

## Online Courses Available

### Accredited Qualifications

#### Leadership & Management

BSB50420 Diploma of Leadership and Management  
BSB40520 Certificate IV in Leadership and Management  
BSB50320 Diploma of Human Resource Management  
BSB40420 Certificate IV in Human Resources

#### Community Services

CHC41115 Certificate IV in Employment Services  
CHC41215 Certificate IV in Career Development

#### Accredited Skill Sets

BSBSS00105 Human resources foundations skill set  
CHCSS00108 Career development skill set  
CHCSS00109 Employment services skill set

### PD Short Online Course

#### Human Resource Management

Understanding and managing diversity  
Conducting interviews  
Developing an induction program  
Recruiting & selecting  
Workforce planning  
Managing off site staff

#### Communication

Assertive communication  
Communication skills  
Understanding & managing conflict at work

#### Marketing

Customer needs  
Identifying marketing opportunities  
Skills for influencing and negotiating  
Networking – how and why

#### Self-Improvement & Client Support

Managing work stress  
Continuous improvement  
Prioritising work  
Being an advocate  
Being a mentor  
Time management at work  
Your career pathway

#### Customer Service

Customer needs  
Customer complaints  
Developing customer loyalty

#### Management & Leadership

Supervising work teams  
Effective meetings  
Understanding & managing diversity  
Developing a learning organisation  
Emotional intelligence  
Managing change  
Leadership in work organisations  
Performance management  
Skills for influencing & negotiating  
Effective meetings  
Innovation in the workplace  
Managers as coaches  
Develop a budget  
Delivering training at work  
Strategic planning  
Project management  
Continuous improvement  
Governance – being a board member  
Organisations and sustainability  
Organisations and social responsibility

#### Work, Health & Safety

Creating a safety culture  
Health & safety leadership  
Risk assessment & control

## Facilitated Professional Development Workshops

Betterlink Group also provide interactive facilitated professional development workshops customised to our corporate client's needs.

A selection of workshops delivered include:

### Management & Organisational Development

- Change management
- Time management
- Supervisory skills for managers
- Coaching for managers
- Communication for higher performance
- Help my staff are escaping - recruitment, retention & career progression
- Emotional resilience in staff mediation
- Conflict management, bullying and performance management
- Aliens in the workplace – understanding and managing personality types
- Human resources and industrial relations laws and how they affect you as an employer
- Good governance
- Dealing with difficult customers

### Employment Services Industry Specific

- Towards better practice in employment services
- Post placement support for better outcomes
- Effective employer engagement
- Supervisory skills for managers
- Reverse marketing for opportunities
- Alcohol and other drugs in the workplace
- Dealing with difficult job seekers

**Please contact us for more detail on  
08 9353 3089**