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Welcome to our Mid-Year Edition

"Optimism is the one quality more associated with success and happiness than any other."

This edition is about dealing with change in your workplace in order to achieve the results that you have strategically planned. The changes may be in the way you upskill your team or the directions you are moving them into. The biggest news for this edition is the new qualifications that we have available, which are Australian government funded across numerous states of Australia. Contact us if you want more information on them as with changing legislation across many industry classifications, you may find you need to complete one or more of these qualifications.

BSB30407 Certificate III in Business Administration now available

BSB40507 Certificate IV in Business Administration now available

FNS30110 Certificate III in Financial Services now available

We are proud to announce the availability of three qualifications. They are available across all states of Australia and Australian government funded across the majority of states, meaning the employer is eligible for \$4000 per staff member who completes any one of the qualifications. Normal qualifying criteria applies for each state.

There are no pre-requisite requirements for any of these qualifications. The Business Administration qualifications are ideal for staff working in any business admin capacity and in any industry as the elective units can be chosen around their workplace responsibilities. For the Certificate III level there are 13 units required to complete, of which 2 units are core and the remaining units are elective choices. For the Certificate IV level there are 10 units required and they are all elective choices, hence the flexibility in tailoring it to your workplace.

The Financial Services qualifications have recently been reviewed and upgraded by industry experts. We will be able to announce the Certificate IV level qualification when it becomes available later this year. Certificate III is available now and is for any one using data, in a bookkeeping or accounts department role, banking, credit management, insurance or simply maintaining financial records in your workplace. There are 13 units required to complete, of which 4 are core units and the remaining 9 are elective choices.

We are taking bookings now for these very popular choices. Contact us today for more details.

Congratulations to our Blackwoods graduates in Western Australia



Three teams of staff have battled it out to complete their formal qualifications over the past 18 months. Sarah Wayne, Kelly Summers, Nat Coppin, Vannessa Lombard, Pauline Gilroy, Kylie Armstead, Mark Cardwell, Nikki Greaves, Ann-Marie Clifton, Alesha Giles and Clare Mitchelmore are among the graduates of Certificate IV in Frontline Management, Certificate IV in Business Sales, Certificate IV in Business or Certificate III in Retail Services.

Along the way the team faced many workplace hurdles including relocation of the workplace and special company projects. Congratulations is most definitely appropriate for their achievements.



focused on your retail success

Mobile Learning: evolution or revolution?

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

We are continuously facing new challenges in training, not just technical and knowledge-based training but also in the more complex skills, attitudes and behavioural training acumens such as management topics.

Mobile learning is about flexible content being made available to the learner in a format, location and time of your choosing. Generally younger employees prefer and excel at this kind of approach.

This approach is a revolution in the style of learning programs we used to design and develop. This revolution has forced changes in content to suit the learner of today. Two key issues are:

1. Learners need the learning to be integrated more fully into their daily lives and workplace.
2. Learners also prefer training to be on-demand and available when they need it and in a format that suits them. Small chunks of learning are much preferred over days long.

Having the information available all of the time is crucial for empowering and motivating users as to when, where and how they consume their learning. Hence having the content available in soft copy or e-learning is becoming more and more popular.

The more motivated the learner is, the higher level of use, retention, and actual application of the learning – this is our learning goal. Also, the more current the learning is, is preferred for top-of-mind application.

What are your goals for staff training and development in your workplace? Reconsider the areas you believe the training needs to be focused on and how the training should occur. We can work with you to develop an e-learning approach, traditional learning program, or anything in between! A blend of various options may be the solution. Most important is that we bring the training to your workplace as opposed to making your staff go offsite for upskilling. Contact us for more details or to organize a meeting in your workplace.

Are Your Team Resisting Change?

"People don't resist change – they resist being changed."

We must find ways for people to let go old habits and patterns of working, and to move out of their comfort zones. Change requires that we reframe the way we think about the world – the way we react to new information, systems, situations and to each other. It was Kurt Lewin who came up with the concept of "Unfreeze – Change – Refreeze", using the analogy of changing the shape of a block of ice.

Unfreeze stage: This is the time to communicate to staff any key messages. The goal is to find ways for people to let go of old habits and patterns of working, and to move out of their comfort zones. Some examples of activities at this stage are strategic planning, learning needs analysis, action research, staff surveys, focus groups, interviews, team briefings, staff newsletters and emails.

Change stage: This is about transforming perceptions, building knowledge and testing new skills. This phase takes place in the classroom or in some other defined learning mode, and it is where the key learning is transferred. Some examples of learning processes during this stage are readings and resources, guest speakers, assessment tasks, professional discussion groups, individual/team planning approaches, experiential activities, coaching, mentoring, role plays, case studies, one-on-one/small group discussions, learning management systems, e-learning/testing, web conference tools, forums, and visual media,

Refreeze stage: The practice is embedded in the workplace. The change is established as a new habit or as a standard operating procedure. Examples of strategies to embed practice include linking to strategy and people processes, management involvement and support, project work, business planning, ongoing selected learning processes, follow-up reflective forums, social media, workplace guidance, communications and workplace champions.

An evaluation process between participants and those driving the change should occur after each of the stages. This is needed to assess the overall effectiveness of the change and the return on investment achieved. Results emphasise the growing trend towards development rather than a pure training approach to learning organisational & individual change.

Enrol your staff now, so that you receive your commencement incentives well before Christmas.....

Government funded courses pay employers \$1500 for the first incentive, 3 months after enrolment. Organise your list of staff names now so that we can qualify them and confirm the funding with you.

Then we enroll the staff and 3 months later you receive claim forms from your local apprenticeship centre to claim your money.

**The additional cash may be helpful during the busy lead in to Christmas...
Don't waste any time contacting us for more details!**



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.

