶ Value adding with creative problem-solving

#### Pre-Requisites/Target Audience

Suitable for any manager, team leader or executive who wishes to develop new skills in problem solving.

#### Material

Support material provided

## EFFECTIVE BUSINESS COMMUNICATIONS

### 3, 1 HOUR WORKSHOPS

LEADERSHIP CONSULTANT: PETER HOLTMANN

#### What Will Be Covered?

Making sure your communications remain relevant and engaging in the current business environment is highly challenging. With so many mediums and so little time to read and respond, our messaging needs to be sharp, purposeful, and actionable.

Discover how to create clear, concise, well-constructed content across multiple business formats. Understand which mediums are best for your content. Learn how to deliver a message that reaches the intended audience and initiates an outcome.

#### Course Objectives

- ▶ Understanding changing business models versus communications
- ▶ Understand your audience
- ▶ Choosing your medium
- ▶ Formal vs informal communications
- ▶ Content construction
- ▶ Create emails and messages
- ▶ Create reports, papers and presentations

#### Pre-Requisites/Target Audience

Suitable for any participant wishing to improve their communication style, better engage their audience, and deliver purposeful content that is read, understood and actioned.

#### Material

Support material provided

## LEADING YOUR TEAM THROUGH CHANGE

### 1 HOUR WORKSHOP

LEADERSHIP CONSULTANT: PETER HOLTMANN

#### What Will Be Covered?

Change within a business, at any time, is challenging and risky. For leaders, managers and teams coming to terms with change and then applying it are critical concepts. Understanding human behaviour before, during and after change is a vital skill to master and utilise.

This course will help you to better understand the hierarchy of needs and how to apply it to change management. Included is awareness of motivational techniques, use of constructive feedback and managing dynamics to ensure change occurs and is effective.

#### Course Objectives

- ▶ Understand the “why?” statement
- ▶ Hierarchy of needs when communicating
- ▶ Develop positive reinforcement of outcomes to vision
- ▶ Understand four basic behavioural types and their role in change
- ▶ Motivational techniques
- ▶ Communicating progress to vision

#### Pre-Requisites/Target Audience

Suitable for participants who are managing change, responsible for change management, or an assisting in change management.

#### Material

Support material provided

## MANAGING VS LEADING

### 1 HOUR WORKSHOP

LEADERSHIP CONSULTANT: PETER HOLTMANN

#### What Will Be Covered?

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

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

#### Course Objectives

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

#### Pre-Requisites/Target Audience

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

#### Material

Support material provided

## MANAGING WORKPLACE ANXIETY

### 1 HOUR WORKSHOP

LEADERSHIP CONSULTANT: PETER HOLTMANN

#### What Will Be Covered?

Given the increasing blend between work and home life and 24-hour access to email, the notion of workplace boundaries is changing. As a result people are experiencing more stress and anxiety. Every employee will encounter it sometime during their career. Everyone should be aware of the signs of anxiety and the tools needed to cope and deal with it.

In this 60-minute introductory presentation you will learn the key skills and resources to recognize and manage workplace anxiety.

#### Course Objectives

- ▶ Understand anxiety at home and at work
- ▶ Identifying signs of anxiety
- ▶ Stress, anxiety, depression cycle
- ▶ Reducing work-related mental health risks
- ▶ Promoting positive culture
- ▶ Responding to mental illness regardless of cause
- ▶ Social supports
- ▶ Work-life balance
- ▶ Job profile vs intensity

#### Pre-Requisites/Target Audience

Suitable for participants who are responsible for teams, effecting positive culture and/or change management, those wishing to better understand the importance of managing workplace anxiety.

#### Material

Support material provided

## MENTORING IN THE WORKPLACE

### 1 HOUR WORKSHOP

LEADERSHIP CONSULTANT: PETER HOLTMANN

#### What Will Be Covered?

If you offer advice on issues at work, help team members make decisions or assist them in how they plan their projects, goals or even careers, chances are you are mentoring in the workplace. There are key techniques for mentoring that help you to help the participant in achieving their goals through well-constructed conversations.

Discover how to create and that encourages the participant to share ideas and thoughts, work problems through to solutions and gain confidence through well-timed and valuable feedback.

#### Course Objectives

- ▶ Understanding coaching versus mentoring
- ▶ Building trust in the mentor-mentee relationship
- ▶ Understanding and practicing active listening
- ▶ Remaining in the moment with the mentee
- ▶ Helping them to help themselves
- ▶ Setting and reviewing goals
- ▶ Conserving your energy – building theirs; and
- ▶ Gathering and using feedback.

#### Pre-Requisites/Target Audience

Suitable for anyone who leads others and who is charged with developing their potential. Anyone who works to develop solutions in a technical environment, research, development, and production-focussed environments. Those in charge of induction, training and development of teams.

#### Material

Support material provided

## NEGOTIATION SKILLS FOR LEADERS

### 1 HOUR WORKSHOP

LEADERSHIP CONSULTANT: PETER HOLTMANN

#### What Will Be Covered?

Whether it's negotiating an employee's salary or the terms of a critical business partnership, you must be confident in your negotiation strategies as a leader.

Discover principles of win/win negotiation. Hear how to plan and structure a negotiation – whether you're negotiating individually or as a team.

#### Course Objectives

- ▶ decide which approach to take when negotiating
- ▶ plan your approach to a negotiation
- ▶ map all parties' needs and concerns
- ▶ develop options and outcomes using win/win principles
- ▶ handle the 'people' side of negotiation
- ▶ respond to problematic situations which occur during negotiations.

#### Pre-Requisites/Target Audience

Suitable for all managers, team leaders, supervisors and individuals wishing to enhance their negotiation skills.

#### Material

Support material provided



## STAKEHOLDER ENGAGEMENT

### 1 HOUR WORKSHOP

LEADERSHIP CONSULTANT: PETER HOLTSMANN

#### What Will Be Covered?

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

Understand the concepts and theories of engaging stakeholders, how to design a stakeholder engagement plan, how to communicate to different stakeholders, how to influence using authenticity.

#### Course Objectives

- ▶ Explore concepts of stakeholders and engagement
- ▶ Consider the how and why of building effective stakeholder relationships
- ▶ Learn tools and tactics to support effective relationship building
- ▶ Understand the impact of those relationships on your business outcomes
- ▶ Create stakeholder maps to inform your engagement plans
- ▶ Develop a stakeholder engagement plan for your workplace.

#### Pre-Requisites/Target Audience

Suitable for participants who are working or managing projects, managing change, developing leadership skills, managing sales and business development.

#### Material

Support material provided

## STRATEGIC PLANNING FOR OPTIMUM PERFORMANCE

### 1 HOUR WORKSHOP

LEADERSHIP CONSULTANT: PETER HOLTSMANN

#### What Will Be Covered?

Knowing how to plan to achieve the vision is a skill every leader should possess. When working on project management or leading high-performance teams, knowing what tools and how to use them to effectively plan for success ensures performance is sustainable until goals are achieved.

Strategic plans are ineffective without optimised planning focused on the delivery of the outcomes. In this introductory course you will learn about prioritisation of resources, effective implementation techniques and the 3R's (review, respond, reassure) of monitoring performance.

#### Course Objectives

- ▶ Strategy vs mission vs tactics
- ▶ Engaging in strategy to build commitment
- ▶ Building commitment to outcomes
- ▶ Prioritising objectives
- ▶ Implementation using "why?"
- ▶ Monitoring performance
- ▶ Responding to change

#### Pre-Requisites/Target Audience

Suitable for managers, leaders, executives who are responsible for delivering the annual business plan objectives, the long-term vision and mission-focused projects.

#### Material

Support material provided

## UNDERSTANDING RISK MANAGEMENT

### 1 HOUR WORKSHOP

LEADERSHIP CONSULTANT: PETER HOLTSMANN

#### What Will Be Covered?

Risk management has become an essential business management tool. From understanding your external environment to knowing how your teams, resources and business strategies respond to tomorrow's risks, no business leader should be without a working knowledge of the principles of risk management.

Discover what the principles of risk management involve, and then learn to apply these to your business in a considered, controlled response. This presentation delivers tools and advice on where to look for current and emerging risks, how to prioritise them, treat them and monitor. Learning to communicate risk through reports, simulations and strategic thinking is provided in this overview.

#### Course Objectives

- ▶ What is risk
- ▶ Risk versus reward
- ▶ Identifying risks
- ▶ Assessing and prioritising risks
- ▶ Treating risks
- ▶ Monitoring and responding to changes
- ▶ Communicating risk

#### Pre-Requisites/Target Audience

Suitable for participants who involved in the management of risk-based programs, activities and objectives. Board members, executives, senior managers, team leaders all would benefit from attending.

#### Material

Support material provided



## MEET THE TRAINER

*Peter Holtmann*

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.

## LEADING GOVERNMENT CONTRACTED EMPLOYMENT PROVIDERS TO GREATER OUTCOMES

### 1 DAY WORKSHOP

LEADERSHIP CONSULTANT: PAUL MORGAN

#### What Will Be Covered?

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

#### Course Objectives

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

#### Pre-Requisites/Target Audience

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

#### Material

Comprehensive course manual provided

## PRACTICAL SOLUTIONS FOR ORGANISATIONAL CHANGE

### 1 DAY WORKSHOP

LEADERSHIP CONSULTANT: PAUL MORGAN

#### What Will Be Covered?

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

The workshop will develop knowledge of the stages and transition phases of the change cycle, will examine the role of the leader, and will explore the different emotional reactions of the team and how to minimise and manage resistance through the transition process. The session will also provide practical advice concerning effective communication techniques throughout the change process.

#### Course Objectives

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

#### Pre-Requisites/Target Audience

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

#### Material

Comprehensive course manual provided

## PRACTISING GOOD GOVERNANCE IN COMMUNITY ORGANISATIONS

### 1 DAY WORKSHOP

LEADERSHIP CONSULTANT: PAUL MORGAN

#### What Will Be Covered?

The course is specifically designed to provide practical solutions for Board members and key staff to improve governance practices within their organisation. It provides the opportunity to review and understand your organisation's constitution or rules, and to develop policy and procedures to improve governance practice, providing detail on Board member roles and responsibilities, effective operation and documentation of Board meetings, evaluating risks and dealing with conflicts of interest.

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

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

#### Course Objectives

- ▶ Clarity on constitution or rules that govern the organisation
- ▶ Understanding the Board's role and responsibilities
- ▶ Developing better practice regarding Board operation including in the areas of board meetings, risk evaluation, conflicts of interest

#### Pre-Requisites/Target Audience

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

#### Material

Comprehensive course manual provided





## MEET THE TRAINER

*Paul Morgan*

### QUALIFICATIONS

- ▶ Graduate Certificate in Business Administration
- ▶ Advanced Diploma in Business and Finance
- ▶ Certificate IV in Training and Assessment

### SPECIALISATION

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

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

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

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

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

## LEADERSHIP DOMINATION

### 1 DAY WORKSHOP

FACILITATOR: RAIMOND VOLPE

#### Summary

Our Leadership Domination workshop is designed for senior staff, managers and leaders who want to have greater influence and impact. This is an interactive tailored workshop that focuses on developing an understanding of your leadership capability, providing insights to unlock your leadership potential.

It is designed to make you a more effective leader in your current role and prepare you for success in your future career.

#### Course Objectives

- ▶ Discovery
- ▶ Developing the leadership mindset
- ▶ How to lead & motivate your people
- ▶ Connecting with empathy and confidence
- ▶ From good leader to great leader
- ▶ Disc – reading leadership behavioural styles
- ▶ Disc – understanding leadership styles
- ▶ Disc – motivating different behavioural styles
- ▶ Leading & communicating effectively
- ▶ Extrinsic vs intrinsic motivation
- ▶ Interactive role play
- ▶ Case study leadership

#### Pre-Requisites/Target Audience

Suitable for participants in leadership and management positions

#### Material

Workbook Supplied

## LEADERSHIP PRO

### 1 DAY WORKSHOP

FACILITATOR: RAIMOND VOLPE

**\*\* MUST HAVE ALREADY COMPLETED THE LEADERSHIP DOMINATION WORKSHOP**

#### Summary

Our Leadership Pro workshop explores advanced leadership capabilities and attributes with a focus on impactful communication that leads to results.

Leadership Pro applies interactive learning mechanisms that bolster your leadership confidence and team's performance. Improve your leadership capabilities as a team and learn from each other! You will gain insights into the leader you are and develop into the role model leader you want to be.

The Workshop develops an awareness and understanding that grows your deep sense of leadership confidence.

#### What's Being Covered

- ▶ Vulnerability the new leadership strength self-discovery and goals
- ▶ Master conversations
- ▶ The assertive leader
- ▶ Feedback is essential for leadership
- ▶ Managing up, down & across
- ▶ Storytelling the must have leadership skill
- ▶ Leadership language
- ▶ Leading with body language
- ▶ Leading with emotional intelligence
- ▶ Leadership exists to get results
- ▶ Role play
- ▶ Review goals

#### Pre-Requisites/Target Audience

Suitable for participants in leadership and management positions (must have already completed the Leadership Domination Workshop)

#### Material

Workbook Supplied



## MEET THE TRAINER

*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.



## FIND OUT MORE

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UPCOMING NESA TRAINING EVENTS

[PD & EVENTS CALENDAR](#)

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## CONTACT US

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