Think like others don’t.
Look where others won’t.
Work like others can’t.

swinburne.edu.au/shortcourses
Professional Development Programs

Learn from experienced industry facilitators.

Our professional development programs are designed to offer practical application within a work environment and enhance participant skills and knowledge in areas such as finance, leadership, coaching, and other business and work health and safety disciplines.

We offer professional development programs in the following areas:

- Business Essentials
- Leading and Managing
- Personal Effectiveness
- Computing Skills
- First Aid
- Work Health and Safety
- Quality Auditing

Swinburne has been offering professional development to individuals and companies since 2002. Well over 3000 businesses – public and private, national and international – have engaged with Swinburne to deliver courses that are designed to achieve results.

Part of our short course offering includes Masterclasses

What is a Masterclass?
A Masterclass is a two-day professional development course aimed at working professionals with management experience.

The benefit of a Masterclass
A Masterclass is not only a short course, designed to improve key skills essential to all leaders and managers, it can also create a pathway to postgraduate studies if you have the pre-requisites. The key benefit of a Masterclass is that it is only a two-day commitment but forms part of one complete unit at postgraduate level. A Masterclass provides a great way to test whether you would like to continue with a formal qualification.

Upon completion of a Masterclass, an additional two-day workshop plus an assessment may be added, which can be credited as one unit towards postgraduate studies in either the Graduate Certificate of Applied Business or the Graduate Certificate in Organisational Coaching.

This brochure contains Short Course information. We also offer complete qualifications for working professionals. View the Qualifications for Professionals brochure for details.
Contents

Business essentials ........................................... 4
Business Analysis ............................................ 5
Masterclass: Agile Project Management ................ 5
Business Writing Skills (Updated) ..................... 5
Masterclass: Develop Breakthrough Business Strategy. ........................................ 6
Digital Marketing (incorporating Adobe Experience Manager) .......................................... 6
Applied Digital Marketing (incorporating Adobe Experience Manager) .................. 6
Identify, Assess and Manage Risk ........................ 7
Manage Business Finance ................................. 7
Manage Quality Customer Service ....................... 7
Marketing Essentials ........................................ 8
Project Management Essentials .......................... 8
Social Media for Your Career (New) ..................... 8
Social Media and the Public Sector (New) ............... 9
Contract Management Essentials (New) ............... 9

Leadership and management ........................... 10
Masterclass: Change Management ..................... 11
Creating High Performing Teams ....................... 11
Develop Emotionally Intelligent Leaders .......... 11
Develop Leadership Qualities ........................... 12
Event Management (Updated) .......................... 12
Masterclass: Finance for Managers ................... 12
Masterclass: Leader as Coach ........................... 14
Leading Innovation in the Workplace ............... 15
Masterclass: Lead Innovative Thinking and Practice ........................................ 15
Managing for Maximum Performance ............... 15
Mediation Fundamentals ................................ 16
Positive Leadership (New) .............................. 16
Leading Teams Through Change (New) .......... 16
New Supervisor (New) ..................................... 17

Personal effectiveness ..................................... 18
Building Emotional Intelligence (Updated) .......... 19
Confident Communication: Improving your Confidence and Assertiveness (New) ........ 19
How to Have a Difficult Conversation (New) .... 19
Challenging Behaviours and How to Deal with Them (New) ........................................ 20
Dealing with Workplace Conflict ....................... 20
Mindfulness (New) ........................................... 20
Powerful Influencing: Mastering the Skill of Persuasion ........................................ 22
Negotiation Skills ........................................... 23
Public Speaking and Presentation Skills (Updated) ........................................... 23
Resilience and Stress Management (New) ............ 23
Think on Your Feet® (New) .............................. 24
Time Management: Increase Your Productivity (Updated) ........................................... 24
Being Bold at Work – How Women Can Improve Their Power and Influence at Work (New) ........................................ 24

Computing skills ............................................. 26
Microsoft Excel Introduction ........................... 27
Microsoft Excel Intermediate .......................... 27
Microsoft Excel Advanced .............................. 27
Microsoft Powerpoint .................................... 27
Microsoft Project .......................................... 27
Microsoft Word Intermediate .......................... 27
Microsoft Word Advanced .............................. 27

First aid ....................................................... 28
Provide First Aid (HLTAD003, 002 & 003) .......... 29
Provide Advanced First Aid (HLTAD006, 007) .......... 29
Provide CPR (HLTAD001) ................................. 29
Provide Advanced Resuscitation Techniques ....... 30

Work health and safety and quality auditing .......... 34
Food Safety (FDFFS2001A) ................................. 35
Health and Safety Representative Refresher Training ........................................... 35
Lead Auditor Training ....................................... 35
Implement a Traffic Management Plan ............... 36
Control Traffic with a Stop-Slow Bat (RIIWS205D) ........................................... 36
Work Safely in the Construction Industry (CPCCOH51001A) ........................................... 36
Participate in Quality Audit (BSBAUD402) ............ 37
Investigate WHS Incidents ............................... 37
Mindfulness (New) ........................................... 37

Swinburne is now delivering Professional Development courses in Tasmania and regional Victoria.
Visit swinburne.edu.au/shortcourses to find out more.

Fees shown in this brochure are indicative, reviewed each year and may increase without notice.
Business essentials
Business Analysis

Duration Two days
Fee $1,260

Solving problems, capitalising on opportunities, defining effective solutions and streamlining efficiencies are critical skills in today's business environment. Business Analysis is the practice of enabling change by defining needs and recommending solutions that deliver value to stakeholders.

This two-day course introduces essential business analysis concepts and provides practical techniques and activities for anyone needing to perform business analysis activities even if their title doesn’t include ‘Business Analyst’. Learn how to define business needs and apply the effective tools and techniques to elicit, analyse and communicate requirements with business stakeholders.

This course is consistent with the International Institute of Business Analysis Guide to the Business Analysis Body of Knowledge (BABOK® Guide).

Learning objectives
+ Identify and apply the components of business analysis
+ Conduct a business needs analysis to elicit stakeholder requirements
+ Apply business analysis techniques to identify key problems and potential opportunities in your organisation
+ Create effective requirements and communication plans
+ Analyse and specify requirements
+ Manage solution assessment and validation.

Masterclass: Agile Project Management

Duration Two days
Fee $1,750

This two day course commences with an introduction to the foundation and history of the Agile movement. It then looks at common practices and frameworks used by teams including Scrum, Kanban, Lean Start-up and XP.

Day two drills into project management activities related to planning, monitoring and controlling projects highlighting the role of collaboration, developing appropriate feedback and quality systems, including elevating the focus from schedule and budget targets to delivering customer value.

Learning objectives
+ Understand the importance of value delivery as a higher order goal
+ Learn visualisation techniques and how they contribute to an Agile way of working
+ Learn agile techniques to identify and engage stakeholders in the project management process
+ Understand how to identify and define Agile planning techniques appropriate to the needs and context of the project
+ Learn to plan and define systems that enable the team to optimise value delivery through fast feedback and adaptive planning techniques
+ Learn to apply visualisations and models to help teams understand how to priorities competing agendas such as time, scope, budget and quality.
+ Learn to create a Product Backlog, estimate project work and Project Release Plan using Agile techniques
+ Understand risk management practices to a project in an Agile way
+ Understand and apply performance management and control techniques in an Agile way.

Business Writing Skills (Updated)

Duration One day
Fee $720

Redesigned with new content for 2017, the Business Writing Skills workshop has been constructed to equip you with the skills to write with greater ease, precision and clarity.

Learn professional techniques to produce well-structured and easy-to-read emails, reports and other business documents.

Participants are required to have writing skills for a business context, basic computer skills and be familiar with using Microsoft Word.

Learning objectives
+ Plan documents to determine the purpose, appropriate format and communication mode
+ Understand the audience's needs and draft text incorporating available data, information and knowledge according to proposed structure and content
+ Structure business documents such as reports, letters and emails using design elements appropriate to the audience and purpose
+ Write sentences, paragraphs and sections of documents that are the appropriate length using clear, easily understood language
+ Revise, edit and proof read documents.

National Accreditation Pathway

This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSBWRT401 Write Complex Documents). Telephone 1800 633 560 for more information.
Developing the ability to understand and design strategic approaches in diverse and complex environments is an important skill for modern leaders working in highly competitive environments.

This two-day Masterclass provides the opportunity to critique and apply strategic models to case studies and to the workplace. Decision-making frameworks, strategic theory and processes that offer value in complex and dynamic business environments are explored and evaluated and participants will be empowered with tools and techniques that can be readily applied in the workplace.

**Learning objectives**

- Understand and apply adaptive strategy planning models and the decision-making processes in complex and dynamic contexts
- Conduct internal and external environment analysis in global context
- Understand and apply rational strategy models and processes
- Formulate a strategic plan with clear objectives and strategy for the future
- Understand how to evaluate the implementation of strategic plans in business contexts
- Develop, monitor and implement Strategy Mapping in organisations
- Develop performance indicators to monitor progress in implementing a plan
- Understand strategic decision-making processes
- Communicate strategic plans effectively to all relevant parties.

**National Accreditation Pathway**

By completing the 4 day workshop option this provides the training required for the unit of competency BSBMGT616A Develop and Implement Strategic Plans for the 10112NAT Graduate Certificate in Applied Business. Successful completion of the assessment for this unit will contribute to a nationally recognised qualification. To enquire about assessment for this unit and the qualifications available, please contact our Learning Advisors on 1800 633 560 or email enrolments@swin.edu.au.

---

Would you like to learn more about major digital marketing trends and how to develop a digital marketing campaign?

This course will provide you with these skills. It introduces a digital marketing tool (Adobe Experience Manager) and lays the foundation knowledge which can be built upon in our 2 day Applied Digital Marketing course. During the day you will learn:

- How to link a digital marketing Strategy to your marketing objectives and framework
- How to apply social media and content strategy as part of your broader marketing program
- To develop a buyer persona for your Digital Marketing Strategy
- How to gain an overview of some of the Marketing Metrics tools for monitoring your campaign
- About the Adobe Experience Manager tool and methodology to assist you with your Digital Marketing Strategy
- Using a case study to demonstrate how Adobe Experience Manager can achieve higher return on Investment (ROI) for your marketing campaign.

**Learning Objectives**

- Distinguish different types of advertising and media both traditional and digital
- Understand laws and regulations relating to marketing and advertising
- Develop an understanding of the scope and contents of a digital marketing plan
- Write and implement a digital marketing plan and develop the right media mix.

**National Accreditation Pathway**

This course provides optional assessment for pathway accreditation towards one of our Diploma courses delivered in fast track mode (unit of competency BSBADV507 Develop a Media Plan). Please call 1800 633 560 or email enrolments@swin.edu.au for more information.

---

Manage and track your digital marketing campaigns, engage with your customers and maintain your brand using Adobe Experience Manager. This course utilises the digital marketing theory introduced in our 1 day Digital Marketing course with 2 days of practical application to improve your capabilities as a marketer.

During this course you will:

- Define the key terminologies used in Adobe Experience Manager
- Identify the key elements of Touch User Interface (UI) when working with AEM
- Explain how the Touch User Interface (UI) work with Adobe Experience Manager
- How to craft your digital marketing strategy using Adobe Experience Manager
- Demonstrate how to use the key interface elements of web page and template
- Create web pages from Adobe Experience Manager Templates
- Develop and add various web components and tools to a web page
- You will learn how to define and edit various page properties
- Overview and define various page properties within the Adobe Experience Manager
- In class exercises to develop Adobe Experience Manager skills set
- Utilise a case study to demonstrate how Adobe Experience Manager assist you to develop a responsive Digital campaign.

**Learning objectives**

- Gain an understanding of how to use Adobe Experience Manager as a cohesive marketing tool to develop web pages
- Develop an understanding of how Adobe Experience Manager can assist with developing an integrated online campaign.
- Understand the key elements of Touch User Interface (UI)
- Have the ability to apply the key interface elements of a page using the Adobe Experience Manager
- Create web page from Adobe Experience Manager
- Organise and manage assets.
Managers who need to acquire risk management skills and those seeking to extend their knowledge and experience in the field of risk management will benefit from this course.

Learn how to identify, characterise and assess risks. Develop the skills to determine the expected likelihood and consequences of specific types of risks to develop contingency plans and identify ways to reduce risks and prioritise risk reduction measures based on a strategy.

Learning objectives
+ Review organisational processes, procedures and requirements for undertaking risk management
+ Gain an understanding of risk management as part of the strategic plan for your organisation
+ Assess likelihood of risks occurring and assess impact or consequence if risks occur
+ Determine the scope for a risk management process and learn how to develop policies and processes for effective risk management, including risk scoping and auditing
+ Learn how to use tools and techniques to generate a list of risks that apply to the scope of your risk management plan
+ Determine and select appropriate options for treating risks and develop an action plan
+ Understand methods for implementing and monitoring a risk management plan
+ Learn methods for continually evaluating and improving the risk management plan, policies and procedures
+ Implement and monitor an action plan and evaluate the risk management process.

National Accreditation Pathway
This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSBRSK501 Manage Risk). Please call 1800 633 560 for more information.

Identify, Assess and Manage Risk

<table>
<thead>
<tr>
<th>Duration</th>
<th>One day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee</td>
<td>$720</td>
</tr>
</tbody>
</table>

Manage Business Finance

<table>
<thead>
<tr>
<th>Duration</th>
<th>One day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee</td>
<td>$720</td>
</tr>
</tbody>
</table>

Improving business performance requires an understanding of the components of profit and value. Suitable for managers, team leaders and supervisors who are responsible for managing and assessing financial performance, this workshop teaches effective skills to assess and improve the financial performance of your organisation and support your staff in their roles.

This workshop offers participants new skills to plan and manage financial management approaches to monitor expenditure. Participants learn how to ensure budgets and financial plans are achievable and accurate. The facilitator teaches the skills to master the preparation of contingency plans to manage financial risk and how to design and implement financial management processes.

Learning objectives
+ Identify the key features of financial reports
+ Interpret financial statements to determine where management attention should be directed
+ Prepare contingency plans for financial plan variation
+ Support team members with financial management roles
+ Analyse data and information on the effectiveness of financial management processes and determine actions which will improve financial performance
+ Identify the important financial principles of business development
+ Manage financial risk
+ Determine financial strategies and their impact.

National Accreditation Pathway
This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSBFIM501 Manage Budgets and Financial Plans). Please call 1800 633 560 for more information.

Manager Quality Customer Service

<table>
<thead>
<tr>
<th>Duration</th>
<th>One day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee</td>
<td>$720</td>
</tr>
</tbody>
</table>

In today's competitive environment, customers demand quality service. If you don't provide them with the products and services they want, they won't hesitate to go elsewhere. Managing the delivery of quality service and developing approaches to enhance the quality of customer service form the essential basis of any successful business.

This workshop provides participants with the skills to monitor, adjust and optimise customer service processes and identify possible points of weakness, with the objective to analyse the potential for improvements.

Learning objectives
+ Investigate, identify, assess and include the needs of customers in planning processes
+ Learn how to use and apply quality service standards
+ Identify the characteristics of a winning customer service team and assist colleagues to overcome difficulties in meeting customer service standards
+ Explore pro-active customer service problem-solving
+ Learn how to implement strategies to achieve customer service standards and obtain customer feedback to improve services
+ Understand customer service audits and feedback.

National Accreditation Pathway
This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSBCUS501 Manage Quality Customer Service). Please call 1800 633 560 for more information.
Marketing Essentials

<table>
<thead>
<tr>
<th>Duration</th>
<th>One day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee</td>
<td>$720</td>
</tr>
</tbody>
</table>

This course is designed for professionals who create, protect or enhance client or customer value within their organisation. It will suit employees in a number of roles, including those in a leadership role with responsibility for revenue targets, in a marketing role who have no formal marketing-related qualification or who manage a team that is accountable for target achievements.

The course provides participants with the framework and tools required, to select and implement a marketing mix that best satisfies the target market and meets the organisation’s marketing objectives.

Learning objectives
+ Learn how to assess your market and identify consumer priorities, needs and preferences that affect the marketing mix
+ Learn how to set marketing objectives to meet organisational, strategic and operational marketing objectives, and desired positioning
+ Analyse distribution channels, promotional methods and customer service provision in order to determine their importance to marketing outcomes
+ Consider product, pricing, promotional, distribution and service variations, and evaluate these against marketing objectives, target market characteristics and desired positioning
+ Select a marketing mix that best satisfies the target market and meets marketing objectives
+ Apply tools to successfully monitor your tactical implementation against performance and isolate components for testing.

National Accreditation Pathway
This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSBMKG502 Establish and Adjust the Marketing Mix). Please call 1800 633 560 for more information.

Project Management Essentials

<table>
<thead>
<tr>
<th>Duration</th>
<th>Two days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee</td>
<td>$1,260</td>
</tr>
</tbody>
</table>

Develop the skills to complete a project on time, to budget and within the project specifications.

Project managers, organisational managers, team leaders and project officers will benefit from this course. It is suited to anyone who wants to learn how to manage the life cycle of a project, including the development of a project plan, administering and monitoring the project, and finalising and reviewing the project to identify lessons learnt for future application.

Learning objectives
+ Learn how to construct and scope a project brief, define stakeholders, and determine and access available resources
+ Develop a project plan including timelines, work breakdown structure, roles and responsibilities
+ Identify and access appropriate project management tools
+ Formulate a project risk management plan
+ Implement and monitor plans for managing project finances, resources and quality
+ Provide support for project team members
+ Undertake risk management and review project outcomes and processes against the project scope and plan
+ Document lessons learnt from the project and report within the organisation.

Social Media for Your Career (New)

<table>
<thead>
<tr>
<th>Duration</th>
<th>One day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee</td>
<td>$720</td>
</tr>
</tbody>
</table>

Social media has evolved in recent years from simply being social to a useful professional tool. This course is designed to help individuals understand how to optimise their usage of social media to their professional benefit. Participants will learn how to utilise appropriate online platforms to:
+ Grow their networks and sphere of influence
+ Demonstrate their expertise and knowledge
+ Develop relationships of reciprocity
+ Access the knowledge and experience of a larger community
+ Contribute to their profession in a meaningful way.

Learning objectives
+ Discover which tools are best for promoting their professional reputation
+ Learn strategies for growing their online network to expand their reach
+ Understand effective ways to share their expertise and reach out to influencers
+ Develop an understanding of the rules of online networking
+ Start developing their online networking strategy and goals.
Social Media and the Public Sector (New)

Duration  One day
Fee       $720

Technology, connectivity and constantly changing expectations of the general public have an impact on government agencies and services. You can’t continue to rely on ‘old’ media as a way of engaging the public, and providing them with the timely services they now expect. Like any organisation, government agencies need to know how to be intentional in their social media use – how to know what they want to achieve and do it well.

This one day course is suitable for anyone responsible for managing social media in a government agency or department, or people responsible for developing communications policies.

Learning objectives
+ Identify why their agency would benefit from the use of social media and other online tools
+ Understand when it’s appropriate to use social media – stating goals and audience
+ Choose the most appropriate tools to achieve their goals
+ Identify success measures and how they will be monitored
+ Develop a usage policy that helps their staff do the job.

Contract Management Essentials (New)

Duration  Two days
Fee       $1,260

The Contract Management Essentials short course is delivered as a practical guide to managing the establishment and ongoing monitoring of contracts.

As we analyse the contract lifecycle, you will learn the concepts and techniques for tendering, negotiating, managing risk and administering contracts, whilst building ongoing, sustainable and mutually beneficial relationships with suppliers.

The knowledge gained from this workshop can be immediately applied to your workplace to assist you to better meet your organisation’s contractual objectives.

This course is for you if you are involved in managing contracts between your organisation and your suppliers of goods and services. Contract Management Essentials will provide the structure and templates to ensure the contracts are managed efficiently and successfully.

Learning objectives
+ Understanding of the fundamental concepts of contract management
+ Managing the tendering and selection process
+ Monitoring and review the performance of contractors
+ Understanding how to identify and manage contract risks
+ Resolving disagreements with suppliers
+ Managing contract variations
+ Successfully ending contracts.
Leadership and management
Masterclass: Change Management

Duration: Two days
Fee: $1,750

In a world of ongoing uncertainty and unpredictability, the only constant is in fact change itself. Change management has now become an important and expected work attribute. Learn how to develop the unique ability to be bold and visionary in creating innovative, sustainable solutions to business challenges.

In this two day Masterclass you will learn how to deeply understand the dynamics of change, to turn challenge and crisis into opportunities, to envision and design the future and to build flexible, innovative thinking. Discover how to make the leap from being an effective change manager into a highly valued and empowering change master.

Learning objectives
+ Understand the dynamics, complexity and the stages of organisational change
+ Identify and prioritise change opportunities from both external and internal drivers
+ Assess the impact of planned change using change impact analysis tools
+ Apply best practice change management models
+ Understand why most change fails, the psychology of change resistance and to develop actions to manage and reduce change resistance
+ Develop a detailed change management plan with clarity of all key change roles and responsibilities
+ Plan effective change communications and identify and manage all key stakeholders
+ Monitor the change impact, applying corrective actions and effectively embedding the change into company culture and systems.

National Accreditation Pathway
By completing the four day workshop option this provides the training required for the unit of competency BSBINN601B Manage Organisational Change for the 10112NAT Graduate Certificate in Applied Business. Successful completion of the assessment for this unit will contribute to a nationally recognised qualification. To enquire about assessment for this unit and the qualifications available please contact our Learning Advisors on 1800 633 560 or email indenrolments@swin.edu.au

Creating High Performing Teams

Duration: One day
Fee: $720

This workshop equips managers, supervisors and team leaders with the right skills to establish performance goals and plans for their team, and provide the necessary support to ensure that outcomes are met according to expectations. Through action-based learning, participants develop an understanding of what is required to become a high-performing team. Managers learn to create and maintain this team by implementing effective communication, team goals, individual aspirations and positive feedback to ensure their team is operating at maximum performance.

Learning objectives
+ Establish a common understanding of team purpose, roles, responsibilities and accountabilities in accordance with organisational goals, plans and objectives
+ Develop performance plans and key performance indicators and goals for a work team
+ Learn how to support team members in meeting expected performance outcomes
+ Develop strategies to ensure team members have input into planning, decision-making and operational aspects of a work team
+ Develop policies and procedures to ensure team members take responsibility for their own work and assist others to undertake required roles and responsibilities
+ Learn how to provide feedback to encourage, value and reward individual and team efforts and contributions
+ Develop communication strategies to deal with unresolved issues, concerns and problems raised by team members.

National Accreditation Pathway
This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSWWOR502 Lead and Manage Team Effectiveness). Please call 1800 633 560 for more information.

Develop Emotionally Intelligent Leaders

Duration: Two days
Fee: $1,260

Are you in a management or team leader role? Do you want to increase your capability to think intelligently about your own and others’ emotions? Do you want to be able to coach your team to better engage your staff to build performance, morale and resilience in the workplace? This two day workshop will provide you with insights into Emotional Intelligence including perception, understanding, reasoning and managing one’s own and others feelings. These skills can be combined with the practical application of coaching to develop competencies in the different aspects of managing people performance.

Learning objectives
+ Identify your leadership profile and explore ways to use this knowledge to improve your success as a manager
+ Clarify your role and responsibilities in allocating work assignments
+ Identify techniques to deal with employee challenges such as hostility, complaints, and laziness
+ Develop motivation and feedback skills
+ Understand the importance of non-verbal responses in communication
+ Learn what emotional intelligence means
+ Learn how our emotional health and physical health are related
+ Learn techniques to understand, use, and appreciate the role of emotional intelligence in the workplace
+ Understand the different emotions and how to manage them
+ Learn to create a personal vision statement
+ Understand the difference between optimism and pessimism
+ Learn to validate emotions in others
+ Develop, implement and evaluate coaching programs to achieve identified defined outcomes.

National Accreditation Pathway
This course provides optional assessment for pathway accreditation towards the Diploma of Leadership & Management delivered in fast-track mode (unit of competencies: BSBLDR501 Develop and use emotional intelligence, BSBMGT502 Manage people performance, PSPGEN036 (Provide Workplace Coaching). Please call 1800 633 560 or email indenrolments@swin.edu.au for more information.
Develop Leadership Qualities

<table>
<thead>
<tr>
<th>Duration</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>One day</td>
<td>$720</td>
</tr>
</tbody>
</table>

Whether currently in a supervisory or management role or stepping up to a new management challenge, this course is designed to develop leadership skills and the potential to successfully manage a group of people. Focussing on leadership development through work-based application, this workshop supports the development of resilience, self-reflection and innovation.

Participants will learn new approaches to ensure they communicate effectively and efficiently and delegate and deliver to become an exceptional leader. The workshop also develops the skills to understand how to apply different strategies to deal with operational and staff management issues.

Learning objectives
- Discover what motivates team members
- Build team cohesion and higher levels of performance
- The laws of leadership and teamwork
- Understanding personality and management style
- Making informed decisions
- Positioning team members for optimum performance
- Communicate vision and organisational goals effectively
- Leading with passion and influence
- Enhance your individual communication and people skills
- Effective body language techniques
- Dealing with conflict effectively
- Four simple steps to delegation
- Identifying and dealing with role change issues.

Event Management (Updated)

<table>
<thead>
<tr>
<th>Duration</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two days</td>
<td>$1,260</td>
</tr>
</tbody>
</table>

Do you work in an environment where you need to coordinate, organise or manage your organisation’s events? Are you a member of an administration or project team involved in planning and organising conferences or event management?

This program aims at providing an essential process and skills framework of how to organise and manage professional events, with the primary focus targeted on conferences. The program aims at giving the participants confidence and fundamental tools for achieving a successful and less stressful events management.

The learners will gain more in-depth understanding of conference planning stages, resource management and stakeholder consultation. To deliver learning outcomes of the course, an underpinning project management approach is applied and the structure of the course replicates that of project management stages. Practical activities in this two-day course help to improve participants’ skills in administrating schedule and conference arrangements, coordinating conference proceedings and finalising a post-event phase.

Learning objectives
- Define conference scope, purpose and stakeholders
- Identify your own responsibilities and reporting requirements
- Plan for conference administration requirements, tasks, resources and processes
- Formulate a risk management plan
- Contribute to promotional strategy of the event
- Implement conference organisation arrangements in accordance with the conference program
- Monitor finances, resources and quality
- Follow up on conference proceedings
- Finalise and review the event against the objectives.

Masterclass: Finance for Managers

<table>
<thead>
<tr>
<th>Duration</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two days</td>
<td>$1,750</td>
</tr>
</tbody>
</table>

If you are a manager required to have an understanding of the financial drivers of your business, this two day program will enhance your financial literacy and knowledge.

Some managers who are highly skilled in their own respective discipline areas often do not have a clear understanding of the financial reports they receive or contribute to. To make informed contributions to managerial accounting reports and strategic decisions this knowledge is essential.

This two day Masterclass focuses on how to interpret and analyse financial statements and provides an insight into how managerial and business decisions impact the financial reports of an organisation.

The program is supported by specifically designed and easy to understand course notes. Relevant case studies and exercises are provided at appropriate stages in the program to enable participants to practise accounting and finance tasks. Solutions to these activities are also provided to assist participants with immediate feedback.

Learning objectives
- Identify information and reports required to make effective financial decisions
- Consolidate your ability to view and determine business operations from multiple levels
- Forecast future financial resource needs
- Understand financial objectives and analyse current asset performance and capacity
- Set business targets and compliance mechanisms
- Manage financial risk
- Monitor compliance with financial projections
- Influence value added strategies.

National Accreditation Pathway
By completing the 4 day workshop option this provides the training required for the unit of competency MTMBUS701A Manage Financial Performance for the 10112NAT Graduate Certificate in Applied Business. Successful completion of the assessment for this unit will contribute to a nationally recognised qualification. To enquire about assessment for this unit and the qualifications available please contact our Learning Advisors on 1800 633 560 or email enrolments@swin.edu.au.
“The deeper we understand; the more impact we have.”

NATHANIEL LEE
COURSE FACILITATOR
Coaching is one of the most powerful tools available to managers to develop their staff and lift performance. In essence, coaching is a creative thought-provoking process that supports individuals to learn and develop, to experiment with new ideas and seek bold solutions, and more confidently deal with challenges. Often used for improving personal performance, it is a critical tool for managers and leaders.

In this two day Masterclass you will learn what coaching is and how it differs from mentoring and counselling. You will learn about your strengths as a coach and identify areas for further development. Most importantly you will understand how to use effective communication skills in the coaching relationship. Knowing how and when to coach, and when to use other tools, like mentoring, is an essential skill that can benefit both you and your organisation.

**Learning objectives**

- Explain what coaching is and how it differs from mentoring and counselling
- Identify their strengths as a coach and areas for further development
- Use effective communication skills in the coaching relationship
- Support the coachee to set goals and develop action plans
- Identify and use appropriate models of coaching.

**National Accreditation Pathway**

By completing the 4 day workshop option this provides the training required for the unit of competency PCW801A Provide Coaching in the Workplace for the 10112NAT Graduate Certificate in Applied Business. Successful completion of the assessment for this unit will contribute to a nationally recognised qualification.

To enquire about assessment for this unit and the qualifications available please contact our Learning Advisors on 1800 633 560 or email indenrolments@swin.edu.au.

“I live for the moments when people truly realise how capable they are.”

ANNE BASIA

LEARNING ADVISOR | ENGAGEMENT
Innovation is a powerful tool that can help unlock potential. One of the most important things organisations can do to lead change is to cultivate innovators.

Innovation comes in many forms and its potential to deliver value is unlimited. Management innovation, systems innovation, cultural innovation, and marketing innovation are just some of the dimensions of this course. In this workshop, participants learn through practical activities to encourage innovative thinking. This course is suitable for all managers working at the front line of an organisation and who influence organisational strategy. It equips participants with the tools, models and mindsets to become successful innovators within their own business environment.

**Learning objectives**

+ Innovation as an integral part of leadership and management activities
+ Build and lead teams to work in ways that maximise opportunities for innovation
+ Create opportunities for individuals to learn from the experience of others
+ Learn how to lead, introduce and implement change
+ Build and apply communication tools
+ Learn how to create a supportive learning environment.

**National Accreditation Pathway**

This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSBINN502 Build and Sustain an Innovative Work Environment). Please call 1800 633 560 for more information.

---

**Masterclass: Lead Innovative Thinking and Practice**

**Duration** Two days

**Fee** $1,750

Developing an understanding about how innovation can be applied in a corporate environment is becoming a necessity for modern leaders working in competitive environments. Recognising the multi-dimensional nature of corporate innovation can equip you with the knowledge and tools to develop and sustain competitive advantage within their enterprise. This Masterclass focuses on comprehending the nature of corporate innovation but more importantly empowers you with the tools and techniques that can be readily applied in the workplace.

**Learning objectives**

+ Understand corporate innovation and how to apply it in modern organisations
+ Differentiate between innovation, creativity and continuous improvement and know when and how to apply each concept
+ Recognise cultures that foster innovation as opposed to those that impede it
+ Adopt the mindset and attitude of a corporate innovator and learn to instil this belief in staff
+ Learn a range of skills and techniques essential to successful innovation
+ Understand how innovation connects with corporate strategy and how leaders should leverage systems within their organisation to innovate rather than building from the ground up
+ Identify and challenge ingrained institutional barriers to innovation
+ Assess the innovation readiness of their organisations
+ Embed a proven process for innovation that can be applied to any organisational setting.

**National Accreditation Pathway**

By completing the 4 day workshop option this provides the training required for the unit of competency BSBINN801A Lead Innovative Thinking and Practice for the 10112NAT Graduate Certificate in Applied Business. Successful completion of the assessment for this unit will contribute to a nationally recognised qualification. To enquire about assessment for this unit and the qualifications available please contact our Learning Advisors on 1800 633 560 or email Indenrolments@swin.edu.au.

---

**Managing for Maximum Performance**

**Duration** One day

**Fee** $720

The success of an organisation is based on the effective management of teams working together to achieve common goals. Knowing how to build, influence and lead teams can increase business performance to exceed goals and objectives.

This workshop explores the knowledge required of managers to create and manage high-performing teams. The course focuses on how to motivate people to achieve their potential and explores why simply telling people what to do or improving work benefits is not enough.

Participants will learn new skills to boost teamwork and morale, using proven communication, planning and goal-setting strategies. They will also be challenged to identify their personal leadership style and learn how to adjust it to motivate employees and increase their productivity. Gain the skills to tackle challenges, solve problems and mediate differences using practical management tools and techniques.

**Learning objectives**

+ Understand how and why people work, and how to improve job performance
+ Design performance management processes to ensure consistency with the objectives of your organisation
+ Learn how to provide employee feedback and on-the-job coaching to improve performance and to confirm performance excellence
+ Learn how to reinforce good performance
+ Learn how to cut down on erratic performance and overcome resistance to change
+ Learn how to set the right goals for the individual and the organisation, and how to manage performance and results through effective measurement.

**National Accreditation Pathway**

This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSBMGT502 Manage People Performance). Please call 1800 633 560 for more information.
**Mediation Fundamentals**

<table>
<thead>
<tr>
<th>Duration</th>
<th>One day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee</td>
<td>$720</td>
</tr>
</tbody>
</table>

Mediation is a process where someone who is not a participant of a dispute (the mediator), helps the disputing parties find options to resolve their conflict. The mediator does not provide advice or evaluate the outcome.

This course provides the fundamental skills on how to be a mediator and also covers the policy framework around the management of mediation.

Mediation Fundamentals is ideal for those who work in human resources or are managers who need additional tools in resolving disputes.

**Learning objectives**

- Develop mediation guidelines
- Effectively prepare for mediation
- Where possible, to settle the dispute through mediation
- Finalise and review the mediation.

**National Accreditation Pathway**

This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: BSBHRM510 Manage mediation processes). Please call 1800 633 560 for more information.

---

**Positive Leadership (New)**

<table>
<thead>
<tr>
<th>Duration</th>
<th>Two days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee</td>
<td>$1,260</td>
</tr>
</tbody>
</table>

Facilitating the performance of others to be at their best is the art of great leadership. This is a broadly accepted leadership insight, however, getting the best out of others still poses a challenge for many of those in leadership positions.

The science of positive psychology now provides a clear roadmap of the behaviours that leaders need to demonstrate to give people what they need to thrive and flourish.

In this two-day program, participants will learn about how emotions, in particular, positive emotions, exert a powerful impact on motivation and performance and why they are key to achieving employee engagement. Participants will then be introduced to the 7 leadership behaviours needed to build positivity within their teams and will then be facilitated in building their own ‘positive leadership’ strategy for implementation back in the workplace.

**Learning objectives**

- Explain the science that underpins the benefits of positive leadership
- Apply the key elements of the mindset of a positive leader
- Adopt the core behaviours that build and sustain positive emotional climates in the workplace
- Apply the one core communication technique that simultaneously promotes engagement, builds creativity and motivation and enhances relationships at work
- Identify your strengths and how you can apply them to enhance your performance and that of others
- Use methods that identify core values and purpose essential for engagement at work
- Develop strategies for performing at one’s best and maintaining optimal positivity (for oneself and others) under stress
- Apply strategies that create effective workplace habits to build and sustain positive leadership style
- Create an action plan for implementing learnings on return to work.

**Leading Teams Through Change (New)**

<table>
<thead>
<tr>
<th>Duration</th>
<th>One day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee</td>
<td>$720</td>
</tr>
</tbody>
</table>

Change is a workplace constant, and many employees are suffering fatigue and are overwhelmed from the process. There are simple ways that managers and supervisors can improve the experience of change for their teams – and increase the resilience of their staff to the overall process.

In this course, you will learn some of the basics about human motivation and how to engage people in change. More importantly, you’ll discover more about human transition within a change process, and how to communicate with people as they progress through their own transition.

This one day course is aimed at supervisors and managers who want to learn how to support their staff through organisational change in a truly effective way.

**Learning objectives**

- Understand the difference between managing and leading change
- Develop their change leadership style
- Discover the transition process and how people move through change
- Improve their communication skills around change and resistance
- Understand resilience and how they can support people to be more resilient.
New Supervisor (New)

Duration | Two days
---|---
Fee | $1,260

This two-day course will help build your confidence and develop the practical skills you need to be an effective supervisor. You’ll explore the transition from team member to team leader and learn how to adjust your new role purpose, responsibilities, expectations and challenges.

Discover a toolbox of highly practical tools and techniques to help you work effectively with others, motivate and engage your team and bring out the best in people.

This course is designed for:

+ New supervisors and those aspiring to become supervisors or seeking supervision skills
+ Existing supervisors, coordinators and leaders who may benefit from refresher training.

Learning objectives

+ Adapt your communication and leadership style to suit different people and situations.
+ Establish a common understanding of team purpose, roles, responsibilities and accountabilities in accordance with organisational goals, plans and objectives.
+ Provide direction and support to aid team members in meeting expected performance outcomes.
+ Develop and encourage free-flowing, two-way communication that has lasting impact with your teams.
+ Delegate appropriately.
+ Use proven techniques to respond to challenging situations and people constructively.
+ Develop a positive team culture and improve team dynamics.
+ Provide feedback to correct, encourage, value and reward individual and team efforts and contributions.
Personal effectiveness
Building Emotional Intelligence (Updated)

<table>
<thead>
<tr>
<th></th>
<th>One day</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Duration</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Fee</strong></td>
<td></td>
<td>$720</td>
</tr>
</tbody>
</table>

Applied to the workplace, emotional intelligence (EI) involves the capacity to think intelligently about one’s own and other’s emotions to intentionally and efficiently deliver individual and organisational outcomes.

This workshop provides insight into EI as well as practical application of techniques in the workplace to develop competencies in the different aspects of EI, including perception, understanding, reasoning and managing one’s own and others’ feelings.

Any team member, team leader or manager wishing to gain an introduction to and better understanding of this topic – to further enhance their communication skills, to build better relationships with all stakeholders, and improve individual, team and organisational outcomes – will benefit from this workshop.

**Learning objectives**

+ Understand the theory of emotional intelligence and its skill areas
+ Recognise the relationship between emotional intelligence and success
+ Improve your self-awareness and awareness of others
+ Enhance personal and professional relationships.

---

Confident Communication: Improving your Confidence and Assertiveness (New)

<table>
<thead>
<tr>
<th></th>
<th>One day</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Duration</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Fee</strong></td>
<td></td>
<td>$720</td>
</tr>
</tbody>
</table>

Your ability to work effectively and influence others is largely driven by your ability to communicate in a confident and clear manner.

In this one-day workshop, you will discover techniques to change your self-perception and improve your confidence and ability to communicate more effectively. We focus on helping you develop communication skills which will enable you to speak up for yourself without compromising yourself and others. This course will provide you with a positive mindset to improve your ability to communicate with confidence and influence inside and outside your workplace.

**Learning objectives**

+ Discover techniques to shift your self-perception and confidence
+ Understand basic methods to control the impact of your emotions
+ Identify communication styles and how to respond appropriately
+ Learn assertiveness skills and techniques
+ Communicate with greater effectiveness and clarity in the moment
+ Improve your listening skills and ability to understand others’ needs
+ Identify causes of conflict and learn strategies to manage conflict.

---

How to Have a Difficult Conversation (New)

<table>
<thead>
<tr>
<th></th>
<th>One day</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Duration</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Fee</strong></td>
<td></td>
<td>$720</td>
</tr>
</tbody>
</table>

Difficult conversations are all around us, and they only become more difficult if we don’t know how to participate in them effectively. If you are the sort of person who avoids conflict, shuts down in challenging conversations, or takes an aggressive stance, this course is designed for you.

We focus on understanding why some conversations are more difficult than others, and why that makes them more important to tackle effectively. We’ll examine some challenging situations in the workplace, and provide participants with a set of simple skills to improve their ability to deal with difficult conversations and deal with conflict in a more confident and constructive way.

**Learning objectives**

+ Understand potential drivers of difficult conversations and why people become difficult
+ Understand the need for addressing conflict and the effects of not doing it
+ Acquire better communication skills, like assertive communication, listening skills and basic negotiation skills
+ Learn to plan a difficult conversation and anticipate outcomes
+ Develop skills and confidence to work constructively with conflict
+ Learn how to manage and protect yourself in a conflict situation
+ Learn a range of resolution techniques and responding to unfair tactics.
Challenging Behaviours and How to Deal with Them (New)

Duration
One day
Fee
$720

In every aspects of our lives we face challenging situations – which is often due to people displaying challenging behaviours. This course is designed to assist you to identify what behaviours you find challenging and what can be done.

The course is designed to provide participants with a deeper understanding of why people behave in challenging ways. Participants will also examine their own triggers and be introduced to a range of strategies, tactics and techniques they can use in their own workplaces.

Whether your challenging behaviours come from staff, colleagues or customers, this course will provide you with a range of tools to help you deal more effectively with those challenging situations.

Learning objectives
+ Learn what situations you find challenging
+ Feel more confident in dealing with challenging behaviours
+ Develop a high-level understanding about what causes challenging behaviour
+ Learn different techniques for dealing with challenging behaviours
+ Recognise some specifically challenging behavioural “types” and how to respond to them.

Dealing with Workplace Conflict

Duration
One day
Fee
$720

Conflict within the workplace can impact on productivity and staff morale. Developing and maintaining positive relationships with internal and external stakeholders is essential within today’s diverse workforce. Identifying and dealing effectively with difficult people and situations requires skills in positive communication, active listening and problem-solving. Reflect on conflict in the work environment and self-evaluate your response and management of these situations.

This workshop is interactive in style and involves active participation in case study scenarios, group work and self-evaluation activities.

Learning objectives
+ Types of conflict in the workplace and how it can manifest
+ Explore the different ways conflict can be expressed including aggression, assertion and passiveness
+ Gain effective tools and strategies to deal with difficult situations and people
+ Explore the use of assertiveness, active listening, communication, body language and teamwork to overcome conflict
+ Responding to diversity
+ Learn more about yourself, others and managing conflict
+ Gain confidence in managing other’s conflict and your response to it
+ Providing a safe place to share and discuss problems encountered in the workplace
+ Grievance procedures.

National Accreditation Pathway
This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency: PSPGEN050 Manage Conflict). Please call 1800 633 560 for more information.

Mindfulness (New)

Duration
One day
Fee
$720

In a world in which occupational stress is on the rise with links to increased absenteeism, accidents at work and loss of talented workers, the potential impact of regular mindfulness practices on organizational effectiveness and worker health and well-being is significant.

The benefits of mindfulness practice has been the subject of scientific studies in recent years and has demonstrated that those who practice mindfulness; experience greater resilience, reduced stress, improved concentration, increased productivity and an enhanced ability to manage interpersonal conflict in comparison to those who don’t.

Due to these benefits, mindfulness is becoming an essential practice for organisations and individuals committed to building leadership capability.

Despite all of this, there is still uncertainty for many people and organisations, about exactly what it is, what it does, how it works and how to build it. In this one-day program, these questions are systematically addressed to provide participants with the fundamentals of all they need to develop their own mindfulness practice and ideas for implementing this within their own workplace.

Learning objectives
+ Explain what mindfulness is and the benefits of a regular mindfulness practice for enabling them to calmly respond to situations with more creativity and openness
+ Outline the science that underlies these benefits
+ Use a range of both formal and informal mindfulness practices
+ Apply techniques to overcome and manage any barriers that may arise when implementing a regular practice
+ Establish (a) regular mindfulness practice(s) both at work and in your own personal life.
Powerful Influencing: Mastering the Skill of Persuasion

Duration | One day
Fee      | $720

Powerful influencing is a key competency for 21st century workplaces. Old ‘rules of engagement’ in organisations have changed. In a world where we need to achieve results in partnership with others, success is dependent on how skilled we are in persuading others to come on board with our agenda. Power and influence are therefore the key to this paradigm. Whether you are closing a major business deal, implementing a new strategy, gaining support for a project or obtaining scarce resources, your power to influence and using the art of negotiation sits at the heart of achieving a successful outcome.

In this one-day program you will learn effective influencing strategies for business situations. You will learn to analyse underlying motivations that serve as drivers and blockers in achieving effective partnerships and successful outcomes. The program will provide strategies for influencing some of those ‘difficult’ people you deal with. You will also learn how to influence upwards. At the end of the program you will come away with the basics of your own influencing plan and use new techniques for a key project or task.

Learning objectives

+ Describe specific components of effective influencing including principles of exchange, obstacles to influencing and an influencing model that links with organisational goals
+ Identify and describe ‘the world’ from another’s perspective
+ Describe and identify currencies
+ Understand and describe the negative attribution cycle, assumptions and attributes ascribed to others
+ Use tools to develop influencing approaches for differing situations and people
+ Develop an action plan for effective influence in a key and current area of work.
Public Speaking and Presentation Skills (Updated)

Duration: One day
Fee: $720

Negotiation is a life skill which is about achieving positive outcomes while maintaining relationships. In this workshop participants learn practical strategies to allow them to apply the principles of negotiation to get to the heart of what both sides really want.

This intensive and challenging negotiation skills course will give participants the confidence, skills and tactics to negotiate constructively and successfully with internal and external parties.

Participants learn how to be assertive without jeopardising existing relationships with those involved. Negotiate faster and more effectively through planning, skill and strategy, and gain better outcomes.

Learning objectives
- The elements of successful negotiation
- A systematic approach to negotiation planning
- Effective communication
- Common errors in negotiation
- How to generate options that create financial returns and value for all players
- Improving relationships within negotiations
- Neutralise difficult negotiations and their tactics
- Maintaining control of your negotiation strategy
- Learn when to walk away
- Close the deal.

A good 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 workshop, you will learn the skills that will make you a more effective speaker and presenter.

Learn the techniques required to plan and deliver a presentation. Understand how to control anxiety and improve articulation and listening skills. In this course participants learn how to use their style and personality to present with mastery and confidence to engage an audience.

This course also helps develop strategies to create confidence when speaking to a group of any size.

Learning objectives
- Establish rapport with your audience
- Manage ‘nerves’
- Identify your strengths as a speaker and presenter
- Appeal to wide range of audiences and vary your presenting style accordingly
- Use visual aids appropriately to enhance your presentation
- Design and deliver a professional presentation.

National Accreditation Pathway
This course provides optional assessment for pathway accreditation towards one of our diploma courses delivered in fast-track mode (unit of competency BSBCM401 Make a Presentation). Please call 1800 633 560 for more information.

Resilience and Stress Management (New)

Duration: One day
Fee: $720

In our modern world, we have busy and ever changing lives – which can significantly impact on our health, happiness and general wellbeing. We are often told we need to become more resilient to these pressures, but that is not easy to achieve.

This program has been developed to provide you with some simple, tangible and practical strategies that you can start implementing tomorrow to reduce stress and build personal and professional resilience.

Strategies are provided to support improvements in your physical, mental and emotional health, while also working on helping you start to understand your purpose. These four elements provide a model for building greater resilience, which will naturally reduce your stress.

Learning objectives
- Understand the impact of stress on our mind and body
- Implement practical strategies for reducing the negative impacts of stress
- Implement practical strategies for building greater personal and professional resilience.
Think on Your Feet® (New)

<table>
<thead>
<tr>
<th>Duration</th>
<th>Two days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee</td>
<td>$1,260</td>
</tr>
</tbody>
</table>

Ideas are the currency of the new economy. “Knowledge” professionals work constantly with ideas: ideas about products and services, about customers and ideas about new ways of doing business. It’s not sufficient just to have ideas. They must also be explained, defended, and sold.

Think on Your Feet® provides you with a core communication competence – a platform on which to build your presenting, writing, and negotiation skills. In today’s world of information overload, Think on Your Feet® will give you a competitive advantage by helping you to structure your ideas quickly, explain complex ideas clearly, be more persuasive and respond on the spot.

Think on Your Feet® is designed for anyone concerned about communications including students, sales professionals, managers, technical specialists and training professionals.

**Learning objectives**

- Structure your ideas clearly and simply
- Answer questions quickly and coherently
- Use six basic organisation formats to focus communication and display analysis
- Flesh-out ideas with memorable examples
- Target messages to listeners’ core concerns
- Handle objections positively
- Use "bridging" strategies to clarify questions, diffuse issues and buy time
- Separate topics clearly using transitions
- Organise ideas while talking.

Time Management: Increase Your Productivity (Updated)

<table>
<thead>
<tr>
<th>Duration</th>
<th>One day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee</td>
<td>$720</td>
</tr>
</tbody>
</table>

Improve Your Productivity is about far more than the time management of old. In this course, you will develop a greater understanding of the faults with our brains and our organisations that lead to reduced productivity, or poor use of time. We’ll provide you with some advice on systems, techniques and tools that you might use to improve your ability to get stuff done – while reducing your stress.

**Learning objectives**

- Learn techniques to plan and organise your workplace effectively and efficiently
- Understand how to align personal work goals, plans and activities with your organisation
- Measure and maintain personal performance in varying work conditions, contexts and contingencies
- Learn techniques to set priorities to achieve personal and team goals
- Apply time management and technology to manage your commitments efficiently and effectively
- Establish your work-life balance and set boundaries.

Being Bold at Work – How Women Can Improve Their Power and Influence at Work (New)

<table>
<thead>
<tr>
<th>Duration</th>
<th>One day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee</td>
<td>$720</td>
</tr>
</tbody>
</table>

Being Bold at Work is designed to improve your ability to communicate with confidence and clarity – allowing you to gain greater influence in your professional life. This course is designed to identify and leverage the innate abilities of women to communicate and develop relationships, as fundamental elements of increasing their confidence and courage at work.

It’s not about learning to act like a man to get ahead. Rather it is about identifying your natural strengths and casting aside the shackles of societal conditioning so you can embrace your authentic skills and abilities to increase your power and influence. In a world where girls are raised to be nice, polite and perfect; it is essential for women to identify and address the resulting mindset issues. This course will help you develop basic communication skills and strategic know-how to improve your ability to be heard in the workplace, and become an influencer.

**Learning objectives**

- Understand the mindset impacts of societal conditioning
- Improve your overall confidence in your abilities
- Identify the impact of your feelings on your behaviour
- Understand basic methods to control the impact of your emotions
- Communicate with greater effectiveness and clarity
- Understand your office politics and how to play more effectively
- Improve your networking ability to develop your strategic network
- Identify potential mentors and how to approach them.
“We must light the spark to see an explosion of innovation.”

CLIM PACHECO
COURSE FACILITATOR
Computing skills
<table>
<thead>
<tr>
<th>Course</th>
<th>Duration</th>
<th>Fee</th>
<th>Prerequisite:</th>
<th>Suitable for:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Microsoft Excel Introduction</strong></td>
<td>One day</td>
<td>$480</td>
<td>Working knowledge of Windows.</td>
<td>Those wanting to learn how to use Excel to produce reports, budgets and lists.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Learn how to set up a spreadsheet in Excel and acquire skills such as budgeting, analysing sales, producing reports, creating simple formulas and managing autofill lists.</td>
</tr>
<tr>
<td><strong>Microsoft Excel Intermediate</strong></td>
<td>One day</td>
<td>$480</td>
<td>Completion of Microsoft Excel Introduction course or equivalent skill level.</td>
<td>Excel users who wish to extend their knowledge and skills beyond building simple workbooks.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Gain increased efficiency using spreadsheets. Learn relative and absolute formulas; perform analysis using functions and more complex formulas, such as Vlookup and IF; use sorting and filtering techniques, and enhance the appearance of data.</td>
</tr>
<tr>
<td><strong>Microsoft Excel Advanced</strong></td>
<td>One day</td>
<td>$480</td>
<td>Completion of Microsoft Excel Intermediate course or equivalent skill level.</td>
<td>Excel users who wish to enhance their knowledge and skills beyond building workbooks by using analytical and productivity tools.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Learn skills using functions beyond building basic workbooks, including automation, productivity, consolidation, linking, analysis tools and automating workbook operations using macros.</td>
</tr>
<tr>
<td><strong>Microsoft Powerpoint</strong></td>
<td>One day</td>
<td>$480</td>
<td>Working knowledge of Windows.</td>
<td>Anyone who presents information to others, such as those in sales, marketing, facilitators, presenters and students.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>This user friendly presentation package will give you the edge you need in your presentations. Learn to design slides, flyers and slide shows and enhance colour and animations to captivate your audience.</td>
</tr>
<tr>
<td><strong>Microsoft Project</strong></td>
<td>One day</td>
<td>$480</td>
<td>Working knowledge of Windows.</td>
<td>Those working on or with projects who wish to increase their productivity.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Use MS Project to create and track project schedules by entering/monitoring tasks and analysing the assignment of resources to tasks. Emphasis is placed on solving scheduling problems by using a case study approach to allow students to work through typical scenarios faced in the real world.</td>
</tr>
<tr>
<td><strong>Microsoft Word Intermediate</strong></td>
<td>One day</td>
<td>$480</td>
<td>Working knowledge of Windows.</td>
<td>Those who need to know how to use MS Word to enhance existing or new documents to increase their productivity.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Increase your work efficiency using MS Word. Learn to enhance documents and text appearance, create tables, insert and modify pictures/drawings, use styles, section breaks, headers and footers and mail merge.</td>
</tr>
<tr>
<td><strong>Microsoft Word Advanced</strong></td>
<td>One day</td>
<td>$480</td>
<td>Completion of Microsoft Word Intermediate courses or equivalent skill level.</td>
<td>Highly recommended for those who need to know how to use the more advanced features of Microsoft Word.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Advance your knowledge and proficiency in MS Word. Learn about section breaks and different headers, create and modify newspaper columns, create a table of contents, create IF statements in merge operations, create electronic forms with interactive fields, create calculations in paragraphs with bookmarks, inserting hyperlinks and discover how to use macros.</td>
</tr>
</tbody>
</table>
First aid
Provide First Aid (HLTAID001, 002 & 003)

<table>
<thead>
<tr>
<th>Duration</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two days</td>
<td>$190</td>
</tr>
</tbody>
</table>

This course includes Provide CPR (HLTAID001) valid for 12 months, Provide Basic Emergency Life Support (HLTAID002) valid for 36 months and Provide First Aid (HLTAID003) valid for 36 months.

We teach you the skills and knowledge required to recognise and respond to life threatening situations/emergencies using either basic life-support measures or cardiopulmonary resuscitation. The course also teaches you how to respond to first aid situations, manage casualties, the incident and other first aiders until the arrival of medical or other assistance.

The resuscitation techniques taught align to the Australian Resuscitation Council (ARC) guidelines.

**Learning objectives**

- Respond to an emergency situation
- Apply appropriate first aid procedures
- Communicate details of the incident
- Apply first aid principles
- Apply infection control, including use of standard precautions
- Follow OHS guidelines
- Be able to call an ambulance
- Demonstrate safe manual handling.

Provide Advanced First Aid (HLTAID006, 007)

<table>
<thead>
<tr>
<th>Duration</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Three days</td>
<td>$450</td>
</tr>
</tbody>
</table>

This course provides Advanced First Aid (HLTAID006) valid for 36 months and Provide Advanced Resuscitation Techniques (HLTAID007) valid for 12 months.

We teach you the advanced skills and knowledge required to recognise and respond to life threatening situations/emergencies using advanced resuscitation techniques. The course also teaches you how to respond to first aid situations, manage casualties, the incident and other first aiders until the arrival of medical or other assistance.

**Learning objectives**

- Manage specific injuries or illnesses and conditions
- Conduct an initial casualty assessment
- Plan an appropriate first aid response in line with established first aid principles, policies and procedures, ARC Guidelines and state or territory regulations, legislation and policies and industry requirements and respond appropriately to contingencies in line with own skills
- Apply advanced resuscitation techniques
- Apply advanced first aid principles
- Use a range of first aid equipment
- Demonstrate the application of first aid principles
- Comply with OH&S legislation
- Provide assistance with self-medication as per subject’s own medication regime and in line with state or territory legislation, regulations and policies and any available medical or pharmaceutical instructions
- Administer medication in line with state or territory regulations, legislation and policies and any available medical or pharmaceutical instructions.

Provide CPR (HLTAID001)

<table>
<thead>
<tr>
<th>Duration</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Three hours</td>
<td>$70</td>
</tr>
</tbody>
</table>

This first aid course teaches you how to provide advanced first aid. Learn how to perform first aid response, CPR and life support. Learn how to manage a first aid incident, casualties and other first aiders until medical assistance arrives, and how to provide support to other first aid providers.

Application of these first aid skills and knowledge should be adapted as required to address specific industry, enterprise or workplace requirements and to address specific risks and hazards and associated injuries.

After successfully completing this course, you will receive your first aid certificate which is valid for 36 months.

**Learning objectives**

- Respond to an emergency situation
- Apply appropriate first aid procedures
- Communicate details of the incident.
Provide Advanced Resuscitation Techniques

<table>
<thead>
<tr>
<th>Duration</th>
<th>One day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee</td>
<td>$200</td>
</tr>
</tbody>
</table>

This first aid course teaches advanced first-aid resuscitation techniques and life support (HLTAID007 Provide Advanced Resuscitation). You will also learn how to manage casualties until the arrival of medical or other assistance, and provide support to other first aid providers.

The course will enable you to:

+ update competencies learnt in Provide First Aid and Provide Advanced First Aid
+ receive any new first aid information or policy changes that may affect your work as a first aid practitioner
+ practise use of problem-solving skills and work in cooperation with others
+ refresh your competencies on a limited range of specialised additional equipment
+ broaden your knowledge base into associated areas of workplace health and safety.

The first aid certificate you will receive after successfully completing this course is valid for 12 months.

Learning objectives

+ Manage specific injuries or illnesses and conditions as identified in the range statement for this competency
+ Conduct an initial casualty assessment
+ Plan an appropriate first aid response in line with established first aid principles, policies and procedures, ARC Guidelines and state or territory regulations, legislation and policies and industry requirements and respond appropriately to contingencies in line with own skills
+ Apply appropriate resuscitation techniques, including use of oxygen in resuscitation and oxygen therapy, bag valve mask resuscitation device, AED, mechanical and oxygen powered suction devices, oropharyngeal airways
+ Comply with OH&S legislation
+ Administer oxygen in line with state or territory regulations, legislation and policies and any available medical or pharmaceutical instructions
+ Prepare a written incident report or provide information to enable preparation of an incident report
+ Interpret and use listed documents
+ Communicate effectively and assertively and show leadership in an incident
+ Make prompt and appropriate decisions relating to managing an incident in the workplace
+ Use literacy and numeracy skills as required to read, interpret and apply instructions, guidelines and protocols
+ Call an ambulance or medical assistance according to relevant circumstances and report casualty's condition.
“Clever ideas change the way business views progress.”

BAOHUA JIA
ASSOCIATE PROFESSOR | FACULTY OF SCIENCE, ENGINEERING AND TECHNOLOGY
“We shine a light to raise self-awareness.”

MARK LEWIS
COURSE FACILITATOR AND EXECUTIVE COACH
WHS and quality auditing
**Food Safety (FDFFS2001A)**

**Duration**  
One day

**Fee**  
$280

This skill set takes an in-depth look at what is required to implement a food safety program, and how to identify and correct any possible food safety breaches. It is required by food safety supervisors and provides staff members with a solid appreciation of their responsibilities. It assists to identify food safety risks in the workplace and the control measures used to manage them.

This course is ideal for Quality Assurance Managers, QA Co-ordinators, Production Managers, food safety professionals and those needing to meet regulatory requirements for work which involves the production of food or beverage products.

**Learning objectives**

+ Be aware of typical food safety hazards
+ Identify the components of a Food Safety Program
+ Introduce the role of HACCP in the development of a Food Safety Program.

---

**Health and Safety Representative Refresher Training**

**Duration**  
One day

**Fee**  
$250

This WorkSafe approved HSR Refresher OHS course is an opportunity to revisit aspects of the HSR Initial OHS Training Course and refresh their knowledge of:

+ The value of being a HSR
+ HSR entitlements and powers (skills development)
+ Risk Management Concept.

This WorkSafe approved HSR Refresher OHS training course aims to provide HSRs with the skills and knowledge needed to raise and resolve, on behalf of their designated work group members, health and safety issues arising from incidents of work related violence.

A HSR and deputy HSR have an entitlement to attend an annual HSR refresher training course, one day in duration as per section 67 of the OHS Act and choose their training course in consultation with their employer.

**Learning objectives**

+ Interpret the occupational health and safety legislative framework and its relationship to your role as a Health and Safety Representative
+ Identify key parties and their legislative obligations and duties
+ Establish representation in the workplace
+ Participate in consultation and issue resolution
+ Represent designated work group members in any OHS risk management process undertaken by the appropriate duty holders
+ Issue a Provisional Improvement Notice and direct the cessation of work.

---

**Lead Auditor Training**

**Duration**  
Five days

**Fee**  
$2,855

Are you looking for a lead auditor qualification to demonstrate competent skills in audit training and management? Then Swinburne has the right auditor course for you.

Course participants will receive comprehensive training in the theory and practice of auditing to gain a practical understanding of the responsibilities of a quality auditor, and the techniques and methodologies required to effectively audit a quality management system.

This lead auditing course is ideal for quality practitioners who have an understanding of quality management and who have been, or will become, involved in internal quality assurance audits, second party (i.e. vendor) audits and/or third party audits.

Audit training is essential in today’s workplace. This course will provide you with all the essential auditing training and knowledge you will need to adapt to any auditing process.

This course is suitable for both WHS and Business professionals.

**Learning objectives**

+ Initiate a quality audit
+ Participate in a quality audit
+ Lead a quality audit
+ Report on a quality audit
+ Implement continuous improvement into your own and other work practices.
Implement a Traffic Management Plan

<table>
<thead>
<tr>
<th>Duration</th>
<th>One day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee</td>
<td>$220</td>
</tr>
</tbody>
</table>

If you work on roads, the Road Management Act 2004 requires that you are appropriately trained and qualified to carry out the works, manage the non-road activities and direct traffic.

If you are responsible for setting up traffic controls, including signs and bollards, you need to understand how to display these controls and why they are used. Anyone completing work on or near a road as part of their work activities should receive training and information relevant to the tasks being undertaken.

This work health and safety course specifies the competency required to implement a traffic management plan for works on roads ensuring traffic flow is maintained and risk to the safety of the public and workers is minimised. It includes the minimum criteria for competency assessment.

The training includes traffic management plans for public and private roads, parking areas and restricted access construction sites.

**Learning objectives**

1. Set up traffic controls and understand which controls to use and why
2. Minimise risk to drivers and pedestrians.

Control Traffic with a Stop-Slow Bat (RIIWH205D)

<table>
<thead>
<tr>
<th>Duration</th>
<th>One day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee</td>
<td>$220</td>
</tr>
</tbody>
</table>

If you work on roads, the Road Management Act 2004 requires that you are appropriately trained and qualified to carry out the works, manage the non-road activities and direct traffic.

Gain the skills and knowledge required to control traffic on public roads and construction sites for the protection of site workers and the general public, including the minimum criteria for competency assessment. This work health and safety course includes how to operate a radio and use a stop-slow bat.

**Learning objectives**

1. You will be able to control traffic to ensure the safety of workers, drivers and pedestrians
2. Learn to operate a radio.

Work Safely in the Construction Industry (CPCCOHS1001A)

<table>
<thead>
<tr>
<th>Duration</th>
<th>One day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee</td>
<td>$155</td>
</tr>
</tbody>
</table>

This Construction Induction Training (White Card) course is nationally recognised.

This work health and safety course gives on-site workers, and those who provide on-site supervision, management or direction:

1. A basic awareness of common construction hazards and risks
2. A basic knowledge of occupational health and safety (OHS) legal responsibilities
3. A basic understanding of how OHS issues should be dealt with
4. The standards of behaviour and conduct expected of them while you are on construction sites.

This workplace health and safety course is applicable to all sectors of the construction industry.

**Learning objectives**

1. Understand legislative frameworks around working in the construction industry
2. Understand risks and hazards associated with working in the construction industry.

**Promotion**

Book the Control Traffic with a Stop-Slow Bat and Implement a Traffic Management Plan courses together to receive a discounted rate of $350.
Participate in Quality Audit (BSBAUD402)

<table>
<thead>
<tr>
<th>Duration</th>
<th>Two days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee</td>
<td>$520</td>
</tr>
</tbody>
</table>

This course provides the skills and knowledge training required to prepare for and participate in a quality audit as a member of a quality audit team. The process includes reviewing designated documentation, identifying and developing checklists and audit related documentation, preparing audit schedules; gathering, analysing and evaluating information; and reporting findings to the lead auditor.

**Learning objectives**
- Participate in an external quality audit
- Review documents to determine compliance with processes
- Report on findings.

Investigate WHS Incidents

<table>
<thead>
<tr>
<th>Duration</th>
<th>One day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee</td>
<td>$440</td>
</tr>
</tbody>
</table>

This work health and safety training course describes the performance outcomes, skills and knowledge required to plan, conduct and report on investigations of work health and safety (WHS) incidents that have resulted in, or have the potential to result in, injury or damage.

This work health and safety course can be taken by individuals who are required to investigate incidents for prevention as well as people who work in a range of WHS roles across all industries. It is suitable for those who apply a substantial knowledge base and well-developed skills in a wide variety of WHS contexts.

**Learning objectives**
- Conducting an initial assessment of the situation
- Establishing the scope and legal parameters of the investigation
- Conducting a systematic analysis to identify underlying causes and actions for prevention
- Reporting on the outcomes of the investigation appropriate to the potential severity of the incident, which may include accessing specialist expertise.

Mindfulness (New)

<table>
<thead>
<tr>
<th>Duration</th>
<th>One day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee</td>
<td>$720</td>
</tr>
</tbody>
</table>

In a world in which occupational stress is on the rise with links to increased absenteeism, accidents at work and loss of talented workers, the potential impact of regular mindfulness practices on organizational effectiveness and worker health and well-being is significant.

The benefits of mindfulness practice has been the subject of scientific studies in recent years and has demonstrated that those who practice mindfulness; experience greater resilience, reduced stress, improved concentration, increased productivity and an enhanced ability to manage interpersonal conflict in comparison to those who don’t.

Due to these benefits, mindfulness is becoming an essential practice for organisations and individuals committed to building leadership capability.

Despite all of this, there is still uncertainty for many people and organisations, about exactly what it is, what it does, how it works and how to build it. In this one-day program, these questions are systematically addressed to provide participants with the fundamentals of all they need to develop their own mindfulness practice and ideas for implementing this within their own workplace.

**Learning objectives**
- Explain what mindfulness is and the benefits of a regular mindfulness practice for enabling them to calmly respond to situations with more creativity and openness
- Outline the science that underlies these benefits
- Use a range of both formal and informal mindfulness practices
- Apply techniques to overcome and manage any barriers that may arise when implementing a regular practice
- Establish (a) regular mindfulness practice(s) both at work and in your own personal life.
“When people explore their potential, greatness is the result.”

MARK BOWKER
COURSE FACILITATOR

Updated for 2017
All of our short courses are being reviewed and updated this year, complete with topical examples and case studies, to ensure an engaging experience for all course participants. Introductory videos for short courses will be available online soon.
Visit swinburne.edu.au/shortcourses to view the most up to date information.

New Courses in 2017
+ Mindfulness
+ Positive Leadership
+ Creative Design Thinking (Coming soon)
+ New Supervisor
+ Think on Your Feet®
+ Leading Teams Through Change
+ Social Media for Your Career
+ Social Media and the Public Sector
+ Applied Digital Marketing (incorporating Adobe AEM)
Further information

1800 633 560
denrolments@swin.edu.au
swinburne.edu.au/shortcourses

Swinburne Professional
Swinburne University of Technology
Hawthorn campus
John Street
Hawthorn VIC 3122