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# ACCIDENTAL COUNSELLOR + DOMESTIC VIOLENCE AWARENESS

## Is this training for you?

In Australia 25% of workers take time off each year for stress-related reasons.

According to the World Health Organisation, mental health is “a state of well-being in which every individual realises his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community.”

This program is aimed at supervisors or staff wanting to build awareness of mental health, wellbeing, suicide and domestic violence. Participants will be equipped with the skills to respond to others who are struggling in a way that is non-judgemental and respectful.

## Key Benefits

- ✓ Recognise when a colleague, friend or family member is struggling;
- ✓ Respond in an appropriate and compassionate manner;
- ✓ Refer to a suitable service for ongoing support.

## What will I learn?

### Accidental Counsellor

#### You will learn how to:

- Recognise when another person is in crisis;
- Respond in an appropriate, compassionate and empowering way;
- Refer for ongoing support.

You will NOT be expected to be a counsellor.

### Domestic Violence Awareness

#### You will learn how to:

- Recognise categories of behaviours that constitute domestic violence;
- Respond to another who discloses that they are living with domestic violence;
- Take care of yourself and keep yourself safe during and after a conversation about domestic violence.

## Provider

Lifeline Harbour to Hawkesbury

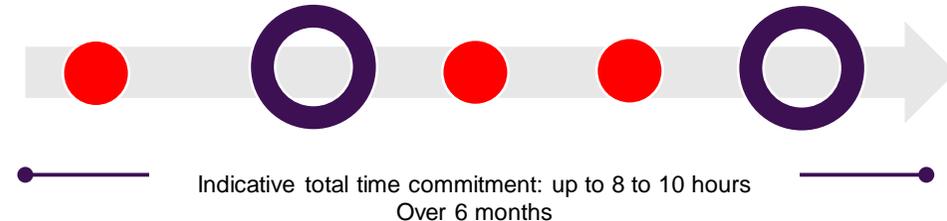
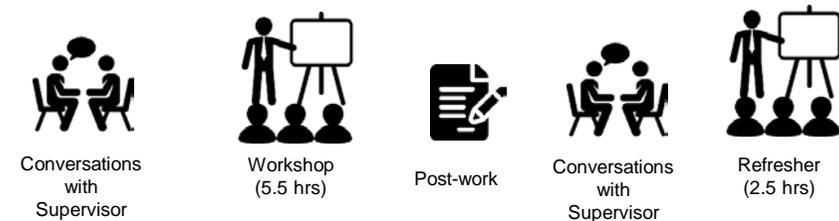


## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:



# ACHIEVING EXCELLENCE

## Is this training for you?

Pursuit of excellence is every ACU staff members' responsibility.

This program is designed for staff who are looking to foster and build a lasting culture of excellence throughout the University. This will enable staff to create organisational capability and a structure that empowers, focuses and engages other staff.

## Key Benefits

- ✓ Shift to a mindset of progress and growth;
- ✓ Clear understanding of role, responsibility and specific actions needed in order to help achieve ACU's Mission and Vision;
- ✓ Develop flexibility and resilience to deal with challenges and change;
- ✓ Recognise difference between work effort versus excellence.

## What will I learn?

**You will learn how to:**

- Learn skills to motivate and nurture an excellence mindset;
- Shift from an ad-hoc problem-solving culture to nurturing long-lasting mindset of learning, performance and growth;
- How to make it frictionless for brilliant ideas, ensuring they make it through to practical implementation.

## Provider

Bendelta

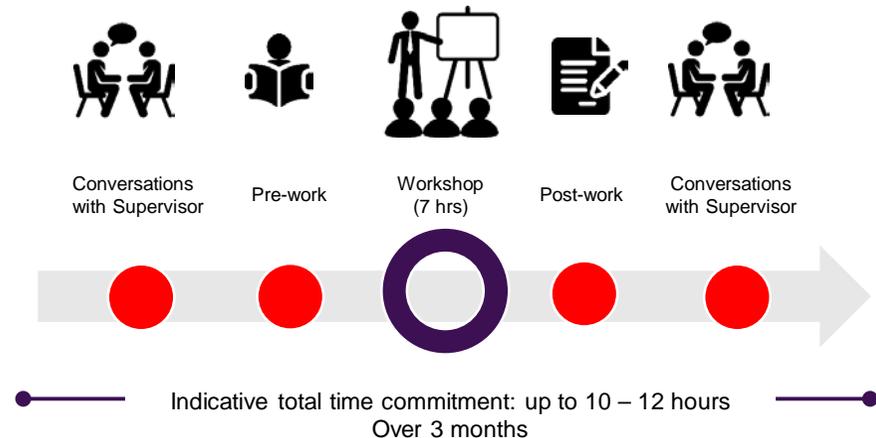


**REGISTER FOR THIS PROGRAM**

## Competencies Being Developed:



## Format:



# BEING YOUR BEST SELF PROGRAM

## Is this training for you?

Being your best self means discovering and fulfilling your potential. This program is designed for staff to discover what 'best self' means for them and how they can be more resilient, improve their communication style for better relationships and work outcomes.

## Key Benefits

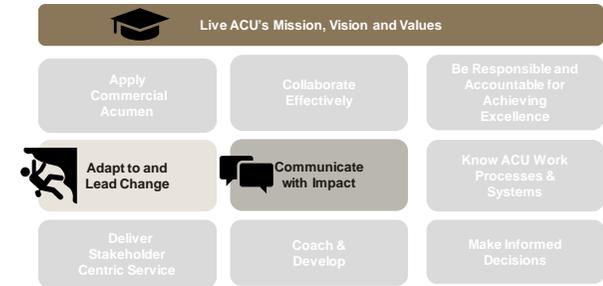
- ✓ Improved productivity and performance;
- ✓ Reduced absenteeism;
- ✓ Reduced staff turnover;
- ✓ Fostering a community feeling among staff;
- ✓ Improving workplace morale.

## Modules

- 1. Respect & Dignity (2hrs)** (Prerequisite Module)
  - Understand the meaning of dignity and respect;
  - Discover unconscious bias and how it impacts workplace relationships;
  - Learn tips to create a diverse and inclusive workplace.
- 2. Building Healthy Relationships (2hrs)**
  - Understand what is a healthy relationship;
  - Learn how to build healthy relationships.
- 3. Optimal Pressure & Performance (2hrs)**
  - Learn what optimal pressure is for you;
  - Understand resilience and why it's important for your wellbeing.
- 4. Building Understanding (2hrs)**
  - Identify the key elements of effective communication;
  - How to communicate effectively with respect.
- 5. Self-Care (2hrs)**
  - Learn ways to promote wellbeing and mindfulness.

## REGISTER FOR THIS PROGRAM

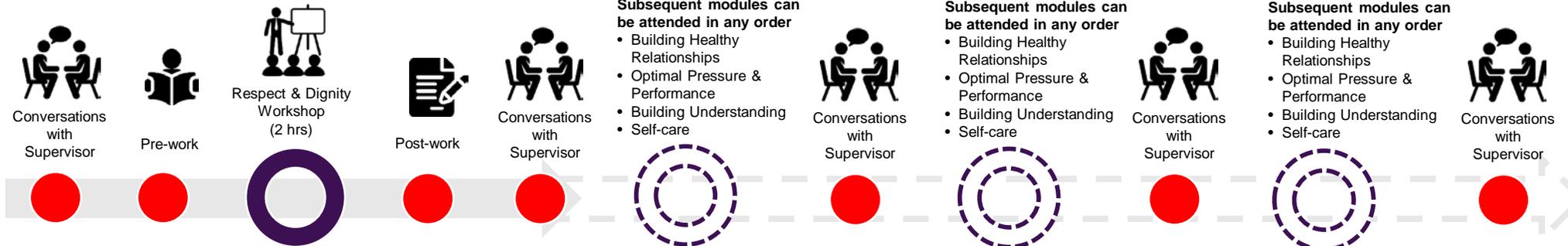
### Competencies Being Developed:



### Provider

Access EAP

## Format:



Indicative total time commitment: up to 4 to 16 hours

# BRINGING OUT THE BEST IN YOUR TEAM PROGRAM

## Is this training for you?

This program is designed to help supervisors discover how to bring out the 'best self' in their team members.

## Key Benefits

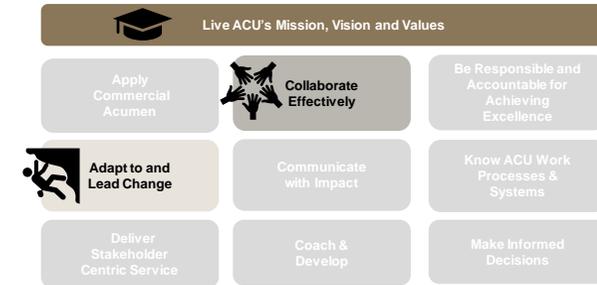
- ✓ Improved productivity and performance;
- ✓ Reduced absenteeism;
- ✓ Reduced staff turnover and therefore reduced recruitment and training costs;
- ✓ Fostering a community feeling among staff;
- ✓ Improving workplace morale.

## Modules

1. **Respect & Dignity (2hrs)** (Prerequisite Module)
  - Understand the meaning of dignity and respect;
  - Discover unconscious bias and how it impacts workplace relationships;
  - Learn tips to create a diverse and inclusive workplace.
2. **The Inclusive Manager (2hrs)**
  - Understand diversity and inclusion;
  - Harness individual differences to foster healthy relationships.
3. **Constructive Conversations (2hrs)**
  - Learn how to have a constructive conversation;
  - Learn how to manage and guide responses including your own.
4. **Leading Transition (2hrs)**
  - Understand responses to transition through change;
  - Learn strategies to build resilience through change.
5. **Managing Wellbeing (2hrs)**
  - Learn ways to promote wellbeing and mindfulness.

## REGISTER FOR THIS PROGRAM

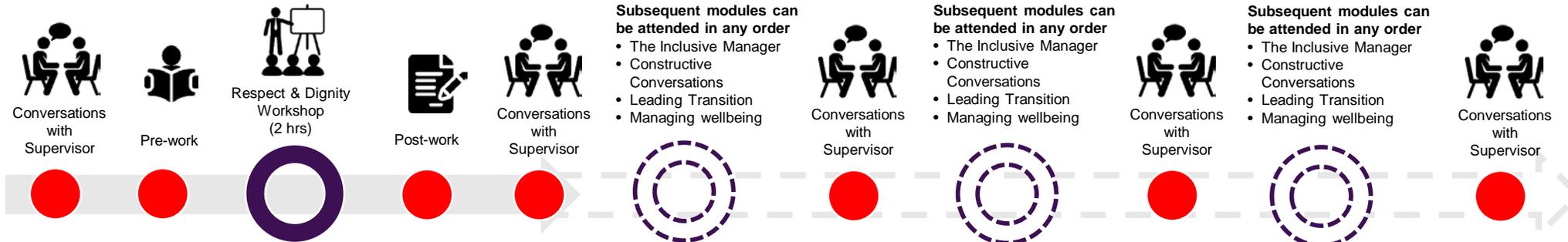
## Competencies Being Developed:



## Provider

Access EAP

## Format:



Indicative total time commitment: up to 4 to 16 hours

# COACHING ESSENTIALS

**REGISTER FOR THIS PROGRAM**

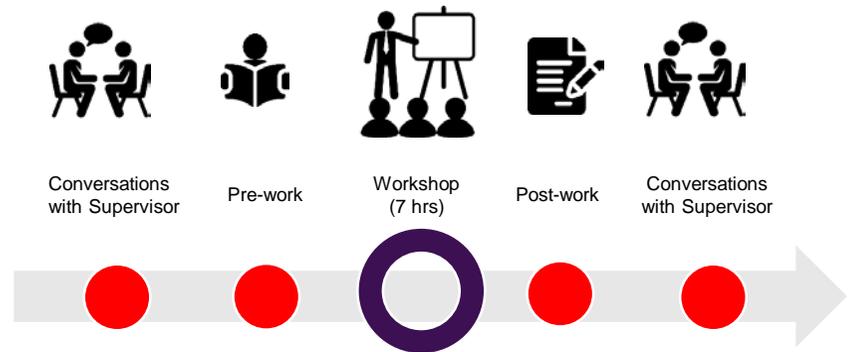


## Competencies Being Developed:

Live ACU's Mission, Vision and Values

Apply Commercial Acumen	Collaborate Effectively	Be Responsible and Accountable for Achieving Excellence
Adapt to and Lead Change	Communicate with Impact	Know ACU Work Processes & Systems
Deliver Stakeholder Centric Service	Coach & Develop	Make Informed Decisions

## Format:



Indicative total time commitment: up to 10 – 12 hours Over 3 months

## What will I learn?

### The four core coaching skills You will learn how to:

- Listen to Learn – be present and focused, listen and then respond letting others know they are valued and heard;
- Inquire for Understanding – provoke thinking, shift perspective, check assumptions and challenge beliefs;
- Tell Your Truth – do I need to say it or do they need to hear it?;
- Express Confidence – people do their best work when they feel self-confident.

### The four conversations

#### You will learn how to:

- Connect – building trust and positive relationships;
- Focus – identify the priority topics and goals for the person;
- Activate – collaborate to develop an action plan to implement;
- Review – clarify agreements and discuss accountability.

## Provider

Blanchard International

## Is this training for you?

This program is for supervisors who want to use coaching as a leadership technique to help people to fulfil their potential.

The program builds upon the skills developed in the Management Essentials program. It is recommended, but not essential, that supervisors complete the Management Essentials program prior to attending this program.

## Key Benefits

- ✓ Self-awareness of current behaviours and leadership styles;
- ✓ Build effective people and teams using coaching conversations;
- ✓ Increase trust and self-reliance in team members and colleagues;
- ✓ Greater clarity in roles and objectives;
- ✓ Effective questioning techniques for coaching;
- ✓ Increased openness to personal learning and development in team members.

# COLLABORATE & COMMUNICATE

## Is this training for you?

Communication and collaboration are two of the most important and impactful skills needed to thrive in today's workplace. As technology shifts the working landscape, and teams become increasingly diverse and geographically spread, good communication and collaboration in all its forms becomes more than simply a nice to have.

This program is for staff looking for techniques to handle a range of communication styles, people, situations and strategies to collaborate.

## Key Benefits

- ✓ Build effective working relationships with a full toolkit to form, develop and maintain these relationships;
- ✓ Improved self-confidence through effective self-expression;
- ✓ More effective collaboration and performance;
- ✓ Improved staff engagement;
- ✓ Enhanced relationships with internal and external stakeholders.

## What will I learn?

### You will learn how to:

- Understand principles for building strong and respectful relationships at work;
- Learn about different personalities at work and a tool to examine your own style;
- Develop strategies to work with individual differences;
- Explore mechanisms to build strong (virtual) working relationships;
- Examine a model of effective communication;
- Identify sources of miscommunication;
- Understand verbal and non-verbal communication and factors influencing communication;
- Apply the different communication styles;
- Explore characteristics of focused and impactful communication.

## Provider:

Hudson

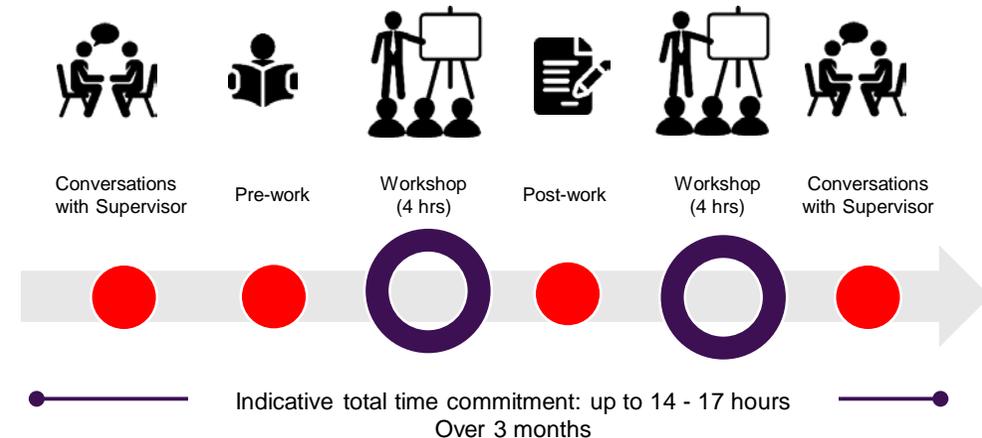


## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:

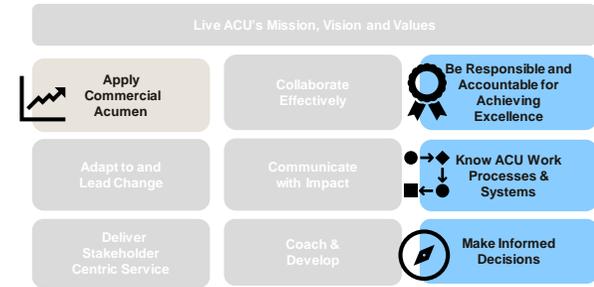


# COMMERCIAL ACUMEN

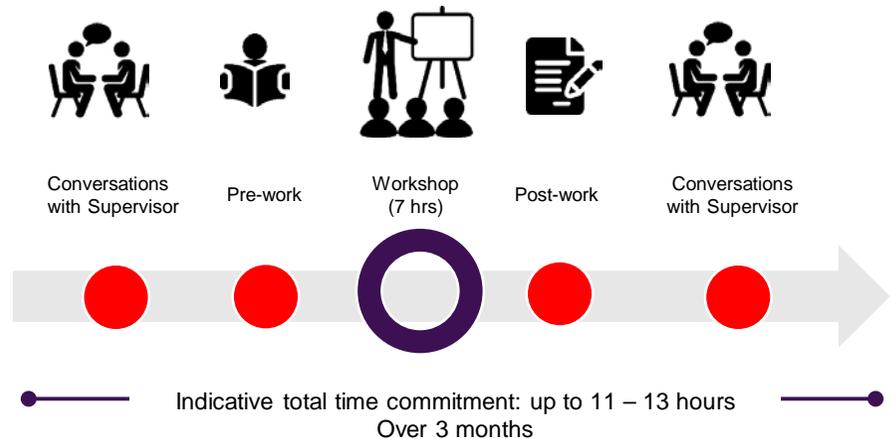
**REGISTER FOR THIS PROGRAM**



## Competencies Being Developed:



## Format:



## Is this training for you?

Studies claim that the majority of staff do not understand their organisation’s strategy. While most understand their jobs, they do not understand the organisational environment.

This program is designed for staff and supervisors to better understand the commercial aspects of the ACU environment and understand how resources link to commercial outcomes and the achievement of ACU’s Mission.

## Key Benefits

- ✓ Stronger understanding of ACU financial performance metrics;
- ✓ Enhanced stewardship of ACU's resources;
- ✓ Better utilisation of financial reporting and project performance metrics;
- ✓ Increased compliance with delegated authorities;
- ✓ Better cost and risk management at an individual, team, and University level.

## What will I learn?

### You will learn how to:

- Evaluate the commercial viability of new services and/or products that generate revenue or present commercial opportunities for ACU;
- Develop practical strategies to better manage budgets and costs;
- Gain updates about latest trends and developments in the higher education sector;
- Establish methods for staying up to date with broader sector trends;
- Identify ways to use resources flexibly and innovatively to maximise benefit for ACU and ACU’s Mission;
- Build familiarity with ACU's Mission, commercial priorities and financial success indicators;
- Examine the wider business and commercial environment that ACU operates within, including key opportunities and challenges.

## Provider:

Hudson

# COMMUNICATING FOR LEADERSHIP SUCCESS

## Is this training for you?

This program is designed to help staff communicate effectively. The program teaches staff and supervisors the Interaction Essentials™ needed to handle a variety of challenges and opportunities encountered every day in the workplace and beyond.

## What will I learn?

### You will learn how to:

- Achieve results with others by building strong interpersonal relationships;
- Plan for successful interactions with team members – in person and virtually;
- Provide meaningful, supportive feedback that motivates team members and helps individuals improve their performance;
- Impact business outcomes by consistently meeting the personal and practical needs of others.

## Key Benefits

- ✓ Leverage results through others by building strong relationships;
- ✓ Clear conversations with structured feedback that meet both personal and practical needs and motivates team members;
- ✓ Staff who consistently meet the personal and practical needs of others.

## Provider:

ACU in partnership with DDI

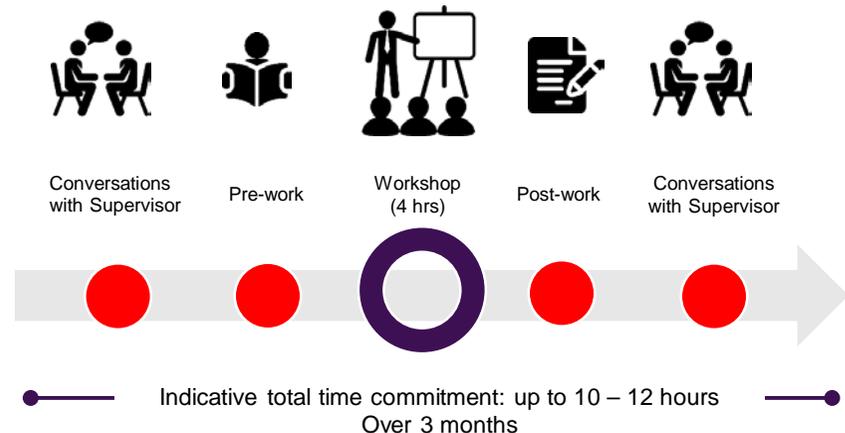


## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:



# COMMUNICATING WITH IMPACT

## Is this training for you?

No matter what medium is being used, how people communicate in the workplace is essential to creating a productive, healthy and efficient workplace environment. Whether conversations are about tasks or more complex situations, it is important that each person feels heard and productive interactions can take place.

This program is for staff looking to improve the way they communicate with others in different situations.

## Key Benefits

- ✓ Improved communication to effectively deliver organisational outcomes;
- ✓ Optimised workplace performance via increased harmonious workplace relationships;
- ✓ Increased clarity in communication to decrease workplace conflict;
- ✓ Build healthy relationships with colleagues to increase clarity and productivity.

## What will I learn?

### You will learn how to:

- Build rapport and connection with others;
- Leverage a four part framework to begin any conversation;
- Understand and apply Johari Window to increase self awareness;
- Implement active listening and questioning techniques;
- Personalise and provide targeted feedback;
- Develop an action plan for implementation and coaching back in the workplace.

## Provider

Maura Fay Group

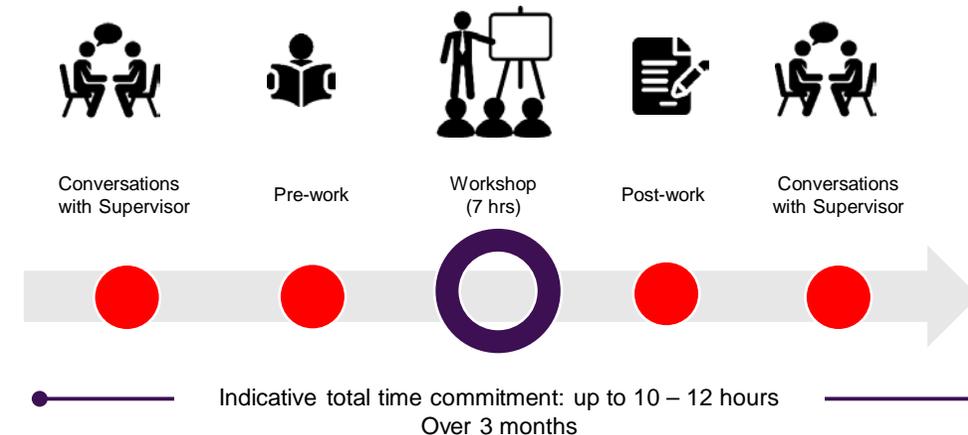


**REGISTER FOR THIS PROGRAM**

## Competencies Being Developed:



## Format:



# CONSTRUCTIVELY CHALLENGING THINKING & DECISIONS

## Is this training for you?

We may often find it hard to make decisions under time pressure, and in particular, in situations where people and emotions are involved.

This program is for staff looking for a straightforward and efficient process when making decisions, that incorporates objective information and embraces diversity. This program is also for staff wanting to improve their confidence when evaluating available options and their ability to persuade others to accept their decisions.

## Key Benefits

- ✓ Look beyond the obvious and recognise patterns and trends to draw out key information from complex data and interpret data;
- ✓ Make timely, evidence-based decisions using structured decision making processes;
- ✓ Engagement of key stakeholders in relevant decisions;
- ✓ Express your opinion (decisions) with confidence and conviction;
- ✓ Improved acceptance of the decisions made by people, project, and content managers.

## What will I learn?

### You will learn how to:

- Identify preferred thinking style;
- Understand role of assumptions and biases in thought processes;
- Identify traps leading to group thinking and understand techniques to avoid this;
- Develop practical strategies to make well considered and objective decisions;
- Examine common decision scenarios and the impact of your decisions;
- Build your capability to balance intuition and rational analysis when making decisions;
- Explore the importance of engagement in decision making processes;
- Examine how your organisational context may impact decision making.

### Provider:

Hudson

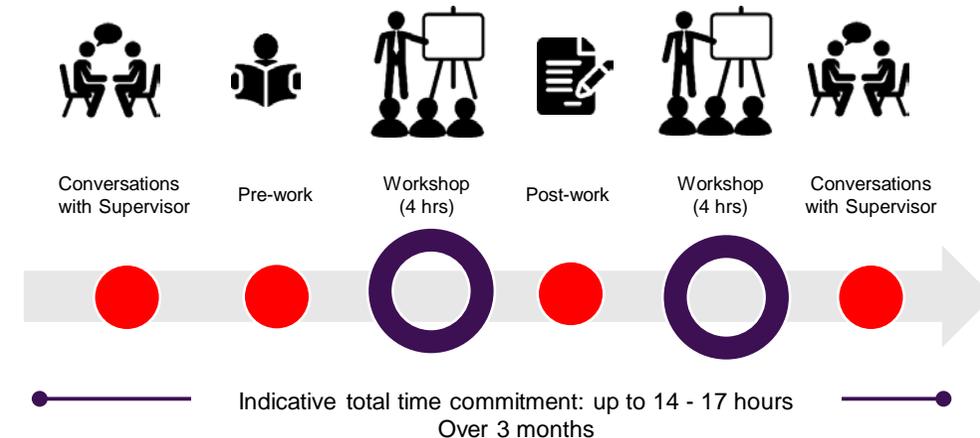


## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:



# CULTURAL AWARENESS WORKSHOPS

## Is this training for you?

This program is for staff looking to develop a greater understanding of the importance of kinship and community in the everyday life of Aboriginal and Torres Strait Islander staff and students.

This workshop will be particularly useful for staff who are interacting with Aboriginal and Torres Strait Islander students, colleagues and community.

## Key Benefits

- ✓ Greater awareness of the culturally diverse nature of Aboriginal and Torres Strait Islander peoples;
- ✓ Understanding how government policy and legislation has shaped contemporary culture;
- ✓ Enhance understanding of how events impact on Aboriginal and Torres Strait Islander people;
- ✓ Guidance creating and supporting a culturally safe environment for Aboriginal and Torres Strait Islander community.

## What will I learn?

### You will learn:

- What is cultural awareness?
- Use appropriate terminology
- Understand ACU's Reconciliation Action Plan;
- Understand aspects of Aboriginal and Torres Strait Islander peoples' cultures;
- Bust myths about Aboriginal and Torres Strait Islander peoples;
- Understand shared history and history's impact on today;
- Practice cultural protocols in the workplace;

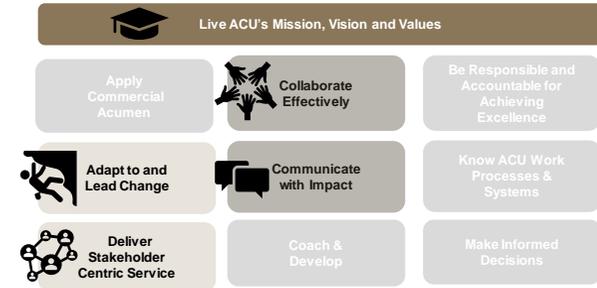
## Provider:

ACU



## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:



Conversations with Supervisor



Workshop (7 hrs)



Conversations with Supervisor



Indicative total time commitment: up to 7 – 8 hours Over 1 week

# DECISION MAKING STRATEGIES FOR THE ACU ENVIRONMENT

## Is this training for you?

We have often been in situations looking for relevant ACU information sources to aid the analysis that supports our decisions. We may tend to doubt our knowledge and ability to make sound decisions with a clear business rationale in an ACU context.

This program is for staff looking for strategies to increase the likelihood of making good quality and objective decisions.

## Key Benefits

- ✓ Effective use of formal and informal decision-making structures;
- ✓ Appropriate involvement of key stakeholders across ACU in relevant decisions, building collaboration across functions and specialists;
- ✓ Stronger alignment between key decisions and the ACU Mission, Vision and Values;
- ✓ Enhance political sensitivity in decision making processes and strengthened confidence in and accountability for decisions across organisational levels.

## What will I learn?

You will learn how to:

- Build awareness of typical decision scenarios in the ACU context;
- Develop practical strategies to test your decisions against the ACU Mission, Vision and Values and identify broader contextual issues and considerations that affect ACU business outcomes;
- Clearly articulate the business rationale to support decisions.

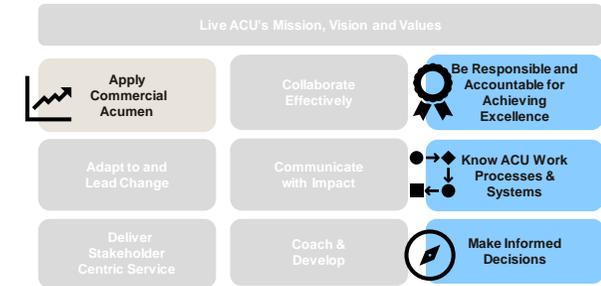
## Provider

Hudson

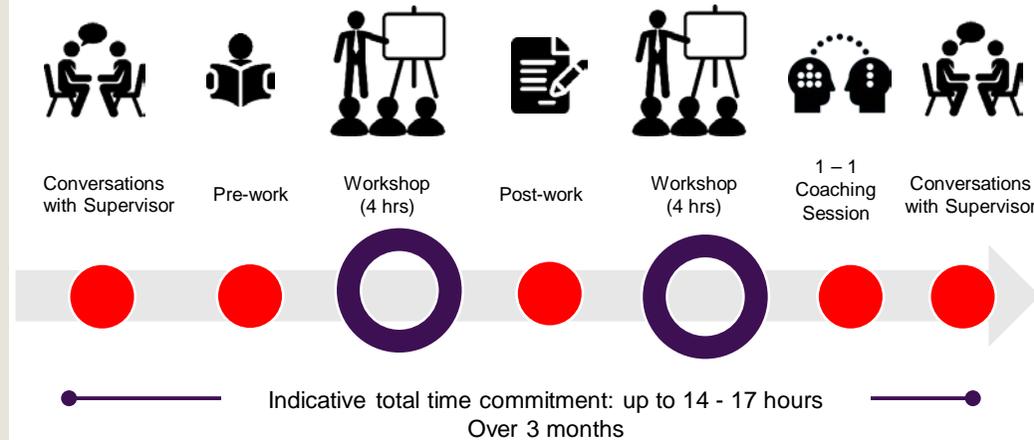


**REGISTER FOR THIS PROGRAM**

## Competencies Being Developed:



## Format:



# DESIGN AND SYSTEMS THINKING

## Is this training for you?

Systems Thinking is a powerful approach for understanding the nature of why situations are the way they are, and how to go about improving results when working with complexity.

Design Thinking is increasingly being used by some of the world's leading organisations to drive innovation.

This program is for staff who want to apply innovative approaches to their work.

## Key Benefits

- ✓ Transform the way you perceive and resolve issues;
- ✓ Establish innovation as a core part of the ACU culture and "business as usual" practices;
- ✓ Upon completion, participants will be able to immediately apply Design Thinking approaches to their own situations, and plan for how to embed this type of thinking to drive innovation.

## What will I learn?

### You will learn how to:

- Identify the relationship between innovation, Systems Thinking and Design Thinking;
- Apply the steps of Design Thinking methodology;
- Set up a Design Thinking project;
- Understand the value of adopting a Systems Thinking mindset when analysing and improving situations;

You will also learn what other leading organisations are doing in this area through case studies.

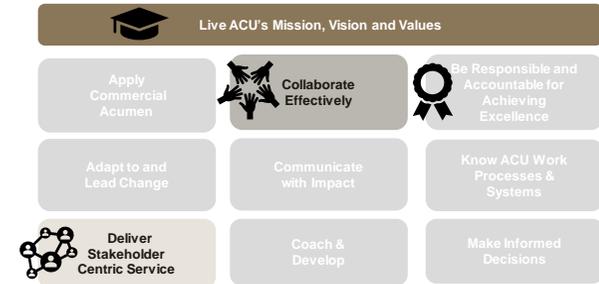
## Provider

Bendelta

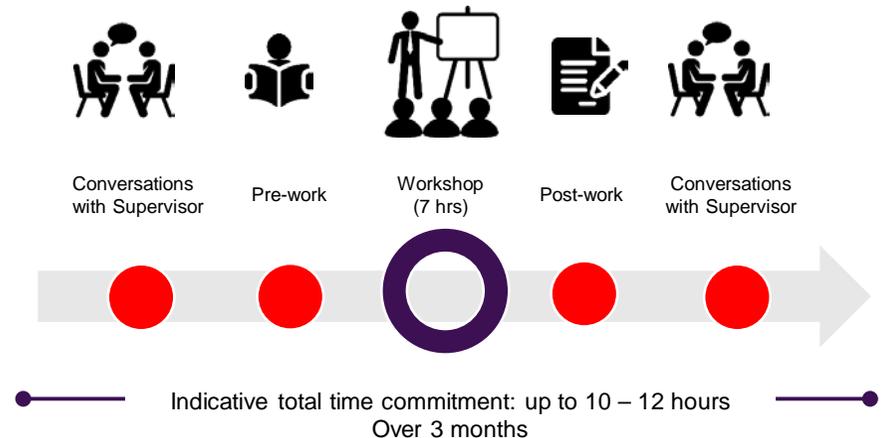


## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:



# DEVELOPING ORGANISATIONAL TALENT

## Is this training for you?

This program is for supervisors who want to:

- Focus on people and how to develop their direct reports to impact team success;
- Assess what is hindering their team and what will enable them to achieve the goals and priorities of ACU;
- Take a strategic approach to develop talent and appropriately invest in the professional development of staff.

## Key Benefits

- ✓ Understand your role in developing staff to achieve the highest impact;
- ✓ Identify team development needs as they relate to current and future business priorities;
- ✓ Measure and provide feedback and the effectiveness and impact of development efforts across ACU.

## What will I learn?

**You will learn how to:**

- Identify your team's development needs as they relate to achieving current and future business priorities;
- Describe an experienced leader's role in developing direct reports;
- Recognise how to achieve the highest pay-off for your efforts in developing others;
- Use a three-phase process—Assess, Acquire, Apply—to help individuals identify strengths and growth areas, plan development strategies, and acquire and apply new or enhanced knowledge, skills and experience;
- Measure and provide feedback on the effectiveness and impact of development efforts on the individual, team and organisation.

## Provider

ACU in partnership with DDI

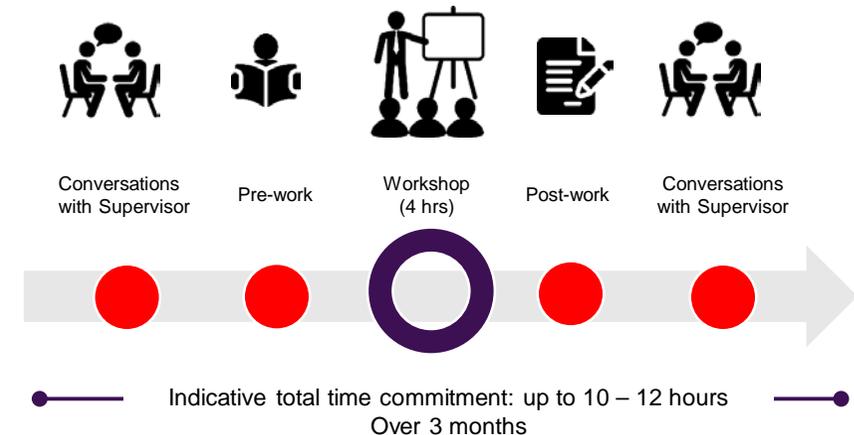


**REGISTER FOR THIS PROGRAM**

## Competencies Being Developed:



## Format:



# DEVELOPING YOURSELF AND OTHERS

## Is this training for you?

This program is designed to introduce staff and supervisors to a practical process to guide their own and their team members development planning. The outcome is a meaningful personal development plan that supports the ACU's current and future needs.

## Key Benefits

- ✓ Understand the development planning process to provide meaning to individual development plans;
- ✓ Recognise the importance of development to the success of individuals, teams, and ACU;
- ✓ Develop meaningful development plans aligned to the strategic direction of the ACU.

## What will I learn?

### You will learn how to:

- Recognise the role of a leader and team member in development planning and execution;
- Recognise the importance of development to the success of individuals, teams and ACU;
- Use a three-step process – Assess, Acquire, Apply – to identify strengths and growth areas, plan development actions, and successfully implement development plans;
- Employ a set of best practices to overcome common development barriers and challenges;
- Measure the effectiveness of development efforts so they know they are successful.

## Provider

ACU in partnership with DDI

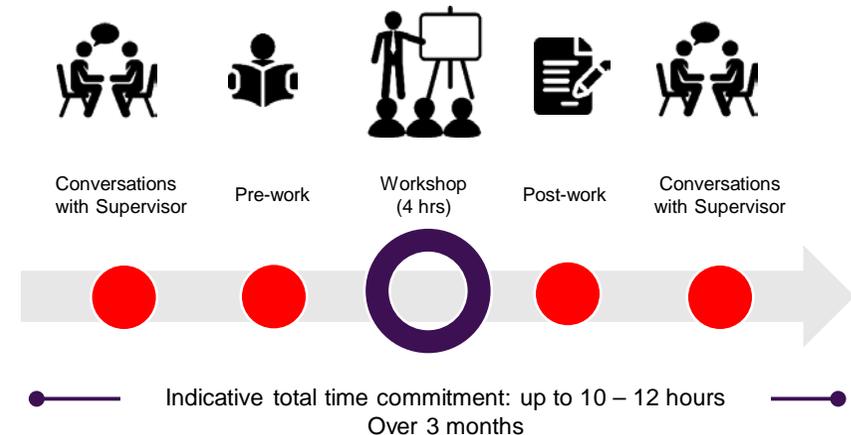


**REGISTER FOR THIS PROGRAM**

## Competencies Being Developed:



## Format:



# DRIVING CHANGE

## Is this training for you?

This program provides the skills and resources staff and supervisors need to accelerate the process of implementing change with their team members and to create an agile work environment where people are more open to change.

In today's complex and competitive environment, it's no surprise that only 30% of workplace change initiatives succeed. For workplace change initiatives to be successful, organisations need staff who are able to turn resistance into commitment and inspire colleagues to take ownership of change.

## Key Benefits

- ✓ Clearly communicating the rationale and benefits of change for the team and ACU;
- ✓ Turning resistance into commitment, and inspiring team members to take ownership of change;
- ✓ Accelerating the process of change, and minimising the negative effects change can have on productivity, morale and collaboration.

## What will I learn?

### You will learn how to:

- Accelerate the process of effecting change at ACU;
- Minimise the potential negative effects change can have on productivity, morale, and collaboration;
- Turn resistance into commitment and inspire team members to take ownership of change;
- Clearly communicate the business rationale and benefits of change for the team and the organisation.

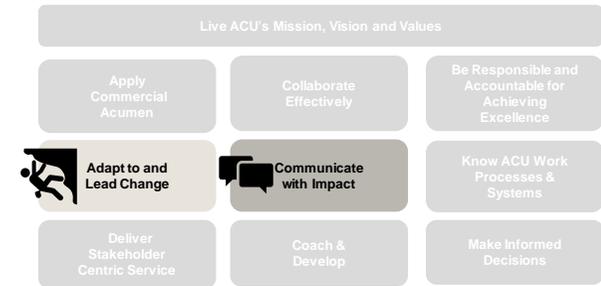
## Provider

ACU in partnership with DDI

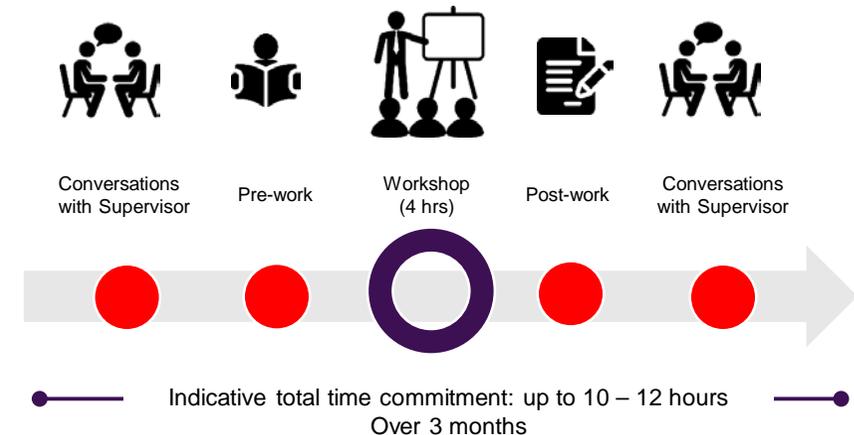


## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:



# EFFECTIVELY NAVIGATING CHANGE: A PERSONAL TOOLKIT

## Is this training for you?

In a dynamic work environment change is constant. Think about recent changes that have taken place at ACU, particularly ones that affected you in your everyday work routine. Assess your own typical reactions to change.

## Key Benefits

- ✓ Understand that ACU needs to make changes;
- ✓ Be resilient and flexible in your approach to work;
- ✓ Think positively and remain open, even when faced with obstacles;
- ✓ Bounce back from everyday setbacks and major stressors more quickly;
- ✓ Improved capability to anticipate and manage emotional responses to change;
- ✓ Feel better equipped to safeguard your health and psychological wellbeing during times of change and transition;
- ✓ Increased adoption and acceptance of new working practices.

## What will I learn?

### You will learn how to:

- Explore the 'transition curve' to better understand and recognise common responses during each stage of change;
- Uncover practical strategies to personally navigate each stage of the transition curve;
- Examine the physical and psychological benefits of building personal resilience;
- Identify the key factors associated with personal resilience and effectiveness;
- Develop practical strategies to proactively build your personal resilience;
- Identify your existing social support system and overcome common barriers to asking for help;
- Identify and alter unhelpful thinking patterns;
- Develop your internal locus of control;
- Set your personal resilience goals and create an action plan to continue to build your resilience.

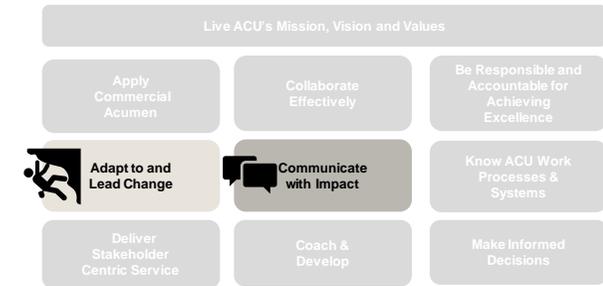
## Provider

Hudson

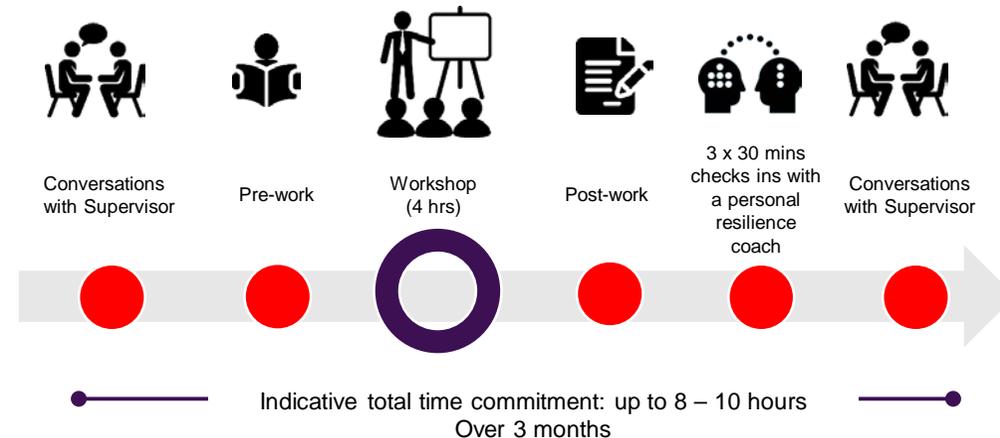


## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:



# EMBRACING CHANGE

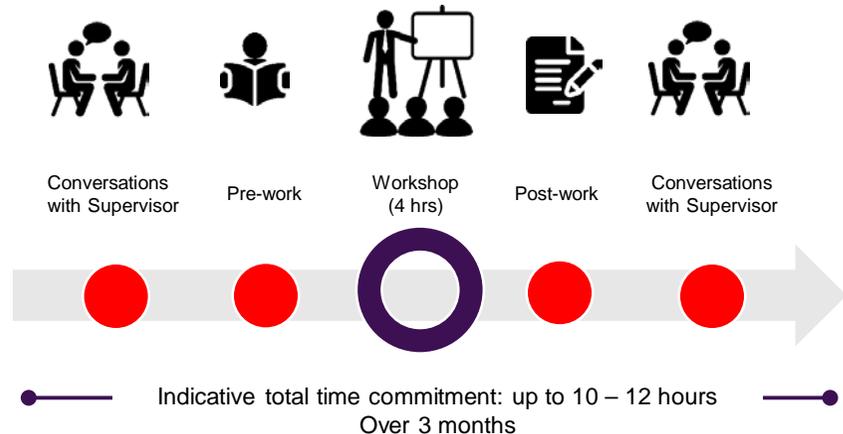
**REGISTER FOR THIS PROGRAM**



## Competencies Being Developed:



## Format:



## Is this training for you?

This program focuses on the role of individuals in implementing change. Participants discover their Change IQ, learn about the phases of change that many people experience and are introduced to best practices that will enable them to tackle and overcome challenges.

## Key Benefits

- ✓ Adopt an embracing change mindset and identify appropriate actions within control and influence;
- ✓ Be a catalyst for change by influencing and supporting a change culture;
- ✓ Positively contribute to ACU's Mission and strategy by applying best practices.

## What will I learn?

### You will learn how to:

- Commit to and take ownership of change;
- Effectively recognise change, explore change, and overcome personal resistance to change;
- Recognise the negative impact of not adapting to change on individuals, teams, and ACU;
- Demonstrate an embracing change mindset that influences others to embrace change.

## Provider

ACU in partnership with DDI

# EMERGING LEADERS AND MANAGERS PROGRAM (eLAMP)

## Is this training for you?

Are you new to management?

Are you an aspiring manager?

This program will equip you with the basic skills needed to be successful in leading and managing teams effectively in a rapidly changing tertiary education environment.

## Key Benefits

- ✓ Develop understanding about yourself and others;
- ✓ Gain insights into different roles and styles;
- ✓ Recognise institutional challenges;
- ✓ Learn to lead self and others;
- ✓ Build networking with peers;
- ✓ Learn through different case studies;
- ✓ Be able to confidently transition into leadership and management roles.

## Provider

LH Martin Institute and ACU

## What will I learn?

You will learn how to:

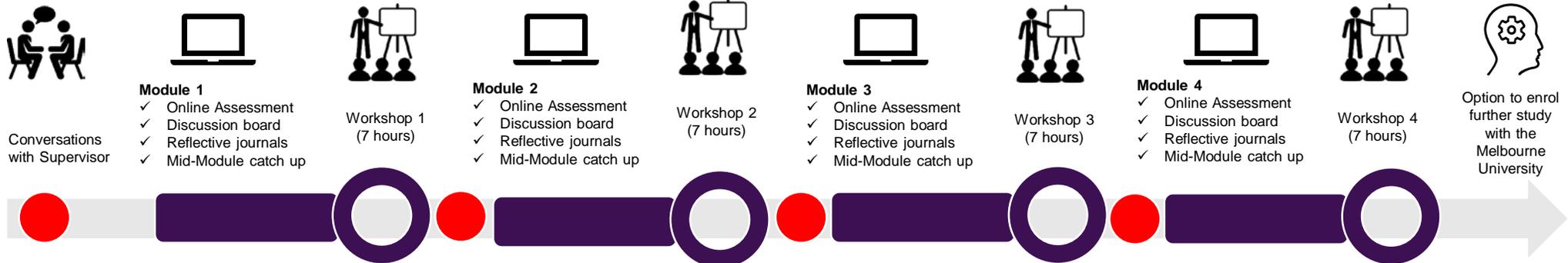
- Manage and develop yourself to be able to manage others;
- Manage and develop the business;
- Understand the tertiary education landscape in greater depth;
- Use critical reflective practices;
- Collaborate with different styles.

## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:



Indicative total time commitment: up to 240 hours within the period of 12 months

# FINANCIAL MANAGEMENT

## Is this training for you?

This program is suitable for staff with financial delegations and/or those interested in growing their financial knowledge.

It will focus not only on achieving technical financial capabilities, but also include collaboration, communication, influencing and interpersonal skills.

## Key Benefits

- ✓ Confidence in understanding financial principles;
- ✓ Develop an understanding of financial language;
- ✓ Communicate financial terms.

## What will I learn?

### You will learn how to:

- Understand the external and internal drivers impacting financial decision making at ACU;
- Proactively analyse and interpret financial and industry information, using this evidence to make commercial and strategic planning and business decisions;
- Plan, develop and implement controls and recognise financial risks;
- Formulate initiatives to improve the commercial sustainability of an organisational unit or school;
- Initiate a culture of ensuring allocated finances proactively meet the changing demands of ACU;

## Provider

Bendelta

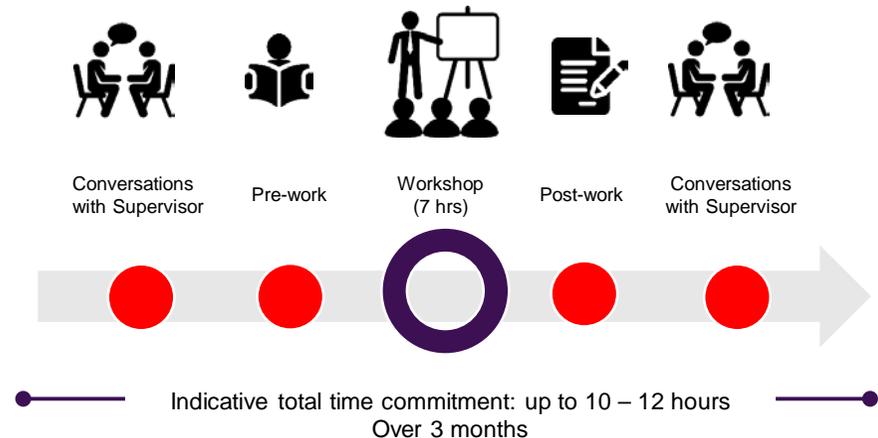


## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:



# HIGH IMPACT FEEDBACK & LISTENING

## Is this training for you?

This program is designed for staff and supervisors who want to be more confident in giving and receiving positive and developmental feedback, as well as enhancing their listening skills to accurately understand messages as they are intended by the speaker.

## Key Benefits

- ✓ Increased ability to build authentic relationships with colleagues through the provision of feedback;
- ✓ Reduce or eliminate defensiveness or negative emotions that occur during feedback;
- ✓ An improved culture based on teamwork and performance.

## What will I learn?

### You will learn how to:

- Support the growth and development of others;
- Build authentic, trusting relationships with colleagues;
- Wisely choose opportunities to give and seek feedback;
- Handle, reduce, or eliminate defensiveness or negative emotions that can occur in a feedback discussion;
- Help create a culture of teamwork and performance.

## Provider

ACU in partnership with DDI

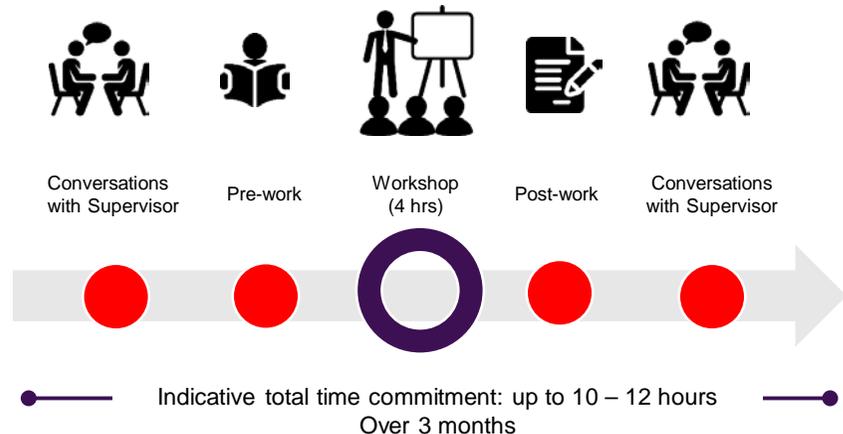


## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:



# INFLUENCING & NEGOTIATION

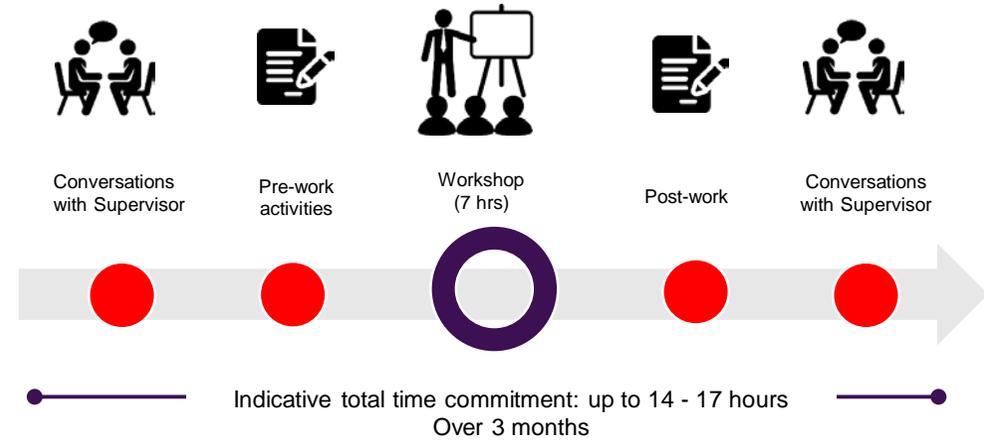
**REGISTER FOR THIS PROGRAM**



## Competencies Being Developed:



## Format:



## Is this training for you?

The ability to positively engage and interact with stakeholders underpins excellence at ACU. Every interaction we have with others involves some form of negotiation. The challenge is to plan, structure and manage these interactions towards a clear, mutually beneficial outcome.

This program is for staff and supervisors wanting to improve their ability to influence others for the purpose of achieving goals.

## Key Benefits

- ✓ Clearly communicate that we understand the other parties interests and values;
- ✓ Understand your own conflict management style;
- ✓ Tactically manage the process – seeking to engage, withdraw or otherwise shape the situation;
- ✓ Keep stakeholder interests at the core of ACU decision making;
- ✓ Develop negotiation micro-skills;
- ✓ Manage specific difficulties and overcome deadlocks.

## What will I learn?

### You will learn how to:

- Summarise and discuss the key skills and techniques for influencing others;
- Identify and explore key stages and steps of negotiation;
- Identify and explore conflict identification and management strategies;
- Develop sustainable, ethical strategies for influencing and negotiation with stakeholders and in the general workplace;
- Manage difficulties and overcome deadlocks;
- Implement tips and tricks of negotiation.

## Provider

Consulting by Design

# INSTILLING A CULTURE OF INNOVATION

## Is this training for you?

The need to innovate has always been important. The pressure to find innovative solutions that result in competitive differentiation is tremendous. Supervisors have to push their thinking and approach to meet these new requirements.

In this program, supervisors will learn to use techniques that support innovation. By gaining experience with these techniques in an engaging classroom setting, supervisors will be equipped to model ideal conditions for innovation—and be a keeper of the culture that inspires and rewards their teams.

## Key Benefits

- ✓ Enhanced ability to apply leadership actions that foster innovation and creativity;
- ✓ Increased scope to innovate and question established processes;
- ✓ The development of a culture that fosters and drives innovation;
- ✓ Equip participant with the self-insight, knowledge, skills and tools they can apply the very next day, to drive innovation.

## What will I learn?

### You will learn how to:

- Apply leadership actions that minimise the challenges to creating an innovative environment;
- Recognise your role as a supervisor in building and sustaining the conditions for innovation;
- Make and measure 30-day commitments to hold yourself accountable for instilling a culture of innovation.

## Provider

ACU in partnership with DDI

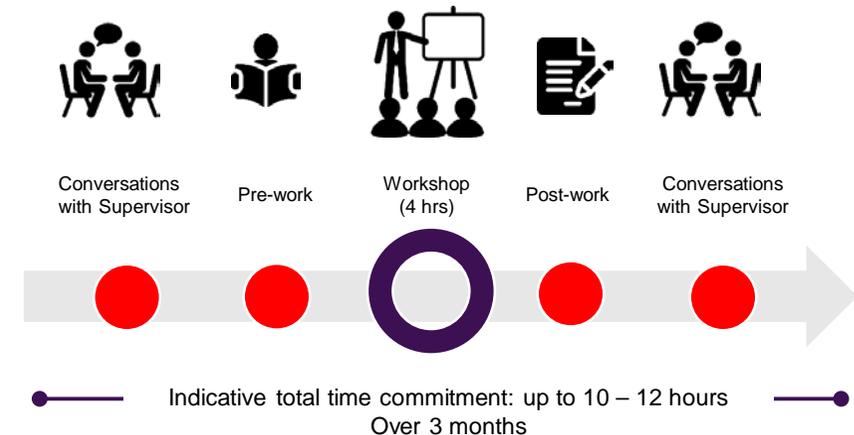


## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:



# LEADING THROUGH TRANSFORMATION

## Is this training for you?

Ongoing change is essential for organisations to remain competitive. Change can be small or significant and can be people or process focussed. Successful supervisors have the capability to lead their teams through change, to improve business outcomes. Understanding different responses to change is important to support people going through the change.

This program is suitable for supervisors wanting to understand how individuals react to change, inspire others to embrace change, lead change at ACU, and how to communicate change initiatives.

## Key Benefits

- ✓ Communicate with clarity to reduce ambiguity;
- ✓ Clearly present the business case for change and create a sense of urgency;
- ✓ Proactively consider the impact of change on people and ensure this is addressed in your actions and communications;
- ✓ Increase retention;
- ✓ Anticipate and take actions to manage the emotional impact of change.

## What will I learn?

### You will learn how to:

- Understand your role as a supervisor in guiding and supporting colleagues through change;
- Examine common challenges in leading teams through change and how you can overcome them;
- Reflect on different leadership styles and the associated impact on staff engagement during change processes;
- Construct effective messages to communicate change to your audience;
- Develop practical strategies to build a “change resilient” team;
- Explore the ‘transition curve’ to better understand and recognise common responses during each stage of change;
- Examine your personal reactions to change and understand the potential implications to others.

## Provider

Hudson

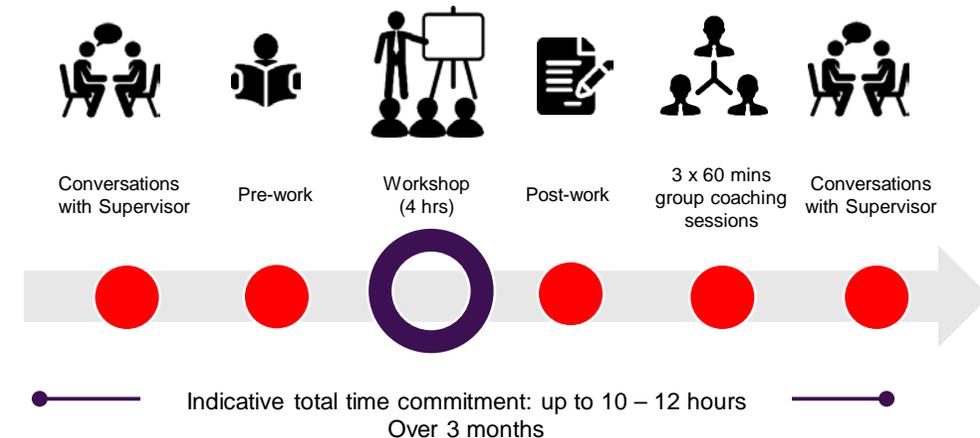


## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:



# LEGENDARY SERVICE

**REGISTER FOR THIS PROGRAM**

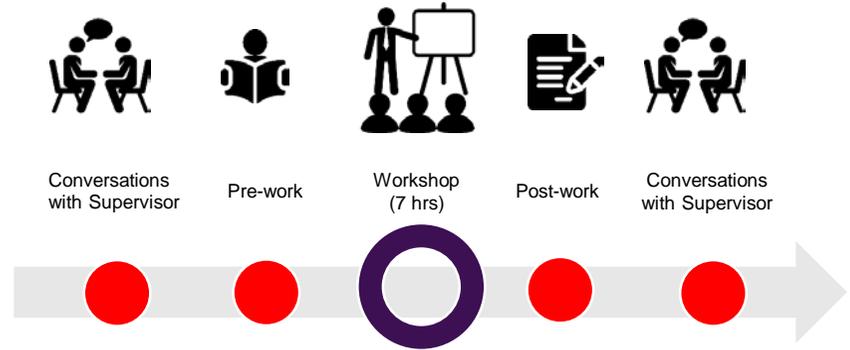
## Competencies Being Developed:



- What will I learn?**
- The four core customer service skills**
- You will learn how to:**
- Commit to customers – align your customer service vision and map your customers;
  - Be attentive to customers – listening to identify needs and wants, be aware of non-verbal cues and withhold judgement;
  - Respond to customers – taking action that shows you care, offering solutions and gaining agreement;
  - Be empowered – unleashing the full extent of your powers, developing your self-care plan.

**Provider**  
Blanchard International

**Format:**



Indicative total time commitment: up to 10 – 12 hours Over 3 months

**Is this training for you?**

This program is designed for staff and supervisors seeking ways to consistently deliver quality service in accordance with our Mission, whilst taking ownership for driving improvements, and innovation.

Delivering outstanding service can only be achieved through motivated, service orientated staff who have the knowledge and authority to resolve issues.

**Key Benefits**

- ✓ Develop your internal and/or external customer map;
- ✓ Align your personal commitments to ACU service excellence framework;
- ✓ Greater understanding of the needs and wants of your stakeholders;
- ✓ Stakeholder engagement;
- ✓ Increase in ACU brand value;
- ✓ Increase in positive ratings from stakeholders.

# MAKING HIGH QUALITY DECISIONS

## Is this training for you?

This program is designed for staff who may experience the tendency to jump to evaluating alternatives instead of using creative thinking, or who fail to gauge the levels of risk and reward of the alternatives they are considering before they make the decision.

## Key Benefits

- ✓ Improved ability to make decisions more effectively and confidently;
- ✓ Involvement in decision making processes and increased empowerment to make decisions;
- ✓ Staff who make high quality decisions that result in effective outcomes for the organisation.

## What will I learn?

### You will learn how to:

- Make business decisions more effectively and confidently;
- Avoid obstacles to objective analysis and judgments;
- Involve the right people at the right time in the decision-making process;
- Gain the help and support needed to make high-quality decisions and to implement them.

## Provider

ACU in partnership with DDI

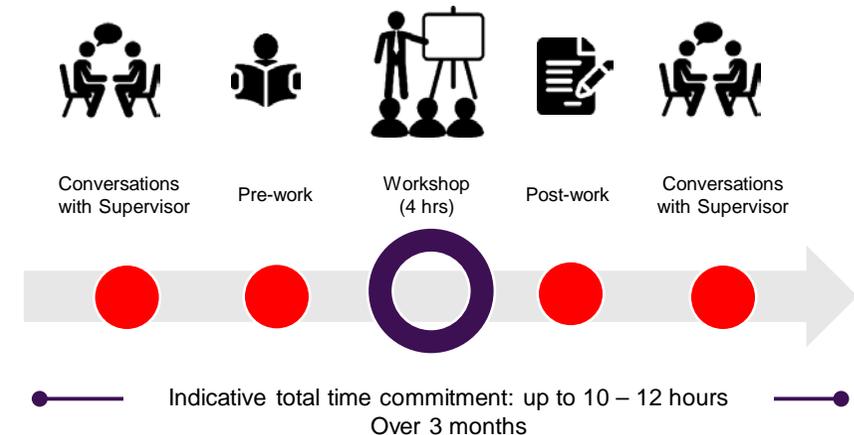


## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:



# MANAGEMENT ESSENTIALS

## Is this training for you?

This program builds on the time-tested secrets of “The New One Minute Manager” and introduces the conversations and skills first-time managers, and all managers, need to achieve success quickly and build positive relationships with their teams.

Becoming a manager is one of the most challenging career transitions. Even managers with some experience may have never had formal training in the core skills and conversations which are critical to success.

## Key Benefits

- ✓ Keep the team focused and aligned to the priorities that are established;
- ✓ Develop core conversation skills;
- ✓ Build positive team dynamics and relationships with your team;
- ✓ Utilise best practice management approaches to how you manage your team.

## What will I learn?

### The four core conversation skills You will learn how to:

- Listen to Learn – focus on what the other person is saying;
- Inquire for Understanding – ask open ended questions focusing on moving forward;
- Tell Your Truth – avoid blame or judgement as you focus on moving forward;
- Express Confidence – highlight previous qualities and skills and offer support as needed.

### Skills to practice

#### You will learn how to:

- Set goals;
- Praise – ensuring recognition is provided for correct behaviours and results;
- Redirect – providing a path to shift back towards the standard required, when behaviours or results are not meeting expectations;
- Wrap Up.

## Provider

Blanchard International

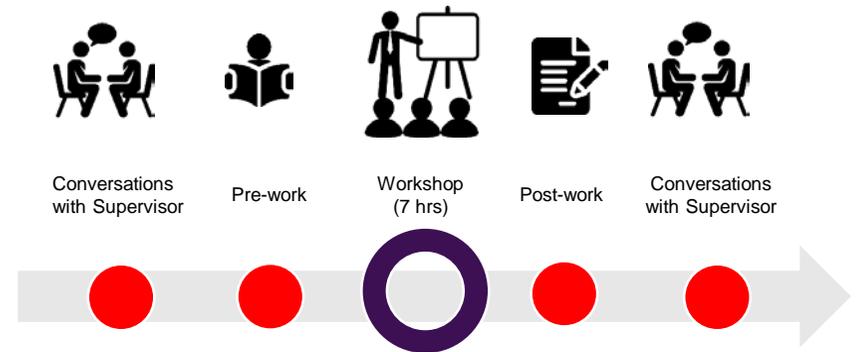


## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:



Indicative total time commitment: up to 10 – 12 hours Over 3 months

# MASTERING DECISION DYNAMICS

## Is this training for you?

This workshop is designed for staff who are experiencing challenges such as:

- Struggling to make complex decisions, especially when time is short and the stakes are high.
- Personal biases affecting decision making.
- Failing to consider the full implications of their decisions on key stakeholders.

## Key Benefits

- ✓ Enhanced ability to make complex decisions in short timeframes and when under pressure;
- ✓ Involvement in decision making processes and increased empowerment to make decisions.
- ✓ Leadership skills to make high quality decisions that result in effective outcomes for the University.

## What will I learn?

**You will learn how to:**

- Recognise the presence of complex dynamics that can negatively impact the ability to make objective, informed business decisions;
- Identify specific decision-making biases to which the organisation and staff are most susceptible;
- Apply a decision-making discipline to manage these biases and other decision dynamics;
- Apply this same discipline to diagnose past decisions and coach others in making decisions.

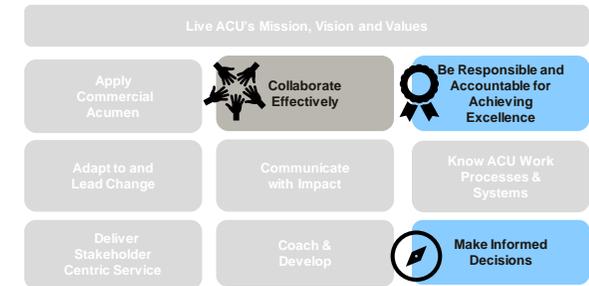
## Provider

ACU in partnership with DDI

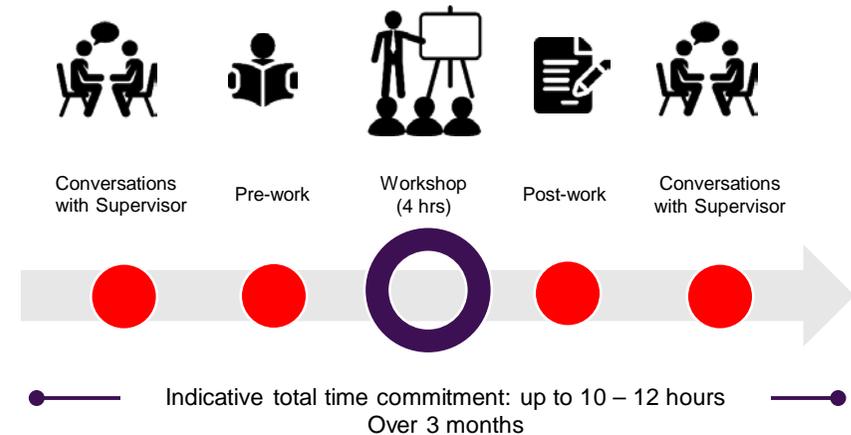


## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:



# MASTERING EMOTIONAL INTELLIGENCE

## Is this training for you?

This workshop is designed for staff and supervisors who are looking for ways to overcome challenges such as:

- Focusing on operational matters at the expense of positive relationships with others.
- Becoming emotionally consumed;
- Personal biases are affecting decision making.
- Behaviours falling short on a day-to-day basis when it comes to building a high-performance, high-trust environment.

## Key Benefits

- ✓ Enhanced understanding of your own EQ and the impact of your skill level on the people around you;
- ✓ Identification of emotional triggers and appropriate responses;
- ✓ Improved business results through the use of individuals being aware of their own and others EQ.

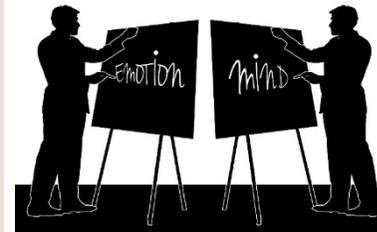
## What will I learn?

You will learn how to:

- Realise how emotional intelligence (EQ) affects business results;
- Understand how emotional hijacking interferes with values and outcomes;
- Recognise the five elements of EQ and learn skills to strengthen each one;
- Analyse individual EQ and the impact of their skill level on those around them;
- Identify their emotional triggers and apply techniques so they can respond effectively rather than react inappropriately.

## Provider

ACU in partnership with DDI



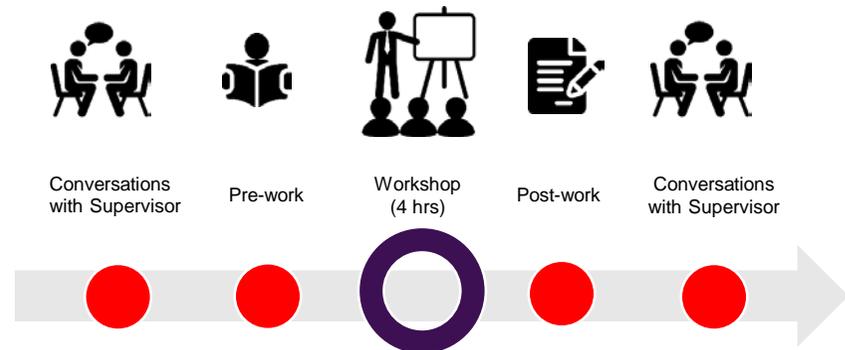
## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:

Live ACU's Mission, Vision and Values



## Format:



Indicative total time commitment: up to 10 – 12 hours Over 3 months

# MAXIMISING TEAM PERFORMANCE

## Is this training for you?

This workshop is designed for supervisors who want to realise the potential of their team, clarify the purpose of their team with the ACU environment and to define the roles the members of their team.

## Key Benefits

- ✓ Accurate diagnosis of issues affecting team performance;
- ✓ Team efforts focused on high priority actions that support the organisation's goals;
- ✓ The creation of an environment that is based on collaboration and shared responsibility.

## What will I learn?

### You will learn how to:

- Avoid misdiagnosing problems that negatively impact team performance;
- Focus your team's efforts on high-priority actions that directly support the organisation's goals and strategies;
- Enhance the effectiveness of your team by addressing conditions that prevent it from achieving higher levels of performance;
- Foster an environment of collaboration and shared responsibility (with virtual team members, as well), to achieve team goals.

## Provider

ACU in partnership with DDI

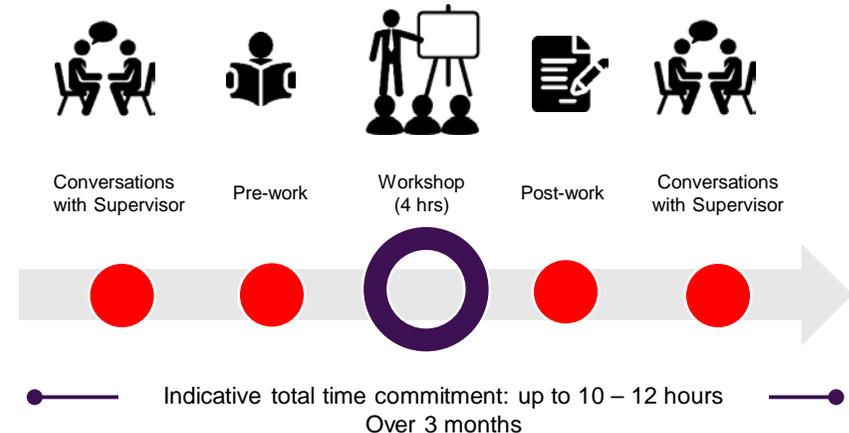


## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:



# MEETING & TIME MANAGEMENT

## Is this training for you?

At their best, meetings can be creative, purposeful and supportive. Yet some meetings can become unfocused, unproductive or interpersonally unpleasant.

This program is designed for staff wanting to run more streamlined, productive and purposeful meetings; as well as improving their ability to manage their own time more productively.

## Key Benefits

- ✓ More efficient use of time and resources;
- ✓ Ability to plan, chair and contribute to more effective meetings;
- ✓ Prioritisation and ability to deal with competing demands;
- ✓ Efficient and effective performance of tasks and projects;
- ✓ Better self management.

## What will I learn?

### You will learn how to:

- Strategically plan, design, negotiate and run efficient and constructive meetings;
- Purposefully maximise the use of time;
- Adapt your preferred work styles on meeting participation and time management.

## Provider

Consulting by Design

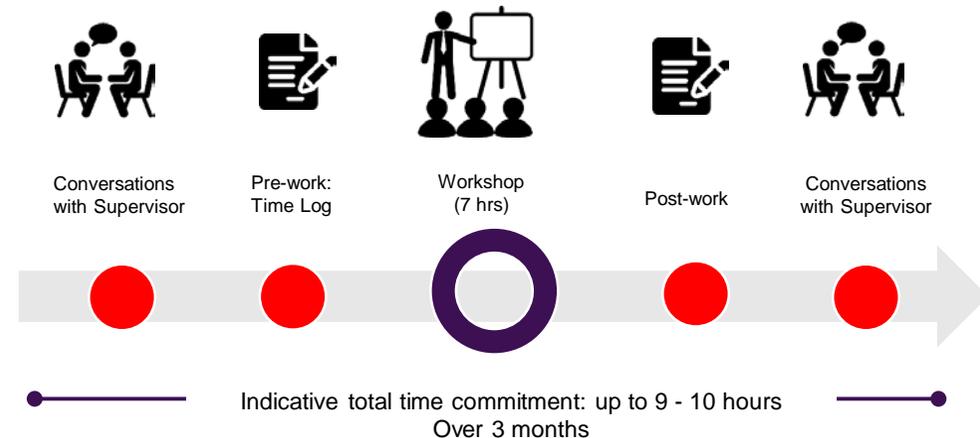


## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:



# MENTAL HEALTH FIRST AID TRAINING

## Is this training for you?

Mental health problems can affect anyone in the community and inaccurate and stigmatising attitudes towards people with mental illness are common. Many people lack the knowledge, skills, and confidence to support a friend, family member or co-worker experiencing a mental health problem, including how to approach someone and start a safe conversation.

This program is designed for staff wanting to learn how to provide first level assistance to others experiencing a mental health issue or crisis until the appropriate professional help is received or crisis resolves.

## Key Benefits

- ✓ Being able to provide first aid until the appropriate professional help is received;
- ✓ Ability to use gained knowledge in professional and personal environment;
- ✓ Option to gain accreditation as a Mental Health First Aider, valid for 3 years.

## What will I learn?

### You will learn how to:

- Understand the signs and symptoms of mental health problems;
- Recognise where and how to get help for those who need it;
- Address mental health crises in the short term;
- Provide initial support.

## Provider

ACU

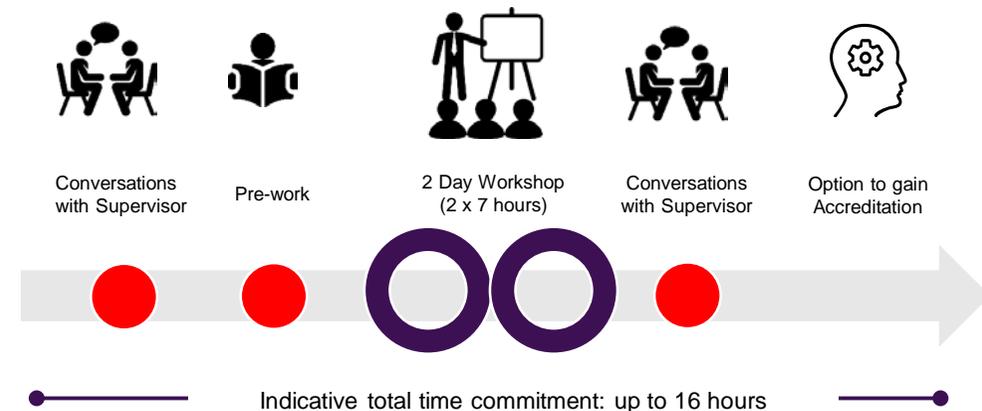


## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:



# NETWORKING FOR ENHANCED COLLABORATION

## Is this training for you?

This program is designed for staff who want to enhance collaboration, and improve their ability to access the information, resources and stakeholder input required to perform their role more effectively.

## Key Benefits

- ✓ An enhanced ability to develop, expand and maintain your organisational network;
- ✓ An understanding of the benefits that networking with other workgroups can achieve;
- ✓ Increased business results driven by a culture based on strong working relationships both internally and externally.

## What will I learn?

### You will learn how to:

- Apply a process for developing, expanding, and maintaining a organisational network;
- Recognise the benefits of collaboration;
- Use a set of flexible interaction skills to secure the help and involvement of network contacts and maintain strong working relationships;
- Identify opportunities to reshape and expand a network;
- Plan an approach to following through on networking opportunities.

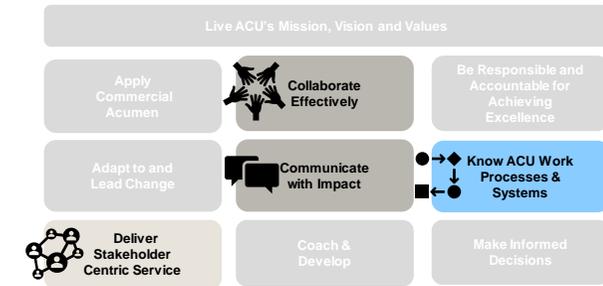
## Provider

ACU in partnership with DDI

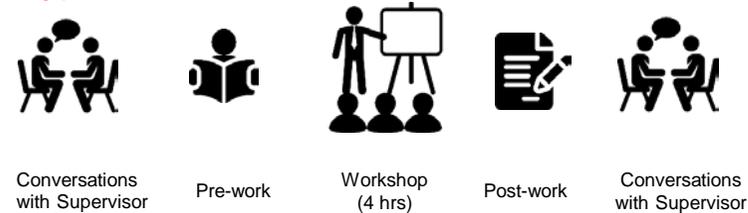


## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:



Indicative total time commitment: up to 10 – 12 hours Over 3 months

# PLANNING & MANAGING RESOURCES

## Is this training for you?

This program is designed for staff who may be losing focus and failing to get their work done on time, or looking for ways to manage projects and deadlines more effectively.

## Key Benefits

- ✓ Improved ability to focus on the most critical activities and plan your work accordingly;
- ✓ Ability to plan the work of team members efficiently and increase their ability to manage projects efficiently;
- ✓ Improved results and increased productivity through the effective management of projects.

## What will I learn?

### You will learn how to:

- Ensure you are focused on critical activities;
- Make the best use of available resources;
- Manage projects efficiently and productively;
- Meet scheduled milestones and complete assignments on time;
- Identify potential risks to your work plans and develop contingency plans.

## Provider

ACU in partnership with DDI



## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:



Conversations with Supervisor



Pre-work



Self-paced, self-study



Post-work



Conversations with Supervisor



Indicative total time commitment: up to 10 – 12 hours Over 3 months

# PRESENTING WITH IMPACT

## Is this training for you?

Powerful presentations allow you to build relationships, convey key messages and influence others.

This workshop is designed for staff and supervisors who are looking to increase their confidence and skills in planning and delivering highly effective and impactful presentations.

## Key Benefits

- ✓ Polished strategic approach to both content and delivery;
- ✓ Practice with a live workplace presentation that you need to deliver successfully;
- ✓ Build communication skills;
- ✓ Improve your ability to lead and influence people, drive performance and enhance organisational culture.

## What will I learn?

### You will learn how to:

- Analyse an audience;
- Design and structure professional presentations;
- Develop key messages;
- Apply persuasive techniques to present and communicate effectively with maximum impact;
- Manage presentation nerves and anxiety;
- Rehearse techniques to ensure polished delivery.

## Provider

Consulting by Design

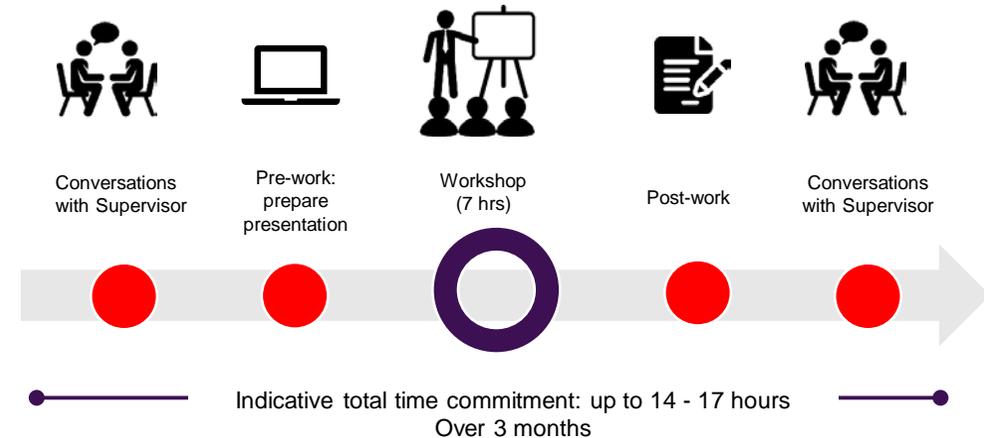


**REGISTER FOR THIS PROGRAM**

## Competencies Being Developed:



## Format:



# PROJECT MANAGEMENT FOUNDATIONS

## Is this training for you?

The demand for project management professionals is steadily growing due to the rapid growth of innovation of products, and the use of multiple applications in the workplace.

This program is designed for staff wanting to learn the art and science of better management of projects at ACU.

## Key Benefits

- ✓ Enables staff to become proficient in understanding how projects are defined and set up;
- ✓ Effective stakeholder management;
- ✓ Monitor and control a project at a high-level including reporting progress and managing change in a controlled manner;
- ✓ Close a project by conducting handover;
- ✓ Conduct a post-implementation review.

## What will I learn?

### You will learn how to:

- Define and plan a project using a business case and a project initiation document;
- Understand stakeholder management;
- Apply processes to identify risk and issue management;
- Be aware of project controls;
- Monitor and control a project;
- Close a project.

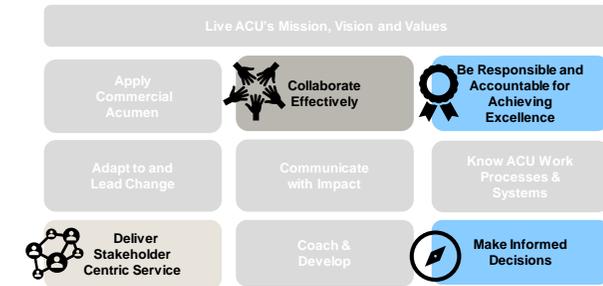
## Provider

ACU

## REGISTER FOR THIS PROGRAM



### Competencies Being Developed:



## Format:



Conversations with Supervisor



Pre-work



Workshop (8 hrs)



Conversations with Supervisor



Indicative total time commitment: approximately 12 hours

# RISK MANAGEMENT

## Is this training for you?

This program will focus on understanding the risk environment, and the possible impact that this has on ACU, as well as learning how to communicate identified potential risks with influence.

Risk impacts all functions, and the onus of risk prevention is no longer limited to a specified function. As such, this program is suitable for all staff and supervisors interested in growing their knowledge around risk and risk mitigation in an ever-changing digital era.

## Key Benefits

- ✓ Building a culture of risk management accountability and ownership throughout ACU;
- ✓ Ensuring staff have a robust understanding of, and proactively manage, the risk environment of ACU.

## What will I learn?

### You will learn how to:

- Understand the risk environment at ACU;
- Proactively identify, analyse and interpret changes to the risk environment, including any early warning indicators;
- Plan, develop and implement a robust control environment;
- Proactively manage controls to ensure efficient and effective risk mitigation, including the implementation of robust control processes and monitoring of KPI's;
- Create a psychologically safe environment for raising key risks;
- Influence key business decisions through a sound knowledge of the risk environment;
- Communicate changes to the risk environment with confidence and in a way that is understandable to all stakeholders.

## Provider

Bendelta



## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:



# TRANSLATING STRATEGY INTO RESULTS

## Is this training for you?

Organisations are looking for supervisors who can implement strategy and deliver results. Supervisors need to identify priorities and effectively manage resources to ensure performance.

This program is designed for supervisors who are looking for guidance in translating high-level strategies into specific actions for themselves and their teams in a sustainable way.

## Key Benefits

- ✓ Increased ability to successfully implement strategy;
- ✓ Ability for team members to translate high level strategies into specific actions in a sustainable way;
- ✓ Improved business results through the efficient and focused execution of strategies.

## What will I learn?

**You will learn how to:**

- Understand the essential elements required to successfully implement strategy;
- Overcome the challenges that interfere with implementing strategy;
- Keep yourself and your teams engaged in executing strategy;
- Sustain strategy performance in the long term.

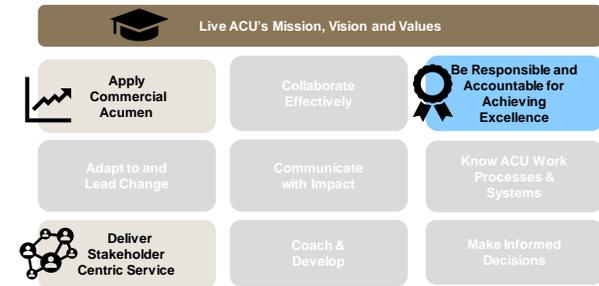
## Provider

ACU in partnership with DDI

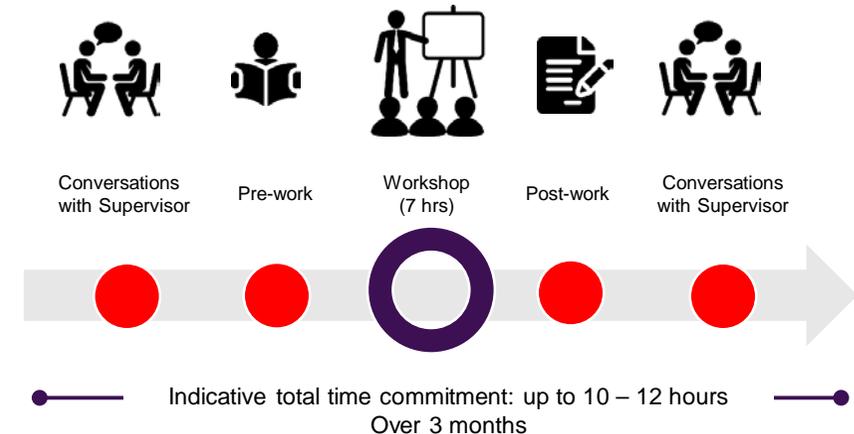


## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:



# U@ACU INDUCTION

## Is this training for you?

Welcome to ACU.

This program allows new starters to ACU to meet other new staff members, as well as learn from guest speakers and presenters who discuss different aspects of the University.

## Key Benefits

- ✓ Feel welcomed at ACU;
- ✓ Familiarise yourself with the University environment, structure and history;
- ✓ Understand our shared Mission, vision and values and how this influences our work and the services our teams provide;
- ✓ Build stronger networks and improve collaboration.
- ✓ Know how to access information needed to perform in your role.

## What will I learn?

You will learn how to:

- Understand the ACU Mission, the Code of Conduct and best practices, key policies, ACU's organisational structure;
- Access and search for information needed to help you be successful in your role;
- Recognise the importance of Community Engagement at ACU;
- Participate in different events;
- Align your position with the strategic direction of ACU;
- Discover the benefits available for staff;
- Understand the roles and responsibilities of a staff member, a supervisor, and staff with delegated responsibilities.
- Contribute to a safe work environment.

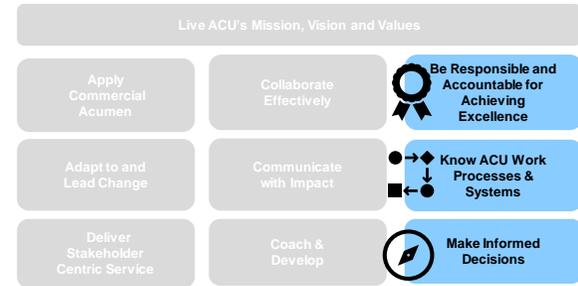
## Provider

ACU

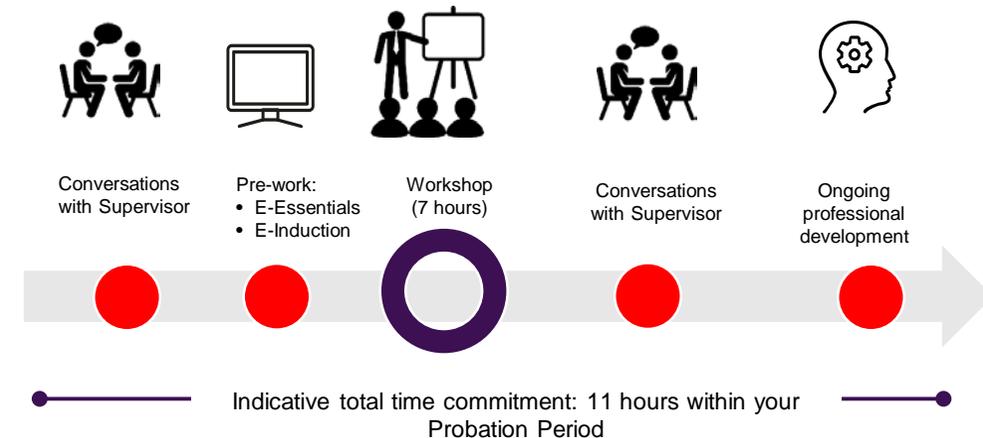


**NEW STARTERS ARE  
AUTOMATICALLY REGISTERED  
FOR THIS PROGRAM**

## Competencies Being Developed:



## Format:



# UNDERSTANDING & MANAGING YOUR STAKEHOLDERS

## Is this training for you?

Successful stakeholder management starts with understanding your stakeholders and the surrounding context.

This program is intended for staff who interact with multiple stakeholders, and are looking for ways to better understand and influence these stakeholders, including influencing without authority.

## Key Benefits

- ✓ Enhanced community and stakeholder focus;
- ✓ Feel empowered to manage and build strategic relationships with stakeholders;
- ✓ Prioritise stakeholder needs;
- ✓ Have a clear purpose and approach to engaging with key stakeholders;
- ✓ Establish and maintain relationships based on trust and respect;
- ✓ Take measured and judicious risks;
- ✓ Feel confident in managing conflicting stakeholder interests and needs;
- ✓ Reduce interpersonal tension and conflict within & between stakeholder groups.

## What will I learn?

### You will learn how to:

- Identify who your key stakeholders are and how they contribute to achieving your objectives;
- Specify goals for each key stakeholder group - what you are trying accomplish with them over the next 3, 6, 12 or 24 months?
- Determine how much time you think you should spend with each stakeholder given the priorities you have set;
- Explore how to build a shared sense of meaning, purpose and outcomes;
- Utilise different approaches to maximise your effectiveness when communicating with different stakeholder groups.

## Provider

Hudson



## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:



# WORKING AS A HIGH-PERFORMING TEAM

## Is this training for you?

This workshop is designed for supervisors who are experiencing challenges such as:

- Staff failing to take ownership for their particular role and responsibilities in the team;
- Staff wasting time and effort;
- Limited collaboration within the team.

## Key Benefits

- ✓ Enhanced ability to drive a high-performance team;
- ✓ Enhanced understanding of team roles and responsibilities;
- ✓ A team based culture fostered by collaboration and establishment of goals.

## What will I learn?

You will learn how to:

- Realise the personal and organisational benefits of working in teams versus working individually;
- Recognise the stages of development that teams typically experience as they grow and mature;
- Use the Team Success Factors and best practices to help your team move from acceptable to high performance;
- Diagnose what is limiting your team from moving to high performance and identify appropriate techniques to overcome such challenges;
- Develop a strategy to help their team progress through each of the stages of team development;
- Use a set of tips and techniques for working more effectively with virtual team members.

## Provider

ACU in partnership with DDI

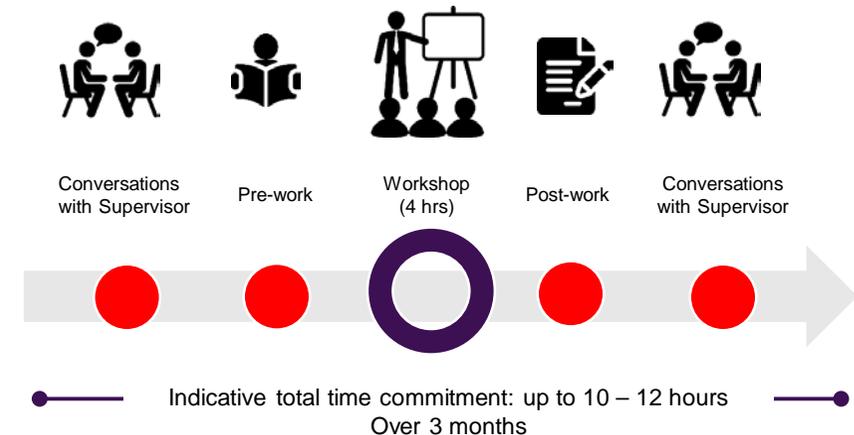


## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:



# WORKING WITH PURPOSE & VALUES

## Is this training for you?

Working with purpose and values is at the heart of achieving organisational excellence and staff engagement at ACU. In the face of turbulence and change, working with purpose and values becomes the major source of continuity, coherence, renewal and sustainability.

This program is for those staff who are looking for ways to make ACU a university like no other, by enabling and enriching ACU's Mission and values through their work.

## Key Benefits

- ✓ Influence ACU culture to one where staff are inspired by the meaning of their work and connect what they do to ACU's Mission in "the pursuit of knowledge, the dignity of the human person and the common good";
- ✓ Become influential in shaping a stronger work culture at ACU and bringing changes in the communities we work in.

## What will I learn?

### You will learn how to:

- Transmit ACU values through words, behaviours and actions;
- Harness the power of values based leadership and sharing stories of how ACU is making a difference in the lives of real people, including students, staff and communities;
- Link between working with purpose and positive psychology, high performing teams, culture, learning, and growth mindset;
- Apply the PERMA Model (**P**ositive emotion, **E**ngagement, **R**elationships, **M**eaning and **A**ccomplishments) to build a flourishing organisation.

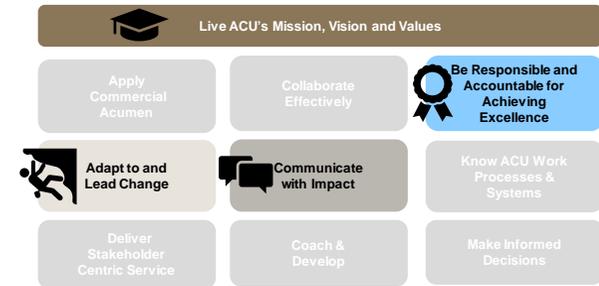
## Provider

Bendelta



## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:



# WRITE FOR RESULTS

## Is this training for you?

Written communication is an important skill – be it in report writing, business cases, memos or emails.

This program is for staff who want to give their writing a sharper and more professional edge, or are looking for techniques to present their ideas, capture your audiences' attention and influence them.

## Key Benefits

- ✓ Explore best practice examples of genuine reports, business cases and memos;
- ✓ Develop more compelling business cases;
- ✓ Be more persuasive in written communication;
- ✓ Learn proper proofreading of documents;
- ✓ Represent you, your team and ACU appropriately through written communication.

## What will I learn?

### You will learn how to:

- Gauge your reader's needs and interests;
- Use a conclusion first structure to strengthen the order of your content and be more persuasive;
- Identify key messages and present them clearly;
- Develop compelling business cases;
- Practice approaches to proofreading.

## Provider

Association for Tertiary Education Management (ATEM)



Association for Tertiary Education Management

## REGISTER FOR THIS PROGRAM

### Competencies Being Developed:



## Format:



Conversations with Supervisor



Pre-work



Workshop (8 hrs)



Conversations with Supervisor



Indicative total time commitment: approximately 12 hours



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