Safetrac Career Skills Course Overview

October 2022

Contents

CORPORATE CULTURE

Becoming a Progressive Employer

Employers can be considered progressive for numerous reasons; from the way they treat their staff, to their approach to technology. This course will point the way towards being a progressive employer for those who wish to be on the forefront of employee relations and develop an innovative stance on business.

Code of Conduct: Setting the Tone for Your Workplace

This course looks at the material that goes into a code of conduct, and how to develop one for your business. It will assist you to identify what a code of conduct is, why a business should have one, what goes into a code of conduct, how to implement a code of conduct in the workplace and how to create a code of conduct for a business.

Creating a Positive Work Environment

As an employee or a leader within a company you have a responsibility to create and maintain a positive work environment. This course will give you tools to be able to create the type of environment that you crave through building and nurturing effective workplace relationships.

Digital Transformation

Digital transformation looks different for every business, but at its core, it means altering how a company operates with the addition of technology and with the goal of improving the customer experience and the workplace. This short course will teach you about digital transformation, and what companies in different industries are doing, as well as best practices so you can do it yourself.

Employee Recognition: Appreciating Your Workforce

Everyone likes to be recognised for a job well done. It can be important in the workplace as it keeps employees happy – resulting in a strong business that serves customers well and keeps the bottom line strong. Employee recognition can be a simple but effective tool. This course looks at the value of recognising employees and how to carry it out in the workplace, both formally and informally.

Encouraging Sustainability and Social Responsibility in Business

The reality is that every company, whether it is a micro-business or a large multinational corporation, can take steps to create sustainable, socially responsible environments that contribute to positive workplaces, communities, and futures. This course provides effective ways in which to implement sustainability and social responsibility within your organisation.

Making Your Business Better - Parts 1 and 2

To make your idea not only stand out, but for it to take root and grow a sustainable and successful business, you need the right team, tools and expertise. This two-part course will highlight essential points of business acumen that will position your business for growth.

HUMAN RESOURCES

Closing the Generation Gap in the Workplace

Explore the history and reality of the generation gap, and the impact on recruitment and succession planning. Learn about generations, and the traits of people within the context of employment. In understanding other people, it will help to understand ourselves and to manage the people that we work with better. We will also explore problems, solutions, and strategies to help overcome issues of the generation gap.

Conducting Effective Performance Reviews

Performance reviews are an essential component of employee development. Setting goals and objectives will give both supervisors and employees a focus and is one of the key aspects to meeting overall company objectives. Supervisors must also learn how to give feedback, both positive and negative, on a regular and timely basis so that employees can grow and develop.

Creating a Talent Management Program

Organisations recognise that they do better business when their people are engaged, motivated and talented. Having the right people in place, and at the right time, is a key aspect to continued growth, success and stability. This course will assist you to create a program to measure the talents of your people and help them in preparing for their future, as well as tips on supporting your organisational growth in an ever-changing marketplace.

Creating an Onboarding Program

You can greatly increase the likelihood that a new employee will stay with you by implementing a well-designed onboarding program that guides the employee through their first months with the company. This course will explore the benefits of onboarding, show you how to design an onboarding framework and give you ways to customise the program for different audiences.

Developing a Safety Procedures Manual

Safety procedures are the backbone of an organisation's Workplace Health and Safety management. They provide consistency and when followed, create a safe working environment and greater productivity due to less injury down time. This course will give you the foundation to start writing effective safety procedures.

Disability Awareness - Working with People with Disabilities

People with disabilities represent a significant and largely under-utilised resource for businesses. Employers need to take a serious look at hiring and retaining people with disabilities. This course will give supervisors, managers and human resource staff tools and tips for creating a diverse workplace that is supportive and inclusive of people with disabilities.

Employee Accountability

Organisations who promote accountability are more successful and more productive than those that don't. In this course, you will learn about what accountability is, how to promote it in your organisation, and how to become more accountable to yourself and others.

Employee Dispute Resolution

Have you ever been in a workplace situation where a supervisor has made a decision that you didn't agree with? Did you wish that you could ask someone else what they thought of the decision? The peer review process offers employees just that chance, using a formalised procedure to ask, consider, and resolve just these sorts of questions. This course will teach you everything you need to know about employee dispute resolution through mediation.

Giving Effective Feedback

As human beings, we desire feedback. This module is designed to help workplace leaders learn how to provide useful feedback, why the way we deliver feedback is important, how to deliver a message so that people accept it and make changes that may be needed, and how to accept feedback that we are offered.

Hiring for Success - Parts 1 and 2

Interviewing sounds easy enough: you arrange for a conversation between you and potential candidates, and then select the best person for a position. However, it also comes with significant challenges. For example, how do you separate the good from the great, when they have similar work experience and strengths to offer? This two-part course will give you the skills and tools to hire successful candidates.

Human Resources for the Non-HR Manager – Part 1, 2 and 3

In today's fast-moving world, many managers and supervisors are expected to deal with some human resource issues. They may be asked to take part in developing job descriptions, take part in interviews, or take responsibility for discipline. This module will introduce those managers to human resource concepts. We will walk you through the hiring process, from performing a skills inventory to conducting the interview; discuss orientation; and cover some issues that arise after the hiring (such as diversity issues, compensation, and discipline).

Managing Difficult Conversations

We have numerous interactions throughout the course of day — it is reasonable to expect that some of them are going to be difficult. Whether these are conversations that you have in person, over the phone, or through virtual means, there are things that you can do to ensure that the conversation goes smoothly. This course will suggest some tools you can use to manage difficult conversations and get the best possible results out of them.

Workplace Violence – Part 1 and 2

Violence of any sort has many roots. Sometimes there are warning signs of workplace violence, but this is not always the case. It is up to us to learn whatever we can to prevent, identify, and mitigate any threats. This two-part module includes everything a workplace leader needs to get started.

MARKETING

Creating Webinars

Webinars are live or pre-recorded video conferences that can be shared with people all over the world. Typically, a webinar includes video of the host, a slideshow, and a Q & A session. Webinars are becoming increasingly popular, and it is important that you understand how you can use them to engage and expand your client base.

Public Relations - Parts 1 and 2

The field of public relations has changed with the evolution of computers and the speed with which information can spread. However, the need for public relations to be clear, concise, and accurate while being completely appropriate for the situation has not changed. In this two-part module, you will learn how to determine the type of information required, to approach PR strategically, create compelling releases, and manage your media relations.

Social Media for Marketing

Social media has become one of the most important marketing tools available to businesses. With platforms such as Facebook, Instagram, and Twitter, companies can interact with their customers more closely than ever before. However, the range of social media platforms and the huge variety in online marketing strategies can be daunting. This module is designed to help you develop a social media strategy that best suits your business.

Working with the Media

Engaging productively with the media is an important part of any company's public image. In today's hyperconnected world, the media plays a significant role in shaping your company's reputation. In this module, you will learn how to turn this to your advantage by dealing thoughtfully, professionally, and respectfully with the media.

Writing for the Web

Web-writing is a different art to print-writing. People do not read the information on the web in the same way they read a magazine, printed newspaper, or a book. Web writing needs to be direct, compact, and extremely engaging. This module will teach you some essential rules of web-writing, and guide you through the process of sharing your content online.

PERFORMANCE MANAGEMENT

Managing Employee Performance – Part 1

The impact of poor performance on an organisation can be extremely detrimental. Performance management can both prevent and mitigate these issues to ensure employees are engaged, productive and effective. This course will go through fundamentals that cover lost productivity, legal impact, poor morale and overall reputation.

Managing Employee Performance – Part 2

This course explores formal types of evaluations, including performance reviews. It will provide knowledge of how to give effective feedback, identifying employee strengths and weaknesses, and how to conduct a formal performance review.

Stress Management

This module explores the causes of workplace stress and suggests general and specific stress management strategies that people can use every day.

Working Smarter with Technology – Parts 1 and 2

Technology has significantly increased productivity, connectivity, and organisation in the workplace. However, it presents challenges for both employers and employees, who must determine how to use it efficiently and responsibly. This two-part course will inform you of strategies for leveraging technology to your advantage, allowing you to work smarter, not harder.

PERSONAL DEVELOPMENT

Anger Management

Anger is a universal experience. However, research tells us that those who manage their anger – especially in the workplace – are much more successful than those who do not. This course will provide you with useful anger management techniques to help your organisation deal with anger constructively.

Digital Citizenship

A digital citizen is any person who regularly and responsibly uses the internet. As many of us use the internet in a professional capacity, it is essential that we practice digital citizenship to protect the integrity of our brand. Additionally, in our personal lives we must take care to avoid the risks to mental and physical health posed by excessive internet access. In this module, you will learn to identify the elements of digital citizenship, and how to turn today's hyper-connected online network to your advantage.

Getting Organised — Personal Development Bootcamp

Managing responsibilities at work and at home is often difficult. However, there are many strategies you can employ to meet your obligations, reduce unnecessary stress, and increase your motivation. This module will outline key strategies for staying organised, preparing you to develop your own personal routine.

Managing Pressure and Maintaining Balance

When your hands are full at work, having communication and self-care skills you can draw on is essential for alleviating stress. This module will help you understand the causes and costs of workplace pressure, the benefits of creating balance, and how to identify your own pressure points. It will also focus on applying emotional intelligence in the workplace, increasing your optimism and resilience, and communicating without conflict in times of stress.

PROJECT MANAGEMENT

Project Management Fundamentals – Parts 1 and 2

In addition to your regular job, you are often expected to take on extra assignments. These tasks require the skills that we call project management. This course will familiarise you with the most common terms and practices in terms of working on a project, divided into two courses in order to cover the fundamental concepts required for successful project management.

Advanced Project Management – Parts 1 and 2

Management skills are an important part of your success as a project manager. This comprehensive course, divided into two parts, builds upon being a leader and project manager. Please note, that this course presumes that participants have a thorough understanding of project management, including topics such as preparing a statement of work, setting project goals, scheduling, budgeting, managing project risks and executing a project.

Making a Project Plan

Project management is no longer only for mega projects. Small projects can benefit from project management tools. In this course, you will gain experience using the most common project management planning tools. Your small projects will be more successful than ever.

SALES & CUSTOMER SERVICE

Body Language for Sales Success

Our body language says a lot more about how we are feeling than we might expect. A simple smile can indicate openness and friendliness, while hand-wringing can make us seem highly-strung. In sales, you need to be an expert reader of body language, and understand how to put other people at ease with your own body language.

Call Centre Training

Whether we choose to embrace them or cannot stand being interrupted by their calls, call centres are a business element that is here to stay. This course will help call centre agents learn to make the most of their telephone-based work, including understanding the best ways to listen and be heard.

Getting the Most Out of Trade Shows

Trade shows are an invaluable opportunity to market your products and/or services. As trade shows are attended by people likely to be interested in the products and/or services on display, many companies invest a great deal of time into their booths. This module will help you focus your efforts to help you successfully prepare, carry out, and follow up on trade show operations.

Managing Customer Service

The need to lead, model, and promote the organisational values within a customer service environment is essential for business success. This module will provide you with opportunities to explore your responsibilities within your role as a leader (supervisor or manager) in a customer service environment.

Prospecting for Leads

Prospecting is a term for seeking out and negotiating with potential customers, otherwise known as 'prospects.' The term covers a range of activities including database creation, networking, trade shows, cold calling, and meetings. Prospecting is best implemented as part of a company's daily operations, ensuring continual new business and future sales success.

Telemarketing Essentials

For many companies, telemarketing is an invaluable sales tool. Telemarketers can reach a wide variety of prospective customers each day, build strong relationships, and organise face-to-face meetings. This short module will show you how telemarketing can supplement and sometimes replace other sales methods. It will also detail the responsibilities of a telemarketer, the advantages of selling over the phone, and tactics for sales success.

SELF-IMPROVEMENT

Active Listening

Communication skills are at the heart of everything we do each day – whether at home, at work or at play. Active Listening encompasses great communication, including listening to what others are saying, processing the information and responding to it in order to clarify and elicit more information. This course will help you to develop and practice your active listening skills.

Conflict Resolution: Dealing with Difficult People

Success comes from understanding how we behave, as well as how we can influence others. If difficult interactions are necessary and we approach these conversations with a plan, we will find people less difficult to deal with. This course will describe useful tools in having more meaningful and significant conversations and relationships with others in times of conflict.

Conflict Resolution for the Workplace - Parts 1 and 2

Many people see conflict as a negative experience. When in fact, conflict is a necessary part of our personal growth and development. This two-part course will provide useful techniques in working through conflict in the workplace.

Effective Planning and Scheduling – Parts 1 and 2

One of the most difficult parts of being a project manager is accurately determining the duration of a project. These modules will not disclose the secret of creating an accurate schedule, because that doesn't exist. However, it will go over the fundamental elements that you should consider when creating any type of schedule, as well as tips for monitoring and updating the schedule once the project begins. It will also take you through the three other stages of project management: planning, execution, and termination.

Negotiating for Results - Parts 1 and 2

Negotiation is a fundamental fact of life. Whether you are working on a project or fulfilling support duties, you need at least a basic comfort level to negotiate in any situation. This course includes techniques to promote effective communication and gives you techniques for turning face-to-face confrontation into side-by-side problem solving.

Time Management

Time management is the foundation of consistent high performance at work. If you concentrate on tasks one by one, routinely complete regular duties at allotted times, and find a healthy work-life balance, you will find yourself becoming more productive and less prone to stress. This module outlines key time management strategies, which you may find useful to implement in your own professional life.

Women and Leadership: Owning Your Strengths

Women have a long-standing history in the workforce, in all roles from front-linen worker to visionary founder, influential behind-the-scenes patron to front-and-centre CEO. As women, however, what are the influences, barriers and benefits to our leadership? Do we acknowledge our strengths and skills? This module will explore the history of women in the workforce and offer personal opportunities for exploration, identification and development of leadership strengths and skills.

Women and Leadership: Gender Equality in the Workplace

While female representation in the workplace has improved, women remain underrepresented in the higher levels of business. Research has shown that roughly 30% of key management positions in Australia are held by women. Many of the women that do hold key management positions are in support roles, such as the Head of Human Resources or General Counsel. This course will help you understand why this is the case, and what your organisation can do to encourage gender equality.

STRATEGY

Critical Thinking

Critical thinking is the ability to clearly reason through problems, and to present arguments in a logical, compelling way – a key skill for survival in today's world. This course will give you some practical tools and hands-on experience with critical thinking and problem solving.

Essential Workplace Skills and Communication Strategies

Work is not the only thing that matters in life, but most of us want to take pride in what we do. While we don't have to like the people we work with, at the very least we need to be able to interact constructively with them. The biggest influence on our job satisfaction is our relationships with others. This module will cover strategies for working to the best of your abilities, and developing strong relationships with your co-workers. By following these tips, you will become a valued member of any team.

Fostering Innovation

Innovation is what propels businesses into the future and allows them to forge a new path of relevance, profit, and success. This course will provide knowledge on how to foster an innovative mindset in your organisation.

Strategic Planning - Parts 1 and 2

If you and the people who work with you don't understand where the company is going, they may all develop their own priorities and prevent you from getting where you need to be. Part of getting everyone on board is creating a strategic plan complete with the organisation's values, vision, and mission. Then, there's the challenge of bringing these principles to life in a meaningful way that people can relate to. This two-part course will help you describe what you want to do and get people where you want to go.

Successfully Dealing with Change

Change is something that excites people who love opportunities for growth, to see and learn about new things, or who like to shift the status quo. Some changes, however, are harder to adjust to and lead to expressions of resistance and anger. We can take concrete steps to make change more palatable by understanding people's hesitation, enlisting the help of others, setting up plans, and managing stressors. These steps can also ensure that desired changes are implemented successfully.

SUPERVISION AND MANAGEMENT

Basic Business Management

Managing a business requires an ambitious vision balanced with attention to detail. You need to develop skills in a range of areas, as well as the ability to step back and see the big picture. This module provides essential information for prospective business owners, setting you up for success.

Becoming Management Material - Parts 1, 2 and 3

At its core, leadership means setting goals, lighting a path and persuading others to follow. Leaders must get their message out in a way that inspires, makes the most of their limited time and build roads to precious resources. This three-part course is an invaluable tool for your leadership development.

Business Succession Planning - Parts 1 and 2

Change is the hallmark of today's business world. Succession planning can help you make the most of changes in your business by ensuring that when someone leaves, there is someone new to take their place. This course will teach you the basics about creating and maintaining a succession plan, divided into two parts for an easy to read yet comprehensive guide.

Coaching and Mentoring

This module will help you to understand how coaching can be used to develop your team, develop the coaching and mentoring skills that help improve individual performance, demonstrate the behaviours and practices of an effective coach and identify employee problems and ways that you can correct them.

Conversational Leadership

Effective leaders understand how powerful an opportunity can be when they can tap into the intelligence, wisdom and innovation present in their workforce. Conversational leadership provides the space and infrastructure for knowledge sharing to take place and to generate solutions that people within the organisation can take action on. This course will enable you to understand the wisdom inherent in encouraging conversational leadership and apply the principles of conversational leadership to improve results.

Crisis Management - Parts 1 and 2

Viable organisations need to be ready for emergencies – they are a fact of doing business. One solid plan will help you to prevent, respond and recover from all crises. This two-part course will provide useful knowledge in how to assign people to an appropriate crisis team role, conduct a crisis audit, perform a risk level analysis and understand the crisis response process.

Delegation

Effective delegation is one of the most valuable skills that you can master. Delegating prepares employees who work for you to be able to handle your responsibilities and simultaneously allows you to advance to other career opportunities within your organisation. This course will explore aspects of delegation, techniques to overcome any problems and provide a step-by-step delegation process.

Executive Presence – Parts 1 and 2

Some people immediately command attention and respect when they walk into a room. Do you have that kind of presence? This module will help you develop your executive presence by building your credibility, improving your personal appearance, honing your networking skills, and enhancing your ability to communicate effectively.

From Boss to Leader

Almost everyone has had at least one bad boss in their working career. You do not want to be the bad boss in your work environment — the one who is the reason for good people to leave the company. This module will arm you with tips and general information that you may need to enhance your skills and transform from a boss to a leader.

Leadership Skills for Supervisors - Parts 1 and 2

Supervisors represent an important part of the company. Although you usually have more technical experience than the employees you supervise, you may not have had a lot of leadership experience. This two-part course will give you the skills in communication, coaching and conflict resolution that you need to be successful.

Managing the Virtual Workplace

There are many benefits to today's virtual workplace, but there can be challenges too. This course will teach managers and supervisors how to prepare employees for the virtual workplace, create work from home programs, build virtual teams, leverage technology, overcome cultural barriers and prepare your business for remote working functionality.

Motivating Your Workforce

It's no secret that employees who are valued, autonomous, and recognised for their efforts are more motivated at work. This short module will help you understand how to create an environment that energises your employees and reduces unnecessary stress. It will also offer general motivational tips useful for both employees and managers.

Self-Leadership

Self-leadership requires a commitment from individuals to decide what they want from life and to do what is necessary to get the results they want. This course will help participants internalise the four pillars of self-leadership and to make meaningful, empowered choices while taking action to get where they want to go.

The ABCs of Supervising Others - Parts 1 and 2

This is a two-part course that is for people who are new supervisors or who are interested in a supervisory position, as well as those who are team leads or part-time supervisors without a great deal of authority. These modules are designed to help participants overcome many of the supervisory problems that they will encounter as a workplace leader. Dealing with the problems that a new supervisor encounters isn't easy, but it doesn't have to lead to discouragement.

The Professional Supervisor - Parts 1 and 2

With a host of new challenges and responsibilities to tackle, new supervisors need training that can help them adjust to their new role. Learning how to supervise your new employees on a trial and error basis can lead to discouragement. This two-part course can help you overcome many of the problems a new supervisor may encounter and to set the groundwork for a successful change in your working life.

TEAM SKILLS

Being a Team Player

Teamwork is essential in any successful organisation, and to have an effective team, an organisation must be comprised of individuals who pride themselves on being a great team player. This course will provide useful knowledge in how to build a culture of teamwork within your organisation, recognising different skills and strengths and understanding how to use those skills within the context of a team.

Building Better Teams

Teams are an important building block of successful organisations. With teams at the core of corporate strategy, your success as an organisation can often depend on how well you and other team members operate together. This course will provide knowledge on the fundamental concepts behind building better and more effective teams.

Collaboration

Collaboration is a skill that is utilised with one or more people to produce or create a result or shared goal. Everyone in the group has a shared vision or outcome. This course provides knowledge in what it takes to achieve successful collaboration with colleagues, the benefits of collaboration in the workplace and how employees can create a collaborative environment.

Creative Thinking and Innovation – Parts 1 and 2

Creative thinking and innovation are vital components in both our personal and professional lives. However, many people feel as though they are lacking in creativity. What most of us do not recognise is that we are creative on a daily basis, whether it's picking out what clothes to wear in the morning or stretching a tight budget at work. While these tasks may not normally be associated with creativity, there is a great deal of creativity involved to get those jobs done.

While some people seem to be simply bursting with creativity, others find it a struggle to think outside the square. If you fall into the latter category, it is important to understand that boosting your creative and innovative abilities takes practice. Recognising and honing your own creative potential is a process.

Developing High Performance Teams – Part 1

Success as a manager is heavily influenced by how well your team operates and what kind of results they achieve. Is your team able to solve problems? Can they resolve conflict? Are they enthusiastic and motivated to do their best? Do they work well together?

This module is designed for participants who want to develop their team leadership skills and unleash the talent of their individual team members.

Developing High Performance Teams – Part 2

Following on from **Developing High Performance Teams: Part 1**, by the conclusion of this two-part module you will be able to identify different types of teams, and build teamwork by recognising and tapping into the twelve characteristics of an effective team. You will be able to promote trust and rapport by exploring your team player's style and how it impacts group dynamics, and recognise the key elements that move a team from involvement to empowerment and how to give these elements to your team. Lastly, you will develop strategies for dealing with team conflict and common problems, and understand how action planning and analysis tools can help your team perform better.

WORKPLACE SKILLS

Building Self Esteem and Assertiveness Skills

A healthy self-esteem is essential for growth and achieving success. Of all the judgements you make in life, none is as important as the one you make about yourself. Without some measure of self-worth, life can be difficult. In this module, you will discover some techniques that can dramatically change how you feel about yourself and how you approach the world to get things that you want.

Business Writing: Parts 1 and 2

In business writing, good writing is the memo that gets action and the letter that says what a phone call can't — making sure that language is concrete, the point of view is clear, and the points are well expressed. Good writing is hard work, and even the best writers get discouraged. However, with practice you can feel more confident about your own writing. This two-part course will give you the tools to become a better writer.

Advanced Business Writing

This course is devoted to writing letters of recommendation, persuasion, refusal or of action, that reflect current word usage and up-to-date formats. You will also learn some basics about writing business cases, proposals and reports.

Public Speaking for Presentations

A great presenter has two notable qualities: appropriate skills and personal confidence. This course will help you to understand your strengths as a presenter, establish rapport with your audience and implement techniques to reduce your nervousness.

Writing an Oral Presentation

This course will help you to understand the advantages of oral presentations, recognise the value of visual aids when presenting, understand different ways to prepare and organise information and how to prepare, practice and deliver a short presentation.

Writing Reports

It is essential to understand how to write reports that get read. Whether you need a report on a product analysis, inventory, feasibility studies or something else, report writing is a skill. This course will build on a solid base of writing skills to present information successfully.

Writing Proposals

It is essential to understand how to write proposals that get read. Having a method to prepare these documents will help you be as efficient as possible with this task. This course will build on a solid base of writing skills to present information in formal and informal proposal styles.