

Business SA

Training Directory

2022/2023

Contents

Introduction

About Business SA	3
Benefit of Training with Business SA	4

Sales Training

Sales Fundamentals	6
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Leadership & Management

New to Management	8
Strive to Lead	9
Creating Highly Effective Managers	10
Lead with Integrity	11

HR & Workplace Relations

Managing Performance & Conduct	13
Managing Poor Performance	14
Bullying, Discrimination & Sexual Harassment: Employees	15
Bullying, Discrimination & Sexual Harassment: Managers & Supervisors	16
Bullying, Discrimination & Sexual Harassment: Contact Officers	17
Effective Workplace Communication	18
Customer Service & Managing Conflict	19

Work Health & Safety (WHS)

WHS for Officers	21
WHS for Managers and Supervisors	22
WHS for Employees	23
Managing WHS in the Workplace	24
Your Safety Committee and WHS	25
How to Identify and Manage Your Risks with WHS	26
Contractors and Your Business	27

Health & Safety (HSR) Representative Training

Health and Safety Representative Training – Year 1	29
Health and Safety Representative Training – Year 2	30
Health and Safety Representative Training – Year 3	31
Health and Safety Representative Training – Refresher	32

Online Training

Business	34
HR & Financial Services	36
Human Resources	37
Information Technology	40
Leadership	41
Legal and Risk	42
Management	44
Work Health and Safety (WHS)	46
Writing and Customer Service	47

About Business SA

Business SA is the peak independent Chamber of Commerce and Industry in South Australia. We are the State's leading voice for trade, commerce and industry, representing and providing services for thousands of businesses of all sizes and from across all industry sectors.

Business SA is SA's largest membership-based employer organisation, representing employers and business owners across 17 different industry sectors. Our purpose is to help you grow your enterprise and create a stronger South Australia.

Like you, we believe in the important roles that business and commerce play in creating a vibrant, dynamic and sustainable society.

We back the job makers and risk-takers.

We back the creators, the innovators and the entrepreneurs.

We back the people who chase their dreams, follow their passions and put it on the line .

We believe that businesses are the engine room of our economy. Businesses like yours generate new ideas, deliver new services and propel us forward. Businesses like yours create jobs, attract new investment and pay taxes. Businesses like yours put food on tables and create wealth for many.

As the independent, representative voice for employers and business owners across South Australia, we want to create the best possible environment for you to succeed. We do this by providing you with knowledge, advice, connection and advocacy. We have been doing this for over 180 years, without fear or favour.

We're proud of our long history, and our sustainability is assured by our future-focus, our strong leadership and our intent to stay ahead of the pack. To serve you better, we constantly seek to answer that enduring question: 'what's next?'

If you are not already a member, please call or email our membership team on **(08) 8300 0000** or email **customerservice@business-sa.com**

**SCAN BELOW TO CONTACT
US ABOUT TRAINING**



Benefits of training with Business SA

Business SA prides itself on providing products and services that help businesses thrive. Our training programs are facilitated by experts in their individual fields that will guide participants through a learning experience that is engaging, interactive and designed to initiate change. Flexibility in 2022 is everything, whether its online training, attendance at a public course or a team to upskill at your workplace, we will work with you to ensure your experience and learning outcomes meet expectations. Training your team in today's world has never been more important for business growth, rest knowing as market leaders in the key areas of Health and Safety Representative, Work Health and Safety and Workplace Relations, Business SA is at the forefront of driving compliance. Combining this with management, leadership and sales training, your business is set to tackle 2022 on the front foot.

HSR TRAINING GUARANTEE

Business SA's HSR Training Guarantee is a unique offer providing assurance that your safety commitment will be maintained. If one of your staff members has completed a HSR Year 1 training course within 6 months and leaves your business, Business SA will train your new HSR for free.¹

ONGOING SUPPORT FOR HSR

We will support you as a Health and Safety Representative (HSR) by providing a complimentary subscription to our WHS Made Easy booklet² and monthly HSR newsletter, keeping you up-to-date throughout your elected period.

CITB ENDORSED TRAINING PROVIDER

CITB is a whole-of-industry led organisation that provides support to attract, train and retain South Australian building and construction workers by providing leadership in training and skills development.

CITBs Construction Skills Training Program provides Eligible Persons, with an approved CITB number, up to \$3,000 worth of training fee subsidies each financial year.

To check your eligibility or to renew your CITB number visit www.citb.org.au. To obtain the CITB subsidies, you will be required to provide your CITB number upon enrolment.

TO BOOK A COURSE

Visit: www.business-sa.com/training

Call: **08 8300 0089**

Email: training@business-sa.com

ALL TRAINING ENQUIRIES

Contact: **Cindy Jackway, Training Manager**

Call: **0403 454 409**

Email: cindyj@business-sa.com

TRAINING GUARANTEE TERMS AND CONDITIONS

1. If a business has sent an employee for Health and Safety Representative Year 1 training and the employee leaves the organisation within six (6) months from the date of completion of the training, then a replacement employee may attend the same course free of charge. The new HSR must be registered for training within three (3) months of the previous employee leaving.
2. Anyone who attends and completes Health and Safety Representative (Years 1, 2, 3 or Refresher) training will be given a complimentary subscription of our WHS Made Easy booklet.



SALES TRAINING

★ Sales fundamentals

Sales fundamentals

Using the Customer Engagement Sales Model as the basis, this course is aimed at assisting business owners and/or sales staff drive growth through understanding the four core steps of engaging, identifying, solving and ultimately agreeing on steps to close a call and gaining successful sales solutions. Sales professionals bring a range of skills to their customer interactions. The greatest opportunity for businesses that rely on their sales people to perform in every sales interaction, is the implementation and execution of a simple sales process to help them stay on track, no matter their experience.

Successful completion of this one-day program will deliver a set of tools and skills, and provide a simple system to create action plans that can be adopted in your role.

WHO IS IT FOR?

Anyone in a sales environment.

COURSE DURATION

One day.

OUTCOMES

- ★ Follow a consistent sales process that you can consistently utilise.
- ★ Identify at which point in a sales process you are, as a way to self-navigate the conversation.
- ★ Open a sales call in a way that engages a customer.
- ★ Develop insightful open and closed questions that illicit the required information.
- ★ Actively listen for sales cues, language that identifies customer needs and why those needs are important to the customer.
- ★ Agree on next steps as a way to close the sales call each time.





LEADERSHIP & MANAGEMENT

- ★ New to management
- ★ Strive to lead
- ★ Creating highly effective managers
- ★ Lead with integrity

New to management

This course is designed to foster and grow contemporary leadership capabilities. People can often be thrust into management roles without training, and struggle to effectively manage a team working towards a common goal.

Discover your personal leadership style through DiSC profiling and learn how to use your strengths to manage others, including dealing with difficult staff and managing poor performance confidently.

WHO IS IT FOR?

Anyone in management and/or aspiring manager.

COURSE DURATION

One day.

OUTCOMES

- ★ Gain an increased knowledge and awareness of your personal leadership style.
- ★ Learn how to set team goals and delegate effectively.
- ★ Discover strategies to enhance communication and motivate teams.
- ★ Learn how to provide effective feedback and address performance issues.
- ★ Learn how to make confident decisions and problem solve.



Strive to lead

Organisations need great leaders. Leadership is about developing the skills to unlock the power and the potential of your team. It is about bringing people together to achieve impressive results.

Leadership is about defining and setting goals, lighting a path and persuading others to follow. Leaders must be able to inspire, make the most of their limited time and align the ambitions of their team with the needs of the organisation.

Learn how to overcome challenges as a new workplace leader. You will discover your strengths and learn more about your leadership style. Develop the skills that will help you bring your people together, motivate, energise and inspire them to achieve their full potential.

WHO IS IT FOR?

Anyone in a leadership role or aspiring to be a leader.

COURSE DURATION

One day.

OUTCOMES

- ★ What makes a great leader.
- ★ Five responsibilities of a leader.
- ★ Leadership styles.
- ★ Team motivation.
- ★ Lead individuals.
- ★ Build team performance.
- ★ Apply self-management techniques.



Creating highly effective managers

This course will prepare managers to lead a variety of people and teams. They will learn the art of delegation, setting goals and giving effective performance feedback. This two-day program provides new or existing managers with a suite of management tools and resources to enable them to get the best out of themselves and their team. Understanding their behavioural style and how this translates to effectively communicating and driving performance underpins strong management and leadership.

Understanding the importance of health and wellbeing is essential to building high-performance teams. Strengthening management skills by developing new perspectives, thinking and ideas, and greater self awareness, managers will be better equipped to effectively manage.

WHO IS IT FOR?

New and current managers.

COURSE DURATION

Two days.

OUTCOMES

- ★ Recognise and understand a range of management concepts.
- ★ Understand different behavioural styles through using DISC profiling.
- ★ Demonstrate an understanding of effective communication styles.
- ★ Recognise the importance of personal brand management.
- ★ Understand the importance of health and wellbeing in building high performance teams.
- ★ Recognise signs of stress and how to manage it for yourself and others.
- ★ How to navigate difficult conversations including performance discussions.
- ★ Apply suitable strategies to implement setting goals, targets and delegations.



Lead with integrity

This course is designed for existing managers and leaders to cultivate stronger leadership of their teams. By challenging their personal values and ideals to develop greater emotional and social intelligence, managers and leaders will be supported in creating enhanced personal and employee accountability. Participants will need to be prepared to challenge their comfort zones and explore their own emotional intelligence, personal bravery, vulnerability and trust.

Creating a strong culture through leadership and leading teams through change, thinking big and exploring new ideas has never been more important.

WHO IS IT FOR?

Managers and leaders.

COURSE DURATION

Two days.

OUTCOMES

- ★ Unlocking emotional intelligence and resilience.
- ★ Recognise your personality as a leader.
- ★ Introducing social intelligence.
- ★ Introducing intrapreneurship.
- ★ Change management, millennial thinking and how changing with the times is a MUST.
- ★ Levering personal leadership traits of thinking BIG and different.
- ★ Gallup Strength Profiling.
- ★ High performance teams.
- ★ 8 keys to leadership success.





HR & WORKPLACE RELATIONS

- ★ Managing performance and conduct
- ★ Managing poor performance
- ★ Bullying, discrimination and sexual harassment: employees
- ★ Bullying, discrimination and sexual harassment: managers and supervisors
- ★ Bullying, discrimination and sexual harassment: contact officers
- ★ Customer service and managing conflict

Managing performance and conduct

There are times when an employee's performance needs to be closely managed or results in termination. It is important therefore, to learn how to manage this situation fairly and with a respect for all parties involved. The one-day program will provide you with a suite of management tools and resources to enable you to get the best out of your staff.

WHO IS IT FOR?

Anyone responsible managing staff.

COURSE DURATION

Full day.

OUTCOMES

- ★ Learn how to effectively set workplace expectations and goals.
- ★ Develop practical skills to encourage positive workplace relationships.
- ★ Managing performance for better results.
- ★ Identify strategies for initiating difficult conversations.
- ★ Identifying underlying causes of poor performance and behaviour.
- ★ Managing unacceptable staff behaviour and conflict.
- ★ Disciplining staff appropriately, including interviews and documentation.
- ★ Understand the legal requirements of terminations.
- ★ Identify strategies to avoid unfair dismissal claims.



Managing Poor Performance

Managing poor performance will provide you with the tools to help identify and manage poor performance. You will learn how to deal with difficult conversations, understand the steps that need to be taken to manage poor performance fairly and manage the dismissal process if required.

WHO IS IT FOR?

Managers or supervisors.

COURSE DURATION

Half day.

OUTCOMES

- ★ Develop practical skills to confidently undertake performance management with poor performers.
- ★ Identify strategies for initiating difficult conversations.
- ★ Access a range of performance management templates and difficult conversation resources.
- ★ Understand the legal requirements of terminations.
- ★ Identify strategies to avoid unfair dismissal claims.



Bullying, Discrimination & Sexual Harassment: Employees

Promoting a positive workplace culture. Your organisation can (and should) manage the risks of bullying, discrimination and sexual harassment to create a more harmonious workplace.

This course has been designed to provide participants with an understanding of the laws outlining bullying, discrimination and sexual harassment at work. Employees will learn how to recognise these behaviours and most importantly learn what to do about it.

People often ignore the signs and put up with it, and when they have the tools to call it out, they need to know how to do so within your organisation.

WHO IS IT FOR?

All employees.

COURSE DURATION

Two and a half hours.

OUTCOMES

- ★ Identify the types of harassment and discrimination that may be encountered at work.
- ★ Understand the difference between direct and indirect discrimination.
- ★ Learn what constitutes unlawful discrimination.
- ★ Learn steps to take when encountering discrimination in the workplace.



Bullying, Discrimination & Sexual Harassment: Managers and supervisors

How to manage workplace bullying and harassment. Managers need to know and understand regulations and laws surrounding bullying, discrimination and sexual harassment.

We know that bullying, discrimination and harassment, whether it be sexual harassment, age-related or racially motivated, can happen in any workplace.

WHO IS IT FOR?

Managers and supervisors.

COURSE DURATION

Four hours.

OUTCOMES

- ★ Identify the types of harassment and discrimination that may be encountered at work.
- ★ Understand the difference between direct and indirect discrimination.
- ★ Learn how to identify and manage bullying, discrimination and harassment issues.
- ★ Understand and implement risk mitigation and grievance procedures.
- ★ Understand the cost of harassment and the employer's responsibilities.
- ★ Develop an in-depth understanding of workplace law.
- ★ Learn how to manage risks associated with bullying, discrimination and sexual harassment.



Bullying, Discrimination & Sexual Harassment: Contact Officers

What do you do when you are approached with a complaint about inappropriate behaviour? Poor, inappropriate and even illegal behaviour can occur in any workplace, and it usually takes the form of bullying between colleagues or managers and their staff. It may also include discrimination against age, gender or race, or as sexual harassment. Worksite policies must be in place, along with an effective dispute resolution process to help support staff exposed to any of the behaviours described.

To ensure matters are handled effectively, Contact Officers should be aware of their responsibilities and the legal ramifications for failing to act. No-one wants matters to escalate if issues are handled inappropriately.

WHO IS IT FOR?

Contact or Grievance Officers.

COURSE DURATION

One day.

OUTCOMES

- ★ Understand the roles of the Grievance and Contact Officers within an organisation.
- ★ Identify the difference between direct and indirect discrimination and the grounds for unlawful discrimination.
- ★ Learn how to identify and manage harassment issues, including avenues for referrals.
- ★ Gain confidence in your ability to support a person who may approach with an issue.
- ★ Identify the issues needing referral to human resources or an employee assistance program.
- ★ Learn about strategies for managing risks associated with bullying, discrimination and sexual harassment.



Effective workplace communication

Focussing on communication and behaviour, you will learn strategies to become more responsive to others, fostering positive workplace relationships and building your interpersonal skills as a more effective communicator.

Discover a range of proven communication techniques and strategies that will allow you to develop and maintain successful workplace relationships.

WHO IS IT FOR?

All employees.

OUTCOMES

- ★ Discover what makes communication effective.
- ★ Learn how to recognise and adapt your communication styles.
- ★ Discover how to use good communication to motivate others.

COURSE DURATION

One day.

- ★ Learn how to be a better listener.
- ★ Learn how to use good communication to build trust and confidence.
- ★ Discover how communication impacts productivity and profitability.



Customer service and managing conflict

This half day program outlines what exceptional customer service is and how maximising effective communication and listening skills is essential to building rapport and positive customer engagement.

Explore tools for your staff to deal with challenging behaviour and tactics to de-escalate conflict through understanding how behaviour, tone and body language can inflame or minimise a situation.

Participants will gain the skills and knowledge essential in responding effectively to the needs of customers and clients together with how to turn complaining customers into advocates.

WHO IS IT FOR?

All employees.

COURSE DURATION

Three and a half hours.

OUTCOMES

- ★ Discover what is exceptional customer service.
- ★ Lean skills to build rapport.
- ★ Successful communication and active listening.
- ★ Develop an awareness of how conflict develops in the workplace.
- ★ Identify the signs of conflict and how it escalates.
- ★ Explore how people handle conflict.
- ★ Provide strategies and skills to assist in dealing with these situations in the workplace.





WORK HEALTH & SAFETY (WHS)

- ★ WHS for Officers
- ★ WHS for Managers & Supervisors
- ★ WHS for Workers
- ★ Managing WHS in the Workplace
- ★ Your Safety Committee and WHS
- ★ How to identify and manage your risks with WHS
- ★ Contractors and your business
- ★ Hazardous chemicals in the workplace

WHS for Officers

Business SA's WHS for Officers course outlines the obligations and key responsibilities identified Officers have under the Work Health and Safety Act, together with clarity around their due diligence requirements as an Officer in the workplace.

Officers who fail to carry out due diligence can be found guilty of offences under the WHS Act.

Business SA wants to ensure all Officers understand their duties and are not placed in a position where they may be liable.

WHO IS IT FOR?

CEOs, CFOs, COOs, SME owners, directors.

COURSE DURATION

Two and a half hours.

OUTCOMES

- ★ Familiarisation with WHS legislation.
- ★ Explanation of duty holders.
- ★ An understanding of risk management principles.
- ★ Learn how to respond to incidents and hazards.
- ★ Learn about due diligence obligations
- ★ Verify the provision and use of WHS resources.



WHS for Managers and Supervisors

Managers and supervisors within any organisation have a responsibility to understand and implement WHS legislation and requirements. This ensures staff are working within a safe work environment. Managers and supervisors are role models for staff.

By demonstrating safety standards and carrying out duties with a complete understanding of legal requirements, managers and supervisors help create a safety culture in their workplace.

This course explores basic hazard management, safety systems, recognising and fixing deficiencies and ensuring reporting is comprehensive and managed effectively.

WHO IS IT FOR?

Managers, supervisors or team leaders.

COURSE DURATION

Four hours.

OUTCOMES

- ★ Understand obligations under WHS legislation.
- ★ Plan, apply and manage safety.
- ★ Gain an understanding of operations, hazards and risks.
- ★ Respond effectively to incidents.
- ★ Use resources to eliminate or minimise risks.



WHS for Employees

At a worksite, everyone is responsible for worksite health and safety – it does not rest entirely with managers, but with workers too, who are performing tasks and potentially putting themselves at risk on a daily basis.

Whether it be carrying boxes of paperwork, operating a forklift or taking care of their own wellbeing, Workplace Health and Safety can be complex for every member of staff, no matter what type of work is conducted. When an employee is injured, everyone is affected.

WHO IS IT FOR?

All employees.

COURSE DURATION

Two hours.

OUTCOMES

- ★ Identify the roles and duties of key stakeholders within an organisation including the Person Conducting a Business or Undertaking (PCBU), officers and employees.
- ★ Understand the importance of reporting injuries and incidents.
- ★ Familiarisation with hazard management and risk assessment processes.
- ★ Understanding the importance of Codes of Practice.



Managing WHS in the Workplace

This intensive two day course has been designed to set you up to tackle the everyday safety requirements of your business. It will provide insight and knowledge on how to navigate the Work Health and Safety Act, how to undertake inspections and effectively identify and manage your business risks.

WHO IS IT FOR?

Anyone responsible for safety.

COURSE DURATION

Two days.

OUTCOMES

- ★ Understanding the context of WHS legislation and practice.
- ★ How to identify hazards and manage risks in the workplace.
- ★ Recognise the importance of having effective safety documentation.
- ★ Specify the legal requirements of WHS documentation.
- ★ Understand record keeping requirements.
- ★ Knowing how to consult and communicate WHS information effectively.
- ★ Identify legal incident investigation responses and safety procedures.
- ★ Conduct effective inspections.
- ★ Receive downloadable "WHS made easy" booklet.



Your Safety Committee and WHS

A safety committee is integral to ensuring safety compliance remains at the forefront of decision making in the organisation. A safety committee needs to understand how WHS obligations are to be met within an organisation. They need to understand how to effectively contribute to implementing safety systems and addressing WHS issues as they arise.

WHO IS IT FOR?

Safety committee members.

COURSE DURATION

Three and a half hours.

OUTCOMES

- ★ Interpret and outline committee structures and constitution.
- ★ Understand the obligations of a safety committee under WHS law, including risk management.
- ★ Understand what makes an effective meeting and how often they need to be held.
- ★ Build member confidence to promote active engagement in committee functions.



How to identify and manage your risks with WHS

Do you know what to look for in the workplace when it comes to managing Work Health and Safety requirements? This course equips participants with the necessary skills to conduct hazard assessments and implement hazard controls. An understanding of the different types of workplace hazards is gained along with discovering how to identify and manage hazards effectively.

Learn about worksite inspections, the importance of listening to co-worker concerns and complaints, reporting data and reviewing the effectiveness of previously implemented hazard controls.

You will also learn how to create a Workplace Health and Safety action plan based on the identification of WHS issues, hazards, risks and responsibilities.

WHO IS IT FOR?

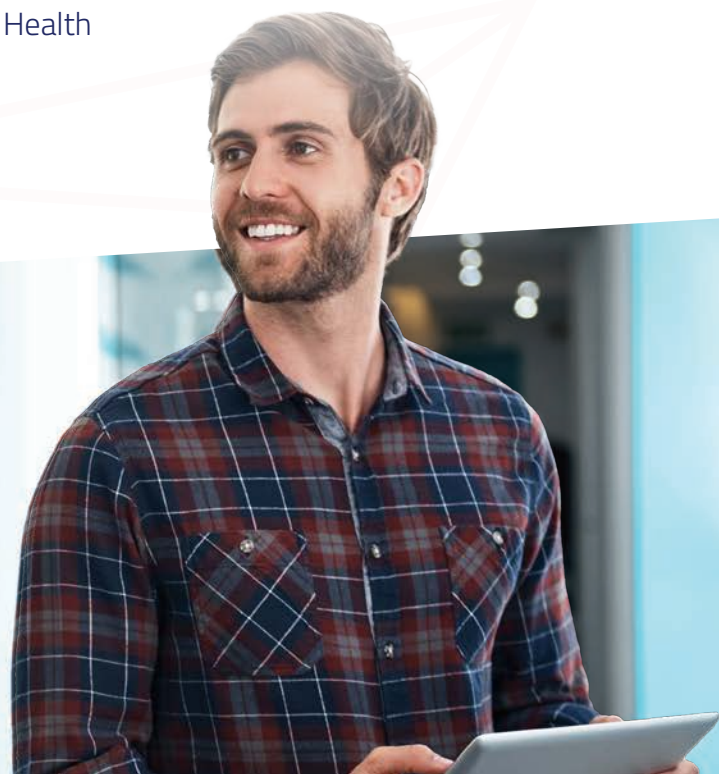
Managers, supervisors, safety committee members and/or health and safety representatives.

COURSE DURATION

Three and a half hours.

OUTCOMES

- ★ Outline the hazard management process.
- ★ Understand the legislative requirements for conducting a health and safety risk assessment.
- ★ Learn how to create a Workplace Health and Safety action plan
- ★ Apply key principles for conducting a health and safety risk assessment.
- ★ Discover a range of practical WHS risk assessment tools.



Contractors and your business

Does your business employ contractors? Regardless of the type of business you run, at some point in time you may be responsible for employing a contractor. It is your responsibility therefore, to ensure they work in a safe environment. While a contractor is required to ensure they comply with Work Health and Safety legislation, businesses have a level of responsibility once they are on site and are considered a worker.

The WHS Act places responsibilities on both a Person Conducting a Business or Undertaking (PCBU) and the contractor.

WHO IS IT FOR?

Contractors, managers or officers and PCBUs who employ contractors.

COURSE DURATION

Two hours.

OUTCOMES

- ★ Understand dual responsibilities under WHS regulations and codes of practice.
- ★ Identify the importance of effective and proactive contract management.
- ★ Learn how to implement systems to ensure WHS duties as a PCBU or contractor are covered.
- ★ Learn about the legal rights of contractors, sub-contractors and principal contractors.
- ★ Discover how to develop an effective contractor management system.
- ★ Review legal penalties for failing to comply with the WHS Act.





HEALTH & SAFETY (HSR) REPRESENTATIVE TRAINING

- ★ Health & Safety Representative Training: Year 1
- ★ Health & Safety Representative Training: Year 2
- ★ Health & Safety Representative Training: Year 3
- ★ Health & Safety Representative Training: Refresher

Health and Safety Representative Training – Year 1

Learn how to be a great Health and Safety Representative (HSR). Having recently been elected as a HSR, this five-day program provides you with the skills and confidence to identify and resolve workplace health and safety issues.

HSRs play an important role in every organisation, because they advise and oversee health and safety matters within the workplace.

By completing this program, HSRs will gain the powers to direct that unsafe work ceases and issue provisional improvement notices if required.

WHO IS IT FOR?

Newly-elected HSRs and/or re-elected HSRs.

COURSE DURATION

Five days.

OUTCOMES

- ★ Identify the duties and responsibilities of officers, workers and other parties.
- ★ Outline the purpose and formation of a work group (or work groups) within the workplace.
- ★ Understand the election process, rights and protections of an elected Health and Safety Representative.
- ★ Identify a range of strategies that support the consultation process.
- ★ Understand how HSRs can manage risk and apply those techniques in the workplace.



Health and Safety Representative Training - Year 2

In your second year as a Health and Safety Representative (HSR), you are ready to learn how to effectively and constructively represent your work group or committees in health and safety matters. This is the second program in a series of three, as part of your SafeWork approved HSR training entitlement.

This course highlights the need to collaborate and communicate effectively to create a positive workplace safety culture. It will ensure HSRs have the confidence to coordinate, engage and continue to represent their working groups in regard to safety matters, including multiple hazards and complex risks.

HSRs are legally obliged to identify reasonably foreseeable hazards that may put staff at risk. Business SA will help health and safety representatives identify and mitigate hazards.

WHO IS IT FOR?

HSRs who have completed their first year of training and are currently in their second year of office.

COURSE DURATION

Three days.

OUTCOMES

- ★ Understand the principles and practices of a systemic approach to managing and controlling multiple WHS risks.
- ★ Understand the responsibilities and duties of PCBUs, hazard risks and shared duties.
- ★ Identify various elements of due diligence requirements of PCBUs and officers associated with managing specific and multiple hazards in a shared work environment.



Health and Safety Representative Training – Year 3

In your third year as a Health and Safety Representative (HSR), consolidate your skills and learn how to contribute effectively to the development of Work Health and Safety policies and procedures. This is the third and final program as part of your three-year HSR entitlement. This course aims to extend the range of skills and knowledge acquired in the first and second year programs.

At the end of this course, HSRs will be able to effectively and constructively participate in internal auditing, and ensure policies and procedures support safe work practices.

Year three also outlines the consultation process with colleagues and managers.

WHO IS IT FOR?

HSRs who have completed their second year of training and are currently in their third year of office.

COURSE DURATION

Two days.

OUTCOMES

- ★ Understand the principles and practices of managing procedure development and administrative controls for Workplace Health and Safety risks.
- ★ Identify safe systems of work.
- ★ Conduct effective audits in the workplace.
- ★ Promote continuous improvement in workplace practices.
- ★ Tools to develop ongoing improvement practices.



Health and Safety Representative Training - Refresher

Remain abreast of updates and changes in safe work practices. HSR Refresher Training is a flexible alternative for re-elected HSRs to maintain their safety knowledge and skills.

This one-day program provides updates to legislation, a revision of roles and responsibilities as a HSR and an opportunity to network and share valuable HSR experiences.

The Refresher program sets the scene for continued training opportunities as part of the HSR 10-day training entitlement for re-elected HSRs.

WHO IS IT FOR?

Re-elected HSRs.

COURSE DURATION

One day.

OUTCOMES

- ★ Increase your awareness of the significance of health and wellbeing risks at work.
- ★ Learn about any amendments to WHS legislation.
- ★ Review updates and find out what's new in the WHS sector.
- ★ Review duties of the PCBU.
- ★ Reconfirm duties and responsibilities of officers and workers.
- ★ Share experiences and network with other HSRs.





ONLINE TRAINING

- ★ Business
- ★ HR & Financial Services
- ★ Human Resources
- ★ Information Technology
- ★ Leadership
- ★ Legal & Risk
- ★ Management
- ★ Work Health & Safety (WHS)
- ★ Writing
- ★ Customer Service

Business

Business SA provides comprehensive online training solutions for a broad range of topics to meet all your training needs. Our online courses are specifically designed to be bite-sized and can be completed online anytime, anywhere, providing a holistic and multi-faceted approach to learning and development in the workplace.

COURSE DURATION

Courses range in duration from 20 – 45 minutes.

ACTIVE LISTENING

Communication skills are at the heart of everything we do each day, whether at home, at work, or at play. Active listening encompasses the best of communication, including listening to what others are saying, processing the information and responding to it in order to clarify and elicit more information. This module will help you to develop and practice your active listening skills.

BUSINESS SUCCESSION PLANNING

Change is a hallmark of today's business world. In particular, our workforce is constantly changing — people come and go, and move into new roles within the company. Succession planning can help you make the most of that change by ensuring that when someone leaves, there is someone new to take their place.

This module will teach you the basics about creating and maintaining a succession plan.

CRITICAL THINKING

Critical thinking is the ability to clearly reason through problems and to present arguments in a logical, compelling way — a key skill for survival in today's world. This course will give you some practical tools and hands-on experience with critical thinking and problem solving.

COLLABORATION ONLINE

Collaboration is a skill that is utilised with one or more people to produce or create a result or shared goal. Everyone in the group has a shared vision or outcome.

The group not only has to work together, they must think together, and the product comes from group effort. Do we know what it takes to achieve successful collaboration with colleagues? What are the benefits of collaboration in the workplace and how can employers create a collaborative environment?

ENCOURAGING SUSTAINABILITY AND SOCIAL RESPONSIBILITY IN BUSINESS

The ideas behind encouraging sustainability and social responsibility in business seem noble, as organisations commit to creating optimal circumstances for people to live and work. The reality is that every company, whether it is a micro-business or a large multinational corporation, can take steps to create sustainable, socially responsible environments that contribute to positive workplaces, communities, and futures.

FOSTERING INNOVATION

Innovation in its purest form means to create something new, but it can also mean better solutions, new methods of doing something, finding more efficient and effective ways of completing a task, or creating new processes or workflows.

Innovation is what propels businesses into the future and allows them to forge a new path of relevance, profit, and success.

MAKING YOUR BUSINESS BETTER

Starting and building a business begins with a great idea. There are millions of 'great ideas' that are seeking attention and success. Some of those ideas may be very much like your own.

To make your idea not only stand out, but to take root and grow a sustainable and successful business, you need the right team, tools and expertise.

This two-part course will highlight essential points of business acumen that will position your business for growth.

Business

NEGOTIATING FOR RESULTS

Negotiating is about resolving differences. People who can master the process of negotiation can save time and money, develop a higher degree of satisfaction with outcomes, and earn greater respect in their communities when they understand how to negotiate well.

Negotiating is a fundamental fact of life. Whether you are working on a project or fulfilling support duties, you need at least a basic comfort level to negotiate in any situation.

This module includes techniques to promote effective communication and gives you techniques for turning face-to-face confrontation into side-by-side problem solving.

PUBLIC RELATIONS

The field of public relations has changed with the evolution of computers and the speed with which information can spread. However, the need for public relations to be clear, concise, and accurate while being completely appropriate for the situation has not changed.

In this two-part module, you will learn how to determine the type of information required, to approach PR strategically, create compelling releases, and manage your media relations.

PUBLIC SPEAKING FOR PRESENTATION

A great presenter has two notable qualities: appropriate skills and personal confidence. Confidence comes from knowing what you want to say and being comfortable with your communication skills.

ADVANCED BUSINESS WRITING

This course is devoted to writing letters of recommendation, of persuasion, of refusal, or of action, that reflect current word usage and up-to-date formats. You can also learn some basics about writing business cases, proposals, and reports.

Human Resources and Financial Services

DEBT COLLECTION

Debt collectors are governed by a range of statutory and common law obligations.

Together, the Australian Competition and Consumer Commission (ACCC) and the Australian Securities and Investments Commission (ASIC) have published a Debt Collection Guideline, which explains how the Australian Consumer Law (ACL), the Australian Securities and Investment Commission Act (ASIC Act) and the National Consumer Credit Protection Act apply to debt collection activities.

Safetrac's 'Debt Collection' course is based on the Debt Collection Guideline, providing businesses and their employees with an understanding of the legal obligations placed on debt collectors and creditors, with particular reference to individual debtors.

FINANCIAL SERVICES REPS/FINANCIAL ADVISERS

The financial services industry has undergone major reform in recent years. Financial services laws under the Corporations Act 2001 impose a broad licencing and regulatory system that covers anyone who provides financial services in relations to financial products. These laws are heavily supplemented by ASIC policies. Licensees who provide financial services advice to retail clients must meet special requirements, including that their advisers are trained and that their competencies be maintained.

Safetrac's 'Financial Services Representatives – Financial Advisers' course is designed to assist businesses in meeting their obligations by training Advisers in relation to their responsibilities to clients, while maintaining a competent provision of insurance services.

ANTI-BULLYING & ANTI-HARASSMENT

Bullying, discrimination and sexual harassment can cause major harm to the wellbeing of individuals. It can have an impact on an individual's health and happiness, affecting their ability to do their job. Breaches can incur heavy costs for organisations, including fines, loss of reputation and high levels of employee turnover.

Safetrac's 'Anti-Bullying and Anti-Harassment' course provides organisations and their employees with a general understanding of what behaviours are lawful and unlawful in the workplace.

CREATING A POSITIVE WORK ENVIRONMENT

A positive work environment is important for the productivity of a company but it is also important to us personally. Our emotional and physical health can be improved by working in a positive work environment.

As an employee or a leader within a company you have a responsibility to create and maintain a positive work environment. This module will give you tools to be able to create the type of environment that you crave through building and nurturing effective workplace relationships.

BEING A TEAM PLAYER

Teamwork is essential in any successful organisation and to have an effective team, an organisation must be comprised of individuals who pride themselves on being great team players. Many of us would consider ourselves to be team players, but are we really?

Do we know what that takes and what managers consider to be the qualities that make a person a team player, or that make a good team player a 'great' team player? Everyone brings their own skills and strengths to the table, understanding how to use those skills within the context of a team is vital to help an organisation succeed.

Human Resources

CRISIS MANAGEMENT

Viable organisations need to be ready for emergencies — they are a fact of doing business. The worst plan is not to have any kind of plan at all, and the best plans are tested and adjusted so that they work over time. Fortunately, you do not need separate plans for all the different kinds of crises that can occur.

One solid plan will help you to prevent, respond, and recover from all crises.

BUILDING SELF-ESTEEM & ASSERTIVENESS

A healthy self-esteem is essential for growth and achieving success. Of all the judgments you make in life, none is as important as the one you make about yourself.

Without some measure of self-worth, life can be difficult. In this module, you will discover some techniques that can dramatically change how you feel about yourself, and how you approach the world to get the things that you want.

BECOMING A PROGRESSIVE EMPLOYER

Many people like to think of themselves as progressive in some fashion, but is this usually the case? Employers can be considered progressive for numerous reasons; from the way they treat their staff to their approach to technology.

This module will point the way towards being a progressive employer for those who wish to be on the forefront of employee relations and develop an innovative stance on business.

CONFLICT RESOLUTION FOR THE WORKPLACE

Many people see conflict as a negative experience. In fact, conflict is a necessary part of our personal growth and development.

However, conflict becomes an issue when the people involved cannot work through it. They become engaged in a battle that does not result in growth. When this type of conflict arises, negative energy can result, causing hurt feelings and damaged relationships.

CONFLICT RESOLUTION: DEALING WITH DIFFICULT PEOPLE

Often, we can get into a routine of feeling like everyone we speak with is having a bad day. In business, as in life, we constantly meet people who seem to be inconsiderate, stubborn, miserable, or passive-aggressive. Sometimes we can be equally awkward ourselves. Often, we can get into a routine of feeling like everyone we speak with is having a bad day. In business, as in life, we constantly meet people who seem to be inconsiderate, stubborn, miserable, or passive-aggressive. Sometimes we can be equally awkward ourselves.

Success comes from understanding how we behave, as well as how we can influence others. If difficult interactions are necessary, and we approach those conversations with a plan, we will find that people can be less difficult to deal with. By taking this approach, we will often also have more meaningful and significant conversations.

CREATING AN ONBOARDING PROGRAM

You can greatly increase the likelihood that a new employee will stay with you by implementing a well-designed onboarding program that will guide the employee through their first months with the company.

This module will explore the benefits of onboarding, show you how to design an onboarding framework and give you ways to customise the program for different audiences.

FATIGUE MANAGEMENT

Lack of sleep is a major contributing factor to fatigue. It can lead to a loss of attentiveness which is a serious health and safety risk, which is especially dangerous within roles which require continuous or long periods of driving.

By providing training in fatigue management, staff and management become more aware of the effects of not getting enough sleep.

'Fatigue Management' course is designed to give you a general understanding of how fatigue can affect health and safety within the workplace. It also covers some tips to help staff gain a better night's rest, which in turn contributes to a safer workplace.

Human Resources

INTEGRITY AND COMPLIANCE

Dealing honestly and fairly in accordance with a code of conduct is key to a business' reputation. Part of acting with integrity is compliance with the relevant laws and regulations that apply to that business.

By incorporating integrity and compliance training into your workplace, staff are encouraged to act professionally, with honesty and integrity by upholding the company's values through their words and actions; in both the workplace and with clients.

'Integrity and Compliance' course provides an overview of how to incorporate integrity, honesty, ethics and compliance into the workplace and your everyday job. It can be customised to set out your company's core values, and how they can be reflected in the services and products which are supplied to clients and business partners.

DISABILITY AWARENESS

People with disabilities represent a significant and largely underutilised resource for businesses. Many disabled persons are underemployed or unemployed. Employers need to take a serious look at hiring and retaining people with disabilities.

This module will give supervisors, managers and human resource staff tools and tips for creating a diverse workplace that is supportive and inclusive of people with disabilities.

HUMAN RESOURCES FOR THE NON-HR MANAGER

In today's fast-moving world, many managers and supervisors are expected to deal with some human resource issues. They may be asked to take part in developing job descriptions, take part in interviews, or take responsibility for discipline.

This three-part module will introduce those managers to human resource concepts. We will walk you through the hiring process, from performing a skills inventory to conducting the interview; discuss orientation; and cover some issues that arise after the hiring (such as diversity issues, compensation, and discipline).

ANGER MANAGEMENT

Anger is a universal experience. But research tells us that those who manage their anger at work are much more successful than those who don't.

The co-worker who can productively confront a teammate about their negative attitude increases the chance of success as well as minimises destructive conflicts. This module is designed to help give you and your organisation that edge.

MODERN SLAVERY

Modern slavery, also known as contemporary slavery or neo-slavery, refers to institutional slavery that continues to exist in present day society. There will be new compliance and reporting obligations for large corporations and other entities operating in Australia. This will help companies evaluate their supply chains and ensure that no slavery has been used in producing the products they sell.

This should apply not only to goods produced in their own factories but also to their suppliers, and suppliers of their suppliers, all the way down the supply chain. Corporations and other entities who fail legislation, depending on their location and income, can face large fines and even imprisonment.

Safetrac's 'Modern Slavery' training course assists staff to understand what modern slavery is, the current legislation, the impact to the business and its customers, and what action they can take.

WORKPLACE VIOLENCE

Violence of any sort has many roots.

Sometimes there are warning signs of workplace violence, but this is not always the case.

It is up to us to learn whatever we can to prevent, identify, and mitigate any threats, and this comprehensive module includes everything a workplace leader needs to get started.

Human Resources

HIRING FOR SUCCESS

Interviewing sounds easy enough: you arrange for a conversation between you and potential candidates, and then select the best person for a position. However, if you could refine the process in such a way that you were confident that you are selecting the right person? How do you separate the good from the great, when they have similar work experience and strengths to offer? This two-part course will give you the skills and tools to hire successful candidates.

COACHING AND MENTORING

Coaching has evolved to become an expected competency for supervisors, and as it has evolved, so has the way that we coach.

Knowing how and when to coach is an essential skill that can benefit both you and your organisation. This course will assist you in developing your skills in coaching and mentoring.

EMPLOYEE ACCOUNTABILITY

Organisations who promote accountability are more successful and more productive than those that don't.

In this module, you will learn about what accountability is, how to promote it in your organisation, and how to become more accountable to yourself and others.

STRESS MANAGEMENT

Today's workforce is experiencing job burnout and stress in epidemic proportions. Workers at all levels feel stressed out, insecure, and misunderstood. Many people feel the demands of the workplace, combined with the demands of home, have become too much to handle.

This module explores the causes of such stress, and suggests general and specific stress management strategies that people can use every day.

DIVERSITY AND INCLUSION

The goal of workplace diversity is to achieve a workplace which is genuinely and sustainably equitable for all, regardless of gender, age, disability status, sexual orientation, gender identity, ethnicity or religious or cultural background.

A workplace that embraces diversity lends itself to many high-level goals, such as increased innovation and better results.

'Diversity' course focuses on diversity and inclusion in the workplace. It will look at stereotypes, prejudice and bias and how this shapes the way we feel, think and act.

EMPLOYEE DISPUTE RESOLUTION

Have you ever been in a workplace situation where a supervisor has made a decision that you didn't agree with? Did you wish that you could ask someone else what they thought of the decision; whether they would have done the same thing?

The peer review process offers employees just that chance, using a formalised procedure to ask, consider, and resolve just these sorts of questions. This module will teach you everything you need to know about employee dispute resolution through mediation.

WHISTLEBLOWER POLICY

By providing a whistleblowing policy, employees of an organisation can feel confident in reporting unethical conduct, dishonest or illegal activity. There are state and federal laws that protect whistleblowers.

Safetrac's 'Whistleblower' Course provides an overview of an organisation's whistleblowing policy and the protections provided to those who make disclosures covered by amendments contained in Treasury Laws Amendment (Enhancing Whistleblower Protections) Act 2019.

It is designed to promote a culture of honesty and ethical behaviour to ensure that employees are proactive in asking questions, understand how to report misconduct and how their complaints are dealt with.

HR & Information Technology

CYBER SECURITY

Increasingly cyber attacks are threatening your critical computer systems, network, and data. All employees who access your organisation's technology systems should have sufficient training and be able to identify potential security risks and know what action to take in the event of a security breach.

Safetrac's 'Cyber Security' course is designed to assist staff in understanding the risks associated with computer use and the obligations that staff have towards their organisation in minimising these risks.

DIGITAL TRANSFORMATION

Digital transformation looks different for every business, but at its core, it means altering how a company operates with the addition of technology and with the goal of improving the customer experience and the workplace. This short module will teach you about digital transformation, and what companies in different industries are doing, as well as best practices so you can do it yourself.

MANAGING THE VIRTUAL WORKPLACE

Virtual workers and virtual teams are an essential part of today's workforce. More than ever, people are using technology to work anywhere, and at any time. There are many benefits to today's virtual workplace, but there can be challenges, too.

This module will teach managers and supervisors how to prepare employees for the virtual workplace, create work from home programs, build virtual teams, leverage technology and overcome cultural barriers.

SOCIAL MEDIA IN THE WORKPLACE

Today, social media is a term everyone knows. With over 3.773 billion internet users and 2.789 billion active social media users around the world, people in even the most remote areas of the world have at least heard of Facebook and Twitter.

Social media is a great way to boost your career and promote your company – if you do it the right way. Businesses use social media to interact with their customers – building a community, increasing awareness of their business and boosting profits.

Safetrac's 'Social Media in the Workplace' training course provides you and your employees with a general understanding of social media guidelines in the workplace.

Leadership

CONVERSATIONAL LEADERSHIP

Effective leaders understand how powerful an opportunity can be when they can tap into the intelligence, wisdom and innovation present in their workforce. Conversational leadership provides the space and infrastructure for knowledge sharing to take place; for employees, stakeholders and the community to be involved in discussing big and important questions; and to generate solutions that people within the organisation can take action on.

FROM BOSS TO LEADER

Almost everyone has had at least one bad boss in their working career. You do not want to be the bad boss in your work environment — the one who is the reason for good people to leave the company. You want to be the type of manager that employees go the extra mile for. You want to nurture and inspire your team, giving them the confidence to do their jobs well. You want to provide guidance and motivation, while showing integrity and modelling the behaviours you want to see in your team. You want to be a leader. This module will arm you with tips and general information that you may need to enhance your skills and transform from a boss to a leader.

LEADERSHIP FOR SUPERVISORS

Supervisors represent an important part of the company. You have the power to turn on or turn off the productivity of the people who report to you. You are the crucial interface between the employee on the shop floor or the service desk and the managers of the organisation. Although you usually have more technical experience than the employees you supervise, you may not have had a lot of leadership experience. This course will give you the skills in communication, coaching, and conflict resolution that you need to be successful.

SELF-LEADERSHIP

Self-leadership puts together taking responsibility for our outcomes, setting direction for our lives and having tools to manage priorities. Self-leaders work at all levels of an organisation. They are front-line workers in every possible role, middle managers, and CEOs. Self-leadership requires a commitment from individuals to decide what they want from life and to do what's necessary to get the results they want. This module will help participants internalise the four pillars of self-leadership and to make meaningful, empowered choices, while taking action to get where they want to go.

WOMEN & LEADERSHIP: OWNING YOUR STRENGTHS

Women have a long-standing history in the workforce, in all roles from front-line worker to visionary founder, influential behind-the-scenes patron to front-and-centre CEO. As women, however, what are the influences, barriers and benefits to our leadership? Do we use or even acknowledge our strengths and skills?

This course will explore the history of women in the workforce and offer personal opportunities for exploration, identification, and development of leadership strengths and skills.

WOMEN & LEADERSHIP: GENDER EQUALITY IN THE WORKPLACE

While female representation in the workplace has improved, women remain under represented in the higher levels of business. Research has shown that roughly 30% of key management positions in Australia are held by women.

Many of the women that do hold key management positions are in support roles, such as the Head of Human Resources or General Counsel. This course will help you understand why this is the case, and what you and your organisation can do to encourage gender equality.

Legal and Risk

ANTI-BRIBERY AND CORRUPTION

Globally, governments are seeking to reduce the prevalence of bribery and corruption in business dealings. The Australian government is no different. Effective internal controls, ethics, and compliance programs are essential to minimising or preventing the costs, legal consequences and reputational damage associated with corruption or the perception of corruption within your organisation.

Safetrac's 'Anti-Bribery and Corruption' course provides employees with an introduction to Australian and relevant international anti-bribery and corruption laws (ABC laws).

CHAIN OF RESPONSIBILITY

The Chain of Responsibility (or CoR) is a framework used in Australian transport legislation to place legal obligations on the various parties involved in the transport supply chain, particularly the heavy vehicle industry.

The Chain of Responsibility regulates areas such as speeding, fatigue, mass, loading, and dimension, recognising that unlawful behaviour may occur due to the action of others.

This course on 'Chain of Responsibility' provides employees with a general understanding of the relevant legislation, their responsibilities under the law and the penalties that may be imposed.

CONFLICTS OF INTEREST

A conflict of interest arises when private or personal interests conflict with your professional responsibilities. However, it is important that staff deal with any conflict of interest in the correct manner.

Training in this area can ensure staff are aware of how to handle conflicts of interest that may occur within the workplace, this encourages staff to prioritise or tackle personal and professional conflicting issues that have an impact on their work performance or tasks.

FRAUD AWARENESS

Fraud is a deliberate act that involves using deception to gain advantage from a position of trust or authority. While laws may differ between jurisdictions, the principles remain similar.

It can affect any organisation, regardless of size or type of business, and poses a major risk not only to the financial bottom-line but also to reputation.

Safetrac's 'Fraud Awareness' course is designed to assist you and your staff in recognising fraudulent behaviour and how corrupt conduct should be addressed.

SPAM ACT

In 2003, Australia introduced legislation in response to concerns about the impact of spam on the effectiveness of electronic communication and the costs imposed on end-users. The Spam Act 2003 prohibits the sending of spam, which is identified as a commercial electronic message sent without the consent of the addressee via email, short message service (SMS), multimedia message service (MMS) or instant messaging.

Safetrac's 'Spam Act' course provides practical information to businesses that need and wish to send their customers and suppliers electronic messages. It explains the main requirements of the Spam Act 2003 and outlines the business practices that comply with the legislation.

INSIDER TRADING

Legislation contains prohibitions against insider trading to ensure that people with inside information act fairly and protect the integrity and economic efficiency of the market.

Penalties for breach of the law are severe and include substantial fines and/or imprisonment.

Safetrac's 'Insider Trading' course provides organisations and their employees with a general understanding of insider trading prohibitions.

Legal and Risk

INTELLECTUAL PROPERTY

Intellectual property (or IP) is protected in law by trade marks, patents, registered designs and copyright which enable people or organisations to earn recognition or financial benefit from what they invent or create. By protecting intellectual property, your organisation may gain a competitive advantage in the market place, enabling you to profit and grow.

Safetrac's 'Intellectual Property' course provides organisations and their employees with a general understanding of your legal and contractual obligations regarding the intellectual property of your organisation.

PRIVACY ONLINE

Are you and your employees aware of how to protect personal information? Are you confident of what information can be collected, retained and passed on to others?

It is important for employees to understand how Privacy laws apply to the workplace and implement best practice when it comes to protecting your customer's personal information.

Safetrac's 'Privacy' training course provides you and your employees with the training to ensure that staff understand the correct Privacy laws and regulations associated with the collection of personal information from customers.

It also provides you and your employees with the training to understand your obligations under the Privacy Act.

RISK MANAGEMENT AWARENESS

Risk management is about taking steps to reduce both the likelihood and consequence of a risk so that the organisation best meets its objectives.

Safetrac's 'Risk Management Awareness' course provides you and your employees with an introduction to the field of risk management and provides a systematic process for the identification, analysis, evaluation, treatment, and reporting of risks.

Management

ADVANCED PROJECT MANAGEMENT

It's easy to forget the "manager" part of your "project manager" title among the other range of activities you are responsible for. However, your management skills are an important part of your success as a project manager, so it is crucial that you grow both of those skill sets.

This course presumes that participants have a thorough understanding of project management, including topics such as preparing a statement of work, setting project goals, scheduling, budgeting, managing project risks, and executing a project.

BUILDING BETTER TEAMS

Teams are an important building block of successful organisations. Whether the focus is on service, quality, cost, value, speed, efficiency, performance or other similar goals, teams are the basic unit that supports most organisations.

With teams at the core of corporate strategy, your success as an organisation can often depend on how well you and other team members operate together.

EMPLOYEE RECOGNITION

Everyone likes to be recognised for a job well done. It can be important in the workplace, as it keeps employees happy and therefore results in a strong business that serves customers well and keeps the bottom line strong. Employee recognition can be a simple, but effective, tool.

This module looks at the value of recognising employees and how to carry it out in the workplace, both formally and informally.

PERFORMANCE MANAGEMENT

The impact of poor performance on an organisation can include the cost to replace employees, lost productivity, legal impact, poor morale, and overall reputation.

Performance management can both prevent and mitigate these issues to ensure employees are engaged, productive, and effective.

CONDUCTING EFFECTIVE PERFORMANCE

Performance reviews are an essential component of employee development. The performance review meeting is an important aspect of career planning, and the desired outcomes of the meeting should be known to the employee and supervisor before the meeting actually takes place.

Setting goals and objectives to aim for will give both supervisors and employees a focus, and is one of the key aspects to meeting overall company objectives. Supervisors must also learn how to give feedback, both positive and negative, on a regular and timely basis so that employees can grow and develop.

MAKING A PROJECT PLAN

Project management is no longer only for mega projects. Small projects can benefit from project management tools. Statements of Work, Work and Resource Breakdown Structures and Project Planning documents can help you to get that small project done well, under budget, and on time.

In this course, we will gain experience using the most common project management planning tools and will completely plan a case study project from Statement of Work through Work and Resource Breakdown, Scheduling and end up with a completed Project Planning Worksheet. Your small projects will be more successful than ever.

DELEGATION

Effective delegation is one of the most valuable skills that you can master. It reduces your workload and develops employee skills. Delegating prepares employees who work for you to be able to handle your responsibilities and simultaneously allows you to advance to other career opportunities within your organisation.

Delegation is often one of the hardest skills for a manager to master. However, it can be learned. This module will explore the aspects of delegation, including when and whom to delegate to. We will also go through the delegation process step by step and learn about the techniques to overcome any problems.

Management

GIVING EFFECTIVE FEEDBACK

As human beings, we desire feedback — however, many people will tell you that they only receive feedback when something has gone wrong.

This module is designed to help workplace leaders learn how to provide useful feedback, learn why the way we deliver feedback is important, how to deliver a message so that people accept it and make changes that may be needed, and how to accept feedback that we are offered.

BECOMING MANAGEMENT MATERIAL

This three-part module is a tool for your leadership development. At its core, leadership means setting goals, lighting a path and persuading others to follow. Leaders must get their message out in a way that inspires, makes the most of their limited time and build roads to precious resources. They must negotiate alliances, assist their colleagues and align ambitions of many with the needs of the organisation. What makes for a great leader?

It is something to do with inward characteristics, such as confidence and focus? Or, is it more about outward presence, including charm and compassion? Perhaps it is about the ability to create a vision and get others to commit to it. The answer is all of the above.

MANAGING DIFFICULT CONVERSATIONS

We have numerous interactions throughout the course of day — it is reasonable to expect that some of them are going to be difficult. Whether these are conversations that you have in person, over the phone, or through virtual means, there are things that you can do to ensure that the conversation goes smoothly.

This module will suggest some tools you can use to manage difficult conversations and get the best possible results out of them.

PROJECT MANAGEMENT FUNDAMENTALS

Today, in addition to the regular duties of your job, you are often expected to take on extra assignments — and to get that additional job done well, done under budget, and done on time. These tasks require the skills that we call project management.

This module is not intended to take you from a supervisory or administrative position to that of a project manager. However, these topics will familiarise you with the most common terms and practices in terms of working on projects.

WORKING FROM HOME EFFECTIVELY FOR EMPLOYEES AND MANAGERS

Working from home, or remotely from the office, can seem ideal, but the reality is that it can be challenging from a professional and personal point of view.

Staff need to overcome many challenges, from focusing on your everyday tasks to ensuring that you are mentally and physically prepared to work productively when out of the office. As a manager, when you're in the office, you can see what your team are doing and communicate with them face-to-face to manage tasks, reiterate goals, provide support and motivate them to succeed.

Safetrac's 'Working From Home Effectively' course will assist staff to understand how to effectively set up a safe work environment, improve productivity and how to protect their mental health.

Work Health & Safety (WHS)

DEVELOPING SAFETY PROCEDURES

Safety procedures are the backbone of an organisation's Work Place Health and Safety management. They provide consistency and when followed, create a safe working environment and greater productivity due to less injury down time. However, safety procedure writing is more difficult and time-consuming than it first appears.

This module will give you the foundation to start writing effective safety procedures.

FIRE SAFETY

In the event of a fire in the workplace, your fire safety training could be the difference in your own survival and that of your colleagues.

Training in fire safety allows staff to be aware of the causes of fire hazards and how to prevent them from occurring in the workplace. Training also teaches staff how to handle any fire hazards if they do occur.

'Fire Safety' course is designed to give you an overview on fire safety, prevention and awareness. It details step by step guidelines on how you should respond to a fire in the case of an emergency, including appropriate steps to prevent, contain and extinguish fires.

MANUAL HANDLING

Manual handling covers a wide range of workplace activities and repetitive tasks. Many jobs involve some form of manual handling, but not all manual handling is hazardous or involves the risk of an injury.

Every organisation has responsibilities regarding the correct manual handling procedures, to prevent injury (including MSD) in the workplace. Training in this area teaches staff how to prevent injuries as a result of repetitive tasks and how to identify signs of injury.

Safetrac's 'Manual Handling' training course is designed to assist you in understanding what kind of manual handling is hazardous, how to prevent injury and what duties employers and employees have in reducing the risk of injury in the workplace.

INFECTIOUS DISEASE AWARENESS FOR EMPLOYEES AND MANAGERS

In 2019, a novel coronavirus was identified, COVID-19. Coronaviruses are a large family of viruses that cause illness from the common cold to more serious disease like Severe Acute Respiratory Syndrome (SARS).

COVID-19 is an infectious disease that can be passed from person to person through droplets produced when an infected person speaks, coughs or sneezes.

Infectious diseases, like COVID-19, are preventable. Infection control in the workplace aims to prevent pathogens from coming into contact with any person in the first place.

The 'Infectious Disease Awareness' course assists employees with understanding the COVID-19 outbreak and what they can do to reduce the risk of infection and where to get the most up to date information on COVID-19.

WORK HEALTH AND SAFETY FOR EMPLOYEES

As a business owner, you have responsibilities regarding health and safety in your workplace. You need to ensure that your business doesn't create health and safety problems for your employees, customers or the public.

Safetrac's 'Health and Safety for employees' course provides your staff with the training to understand how health and safety laws operate in the workplace, assisting your business in minimising potential risk.

Writing & Customer Service

ADVANCED BUSINESS WRITING

This course is devoted to writing letters of recommendation, of persuasion, of refusal, or of action, that reflect current word usage and up-to-date formats. You can also learn some basics about writing business cases, proposals, and reports.

BUSINESS WRITING

In business writing, good writing is the memo that gets action and the letter that says what a phone call can't — making sure that language is concrete, the point of view is clear, and the points are well expressed. Good writing is hard work, and even the best writers get discouraged. However, with practice you can feel more confident about your own writing.

This two-part module will give you the tools to become a better writer.

WRITING AN ORAL PRESENTATION

A great presenter has two notable qualities: appropriate skills and personal confidence. Confidence comes from knowing what you want to say and being comfortable with your communication skills. In this module, you will master the skills that will make you a better speaker and presenter.

WRITING PROPOSALS

It is essential to understand how to write proposals that get read. We write proposals in a range of formats and a variety of purposes. Having a method to prepare these documents will help you be as efficient as possible with the task.

This course will build on a solid base of writing skills to present information in formal, informal, and proposal styles.

WRITING REPORTS

It is essential to understand how to write reports and proposals that get read. We write reports in a range of formats and a variety of purposes. Whether you need to report on a product analysis, inventory, feasibility studies, or something else, report writing is a skill you will use again and again. Having a method to prepare these documents will help you be as efficient as possible with the task.

This course will build on a solid base of writing skills to present information in formal, informal, and proposal styles.

CALL CENTRE TRAINING

Whether we choose to embrace them or cannot stand being interrupted by their calls, call centres are a business element that is here to stay. This course will help call centre agents learn to make the most of their telephone-based work, including understanding the best ways to listen and be heard. The course will go through some elements of customer service and sales skills.

MANAGING CUSTOMER SERVICE

The need to lead, model, and promote the organisational values within a customer service environment is essential for business success.

This module will provide you with opportunities to explore your responsibilities within your role as a leader (supervisor or manager) in a customer service environment.



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