

Workplace Fundamentals

2024 programme

■ LEARNING AND DEVELOPMENT

This series is designed for any staff members interested, and includes seven sessions covering foundational workplace skills. There is no requirement to attend all seven—we are happy for you to enrol on any sessions of interest. Please click a title for more information or to sign up.

Personal Skills

This module will focus on understanding our values, what supports our positive attitudes and building our emotional intelligence.

In person: Tue 20 Feb, 10am-12pm

Zoom: Tue 18 Jun, 10:30am-12pm

Communication

The workshop will provide you with activities and reflection to consider your individual communication style and strategies to communicate well with others.

In person: Thu 29 Feb, 10am-12pm

Zoom: Thu 27 Jun, 10:30am-12pm

Customer Service

This session considers our customers' needs throughout the interaction and explores behaviours that can help the experience be a positive one.

In person: Tue 19 Mar, 10am-12pm

Zoom: Tue 23 Jul, 10:30am-12pm

Professionalism

This session will review the principles behind workplace professionalism and use case studies to highlight the importance of shared understanding/communication.

In person: Thu 28 Mar, 10am-12pm

Zoom: Thu 25 July, 10:30am-12pm

Giving and Receiving Feedback

This session will introduce frameworks for both "do differently" and "please continue" feedback and includes tips and strategies too.

In person: Thu 2 May, 10am-12pm

Zoom: Tue 20 Aug, 10:30am-12pm

Team Work

We will use case studies and discussion to look at communication, feedback, reliability, flexibility and positive conflict within teams.

In person: Tue 21 May, 10am-12pm

Zoom: Thu 29 Aug, 10:30am-12pm

Writing Skills

A tour of punctuation, grammar and tone that may help you improve your writing.

In person: 29 & 30 May, 10:30am-12pm **Zoom:** 17 & 18 Sep, 10:30am-12pm