



WORKSKILLS SHORT COURSES

Customise your workforce training needs with our portfolio of short courses. A choice of half, full or multi day options are available, specifically designed to target the key skills and improvements you require to maximize your employees skills and provide the best value for your training investment. Workskills Australia specialises in integrating your own custom content to ensure the training is even more specific to your organisation. Team training is a powerful way to grow the capability of the people that are the heart of your organisation. Our consultants will work with you to develop training solutions delivered in-house by expert facilitators that are cost-effective, and relevant to your business.

MEMBER FOCUS GROUPS

Learn about the services your members really want and how they want them. Hear their complaints and wishes to increase their participation and loyalty. These programs provide a valuable insight into the real needs of your customers that provide the opportunity to modify product, service and style to maximise patronage, membership and profitability.

CUSTOMER SERVICE EXCELLENCE

Is your customer service aligned to your organisational values and mission? This workshop equips participants with the importance of understanding the organisational customer service 'mantra' and how that impacts on every aspect of the organisations customer service delivery.

EFFECTIVE ON THE JOB COACHING

This course is designed to empower your staff with the skills, knowledge and behaviours to motivate and develop others in a constructive way. Using effective coaching and mentoring techniques, learn how to increase individual, team, and organisational performance.

WORKPLACE MENTORING

A specially designed course to develop the skills needed to help your staff gain knowledge and confidence in mentoring. We teach effective ways to mentor staff and increase their productivity as well by helping them realise their true potential. Setting goals and building relationships sits at the core of effective mentoring. How well you mentor relates directly to how well you are able to foster a great working relationship within your team.

BETTER TEAM COMMUNICATION

This course is designed to equip you with the skills to increase communication in the work team. Efficient teams are the building blocks of successful organisations. Whether the focus is on service, quality, cost, value, speed, efficiency, performance, or other similar goals, teams are the basic unit that supports most organisations. With teams at the core of corporate strategy, your success as an organisation can often depend on how well you and other team members operate together. How are your problem-solving skills? Is the team enthusiastic and motivated to do its best? Do you work well together? In this training course you will learn techniques to communicate in a polite and assertive way, without feeling or appearing pushy.

BRIDGING THE GENERATION GAP

This course teaches organisations how to increase harmony, what the differences in generations are, how to resolve conflict and much more. As more and more generations remain in the workforce for longer periods of time, it becomes necessary for organisations to embrace and adapt to generational differences. This course will increase your staff's self-awareness and improve their communication with different personality types by learning about them.

ESSENTIAL SUPERVISOR SKILLS

This course will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

PRACTICAL SAFETY SKILLS

Safety in the workplace is such a dry subject. How do you get your managers and employees engaged in the safety message? This course is very practical in application because it gets to the heart of the problem and that is complacency.

BULLYING, HARRASSMENT & DISCRIMINATION

This workshop provides participants with the necessary knowledge regarding definitions as well as legal and duty of care obligations. We teach the importance of awareness and identify prevention tools to ensure the organisation maintains a respectful culture where negative behaviours are not tolerated and are firmly and promptly addressed.

CULTURAL AWARENESS, WORKPLACE DIVERSITY, BREAKING DOWN THE BARRIERS

The contemporary workplace environment is comprised of people that come from many different cultural backgrounds and yet we expect them to work together in harmony. Is this a natural occurrence? Not normally. This program is designed to highlight the differences in cultural diversity and how that impacts on modern Australian workplaces. It covers ways to encourage diversity in the workplace, and prevent discrimination. Workplace diversity means recognising and respecting the value of human differences and creating an environment where all the abilities and experiences of our employees are used to their fullest.

CREATING A SERVICE MIND SET

Promising good customer service and delivering it are often two different things. It can be far easier to pledge good service at the start than to actually deliver it. Establishing a service mind set within an organisation ultimately creates faithful buyers of your services both internally and externally. This training is designed to help you understand that the critical aspects of customer service that clients assess when deciding to do business with you. This workshop provides a structured approach to evaluating your current customer service equation and applies a model for building your customer service strategy.



GOVERNMENT FUNDED TRAINING

Funding opportunities may be available for your workforce development needs in the following areas;

Trainee & Apprenticeship Funding

Available to anyone of working age regardless of their level of education. You can be a school leaver re-entering the workforce or an adult worker simply wishing to change careers. Commonwealth funding may be available to your organisation subject to a range of criteria.

Workforce Development Funding

Under NWDF, organisations can identify their current and future business and workforce development needs and apply for funding to support the training of existing workers and new workers in areas of skills shortages.

Workskills Australia has extensive & current knowledge of State & Federal Government training initiatives & funding options. Our experience in developing proposals for access to these government initiatives can assist & expedite your organisation in securing funding.

The courses listed here are just a few or the vast range of services & courses we offer to the Hospitality, Events, Tourism & Food Service industries. Workskills Australia provide Consultancy, Training, Skills Recognition and Accreditation services to Clubs, Colleges, Hotels, Cruise Lines, Tourism & Training Authorities both Nationally & Internationally.

CONTACT US:

If you require further information about any of the courses or programs listed here or any other Workskills Australia vocational education services please contact either:

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