

Workplace Fundamentals 2022

LEARNING AND DEVELOPMENT

This series is designed for any staff members interested, and includes 10 sessions covering foundational workplace skills. There is no requirement to attend all 10—we are happy for you to enrol on any sessions of interest. Please click a date for more information or to sign up.

Zoom sessions in italics.

Thu 3 Feb

11am-12pm

Thu 5 May

11am-12pm

Making the Most of My Learning

This workshop will introduce you to some knowledge, tools and approaches that will help you make more conscious decisions about your journey.

Thu 10 Feb

10:30am-12pm

Thu 12 May

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.

Thu 17 Feb

10:30am-12pm

Thu 19 May

10:30am-12pm

Personal Skills

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

Tue 24 Feb

10:30am-12pm

Tue 24 May

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.

1 & 3 Mar

10:30am-12pm

31 May & 2 Jun

10:30am-12pm

Writing Skills

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

Thu 10 Mar

10am-12pm

Tue 7 Jun

10:30am-12pm

Customer Diversity

In this module we will reflect on some of the many ways in which we might be diverse and consider what impacts these differences might bring.

Thu 17 Mar

10am-12pm

Thu 16 Jun

10:30am-12pm

Professionalism

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

Mon 28 Mar

10:30am-12pm

Thu 23 Jun

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.

Thu 31 Mar

10:30am-12pm

Thu 30 Jun

10:30am-12pm

Team Work

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

Fri 8 Apr

10:30am-12pm

Mon 4 Jul

2pm-3:30pm

Health and Wellness

Health and wellness refers to a state of physical, mental, spiritual and social well-being, not just the absence of sickness.