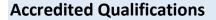
Online Courses Available



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



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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