



Welcome to our Spring Edition

"Success comes in cans, not can'ts."

This edition is all about meeting learner and enterprise needs when designing and delivering your training programs. It is worth your time in considering the strategies you take today compared to yesterday. We also have some BIG news to announce...our first Queensland office is finally launched and the new Certificate IV Training and Education qualification is now available. There is too much to cram into this small publication so here is just a snapshot...

Target Training Launches Sunshine Coast Office

Sydney-based Target Training has opened its inaugural Queensland office on the Sunshine Coast.

Business Manager, Catherine Molloy will manage the office and liaise directly with local businesses. She has lived and worked on the Sunshine Coast and achieved everything from working as a Manager's Assistant at the local bank, studying at the local Tafe and operating her own business.

As part owner of The Professionals Real Estate office in Caloundra, Catherine's office won the top sales office award for Queensland for 3 years in a row, 1995 – 1997.

"My roles have mainly consisted of training, customer service, sales and marketing which are the areas I enjoy and they perfectly align with my new responsibilities with Target Training," Molloy said.

Louise Targett established the business in Sydney in 1999. Target Training delivers accredited and non accredited programs, along with customer service assessments and business audits to the retail and consumer-focused industries. With qualified staff employed across all states and territories, Target Training rolls out national learning and development programs for businesses of all sizes.

"Delivery of Target Training services in Queensland over the past decade has been localised according to businesses we were already servicing. Our trainer/assessors are located from Gold Coast, to Brisbane, Sunshine Coast and Gladstone in order to meet the needs of the local businesses. With a global tightening on expenditure, year on year, these local businesses need to continue to grow and continue to maximise their profits, so it presents ideal timing for us to work with their management at both local and national levels," said Targett.

"Catherine comes to us with hands on business experience supported by formal qualifications in the areas of Business, Training/Assessment and OHS. This comes as ideal timing for us to work together in rolling out high quality Accredited and Non-accredited programs".



PTW Law staff hard at work completing a Certificate IV in Frontline Management

Welcome to our new clients...

- Boost Juice Maroubra
- Deziign Build
- Glenaeon Retirement Village
- Fleur Wood
- Jesmond Nursing Home
- Harvey World Travel Stafford
- Harvey World Travel Northlakes/Strathpine
- McLaren Vale & Districts War Memorial Hospital
- Montana Nursing Home
- SA Hot Water



focused on your retail success

Top 7 Trends in Learning and Development

"Learn something new. Try something different. Convince yourself that you have no limits."

- 1. The whole brain rules!** Our research on L & D topics needs to start with research into how the brain functions so that we are fully aware of how the design and delivery of programs link to the whole brain.
- 2. The internet is with us.** In these times of accelerated change, if we are not taking full advantage of Web 2 and 3-dimensional internet experiences into our training, we are not keeping pace.
- 3. Learning is about optimizing our networks.** Getting things done requires good connections, both the human and internet kind.
- 4. Link learning to change.** There is no learning without change. Incorporate change management principles into learning programs. Understand why people do or don't change. Ensure that every possible creative learning technique and transfer strategy is used to embed learning.
- 5. Broaden the meaning of the term learning.** No more than 20% of learning takes place in the classroom!
- 6. Integrate social learning into your agenda.** If we know how to share knowledge at all levels through media such as blogs and discussion boards, where experiences can be discussed, that is social learning. Build learning communities with people who are passionate about topics that interest them.
- 7. The more things change, the more they remain the same.** The overall purpose of training is to ensure change takes place. Training is not an event – it is a process. It is not what is being taught that is important; it is what is being caught by learners that makes the difference.

Aligning our training practices to changing learner needs

"Intellectual capital is the most valuable of all factors of production"

It just takes one well-constructed and well-executed learning experience for learner expectations to change forever. In that learning experience they must ideally get inspiration, connection and acceleration, amongst other things....

- Learners want real connection to why the new knowledge or skills are useful
- Acceleration of learning, as they understand how to apply the new knowledge and skills in their workplace
- Inspiration as they identify and understand how this will apply in other contexts and progress them in their career
- Use more examples / more storytelling and more time for practice and role play
- Take a blended approach by providing a series of directionalised exercises requiring conversations with nominated subject matter experts has resulted in richer discussion both in the face-to-face and virtual classroom environments.
- Learners like to share their experiences and broadcast them online. This ability to receive and contribute information instantly can be very useful when applied to training programs, and it can improve outcomes for both the students and the organisation.
- Tools such as blogs, wikis and online feedback mechanisms can enable training facilitators to quickly identify any areas of misconception with training content. Trainers can respond and adjust content to ensure it is current, fresh and relevant. Students can share their experience in relation to the relevance of the training to their role and potentially, how they can apply the learning to improve performance.

TECHNOLOGY

The new Certificate IV TAE40110 is now available

Do you currently have the Certificate IV in Training and Assessment?

Is it important that you keep up with the latest qualification in this field?

Did you know that there are only 3 units* that you need to complete to upgrade to the latest Cert IV TAE qualification? Fast track this process for \$385 via a self-paced arrangement.

Hurry...this offer won't last! Call us on 1300 736 005 or email your interest to us on

info@targettraining.com.au

* We need to confirm this by viewing your TAA Academic Transcript



As Australia's leading sales and service training organisation, we are committed to implementing world class business development programs. Our goal is to match solutions that bridge the performance gap in your business and we support this with our 100% money back service guarantee.

We are focused on your success.