

TIME Management

In today's extremely fast moving and demanding environment the effective use of time is critical to the individual and the organisations achievement of goals and objectives. This program seeks to convey the value of time, identify current time usage, identify goals and develop systems to ensure the achievement of those goals through effective use of time.

LEARNING OUTCOMES

On completion of the program in Time Management, participants will be able to:

- Assess current use of time
- Identify the impact of stress & poor organisation on effective use of time
- Identify how to set short, medium & long term goals & objectives and ways to put them into action
- Identification of the top five common time wasters & methods to improve time usage in these areas
- Outline how priorities can be set & met
- Implement time management principles into the day
- Identify methods to overcome procrastination and avoid timewasters
- Use the 80/20 rule
- Outline effective delegation skills & identify areas for delegation in the future
- Develop a personal action plan for development of goals & objectives & implementation of strategies & tactics to improve time usage

DATE: 30th January and 27th July 2015



CUSTOMER Service

Excellent Customer Service skills are essential in today's workplace. Now more than ever people are greatly influenced by the service they receive from businesses. Employees who are properly trained and demonstrate professional customer service skills, can improve customer satisfaction and loyalty and significantly increase the bottom line of an organisation.

LEARNING OUTCOMES

On completion of the program in Customer Service, participants will be able to:

- Apply the principles and benefits of superior customer service and apply skills to develop and deliver quality customer service.
- Create a great first impression
- Greet constructively - create a personal connection
- Develop rapport - create warmth and openness
- Ask effective questions - address client needs
- Employ active listening techniques
- Turn customer negativity into a positive customer experience
- Support implementation of customer service strategies
- Evaluate and report on customer service

DATE: 11th February and 31st August 2015

For further information or to book your place, please contact:

THE PIVOT INSTITUTE

T: 1300 354 309 | T: (08) 9221 1803 | elisa@pivot.edu.au | accounts@pivot.edu.au

SHORT Courses

The Pivot Institute offers a range of non-accredited short courses which can be customised to suit your business needs. These programs can be run either in-house or participants can attend public programs offered held at our quality training venue in Adelaide Tce, Perth. As a starting point The Pivot Institute can schedule and run any half day public programs for a minimum of four participants. Half day in-house programs start from \$1050 with full day for \$1875 for up to 15 participants. Public programs are priced at \$350pp for a full day.



CURRENT COURSES AVAILABLE:

- Change Management
- Managing People
- Leading & Managing Teams
- Conflict Management
- Coaching Skills
- Managing Employee Performance and Performance Appraisals
- Bullying and Harassment
- Recruitment and Selection
- Professional Supervision
- Interpersonal and Communication
- Negotiation Skills
- Time Management
- Presentation Skills
- Facilitation Skills
- Customer Service
- Coping with Change
- Creating a Positive Work Environment
- Dealing with Difficult Situations
- Minute Taking



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Call us today for further information or a free no obligation quote 1300 354 309

Bullying and HARASSMENT

Bullying and harassment are a significant problem in the workplace which leads to low staff morale, health issues and a decrease in productivity. This program aims to help identify and deal with bullying and harassment situations and provide the knowledge and skills on how to resolve these issues and prevent further occurrences resulting in a happier and more productive workplace.

LEARNING OUTCOMES

On completion of the program in Bullying and Harassment, participants will be able to:

- Recognise what is bullying and harassment and what is not
- Explain the need for zero tolerance of bullying and harassment
- Outline the effects of violence, bullying and harassment on the individuals performance and the workplace
- Assess the risks of bullying and harassment in their organisation and team
- Act effectively if they suspect bullying and harassment
- Define the legal rights and responsibilities and workplace policies
- Know what an organisation and a team leader need to do to prevent bullying and harassment
- Handle complaints and grievances effectively, fairly and in line with legal requirements
- Recognise possible motivators and triggers for bullying and harassment
- Take steps to prevent or deal with bullying and harassment.

DATE: 25th May and 30th November 2015



RECRUITMENT and Selection

Gaining the services of competent staff is critical to the effectiveness and competitiveness of organisations. The costs of recruitment to an organisation are frequently high but the cost of poor recruitment decisions are greater. This program provides a model for the effective recruitment selection and induction of valuable and competent employees.

LEARNING OUTCOMES

On completion of the program in Managing People, participants will be able to:

- Demonstrate a professional approach to recruitment and selection processes that complies with legislative requirements and the Public Sector Standards
- Explain key practices and processes required to successfully recruit new team members
- Describe the concepts, tools and techniques that are commonly engaged by recruitment and selection professionals
- Explain the new Commissioner's Instructions and how it impacts on the selection process.
- Recruit and select the best candidate for the job
- Know what an organisation and a team leader need to do to prevent bullying and harassment
- Handle complaints and grievances effectively, fairly and in line with legal requirements
- Recognise possible motivators and triggers for bullying and harassment
- Take steps to prevent or deal with bullying and harassment.

DATE: 29th June and 15th December 2015

Dealing With DIFFICULT SITUATIONS

Unfortunately difficult situations do arise in the workplace and having the fundamental knowledge of how to deal with these situations is critical in the working environment. This program gives you the skills required to identify difficult situations and how to resolve the issue effectively.

LEARNING OUTCOMES

On completion of the program in Dealing with Difficult Situations, participants will be able to:

- Identify the common elements of a difficult situation
- Analyse what works and what doesn't when dealing with difficult situations
- Justify reactions to difficult situations and how these shape outcomes
- Use listening, paraphrasing and questioning to understand the other person's perspective
- Apply assertiveness techniques to respond to difficult situations
- Respond to criticism without becoming emotional or defensive
- Define conflict and identify your style in conflict situations
- Apply a process for resolving workplace conflicts.

DATE: 24th March and 22nd September 2015



MANAGING People

Bringing out the best in people is critical to the success of managers and organisations. This program is designed to teach essential strategies for managing and leading team members effectively and enhancing their performance.

LEARNING OUTCOMES

On completion of the program in Managing People, participants will be able to:

- Consider and adapt their management and communication styles to different people situations;
- Assess the strengths and identify development opportunities related to the way they currently manage;
- Listen and build rapport more effectively;
- Consider how well they motivate people;
- Demonstrate when to use different negotiation behaviours;
- Provide effective, timely, honest feedback to people;
- Use skills acquired to bring about greater cooperation and productivity with colleagues and evaluate themselves and what they need to do to create a better working environment.

DATE: 29th April and 26th October 2015

