

TLC TRAINING NEWS

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TRAINING UPDATE

INNOVATIVE TRAINING METHODS WORKSHOPS

Catherine Logue is conducting ½ day workshops for training staff to update their skills and gather new techniques to revitalize the facilitation process.



She has been offering this workshop for the past 7 years, and has recently conducted innovative techniques for AITD and corporate clients, as part of a trainer's professional development initiative.

Resources for Innovative Training

Another innovation has been the development of a trainer's kit which has the essential tools for trainers, as well as the many creative but simple to use resources to ensure the training room environment has vitality and excitement.



Catherine has published her book titled 'Innovative Thoughts', a trainers' handbook of inspiring sayings ready for use.

Two ½ day workshops are planned
Innovative Methods I 17 March & 15 Sept
Innovative Methods II 23 June & 24 Nov

For further information please give Helen at the office a call on phone: 08 82270310 or email us on

trainingforlearn@ozemail.com.au

Working Partnerships

Over the past 18 months, the training team has been conducting business workshops with Electus for the professional development of corporate staff teams.

- **Time Management**
- **Business Report Writing**
- **Indispensable Assistant**

The 3 most popular workshops are being conducted again this year at Electus, offered regularly each month. If you would like further information about the times and details, contact Georgia at Electus on 82215517.

How important is your RESUME?

The resume or CV, as it is known, is your personal history. It provides a snapshot of your experience, knowledge, skills and qualifications.

TLC now offers a comprehensive CV service for clients, personalising the format and information to ensure the true image and talents of the individual are captured in the presentation.

The CV specialists have been preparing client's resumes for several years, assisting them to obtain the all important first interview.

Workshops in Interview Techniques are also offered to clients to build up confidence in handling those questions and presenting the best possible impression at the first meeting.

Monica or Kate can answer any questions you may have on 08 82270310.



AWARENESS COURSES



- ☞ Understand & appreciate People's differences
- ☞ Putting Soul in your Mgt Style
- ☞ Exploring your Soul's journey
- ☞ Focussing on 'Just Being'
- ☞ Tapping your Soul's energy
- ☞ Turning Dreams into Goals
- ☞ Certificate in Spiritual Healing

Catherine has been a practising healer for 11 years, offering her gift to those in need. Working with her father and mother, who are both spiritual healers, she has been fortunate to share her talent and grow with the experience.

In her profession as an Industry trainer, Catherine has developed her sensitivity to ensure those who work with her in an educational setting, learn and grow both mentally & spiritually. Her innovative style of training provides a unique style of education. Catherine joined SASHA Inc as a full member in 1998, working with their strict guidelines and code of practice.

SAFETY AFTERHOURS

Our training specialist has developed a program which offers corporations and small business an awareness approach to ensure staff safety and security when working back out of hours. Spend a moment answering the following questions. It may prompt you to think about the safety of your team.

Questions to consider:

- Do your staff lockup the building alone?
- Do any staff have to walk some distance to their vehicle?
- How many staff work back at any one time?
- Is the building secured while they work back?
- Do you have a panic button or emergency call line?

Many businesses do not think about these issues until there is an incident. Plan ahead, and ensure your staff and business premise is secure. Ensuring staff members are not at risk when performing their duties is the employer's responsibility. A pro-active employer demonstrates effective management, duty of care and organisational skills. Is this how your staff see you? Phone Helen on ph: 08 82270310 for more information about the workshops.

SERVICE ON THE PHONE



II: *Rate your skills*

- ☎ Smile when you answer the telephone
- ☎ Resisting distractions
- ☎ Concentrate to understand
- ☎ Consider your tone and pitch of voice
- ☎ Rework the message - you can think faster than you can talk.
- ☎ Feeding back what they are saying
- ☎ Asking intelligent questions
- ☎ Judging content not delivery
- ☎ Delaying evaluation
- ☎ Use active listening words

This is often the first point of contact with your business client. How do you rate your performance? How many times have you been out of the business and phoned back to gather more information, and, shuddered at the manner in which the call was answered

We offer coaching on the job for new and existing staff to improve that first point of contact. Please call Catherine if you would like more information about this service.

TRAINER TRAINING

Train Small Groups & the full Certificate IV in Assessment & Workplace Training are commencing on Jan 10th 2003.



Workshop One **4 days** Train Small Groups

During the 4 days we cover the basic techniques for training in industry as a professional trainer

Workshop Two **4 days** Cert IV Training Units

This workshop provides advance techniques and the balance of skills as a workplace professional.

Workshop Three **2 + 1 days** Assessor Training

We cover the whole assessment process and it involves a workplace assessment on location after the training.

This nationally accredited program offers your trainers the qualification to conduct in house and endorsed training, to develop specific company programs and assess the staff performance levels.

Phone Catherine on 08 82270310 for further information and enrolment requirements. RCC applications are available for this program.

COURSE TIMETABLE

January - June 2005

| <i>Month</i> | <i>Course title</i> | <i>Dates</i> | <i>Time</i> | <i>Duration</i> |
|--------------|---|---|-------------|-----------------|
| January | Certificate IV in Assessment & Workplace Training | 10 th – 13 th , 17 th – 20 th & 31 – 1 st | Day | 10 days |
| | Digital Photography | 15 th | Day | ½ day |
| February | Diploma in Retail Management | Comm Feb 2 nd | Night | 24 mth |
| | Intensive Nail Workshop acrylic, drill, art & manicure | Comm Feb 7 th | Day | 5 wks |
| | Intensive Nail Workshop acrylic, drill, art & manicure | Comm Feb 7 th | Night | 10 wks |
| | Certificate II in Nail Technology | Comm Feb 7 th | Night | 12 mth |
| | Digital Photography | 12 th | Day | ½ day |
| | Vet in Schools – Nail Technology | Comm Feb 25 th | Day | 12 mth |
| March | Vet in Schools Digital Photo Labs | Comm March 4 th | Day | 12 mth |
| | Certificate II in Nail Technology | Comm March 7 th | Day | 10 wks |
| | Certificate II in Retail Operations Digital Photography | Comm March 7 th | Day | 10 wks |
| | Certificate II in Digital Minilabs | Comm March 7 th | Day | 5 wks |
| | Innovative Training Methods I | 17 th | Day | ½ day |
| | Digital Photography | 12 th | Day | ½ day |
| | Certificate in Spiritual Healing | Comm March 12 th | Day | 10 wks |
| April | Train Small Groups Certificate | 4 th – 7 th | Day | 4 days |
| | Intensive Nail Workshop acrylic, drill, art & manicure | Comm April 11 th | Day | 5 wks |
| | Digital Photography | 9 th | Day | ½ day |
| | Certificate IV in Assessment & Workplace Training | Comm April 12 th | Night | 20 wks |
| | MBTI Understanding & appreciating people's differences | 21 st | Day | ½ day |
| | Exploring your Soul's journey | 28 th | Day | ½ day |
| May | Intensive Nail Workshop acrylic, drill, art & manicure | Comm May 17 th | Day | 5 wks |
| | Putting soul into your Management Style | 19 th | Day | 1 day |
| | Digital Photography | 21 st | Day | ½ day |
| | Certificate IV in Assessment & Workplace Training | 23 rd – 26 th , 30 th – 2 nd & 9 th – 10 th | Day | 10 days |
| | Intensive Nail Workshop acrylic, drill, art & manicure | Comm May 23 rd | Night | 10 wks |
| June | Turning Dreams into Goals | 2 nd | Day | ½ day |
| | Digital Photography | 11 th | Day | ½ day |
| | Innovative Training Methods II | 23 rd | Day | ½ day |
| | Intensive Nail Workshop acrylic, drill, art & manicure | Comm June 27 th | Day | 5 wks |