**Applied Project Management**
Providing a broad exploration of project management best practice, this course will give you an understanding all aspects of the project management lifecycle.

**Assertiveness Techniques**
Provides you with personal insight into the ways in which you respond to different people, situations and events.

**Change Management**
This course takes a look at why people resist change the skills and qualities you need to effectively manage change.

**Complex Negotiations**
This course is an advanced course which helps you to develop a high level of negotiation competency for complex business situations.

**Conflict Resolution**
Provides an in-depth exploration of the drivers of conflict and the skills you need to effectively intervene and facilitate positive outcomes.

**Contract Management**
Practical guide to managing the implementation and monitoring of contracts. Exploring the contract lifecycle, you will learn the concepts and techniques.

**Critical Thinking and Problem Solving**
Provides you with the skills you need to solve problems efficiently and make decisions that are aligned to business goals.

**Customer Service**
Explores the essence of truly exceptional customer service and provides you with the skills and knowledge to respond to customer and client needs.

**Dealing with Difficult Behaviours**
Supports your development as a proficient communicator, adept in dealing with challenging personalities and situations.

**Develop a Compelling Business Case**
Develop the skills required to formulate strong business cases, as well as other objective-driven submissions.

**Effective Business Writing**
Provides you with practical tools and techniques to effectively develop professional business communications.

**Effective Communication**
Explores the personal impact cycle, and the role that communication plays in perception.

**Finance for Non-Finance Managers**
Provides a practical guide to analysing financial data and understanding the implications of financial performance.

**Frontline Leadership**
Provides an introduction to people leadership in the context of frontline teams. Exploring critical success factors in establishing credibility as a frontline leader.
Improving Self-Discipline
This workshop presents a sequence of activities that have been demonstrated scientifically to improve self-discipline.

Inspiring Employees
This workshop presents the latest discoveries on which management and leadership practices inspire and motivate employees.

Manage Innovation and Continuous Improvement
Provides you with the skills, knowledge and insight to effectively take the lead in using innovation to realise business outcomes.

Negotiating Skills
Explores a variety of proven techniques that you can use in your negotiations with others. It equips you with practical tools for managing negotiations and achieving win/win solutions.

New Supervisor (now includes Disc Profiling)
Provides you with the foundational knowledge and skills to effectively make the transition from teammate to team leader. This program includes the Disc Management Profile and in-class de-brief valued at $180.

Performance Management
Explores the end-to-end processes associated with the performance management cycle. From the setting of goals and allocation of work through to performance reviews and recognition.

Professional Skills for Executive Assistants
Explores the strategic skills of communication, influence and priority management required to undertake the challenging yet underestimated role of executive support.

Project Management Fundamentals
You’ll have the knowledge, tools and techniques to effectively manage projects.

Strategic Leadership
Provides practical tools and techniques you need to plan for the organisation’s future and deliver strategic outcomes. From visioning to business plan execution, you’ll learn how to create realistic yet ambitious plans that support the growth and financial sustainability of your organisation.

Train the Trainer
Designed to give trainers the skills and knowledge to plan and present interactive, effective training sessions.

Work Priorities
Provides you with practical tools and techniques to set meaningful goals and realistic plans to achieve them.

Writing Effective Minutes
Provide practical tools and techniques for ensuring that meeting minutes provide a record of decisions made by teams, work groups and committees.

Writing More Persuasively
This workshop conveys an array of tricks and techniques that can be used to write more precisely, concisely, engagingly, and persuasively.