

2010 TRAINING DIRECTORY

ALLWOOD & ASSOCIATES TRAINING AND CONSULTING GROUP Registered Training Organisation

Address: PO Box 460 Surry Hills NSW 2010

Venues: All cities & regional areas

Phone: 02 8399 0358

Fax: 02 9698 0196

Email: info@allwoodassociates.com.au

Web: www.allwoodassociates.com.au

Discounts available for NGOs!

In-house training available throughout Australia

WE deliver our customised services and in-house training programs to organisations from all sectors across all Australian cities, regions and remote areas.

COURSE CATEGORIES

- **Leadership & Management Courses**
- **Workskills & Performance Courses**
- **Counselling & Client Work Courses**
- **Certificate IV Qualifications Courses**

LEADERSHIP & MANAGEMENT COURSES

- **Leadership & Management Skills**
- **Project Management & Evaluation**
- **Lead & Manage Organisational Change**
- **Results Based Accountability in Human Services**
- **Building High Performance Teams**
- **Effective Supervision & Coaching Skills**
- **Managing Challenging People**
- **Strategic & Action Planning**
- **Excellence in Non-Profit Board Governance**
- **Performance Management Strategies**
- **Risk Management**
- **Implementing Continuous Quality Improvement**

Design a customised training program.

WORKSKILLS & PERFORMANCE COURSES

- **Conflict Management**
- **Advanced Group Facilitation Skills**
- **Develop Quality Training Programs**
- **Professional Business Writing**
- **Presenting with Confidence**
- **Effective Workplace Communication**
- **Self Leadership – Time & Stress Management**
- **Client Confidentiality Workshop**

Design a customised training program.

COUNSELLING & CLIENT WORK COURSES

- **Effective Case Management**
- **Working with Co-morbidity**
- **Solution-Focussed Brief Therapy (SFBT)**
- **Cognitive Behavioural Therapy (CBT)**
- **Motivational Interviewing**
- **Working with Depressed Clients**
- **Working with Angry, Resistant Clients**
- **Critical Incident Management**
- **Leading Psycho-educational Groups**

Design a customised training program.

CERTIFICATE IV QUALIFICATION COURSES

- **Certificate IV in Training & Assessment TAA40104**
- **Certificate IV TAA Upgrade (from BSZ40198)**
- **Certificate IV in Project Management BSB41507**
- **Certificate IV in Frontline Management BSB40807**



Full details online: www.allwoodassociates.com.au

Registered to provide training and assessment in
NSW, VIC, QLD, SA, WA, TAS, NT, ACT

ONE-ON-ONE PROFESSIONAL DEVELOPMENT

Professional Supervision

- One-on-one supervision for a range of professionals
- Customised to meet your professional development needs
- Ensures you deliver the highest quality services to your clients
- Psychologist supervision for registration available

Dates: start anytime

Cost: fee is dependent on numbers & venue

Contact us for an obligation free quote.

Leadership & Management Coaching

- Work one-on-one with a leadership coach to address leadership and management challenges
- Assess your competencies and develop a plan to address gaps
- Explore strategies to overcome specific leadership & management issues required to improve team performance and organisational outcomes

Dates: start anytime

Cost: fee is dependent on numbers & venue

Contact us for an obligation free quote.

LEADERSHIP & MANAGEMENT COURSES

Leadership & Management Skills

This training program will develop your capacity to lead your team, manage team performance and overcome leadership challenges to achieve organisational goals.

Participants will gain skills & knowledge in:

- Characteristics of effective leaders & managers
- Strategic planning & inspiring a shared vision
- Building team performance to achieve outcomes
- Developing teams and individuals
- Developing & implementing operational plans
- Building effective workplace relationships
- Enabling others to act, fostering collaboration, cooperative goals & mutual trust
- Managing politics & power relationships
- Modelling, recognising contributions & accomplishments
- Promoting, leading & managing organisational innovation & change
- Shifting organisational culture & values
- Monitoring a safe workplace
- Implementing continuous improvement of service delivery & workplace systems & process

Length: 2 days

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

**Opportunity to be assessed against Certificate IV BSB40807
Frontline Management competencies:** additional fees apply

Customise It!

Project Management & Evaluation

This comprehensive training program will provide you with the essential skills required to successfully manage and evaluate projects and programs of all sizes, purposes, and scope, on time and within budget

Participants will gain skills & knowledge in:

- The role, responsibilities, and competencies required for successful project management
- Project scope management techniques including assessing needs, collecting and analysing data, identifying key stakeholders, determining scope, developing mission statements, goals and objectives.
- Project time management & planning techniques
- The four life cycles of project management - initiation, development, implementation, & finalisation
- Managing project schedules and timeframes using Critical Path Analysis, Network Diagrams, Gantt charts, & Work Breakdown Structure
- Project cost management techniques, identifying & allocating resources, controlling costs and budgets
- Project quality management techniques
- Project team management approaches, including recruiting & keeping your team involved in the project
- Project communications management techniques
- Project risk management techniques & contingency plans
- Project contract and procurement techniques
- Managing challenges, selecting appropriate intervention activities, responding appropriately to problems, threats and opportunities throughout the life of the project
- Finalising the project, evaluating, & reporting

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

Opportunity to be assessed against Certificate IV BSB41507 Project Management competencies: additional fees apply

Customise It!

Lead & Manage Organisational Change

This advanced leadership training program will provide you with the critical competencies identified for successful change management based on current international research. You will gain the skills required to lead change within your organisation and respond appropriately to the challenges you encounter in your role as change agent.

Participants will develop competencies in:

- Establishing a solid framework for change management.
- Defining the nature, scope, and implications of change.
- Setting priorities, creating a change agenda, developing action plans, and planning for the phases of change.
- Developing a change plan which is inclusive of positive, constructive strategies for managing people, coalitions, power and politics, which predictably emerge when change is implemented.
- Strategies for leading people through the challenges of the change process.
- Assessing readiness for change; thinking beyond resistance; shifting paradigms; creating behaviour change; communicating for 'buy-in'; empowering action; creating an inspiring vision; and making change sustainable.
- Change intervention tools for assessing the most appropriate change management strategy and predicting potential outcomes.
- Influencing and overcoming blockages which undermine the success of the change agent's initiatives.
- Identifying the values, attributes, and skills of exceptional change agents.
- Accurate self-assessment of gaps and strengths, and tools to develop an action plan to reduce gaps.
- In a small training group receive personalised coaching and feedback.

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

Opportunity to be assessed against Certificate IV BSB40807

Frontline Management competencies: additional fees apply

Customise It!

Results Based Accountability in Human Services

This training program will provide you with a comprehensive understanding of the application of Mark Friedman's Results Based Accountability (RBA) framework (*in Trying Hard is Not Good Enough' 2005*).

Participants will gain skills & knowledge in:

- RBA as a systemic approach to thinking and taking action to produce measurable results for customers and communities in the community and human services sectors
- The RBA framework & how it works
- The building blocks of RBA
- Population & performance accountability
- Management, budgeting & strategic planning as a single system
- Challenges of adopting this framework
- Strategies for practical application of RBA thinking
- Implementation issues & managing implementation challenges
- Case examples & research evidence of RBA effectiveness

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

Customise It!

Building High Performance Teams

This training program will provide you with the competencies necessary to build, lead, and sustain high performance teams in a range of workplace contexts.

Participants will gain competency in:

- Identifying the critical characteristics of high performance teams.
- Leadership competencies identified required for building high performance teams.
- Skills and knowledge required to implement systems, processes and policies which are found in high performance teams.
- Strategies for improving team decision making, problem solving, and communication.
- Shifting team culture; improving team dynamics; creating team identity; managing negative emotion; motivating and encouraging team learning and risk taking.
- Inspiring and positively influencing team members; building relationships and collaboration; strengthening the team's ability to face challenges as a united group.
- Recognising and predicting the impact of various leadership styles on team performance.
- Resonant leadership competencies which are essential for creating high performance teams.
- Developing positive, constructive, strategies to manage team issues and challenges which undermine team performance such as resistance to change, anxiety, competition, and team conflict.
- Leadership competencies required to build high performance teams such as self-awareness, self-management, transparency, adaptability, initiative, optimism, empathy, and relationship management.
- In a small training group, receive personalised coaching and feedback, and create an action plan for ongoing development.

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

**Opportunity to be assessed against Certificate IV BSB40807
Frontline Management competencies:** additional fees apply

Customise It!

Effective Supervision & Coaching Skills

This training program will provide you with the skills to effectively supervise and coach individuals to improve performance and achieve organisational goals.

Participants will gain skills & knowledge to:

- Establish & maintain a supervisory & coaching role – eg clarifying role scope, boundaries & expectations
- Assess individual performance against job requirements
- Plan learning & development strategies to overcome gaps
- Implement, monitor & support development plans
- Establish a coaching relationship
- Deliver feedback on performance gaps & negotiate development plans
- Coach to manage defensiveness & shift blockages to learning
- Apply strategies to manage underperformance & different learning styles
- Key attributes of successful coaches, common 'blind spots', 'resonant' coaching
- Apply coaching to improve motivation, communication, productivity, & team dynamics

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

**Opportunity to be assessed against Certificate IV BSB40807
Frontline Management competencies:** additional fees apply

Customise It!

Managing Challenging People

This highly practical and interactive training program will develop your capacity to manage staff identified as 'difficult' or 'challenging', in a constructive, positive, and ethical manner.

Participants will gain competency in:

- Applying a coaching framework to managing problems with staff performance, behaviour and attitude.
- Skills required to effectively manage challenging staff to increase potential for positive behaviour change and achievement of work goals.
- Assessing if the problem is a performance or personality issues, and the personal or organisational factors which might be influencing behaviour.
- Developing the skills required for early identification and intervention with potentially difficult staff.
- The essential organisational systems, policies and processes, which legally and ethically must be adhered to when managing poor performance.
- 'If, when, and how' to escalate the performance issue into a disciplinary procedure.
- Tools to communicate expectations, assess, monitor and document behaviour, and utilise available resources.
- Leadership competencies required for managing the emotional reactions and impact on yourself and team members when working with a difficult person.
- Understanding of individual differences in work behaviour, and the 'person' behind the difficult behaviour - their needs, motivations, communication style, power dynamics, and expectations.
- Differentiating between managing a difficult person and conflict resolution.
- Skills to assist the person to overcome interpersonal barriers; enhance their commitment and motivation; gain insight into the impact of their own behaviour on the team; and be more self-responsible in taking action to change behaviour
- In a small training group, receive personalised coaching and feedback.

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

Customise It!

Strategic & Action Planning

This training program will ensure that you are up-to-date with current strategic and action planning techniques, and understand their application to enhance existing management practice to achieve organisational goals.

Participants will gain skills & knowledge in:

- The link between strategic planning, action planning, and project / individual workplans
- Strategic plan aims / objectives, & process
- Techniques for developing strategic plans which can be used to shape the future of your organisation
- Action planning aims / objectives, process
- Strategies for developing practical & useful action plans which ensure successful delivery of organisational results
- Develop individual workplans which link to organisational action plans and can be used for ongoing performance management
- Document your plans in a simple, useable format for ongoing reference
- Apply planning principles and practices to ensure that key areas and priorities are addressed; service delivery is evaluated; and continuous quality improvement strategies are implemented
- How to effectively utilise planning processes to set organisational goals and achieve results
- Develop appropriate risk management strategies and planning processes and apply these practical tools within your organisation

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

**Opportunity to be assessed against Certificate IV BSB40807
Frontline Management competencies:** additional fees apply

Customise It!

Excellence in Non-Profit Board Governance

This comprehensive training program will assist you to propel your Board to a higher level of performance. You will explore a board leadership model for non-profit and public organisations which is practical and effective.

Participants will gain knowledge of:

- Board models & ways of viewing Boards
- Board framework, roles & responsibilities of governance, & the Constitution
- Board legal & financial accountabilities
- Risk management, planning, budgets, funding, policy, & reporting responsibilities
- Evaluating Board performance & Board effectiveness
- Executive communication & decision making
- Board member role limitations & boundaries
- Evaluating organisational performance
- Managing Board meetings
- Compiling a Board Manual & Board Policy & Procedures
- Managing Board role relationships & processes including Board – Manager & Board – staff relationships
- Managing dysfunctional Board dynamics
- Each Board member's responsibilities including - code of conduct, conflict of interest, confidentiality, and loyalty to the organisation
- Managing change – recruiting & inducting new members; spotting the need for change

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

Customise It!

Performance Management Strategies

This training program will develop your understanding of up-to-date performance management systems aimed at improving your staff performance, morale, productivity, and commitment to achieve your organisational goals.

Participants will gain competency in:

- Performance appraisal & management definitions, rationale, aims & objectives: What is it? & Why does it matter?
- What works?: informal and formal approaches & current trends
- Linking performance management to workplans and action planning processes
- Integrating performance management systems into the organisational context
- Planning & documenting performance assessment processes
- When, why, & how to conduct performance appraisals
- Assessing individual performance & effectively giving feedback
- Engaging staff in performance review processes to build commitment, understand their professional development & training needs, & their career aspirations
- Approaches to managing performance based reward and recognition
- Managing poor performance, identifying barriers to achieving targets, and developing strategies to address barriers

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

Opportunity to be assessed against Certificate IV BSB40807

Frontline Management competencies: additional fees apply

Customise It!

This training program will assist you to better understand, manage and plan for a wide range of potential risks within your organisational context.

Participants will gain competency in:

- Why risk management important
- Risk management framework, different types of risk, current trends & issues
- Identify all potential risks within your organisation and respond proactively to manage risks
- Analyse & evaluate risks and develop a proactive risk management culture
- Effectively monitor and manage risks as part of regular processes
- Implement appropriate Policies & Procedures for risk management
- Utilise organisational planning processes to minimise risk
- Develop risk standards and identify key criteria for implementing effective risk controls, procedures and regulatory processes
- Develop effective compliance checklists and reporting tools
- Implement a risk assessment and risk management framework that supports fulfilment of funding, regulatory and governance obligations
- Build awareness of risks and develop a culture to support risk management process at all levels of the organisation.
- Ensure management control and coordination of the risk management process
- Explore specific areas of risk in Board Governance, OHS, fraud, environmental, financial, accounting, reputational, and operational risk
- Ethical issues impacting on risk management

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

**Opportunity to be assessed against Certificate IV BSB40807
Frontline Management competencies:** additional fees apply

Customise It!

Implementing Continuous Quality Improvement

This training program is designed to provide you with a comprehensive understanding of continuous quality improvement processes, and strategies to effectively implement improvements within your organisation or project.

Participants will gain skills & knowledge in:

- The continuous improvement process and communicate it to the team
- Identify specific improvements required to achieve specific goals / outcomes
- Identify continuous improvement systems and processes
- Implement, monitor and evaluate improvements
- Define the improvement process, and identify potential problems in the process
- Find the causes of problems & recommend strategies to address issues
- Management responsibility for driving the organisation's continuous improvement program
- Strengthen the team's capacity to implement quality improvements
- Link improvements to the organisation's planning & systems
- Document & report on improvements
- Develop continuous improvement system tools

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

**Opportunity to be assessed against Certificate IV BSB40807
Frontline Management competencies:** additional fees apply

Customise It!

WORKSKILLS & PERFORMANCE COURSES

Conflict Management

This highly interactive and practical training program will increase your confidence to manage all aspects of conflict management and mediation.

Participants will gain competency in:

- A comprehensive framework for conflict management and mediation.
- Managing the stages of conflict development and understanding the signs and causes of conflict.
- Effectively managing the needs, motivation, and perspectives of all parties involved in the dispute.
- Skills for managing the impact of organisational systemic issues, power dynamics, anxiety, competition, and team conflict.
- Essential skills required to effectively undertake conflict resolution and mediation such as appropriate assertiveness, working with unwillingness to resolve, managing emotions, mapping the conflict, negotiating, challenging beliefs, overcoming defences, using cooperative power, and responding flexibly to achieve a win-win outcome.
- Strategies for identifying factors which escalate conflict into crisis, and managing inappropriate responses, such as avoidance and aggression.
- Awareness of the impact of your personal style of communication and approach to conflict management.
- Developing an action plan to target specific areas requiring ongoing development.
- Receive personalised coaching and feedback in a small training group.

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

Customise It!

Advanced Group Facilitation Skills

This comprehensive training program will increase your confidence and skill as a facilitator of sessions or meetings in a range of workplace roles and contexts.

Participants will gain skills & knowledge in:

- The attributes, role, responsibilities & characteristics of dynamic facilitators
- Awareness of your facilitation style & impact on the group
- A framework for planning & designing sessions / meetings
- Advanced strategies for managing group process, group communication styles, stages of group development, roles, norms, and group facilitation skills
- Managing effective placement - establishing clarity of purpose, outcome, process, & information of the session / meeting
- Skills in planning, structuring, maintaining, assessing group processes
- Tools & techniques for setting ground rules, increasing inclusion, & generating discussion
- Group leadership skills for engaging people; managing group dynamics; managing challenging behaviour, responding to conflict; keeping the group on track; working with differing personalities & styles
- Resources and tools for facilitating group activities and processes
- Tools to self-assess your areas of strength and those requiring development; and an action plan for your on-going development
- Personalised coaching and feedback in a small training group

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

Customise It!

Develop Quality Training Programs

This course will develop your capacity to plan and deliver training programs which engage participants and maximise outcomes.

Participants will gain skills & knowledge to:

- Plan and deliver dynamic workplace learning and development programs
- Undertake training needs analysis and management consultations to ensure training addresses participant learning needs
- Develop program content and process to ensure it is appropriate to the organisational outcomes required
- Explore a range of adult learning and development strategies which can be incorporated into your training program
- Learn strategies for responding appropriately to participant blocks / reactions to training content and process
- Incorporate a dynamic mix of approaches to ensure you maintain participant interest and develop the skills / knowledge required
- Evaluate your approach and style as a 'trainer'

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

Opportunity to be assessed against Cert IV TAA competencies:
additional fees apply

Customise It!

Professional Business Writing

This highly practical training program will focus on developing the professional business writing skills you require for your work role.

Participants will:

- Develop greater confidence and enhance your written business communication skills by improving your capacity to write clearly, persuasively, and effectively, as required in your work role.
- Gain an understanding of how effective written communication can advance your career; enhance accountability; influence decision making; convey exactly what you mean; persuade funding bodies; and present a positive, professional image of yourself and your service.
- Develop the skills required to write in 'plain English'; use correct grammar and punctuation; apply appropriate structure, style and tone; be reader-oriented including gender neutral writing; and adhere to legal and professional requirements.
- Participate in practical exercises and receive feedback on the skills required to plan, structure, edit, and prepare submissions, tenders, reports, letters, and other business documents relevant to your work role.
- Receive intensive individual coaching and feedback in a small training group.

Prerequisite: Basic literacy skills

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

Customise It!

Presenting with Confidence

This training program will greatly improve your skill and confidence in your ability to express yourself clearly and effectively in both impromptu interactions and formal public speaking situations.

Participants will:

- Develop the knowledge and skills required to confidently deliver presentations and communicate in a dynamic and professional manner in a range of situations.
- Learn strategies to effectively plan, design, structure, and rehearse presentations for a variety of contexts and audiences relevant to your work role.
- Learn strategies to manage physical responses to personal fears, anxiety, negative self-beliefs and self-talk, which undermine your capacity to express yourself confidently.
- Gain an understanding of the needs of the audience; learn about different styles of developing rapport and connection, including the effective use of visual aids, notes, non-verbal behaviour, and voice.
- Learn the skills required to communicate clearly and confidently in work place roles, in impromptu situations, and in response to challenging questioning.
- Be given tools to self-assess your strengths and identify areas requiring development; and design a personal action plan for your ongoing development to address these gaps.
- Give presentations and receive constructive, personalised feedback and intensive coaching in a small training group.

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

Customise It!

Effective Workplace Communication

This training program will greatly increase your competency in the critical skills required to effectively communicate in a range of challenging workplace situations, both one-on-one and in your team.

Participants will:

- Learn the underlying principles and competencies for effective workplace communication.
- Gain insight into the impact of your personal communication style and approach to interpersonal dynamics; and identify both personal and external barriers to effective communication.
- Learn the skills required for effective interpersonal communication in the workplace including: assertiveness, appropriate body language, building empathy and rapport, active listening, giving and receiving feedback, appropriate levels of disclosure or interaction, facilitating, supervising, influencing, negotiating, leading, and managing conflict.
- Understand the communication styles of others; and learn to confidently stand up for your rights, give and receive negative and positive feedback, cope with being overlooked or dealt with aggressively, and proactively resolve problems arising in relationships with others.
- Learn strategies to express your thoughts and feelings in a positive, constructive manner; be self-responsible and personally empowered; and consider and respect the rights and limitations of others.
- Develop the emotionally intelligent communication competencies which research has found to be the key to success at work including self-awareness, self-management skills, social awareness, and relationship management skills.
- Practice skills and receive personalised coaching and feedback in a small training group.

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

Customise It!

You will benefit from this training if you feel...

- *You need to learn to work more productively and effectively; feel pressured by work demands; driven by a sense of urgency; too busy to attend to what's really important; things are out of your control; unable to 'switch off' from work demands; no longer motivated at work; less energy for life outside of work; you are choosing 'unhealthy' ways of coping with my work/life demands.*

Participants will:

- Develop skills for planning, prioritising, setting and achieving goals, managing productivity, managing interruptions and procrastination, maintaining equilibrium, and managing change.
- Develop self-leadership skills to proactively shape your response to work/life stressors, which go beyond traditional time and stress management.
- Learn skills to shift from an 'urgency addiction' paradigm to an 'importance' paradigm; and apply Covey's approach for 'Putting First Things First'.
- Develop strategies to identify meaningful change goals to increase work / life balance and satisfaction; and effective ways to accomplish these changes.
- Explore practical strategies which challenge the way you currently manage your life, your work/life roles; stressors; time; priorities; reactions; and communication with others
- Gain tools to identify how your personal beliefs, responses, and behaviour are impacting on your stress levels and management of stress; and understand how 'harmful' stress affects mental and physical health, performance, mental capacity, relationships, and self-confidence
- Develop self-leadership skills, a set of guiding values and principles, and a personal action plan which will increase personal control, meaning, work performance, motivation, and satisfaction.
- Be given practical tools and strategies applicable in your day-to-day work / life roles and environment, and receive intensive coaching in a small group.

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

Customise It!

Client Confidentiality Workshop

This training program will greatly increase your understanding of all areas which can potentially impact on client confidentiality and privacy issues. You will be provided with an opportunity to discuss specific ethical dilemmas experienced within your workplace /community, and to explore strategies to more effectively manage these situations.

Participants will gain skills & knowledge in:

- Confidentiality and privacy laws
- The limits of confidentiality
- Challenges of maintaining confidentiality
- Professional role scope & reporting boundary issues
- Understanding your legal obligations
- Limitations on collection & use of client information
- Action for breaches of confidentiality
- Your organisational Policies & Procedures
- Confidentiality and the internet
- Written & verbal communications requiring confidentiality
- Exploring confidentiality issues – ethical dilemmas
- Strategies for responding to ethical dilemmas
- Skills practice & coaching

Length: 1/2 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

Customise It!

COUNSELLING & CLIENT WORK COURSES

Effective Case Management

This training program will improve your skills in developing, facilitating & monitoring all aspects of case management.

Participants will gain skills & knowledge in:

- Concepts, definitions, benefits, role and model of case management
- Strategies for establishing purpose, objectives, agenda & implementing appropriate procedures with the client
- Identifying & agreeing on case management boundaries & processes
- Implementing statutory requirements
- Recording & conducting meetings
- Coordinating service delivery & managing the involvement of other services or family
- Strategies for negotiating client's rights & organisational responsibility
- Developing a planning, monitoring & review process
- Tools for assessment; negotiating & agreeing on goals; & developing an action plan
- Strategies to achieve goals, managing challenging issues arising with the client & maximising client participation
- Dealing with challenging or high risk situations
- Case closure, exit planning, follow-up & evaluation

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

Customise It!

Working with Co-morbidity

This training program is aimed at providing up-to-date research, information and resources to improve service delivery, coordination and treatment outcomes for people with coexisting mental health and substance use disorders.

Participants will gain:

- Current research into the questions: What is comorbidity? Why is it a concern? How can we best work with people with coexisting mental health and substance use issues in our service?
- Up-to-date best practice models, research, & resources
- Increased awareness & understanding of comorbidity issues
- Current professional practice guidelines from both mental health & alcohol and other drugs perspective
- Strategies for improving treatment, systems and practice within mental health, alcohol and other drug sectors to manage comorbidity more effectively
- Strategies for facilitating & improving access to resources & information for consumers
- Evaluation of service delivery models for comorbidity
- Assessment & management – screening for dual disorders
- Comprehensive psychosocial interventions & treatment for coexisting disorders

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

Customise It!

Solution-Focussed Brief Therapy (SFBT)

This training program will develop your competency in applying Solution-Focused Brief Therapy (SFBT) in a variety of counselling contexts.

Participants will gain skills & knowledge in:

- The theory, practice, underlying principles, techniques & values of SFBT
- The application of SFBT to a broad range of client issues
- The nature, process, strengths & limitations of SFBT
- 'Solution building' techniques specific to SFBT such as focused questions, the miracle question, exceptions to the problem questions, scaling questions, relationship questions, coping questions, & good reason questions
- Specific SFBT strategies to harness client strengths, facilitate change, empower clients, & 'shift' the client toward action by enhancing self-responsibility
- Applying this approach effectively with 'challenging', 'resistant', or involuntary clients

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

Customise It!

Cognitive Behavioural Therapy

This highly interactive training program will develop the competencies and knowledge required to practice Cognitive-Behavioural Therapy (CBT) with a wide range of client issues in a variety of counselling contexts.

Participants will:

- Be introduced to the theory, practice, and underlying principles of CBT.
- Gain an understanding of the framework of the therapeutic process of CBT, the nature of the counselling relationship, and the counsellor qualities and values required to undertake CBT.
- Learn about current research into the most effective application of CBT with a wide range of client issues, for example: depression, addiction, pain management, sexual dysfunction, obsessive-compulsive disorder, and eating disorders.
- Gain comprehensive knowledge of specific tools, strategies, interventions, and techniques utilised in CBT.
- Be given the opportunity to practice and develop the skills required to work effectively as a CBT counsellor.
- Receive personalised coaching and feedback in a small training group.

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

Customise It!

Motivational Interviewing

This training program will develop your competency in Motivational Interviewing (MI) techniques. You will learn how to apply this client-centred directive counselling approach to assist the client to work through issues blocking change and increase motivation to facilitate client behaviour change.

Participants will:

- Gain a comprehensive understanding of the theory, principles, values, research and application of MI.
- Gain knowledge and skill in MI approach to change including understanding why people change; the cycle of change; working effectively with ambivalence about change; processes for facilitating change; and building motivation for change.
- Learn strategies for working with resistance to change; early traps to avoid; responding to change talk; responding appropriately to resistance; 'rolling with resistance'; enhancing confidence to change; and strengthening commitment to change.
- Explore counselling issues such as ethical considerations, and the application of MI in a variety of therapeutic contexts.
- Receive personalised coaching and feedback in small training groups to ensure that all participants integrate the skills required to competently practice MI.

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

Customise It!

Working with Depressed Clients

This training program will develop your competency in effectively facilitating change processes with depressed, helpless clients in a range of counselling contexts.

Participants will:

- Be introduced to up-to-date international research on the treatment of depression and helplessness.
- Develop competency in the brief therapeutic interventions which are most effective when working with these clients.
- Develop the knowledge required to understand the client's needs, motivation, and experiences.
- Gain an understanding of the nature, development, causes, and symptoms of depression and helplessness, and the impact on the client's life, self-esteem, and relationships.
- Develop the counselling skills required to facilitate change including: establishing expectations for change; building motivation for change; exploring ambivalence about change; overcoming resistance to change; enhancing the client's confidence to take action; apply interventions to empower clients; and utilising strategies which encourage self-responsibility and positive action
- Develop tools for assessing client's risk of suicide, establishing contracts, crisis intervention, and making referrals.
- Recognise your own emotional reactions to depressed, helpless clients and develop strategies to self-manage these reactions within the counselling relationship.
- Practice skills and receive intensive coaching and feedback in a small training group.

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

Customise It!

Working with Angry, Resistant Clients

This training program will develop your competency in effectively facilitating change processes with angry or 'resistant' clients in a variety of counselling contexts.

Participants will:

- Be introduced to up-to-date international research on the most effective approach to working with angry, resistant clients.
- Explore levels of anger, the client's motivations, needs, emotional, and behavioural responses.
- Gain insight into why this form of communication is used by the client; the dynamic being enacted; and strategies for shifting to a more positive dynamic.
- Develop skills and strategies to assist the client move toward self-awareness, self-responsibility, self-management, and constructive action.
- Develop the skills required to facilitate the change process including: establishing expectations for change; building motivation for behaviour change; exploring ambivalence about change; overcoming resistance to change; enhancing the client's motivation to change; encouraging self-responsibility for change action.
- Develop skills to effectively work with the client, including: appropriate assertiveness, setting boundaries, saying 'no', defining limits, de-escalating charged situations, establishing contracts, and 'containing'.
- Learn strategies to assess client's risk of harming others, and making referrals.
- Recognise your own emotional reactions to angry, resistant clients and develop strategies to manage these reactions within the relationship with the client.
- Practice skills and receive intensive coaching and feedback in a small training group.

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

Customise It!

Critical Incident Management

This training program is essential for anyone who might be exposed to a critical incident in the workplace. On completion of training you will have greater confidence in your capacity to de-escalate, prevent, and manage critical incidents and the debriefing processes.

Participants will:

- Learn a framework and the key competencies required for preventing and managing critical incidents.
- Identify the organisational variables which expose staff to heightened risk of a critical incident.
- Identify the interpersonal dynamics likely to trigger an escalation into a critical incident.
- Develop competency in responding appropriately to the needs, emotions, behaviours, and defences of clients involved in a critical incident.
- Develop skills to assess the level of risk of escalation, and quickly diffuse the potential of a situation escalating into a critical incident.
- Develop the intervention skills required to manage a critical incident which has escalated into a situation where the client is acting violently or aggressively toward staff.
- Understand the range of emotional and behavioural responses of staff involved in a critical incident.
- Learn strategies to manage your emotional and physical reactions to these situations both during and after the event.
- Be given a framework for establishing organisational procedures and policies to ensure staff safety, appropriate responses, and follow-up staff support.
- Understand the purpose and nature of debriefing, and be given a framework and strategies to ensure that debriefing is handled appropriately.
- In a small training group, receive coaching on all aspects of preventing, de-escalating, and managing critical incidents.

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

Customise It!

Leading Psycho-Educational Groups

This training program provides a comprehensive overview of the skills, processes, techniques and issues relevant to effectively leading psycho-educational groups.

Participants will gain skills & knowledge in:

- Psycho-educational groups & how they are different from other groups
- Planning for psycho-educational groups – selection criteria, pre-group assessments, group goals, pre-group interviews
- Developing session format, outlines & content – activities & interventions appropriate for each group stage
- Group leadership style, skills & competencies to effectively facilitate group processes
- Effectively managing group dynamics and stages
- Integrating group therapy with educational group processes
- Managing group process & progress, conflict, potential & challenging group problems
- Managing boundaries and interpersonal issues
- Understanding responses of participants
- Group process tools, activities, and strategies & processing activities appropriately
- Evaluating group outcomes

Length: 1 day

In-house: by arrangement - available in all cities & regional areas

Cost: fee is dependent on numbers & venue.

Contact us for an obligation free quote.

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