

One Day Workshops

EQ for Leaders

In this workshop we explore the use of emotional intelligence (EQ) to increase self-awareness, self-management, social awareness and relationship management in a work context. This includes identifying the impact of our own emotions on others in the workplace, recognising and appreciating the emotional strengths and weaknesses of others, promoting the development of EQ in others and utilising EQ to maximise team outcomes.

Optional assessment for BSBLDR501 Develop and use emotional intelligence

Exceptional Customer Service

This workshop covers the skills and knowledge required to identify customer needs, deliver and monitor a service to customers and identify improvements in the provision of customer service over short and long-term interactions.

Optional assessment for BSBCUS301 Deliver and monitor a service to customers;
BSBCUS401 Address customer needs

Leading Effective Teams

In this workshop we explore team leadership skills such as how to plan and supervise the performance of the team and develop team cohesion. We cover planning to meet expected outcomes, and effective communication techniques.

Optional assessment for BSBLDR403 Lead team effectiveness; BSBFLM312 Contribute to team effectiveness;

Managing Workplace priorities

This workshop covers design of work schedules, creating work plans, managing time and accessing learning opportunities for professional development.

Optional assessment for BSBWOR301 Organise personal work priorities and development;
BSBWOR404 Develop work priorities

The Effective Workplace Mentor

This workshop is designed for workplace supervisors or other work colleagues who have responsibility for mentoring one or more workers. It covers the skills and knowledge required to establish and develop a professional mentoring relationship.

Optional assessment for TAEDEL404 Mentor in the workplace

For More information, contact:

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