

build.

COMMUNICATION

RELATIONSHIPS

NEGOTIATION

COACHING

PRESENTATION

Personal Development and Professional Skills

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The Professional Coach

Diploma of Professional Coaching

Qualification Overview:

The Professional Coach is Western Australia's first Nationally Recognised Qualification for coaches. It provides comprehensive exposure to the key skills, knowledge and expertise to enable you to deliver exceptional results from your coaching interactions. By completing the relevant assessment requirements, you can also gain the recognition and accreditation that is missing from most other coaching programs.

Designed for:

Internal consultants, human resources professionals, learning and development executives, line managers, team leaders, consultants and existing coaches.

Content:

The Professional Coach program consists of six interwoven parts:

- 1. Self Awareness** – Each participant will complete a 360° feedback survey using the competency framework and the essential coaching behaviours. This tool will provide valuable self awareness before the core of the program.
- 2. Content** – The core content will be delivered in 3 two day modules spread over two to three months. Each module will cover the essential skills and knowledge required of every coach. The broad content will include:
 - Developing a sense of self – being self aware, clarifying your intent, overcoming judgements, using your 360° feedback
 - Setting the foundation – establishing the coaching process, reviewing a variety of coaching models, meeting ethical guidelines and professional standards and establishing the coaching agreement
 - Behaviours and skills – being present, listening, questioning, feedback, facilitating learning, designing actions, planning and goal setting, managing progress and accountability.
- 3. Coaching Sessions** – Participants will receive 3 one hour coaching sessions from an experienced coach. Participants have the opportunity to experience first hand the emotions of being coached. They will also benefit from the role model offered by the coach and enjoy the benefits of being coached themselves.
- 4. Supervised Coaching Sessions** – The experience of being coached is extended as participants complete 3 one and a half hour sessions where they will coach another person, under the observation and supervision of an experienced coach.
- 5. Reflection** – Participants will be encouraged to form action learning networks to reflect on their coaching experiences, their 360° feedback and the content sessions.
- 6. Assessment** – People wishing to obtain the Diploma of Professional Coaching submit their evidence for assessment gathered from the wide variety of learning and development processes experienced in the five previous stages.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Gather accurate feedback on their coaching style
- Outline a range of coaching models and match these models to the appropriate coaching situation
- Demonstrate the range of behaviours of skilled coaches
- Prepare a learning contract for themselves and others
- Complete a successful coaching session with appropriate action plans
- Engage in a reflection process to improve performance.

Relationship to Competency Standards:

- BSBWOR501A Manage personal work priorities and professional development
- BSBCUS501A Manage quality customer service
- TAADEL403B Facilitate individual learning
- TAAENV501B Maintain and enhance professional practice
- AIMCH501A Establish contract to provide coaching process
- AIMCH502A Work within a structured coaching process
- AIMCH503A Support the client to identify and implement development actions
- AIMCH504A Demonstrate emotional intelligence.

Requirements to Receive the Diploma of Professional Coaching:

Participants must complete all the sessions listed and the assessment component, or apply for Skills Recognition.

Skills Recognition is a process that enables managers who are interested in gaining the Diploma of Professional Coaching qualification to be granted exemption from attendance at some or all training programs.

Assessment:

Participants are required to complete a detailed Portfolio of Evidence showing how they are applying the competencies addressed on the programs in the workplace. This portfolio must be completed and submitted within three months of attending the final program.

Program No: 118

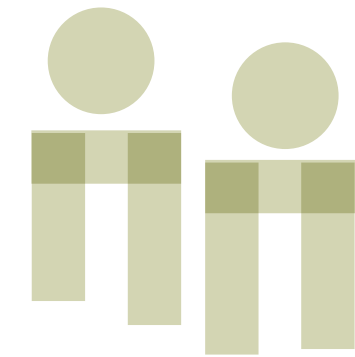
Duration: 6 contact days, plus 6 coaching sessions

Times: 9.00am - 4.30pm



Session Type	Duration	Intake 1	Intake 2
Workshop 1	2 days	April 19-20	August 12-13
Coaching Day 1	1 hour	May 7	August 30
Workshop 2	2 days	May 27-28	September 23-24
Coaching Day 2	1 hour	June 25	October 19
Workshop 3	2 days	July 12-13	November 4-5
Coaching Day 3	1 hour	July 23	November 16
Supervised Coaching Day 1	1½ hours	August 6	December 3
Supervised Coaching Day 2	1½ hours	August 20	January 14, 2011
Supervised Coaching Day 3	1½ hours	September 3	January 28, 2011
Fees	Non Members	Corporate/Professional Members	
Diploma of Professional Coaching	\$3710.00	\$3295.00	
Plus Assessment of Portfolio of Evidence	\$1880.00	\$1760.00	
Total	\$5590.00	\$5055.00	

Note: Intakes are not transferable.



ONE-ON-ONE COACHING

If you don't see the program that addresses your specific need in this Directory, or if the dates don't suit your schedule, then you may like to consider some targeted One-On-One Coaching.

Designed for:

Anyone, regardless of their level, role or industry.

Your coaching need may be:

- On specific content you require for your role
- To help you hit the ground running after a recent promotion
- To help you transition to a different organisation
- To tackle a difficult challenge or situation at work
- To overcome a temporary derailment of your career.

Team of Coaches:

AIM has access to a large number of skilled and experienced coaches with expertise in a wide range of subject areas and industries. This large pool of coaches enables us to match the best person to you and your needs.

Fees:

The cost of One-On-One Coaching usually exceeds the cost of attending a program because of the personal attention. Fees will vary from coach-to-coach and are dependent on the number of coaching sessions. Please see page 7.

To discuss your coaching needs and to gain an indication of the likely fees, please call AIM on (08) 9383 8000 and ask about One-On-One Coaching.

Program Overview:

Achievement of results in any organisation is through the individual achievements of its people. Managers need to take an active part in addressing and responding to specific opportunities to improve performance of their employees. This program will help participants develop the skills to support and sustain improved performance by others.

Designed for:

Managers, specialist staff and professionals who manage, lead and support others who need to improve and sustain their performance by using coaching skills. Anyone wishing to implement a mentoring program within an organisation, be they management, coordinators or participants.

Content:

- Coaching and mentoring defined
- Coaching and mentoring frameworks and models
- Coaching and mentoring skills and qualities
- Communication skills
- Dealing with challenges
- Implementing and finalising a program.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Prepare for coaching and mentoring within the organisation
- Provide coaching and mentoring to individuals and groups
- Follow up coaching and mentoring to discern outcomes.

Program No: 530

Duration: 2 days

Times: 9.00am - 4.30pm

Dates: February 4-5

June 10-11

October 14-15

Fees: \$965.00

\$795.00 Corporate/Professional Members



Negotiation Skills

Program Overview:

Negotiation Skills identifies and focuses on the skills required for achieving positive results through negotiation. It equips participants with the tools, techniques and concepts that are required to manage negotiations successfully.

Designed for:

Anyone whose role requires negotiation with others, including managers, team leaders and supervisors, sales and account managers, senior customer service representatives and project or change managers.

Content:

- Negotiation styles
- The five negotiation phases
 1. Preparation
 2. Opening
 3. Exploring interests and options
 4. Closing
 5. Implementation and possible review
- Negotiation practice.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Develop a comprehensive negotiation planning process
- Manage the negotiation process
- Analyse negotiation tactics
- Select and use the negotiation tactic appropriate to the situation
- Practice negotiation techniques to develop and refine their skills
- Evaluate and improve the negotiation process.

Program No: 127

Duration: 2 days

Times: 9.00am - 4.30pm

Dates: February 15-16
March 11-12
April 15-16
May 20-21
June 24-25
July 12-13
August 9-10
September 16-17
October 14-15
November 18-19

Fees: \$965.00
\$795.00 Corporate/Professional Members



Effective Communication

Program Overview:

Your ability to develop and maintain relationships with colleagues and friends depends on your ability to communicate effectively. Good communication skills can be learned. The focus is on you and what you will do to keep in touch with those important people around you.

This program provides you with a range of communication techniques and strategies to become a more effective and confident communicator. With this understanding, you will be able to enhance working relationships and deal with difficult situations in a positive manner. The program will also give you the opportunity to develop your own personal communication style and better understand the styles of others.

Designed for:

Those seeking to improve their personal communication skills.

Content:

- Understanding the communication process
- Identifying communication styles
- Deal with and overcome communication barriers
- Demonstrating empathy
- Active listening and effective questioning skills
- Giving and receiving feedback
- Introduction to assertiveness.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Develop active listening techniques to enhance understanding and show empathy
- Develop behaviours to enhance working relationships and manage your business network
- Identify and develop your personal communication style
- Give and receive appropriate feedback
- Use effective communication techniques to deal with difficult situations
- Identify barriers to effective communication.

Program No: 169

Duration: 2 days

Times: 9.00am - 4.30pm

Dates: February 11-12
April 21-22
June 17-18
August 12-13
September 13-14
October 14-15
December 9-10

Fees: \$965.00
\$795.00 Corporate/Professional Members

Conflict Resolution

Program Overview:

This program is designed to enhance conflict resolution skills by examining what conflict is and how conflict affects people. Participants will examine positive and negative conflicts and decide how conflict can be dealt with in their work and personal lives. The program will examine some basic communication strategies and will promote the development of negotiation and influencing skills.

Designed for:

Anyone who feels that their response to conflict situations could be improved, including managers, project managers, supervisors or human resource managers.

Content:

- What is conflict?
- Strategies for managing conflict
- Personal styles of conflict management
- Active listening and questioning techniques
- Negotiating
- Assertiveness techniques
- Building solutions to conflict situations.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Identify and appropriately respond to personal values, points of view and conflict management styles
- Analyse the needs of each party to resolve conflict in a flexible manner
- Use positive influence techniques to negotiate for a 'win-win' situation.

Program No:	124
Duration:	2 days
Times:	9.00am - 4.30pm
Dates:	February 11-12 April 29-30 June 28-29 August 19-20 October 7-8 December 9-10
Fees:	\$965.00 \$795.00 Corporate/Professional Members



Getting Paperwork Done

Program Overview:

Information overload is the most common complaint of the modern office worker. A desk full of paper, an inbox full of emails and a boss wanting you to take on extra projects is a recipe for stress, missed deadlines and non productive use of time. This program aims to give you a practical set of skills that equip you with the necessary disciplines to manage this workload, prioritise work and feel in control again.

Designed for:

Anyone from an office environment who is feeling overwhelmed by the amount of information, emails and paper they are required to manage everyday.

Content:

- Understanding the paralysis of having too much to do
- Prioritise work using the Time Matrix Model
- Explore a 5 Stage Model for Mastering Workflow
- Discuss how to manage a simple filing system
- Getting things done to suit your most productive times.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Know exactly what needs to be done and by when
- Create a management system that works
- Get more done
- Sustain a less stressed work environment.

Program No:	184
Duration:	1 day
Times:	9.00am - 4.30pm
Dates:	February 26 May 26 August 16 November 16
Fees:	\$565.00 \$470.00 Corporate/Professional Members

A GREAT
LEARNING
EXPERIENCE

Time Management

Program Overview:

Managing time effectively is about doing relevant things efficiently. Participants will discover tools, techniques and strategies that can be used back in the workplace to maximise the time they spend completing the tasks that matter most, whilst minimising time spent on tasks that don't. Managers and non-managers will gain more control of their workload.

Designed for:

Anyone with a workload who has competing priorities that need to be managed, provides them with some or complete autonomy to choose what to work on and links to established KPI's, project goals and targets.

Content:

- Time management preferences
- Analysis of current workload to determine what is relevant
- Prioritising workload and planning tasks
- Analysis of personal time management strengths and challenges
- Energy levels and concentration
- Everyday time 'shaving' techniques
- Keeping on track
- Overcoming procrastination, time wasting and perfectionism.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Recognise the effect of poor organisation and its relationship to stress
- Analyse your time utilisation
- Identify and control major time wasters
- Apply the '80/20' rule to leverage your time
- Achieve a balance between work and external commitments
- Set up and use a personalised time management system
- Set long term and short term goals and commit to a personal action plan.

Program No: 120

Duration: 2 days

Times: 9.00am - 4.30pm

Dates: January 21-22
March 29-30
May 20-21
July 26-27
September 2-3
November 1-2

Fees: \$965.00
\$795.00 Corporate/Professional Members



Time Management – Organising Yourself!

Program Overview:

This program outlines and reinforces the need for:

- Taking personal control over time
- Effective performance and efficient practice
- Taking responsibility for outcomes
- Recognising and balancing own, team and management time.

Designed for:

Staff who have not previously been exposed to formal time management training, as well as those who need to refresh their knowledge of effective personal time management methods.

Content:

- Identifying and controlling time wasters
- Assessing time more realistically – time required, timeframes and deadlines
- Prioritising and the '80/20' rule
- Planning and scheduling your day and week
- Handling interruptions effectively
- Negotiating your time and workload
- Establishing systems
- Self determination.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Understand the difference between effectiveness and 'busyness', resulting in their ability to discuss goals and clarify priorities with others
- Work with others in a time effective manner
- Set priorities based on individual tasks and departmental goals
- Schedule time effectively
- Develop effective techniques for reducing the impact of interruptions
- Say "no" assertively to other people's priorities, when applicable
- Set up and use an appropriate personalised time management system including a diary/planner, bring-up file and an organised desk.

Program No: 131

Duration: 1 day

Times: 9.00am - 4.30pm

Dates: January 29
February 24
March 19
April 21
May 31
June 14
July 9
August 9
September 28
October 27
November 8
December 3

Fees: \$565.00
\$470.00 Corporate/Professional Members

Assertive Communication

Program Overview:

Clarity and confidence are often seen as the secrets to effective assertive communication. By developing skills to clearly express your views in a confident manner, you are more likely to be successful at getting your message across. By expressing a view in an assertive, rather than aggressive or submissive manner, the receiver is more likely to be receptive and open to the issues being expressed.

Designed for:

Anyone who wants to develop their self confidence and communicate effectively and assertively with work colleagues at all levels as well as with clients and the public.

Content:

- Differences between assertion, aggression and non-assertion
- Rights and responsibilities
- Characteristics of assertive communication
- Developing self confidence
- Matching the verbal and non-verbal messages
- Responding and reacting to the views of others
- Dealing with difficult people
- Dealing with difficult situations
- Adapting to the needs and styles of others.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Distinguish between assertive, aggressive and submissive behaviour
- Recognise their own strengths and weaknesses when communicating with others
- Select from a range of strategies for dealing with other people
- Be more confident when expressing their views to others
- Cope with difficult people and difficult situations more effectively.

Program No:	128
Duration:	2 days
Times:	9.00am - 4.30pm
Dates:	February 8-9 April 15-16 June 10-11 August 30-31 October 25-26 December 2-3
Fees:	\$965.00 \$795.00 Corporate/Professional Members

Assertive Communication for Women

Program Overview:

Credibility as contributing members of an organisation is established through the process of communication. Women who are advancing in their career often find they need to develop their skills in saying what they mean and meaning what they say. Clear, authentic self expression and active listening are the keys to effective negotiations, and contribute to reduction of stress in the workplace. Organisations will benefit from having employees who are able to communicate more openly and assertively.

Designed for:

Women who want to develop their self confidence and communicate effectively and assertively with work colleagues at all levels.

Content:

- Differences between assertion, aggression and non-assertion
- Development and maintenance of self confidence
- Learning from mistakes
- Appropriateness – choice of time, place and situation
- Dealing with complaints and criticism constructively
- Saying “no” without feeling guilty
- Expressing positive and negative feelings
- Rights and responsibilities
- Using congruent body language
- Learning to speak assertively in difficult situations.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Distinguish between assertive, non-assertive and aggressive behaviour
- Decide appropriate responses and make use of new skills and strategies learned.

Program No:	143
Duration:	2 days
Times:	9.00am - 4.30pm
Dates:	February 22-23 April 19-20 June 1-2 July 12-13 August 23-24 October 21-22 November 29-30
Fees:	\$965.00 \$795.00 Corporate/Professional Members

ENERGY AND ENTHUSIASM

Improving Your Interpersonal Relationships at Work

Program Overview:

People do not work alone. In order to be successful in whatever field you enter you must be able to positively influence the people around you in order to gain cooperation, respect and liking.

This program is designed to develop the personal insight necessary to work effectively with people, to avoid unnecessary conflict situations, to read people's reactions and to modify your approach when appropriate. The program will maximise your ability to be viewed positively at work, and in all aspects of your life. Once you have grasped the basic concepts of what makes interpersonal communication work, you will find all of your relationships improving and your stress level dropping accordingly.

Designed for:

- People who want to gain greater levels of cooperation at work from clients, co-workers, employees and managers
- People who are having difficulty in work relationships and want to know how to improve the current problem and avoid problems in the future
- People who have had a history of confusing 'negative' experiences at work and want to 'immunise' themselves against similar problems in the future
- People who feel their communication approaches are (or have been) misunderstood or misread.

Content:

- Four behaviours that break down relationships
- Avoiding trigger behaviours
- Controlling your own emotions appropriately
- Leading by example and developing the right relationship set
- Build and develop trust and respect through bidding
- Understanding the power of facial expression and body language in building relationships
- Reading micro facial expressions
- Influencing people
- Building a positive emotional 'bank account'
- Understanding and working more effectively with people of the opposite sex.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Gain an understanding of their personal communication style and how that is viewed by others
- Understand and improve the management of their emotions
- Identify and avoid aggression trigger behaviours
- Respond non-aggressively when challenged
- Identify positive and negative relationship opportunities at work.

Program No: 171

Duration: 3 days

Times: 9.00am - 4.30pm

Dates: February 22-24
May 19-21
August 23-25
November 22-24

Fees: \$1315.00
\$1095.00 Corporate/Professional Members

Introduction to Emotional Intelligence

Program Overview:

Everyone is confronted by their own emotions and those of other people on a daily basis. How we manage these emotions can have a dramatic impact on the way we are perceived by others and on our effectiveness at getting things done with and through other people. By increasing our knowledge and intelligence around emotions, we will be better equipped to sense and respond in the workplace and at home.

Designed for:

People who are required to work with, and through, other people to get things done. This could include frontline service staff, supervisors, team members or technical staff who deal with people everyday and who want a greater understanding of how their own emotions and those of other people effect relationships.

Content:

- Logic vs emotion – who wins?
- Role and impact of emotion at work
- Managing self and others
 - Understanding the source and impact of your emotions
- Strategies and tactics for managing emotions at work
- Finding a trusted mentor to keep you on track.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Identify the true impact of emotion in their workplace
- Gain greater awareness of emotions and the impact of emotion on self and others
- Develop a range of tools for dealing with emotion in others.

Program No: 160

Duration: 1 day

Times: 9.00am - 4.30pm

Dates: March 15
June 11
September 28
December 10

Fees: \$565.00
\$470.00 Corporate/Professional Members

Program Overview:

This intensive program provides advanced reading skills for adults who need to read at high speed with good comprehension. The focus is on personal skill building to improve your own reading performance.

Designed for:

The program is suited to anyone who is required to read large quantities of material in the course of their work or study. The skills are equally applicable across all situations such as technical reading, policy documents, reports, research and study.

Content:

- Control the most limiting reading faults
 - Subvocalisation
 - Regression
 - Excessive fixations
- Improve general concentration
- Train peripheral vision – to reduce eye fatigue
- ‘Chunk’ read in groups of words or phrases
- Use punctuation to identify intended meaning
- Use key words to quickly identify real meaning
- Separate essential from background material
- Learn practical, useful memory techniques to use while you read to boost comprehension and memory
- Learn a range of reading strategies – skimming, scanning and paragraph reading
- Learn true speed reading and how and where to apply it
- Six comprehension tests during the day.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Double your effective reading rate
- Learn to speedily process written material
- Understand intended messages and remember important information
- Save time by reading faster
- Save time by reading more selectively
- Understand key points more clearly
- Read only once... and remember content
- Increase speed and comprehension
- Apply flexible reading strategies
- Overcome 3 major reading faults
- Use punctuation to improve reading
- Take control of skills needed to improve reading.

Program No:	183
Duration:	1 day
Times:	9.00am - 4.30pm
Dates:	April 23 July 23 October 27
Fees:	\$565.00 \$470.00 Corporate/Professional Members

Program Overview:

Many industries have a need for technical writers and editors, which has developed and expanded almost as rapidly as their technology. Moreover, technical writers often carry the burden of explaining all aspects of the new technology, instructing the user and contributing to the company's marketing efforts.

In this program you will learn through exercises and case studies how to write in a technical style that is both professional and user-friendly and how to structure a manual for maximum impact. The program shows you how to reach your target audience and how to present your documentation professionally.

Designed for:

New or prospective technical writers or experienced writers interested in improving the quality of their documentation. Also beneficial to software designers, programmers and product planners who need to create user and/or technical documentation.

Content:

- Defining your audience and objectives
- Gathering and organising information
- Planning your documentation
- Structuring manuals and procedures
- Outlining a document
- Adding version control
- Using correct grammar and punctuation
- Balancing professional and user-friendly writing styles
- Examining the role of graphics
- Considering copyright and liability
- Reviewing and updating manuals and procedures.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Write faster and more efficiently
- Recognise the appropriate style for different types of manuals
- Target specific audiences
- Collate appropriate information
- Organise information logically
- Structure a manual or procedural document
- Add tables of contents and indices that ensure rapid access to information
- Write, revise and edit material for maximum clarity
- Correctly apply basic grammar and punctuation
- Understand the basics of layout.

Note: Participants will receive a sample of a suggested layout for manuals/procedures in Microsoft Word format.

Program No:	726
Duration:	2 days
Times:	9.00am - 4.30pm
Dates:	March 11-12 June 3-4 October 14-15
Fees:	\$965.00 \$795.00 Corporate/Professional Members

Basics of Good English

Program Overview:

How many of us can confidently express an idea? or know when a sentence is well written? Or even how to spell integrate - or is it intergrate? Here at last is a short program designed to give you that confidence. If you begin sentences with and, but or so, or drop your aitches (or is it haitches?), use the passive voice, split the infinitive, or can't tell its from it's, then this is the program for you!

Designed for:

Every professional who values personal presentation, such as typists, managers, office supervisors and executives or anyone who prepares reports, speeches and business documents.

Content:

- Say hello to nouns and verbs (how to write a great sentence)
- The jester and the swineherd (where words come from)
- You have a point there (punctuation made easy)
- Great myths about English ('My teacher always told me...')
- A bottle of spelling pills (8 steps to better spelling).

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Display more confidence with their general use of English
- Understand punctuation, grammar and spelling.

Program No:	153
Duration:	1 day
Times:	9.00am - 4.30pm
Dates:	March 5 July 2 November 10
Fees:	\$565.00 \$470.00 Corporate/Professional Members

Business Writing Skills

Program Overview:

The ability to write clearly and effectively is a critical professional skill. This program will assist participants to plan, organise and structure their writing to achieve better results with written business communications. Through the practical application of writing and editing skills, participants will learn to write documents that are reader-oriented and communicate clearly and effectively.

Designed for:

Anyone wanting to improve their written communication skills, update or fine tune their writing skills or acquire business writing skills.

Content:

- Effective written communication
- Planning and organising written communication
- Plain English
- Grammar, punctuation and spelling
- Using the appropriate style, tone and vocabulary
- Reader focused writing
- Writing and editing exercises.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Plan, draft, sequence and structure written communications in various styles and formats
- Review and proofread written communications for appropriate style, correct and appropriate language, sequence and structure and readability
- Present written communications in the styles and to the standards required by the organisation and appropriate for your audience.

Relationship to Competency Standards:

- BSBWRT301A Write simple documents
- BSBWRT401A Write complex documents.

Note: Participants will be asked to bring samples of their own written business letters, reports or memoranda for 'hands-on' application.

Program No:	129	
Duration:	2 days	
Times:	9.00am - 4.30pm	
Dates:	January 21-22 February 11-12 March 15-16 April 12-13 May 20-21 June 14-15 July 21-22 August 24-25 September 6-7 October 11-12 November 18-19 December 6-7	
Fees:	\$965.00 \$795.00 Corporate/Professional Members	
	Additional fee applies for Assessment, see page 7.	

Taking Minutes and Preparing Meetings

Program Overview:

Have you been asked to take the minutes at a meeting of senior managers? or do you just need guidance in minuting an informal get-together? Either way, this one day program is for you. It's about meetings – but from the minute-taker's point of view. You'll get practical, confidence-boosting tips that will help you support the Chair and make your meetings a success.

Designed for:

Anyone responsible for taking minutes and recording the outcomes of meetings.

Content:

- Meeting preparation
- Setting and agreeing the agenda
- Working with the Chairperson to make minute-taking easier
- Deciding what to record
- Turning notes into a meaningful record of the meeting
- Note-taking practice.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Make meeting arrangements
- Prepare documentation for meetings
- Record and produce minutes of meetings
- Learn good and bad ways to set the agenda
- Archive the minutes for use as well as for legal purposes.

Program No:	154
Duration:	1 day
Times:	9.00am - 4.30pm
Dates:	March 12 May 5 July 5 October 20 December 3
Fees:	\$565.00 \$470.00 Corporate/Professional Members

How to Run Meetings

Program Overview:

If there is one way to tell a good Chairperson from a bad one, it is the following: A good Chairperson is one who controls a meeting so that its particular purpose is achieved as efficiently, fairly and pleasantly as possible.

Designed for:

Anyone who is asked to be a Chairperson for a public meeting, club meeting or social gathering or wants to know more about the meeting process.

Content:

- Essential tasks of the Chair
- Duties and power of the Chair
- Managing meetings
- Types of meetings
- Agenda
- Dealing with conflict.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Chair a meeting with knowledge and confidence
- Run shorter, more effective meetings
- Manage issues that arise.

Relationship to Competency Standards:

- BSBADM405B Organise meetings.

Program No:	123
Duration:	1 day
Times:	9.00am - 4.30pm
Dates:	February 8 July 9 October 21
Fees:	\$565.00 \$470.00 Corporate/Professional Members
	Additional fee applies for Assessment, see page 7.



This program can be linked to Certificate IV in Business on page 42.

Having Difficult Conversations

NEW PROGRAM

Program Overview:

A regular challenge for every supervisor and manager is having a difficult conversation with a subordinate, peer, boss, supplier or customer. These conversations can arise in a variety of situations including performance management, discipline, personal issues, redundancy, interpersonal conflict and customer service. This new program aims to give you the skills and confidence to tackle these conversations and increase the likelihood of a successful outcome for all parties.

Designed for:

Supervisors, managers, and team leaders who are required to resolve difficult situations by speaking directly with their colleagues, suppliers or customers. The program will also be applicable to people who do not have direct supervisory responsibilities but who need to confront interpersonal issues in the workplace.

Content:

- Analysing the situation from all sides
- Identifying a range of possible outcomes
- Preparing the content and process of the discussion
- Conversation skills – listening, questioning, clarifying, speaking and concluding
- Managing emotions
- Submissive vs assertive vs aggressive behaviours
- Agreeing on an action plan
- Follow-up and documentation
- Review.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Define the key issues in the conversation
- Prepare for a successful outcome
- Confidently use a variety of interpersonal skills
- Confront issues of concern directly
- Control their own emotions and those of others.

Program No: 216

Duration: 1 day

Times: 9.00am - 4.30pm

Dates: March 26
June 8
September 17
December 8

Fees: \$565.00
\$470.00 Corporate/Professional Members

Professional Presentations

Program Overview:

This program explores the skills required to create and deliver highly effective presentations with confidence and style. It also includes how to use visual aids to achieve optimal impact.

Designed for:

Anyone responsible for presenting to peers, staff or clients. People seeking to acquire the professional presentation skills.

Content:

- What makes a successful presentation
- Knowing the audience and its needs
- Presentation intent and purpose
- Preparation and planning
- Presentation design
- Using aids effectively
- Managing anxiety
- Delivery techniques
- Presentation review
- Handling questions
- Practical sessions.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Plan, prepare and deliver an effective presentation
- Demonstrate effective presentation and communication skills
- Speak clearly and confidently in both prepared and impromptu speaking situations
- Evaluate the effectiveness of the presentation.

Relationship to Competency Standards:

- BSBCMM401A Make a presentation.

Program No: 130

Duration: 2 days

Times: 9.00am - 4.30pm

Dates: January 28-29
February 15-16
March 18-19
April 15-16
May 24-25
June 28-29
July 19-20
August 16-17
September 9-10
October 14-15
November 8-9
December 9-10

Fees: \$965.00
\$795.00 Corporate/Professional Members

Additional fee applies for Assessment, see page 7.



This program can be linked to Certificate IV in Business on page 42, Certificate IV in Occupational Health and Safety on page 79.

Practical Decision Making

Program Overview:

Decision making is at the heart of good management and leadership. It is often the defining characteristic of admired managers, yet it is largely misunderstood and rarely taught to practising or aspiring managers. This program explores a wide range of approaches to decision making in order to increase both awareness and skill to acquire judgement when you really need to make a good call.

Designed for:

Practising and aspiring managers who want to increase their skills at making good decisions. The techniques presented on this program are not subject specific so they can be applied to participants from a wide range of industries and workplaces.

Content:

- Problem definition
- Criteria for decision making – what makes the decision good or bad?
- Types of decisions
- Individual versus group decision making
- The nature of judgement
- Specific decision making techniques
- Problem solving model
- Decision tree
- Force field analysis
- Decisions under conditions of risk
- Decisions under conditions of uncertainty
- Break-even decisions
- Selling the decision
- Case studies and application examples.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Match an appropriate decision making technique with the problem
- Use a variety of decision making techniques
- Make better decisions
- Sell their decisions to relevant stakeholders.

Program No:	116
Duration:	2 days
Times:	9.00am - 4.30pm
Dates:	May 6-7 October 25-26
Fees:	\$965.00 \$795.00 Corporate/Professional Members

SNAP! NEW PROGRAM

The Subtlety and Power of Your Personal Brand

Program Overview:

In the time it takes to SNAP! your fingers, dozens of tiny interactions take place between you and another person when you meet for the first time. These 'micro moments' accumulate to form an indelible brand that dictates the perception of your credibility, character, personality, honesty, attractiveness, intellect and value.

Designed for:

The program is designed for all employees, from those exposed to customers or other staff at the front line, to business development and middle managers who are required to represent their organisation with customers at face-to-face meetings.

Content:

- Impression management
- Personal branding
- The art of influence
- Power of attraction
- Social intelligence.

Learning Outcomes:

This essential program will show you how to maximise these moments and ensure that SNAP! judgements made by others are favourable. A positive first impression and a strong personal brand will give you:

- A head start in any conversation or business transaction
- A positive frame of mind and an open mind in the other person
- Increased chances of success at selling your proposal
- More career options
- Better, stronger relationships
- Improved professional business productivity.

Program No:	168
Duration:	1 day
Times:	9.00am - 4.30pm
Dates:	March 5 August 6 November 19
Fees:	\$565.00 \$470.00 Corporate/Professional Members

Stress Management

Program Overview:

Stress has become such a major part of our lives to the point where it has reached epidemic proportions. It can determine the efficiency of both individuals and organisations. While stress is unavoidable, we can understand and harness its powerful energy to create the lifestyles we want for ourselves. This program teaches participants how to handle stress and use it positively – a valuable asset in today's busy world. It also helps us to understand 'good' and 'bad' stress.

Designed for:

People who are experiencing stress in their current role or who work with others in a stressful environment. Participants may come from a variety of levels in the organisation and from a variety of organisational roles.

Content:

- What is stress?
- Physiology
- Channels of stress
- How we stress ourselves
- Managing stress
- Harnessing stress for positive outcomes.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Understand what stress is
- Understand the physiology of stress and its side effects
- Recognise stress in yourself and others
- Identify stress in the workplace and develop and implement effective coping strategies
- Manage your own stress by redesigning your lifestyle.

Program No:	811
Duration:	1 day
Times:	9.00am - 4.30pm
Dates:	February 17 May 28 September 20
Fees:	\$565.00 \$470.00 Corporate/Professional Members

Research Skills

NEW PROGRAM

How to Find Information That is Useful

Program Overview:

One of the things we don't lack is information. A raft of technologies, databases and sources bombard us with more than we could ever hope to absorb. So how do we go about finding out information that is useful and credible. This program is designed to provide a practical set of skills to enable you to filter the information and meet your own information needs or those of your organisation.

Designed for:

Research assistants, administration assistants, business support staff, personal assistants, secretaries, project officers or others with a need to source information to satisfy organisational objectives.

Content:

- Defining the information need
- Preparing a search strategy
- Accessing appropriate sources
- Filtering the results
- Verifying the validity of the information
- Aligning the final results with the original brief
- Presenting the information in a useable form.

Learning Outcomes:

As a result of attending this program, participants should be able to:

- Prepare a short brief of an information need
- Identify relevant sources for their information
- Sift large quantities of information to find the key sources
- Prepare a clear presentation of the final results.

Program No:	194
Duration:	1 day
Times:	9.00am - 4.30pm
Dates:	April 16 September 13
Fees:	\$565.00 \$470.00 Corporate/Professional Members

THIS PROGRAM GAVE
ME THE SKILLS I
NEEDED AT WORK

Program Overview:

Successful organisations depend on happy, well adjusted and productive people who are appropriately placed in the organisation. Where employees are badly placed in jobs which don't match their skills, talents and interests, the result is decreased organisational efficiency and effectiveness on the one hand, and employee dissatisfaction, lack of enthusiasm and stress on the other.

This program will focus on career development, with an emphasis on alignment of job demands with an individual's skills, talents and abilities.

Designed for:

Individuals who want to clarify and develop their own careers and explore career options within their organisations, as well as for managers who seek to ensure optimal alignment between job demands and relevant personal factors of employees.

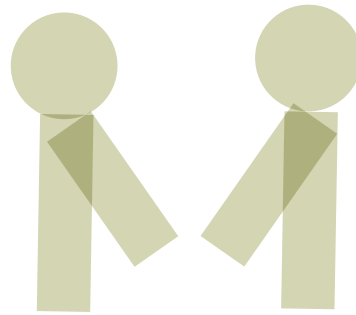
Content:

- Job satisfaction: how well do your interests, skills, values and beliefs align with job demands? Could they be better matched to something different?
- Understanding the major components of career planning
- Practical career applications: using Internet based career planning software to systematically explore relevant personal factors, workplace opportunities, and develop appropriate personal career goals
- Action planning: getting from here to where you want to be.

Learning Outcomes:

- As a result of attending this program, participants should be able to:
- Better understand career development principles
 - Identify personal career goals
 - Confidently plan their next career steps
 - Utilise relevant career development resources
 - Achieve better organisational outcomes through improved alignment of job demands with employee skills, talents and interests.

Program No:	193
Duration:	1/2 day
Times:	9.00am - 12.30pm
Dates:	April 30 July 2 October 5
Fees:	\$280.00 \$240.00 Corporate/Professional Members



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