

wisdom 2009



Workshops and Programs

WELCOME TO *wisdom* 2009.



We are pleased to announce a range of new and exciting programs and workshops in 2009, and we invite you to browse through this brochure to become inspired by all the possibilities.

WISDOM commenced, as the first registered training organisation in Australia, the long awaited **Vocational Graduate Certificate in Organisational Learning and Development** in February 2009. This post graduate course offers a great opportunity to learn contemporary content and learning strategies sourced from the latest national and international trends, theories and best practice organisations. Recently, this course officially got a new name, it is now called the **Vocational Graduate Certificate in Management (Learning)**. Due to the program's initial success we have scheduled the course again, to commence in February 2010.

Our popular **Working Smarter** series of short workshops that fit into busy people's schedules includes a range of new workshops throughout the year, for example the **new Sales Skills Workshop in December 2009**.

WISDOM will again provide the opportunity to obtain a range of qualifications such again offering our popular **Diploma of Project Management** for people currently or aiming to work in positions needing project management skills.

With the **Design and Deliver Training (Train the Trainer)** 2-day workshop we offer you a chance to gain an insight into how to deliver in-house training which really works and has a positive impact on individual and organisational performance.

Information for our clients from the ACT Real Estate industry: All Working Smarter! 2009 workshops fulfill the learning requirements under the Commissioner for Fair Trading's – Agents (Continuing Professional Development) Guideline 2008 and participants are eligible to achieve ACT CPD points.

All workshop outlines and registration details are available on-line at www.wisdomlearning.com.au
We are looking forward to helping you learn and grow and making 2009 a successful and rewarding year for your organisation and your personal learning journey.

Kind regards,

A handwritten signature in gold ink, appearing to read 'Rod Hattch'.

Rod Hattch
Managing Director
WISDOM



Working Smarter! 2009

Presentation Smarts! Presentation Skills Workshop

The Presentation Smarts! Working Smarter! Workshop has been designed for people who need to deliver presentations to diverse audiences in a range of situations such as staff and management meetings, industry conferences and sales and marketing promotions. The ability to deliver effective presentations often plays a significant role in career path success as organisations are often judged by the quality of the presentations delivered. The program is practical and is developed and delivered by 'real world' experienced presenters.

Workshop Details

Contact us for next workshop date

WISDOM Learning Centre, Fairbairn ACT

Fee \$550.00 including all materials, morning tea and lunch

Participants from the Real Estate industry are eligible to achieve 8 ACT CPD Points for attendance.

Super!Vision Skills

This Working Smarter! Program is aimed at managers who need to effectively motivate, supervise and lead small teams. The program will develop skills and provide strategies to enable managers to respond to the challenges of managing a team in a modern workforce. The program is practical and is developed and delivered by 'real world' experienced management professionals.

Workshop Details

Contact us for next workshop date

WISDOM Learning Centre, Fairbairn ACT

Fee \$550.00 including all materials, morning tea and lunch

Participants from the Real Estate industry are eligible to achieve 8 ACT CPD Points for attendance.

Customer Service

This Workshop has been designed to deliver skills, practical tips and strategies to deliver outstanding customer service. The workshop will provide content that is contemporary and includes best practice approaches. Areas covered include:

- defining customer service and customer expectations
- identifying key factors in customer relationships
- handling complaints and emotional reactions (the customer's and yours)
- exploring strategies for adding value to customer service transactions.

Workshop Details

Wednesday 28 October 2009, 8.30am – 4.30pm

WISDOM Learning Centre, Fairbairn ACT

Fee \$550.00 including all materials, morning tea and lunch

Participants from the Real Estate industry are eligible to achieve 8 ACT CPD Points for attendance

Design and Deliver Training (Train the Trainer)

The Design and Deliver Training Workshop will develop and improve the participants' training skills to enable them to deliver in-house training which really works and has a positive impact on individual and organisational performance. Areas covered include:

- The principles of adult learning and how they can be applied to plan and deliver effective workplace training
- Creating a positive learning environment
- Training strategies, tools and tips that engage and motivate participants with different learning styles
- Reviewing Training
- Tips for effective facilitation of groups including using a variety of training aids such as PowerPoint, handouts and whiteboard
- Additional tools and Tips for Trainers.

Participants have the option to gain a Statement of Attainment for the unit *TAADEL301C Provide Training through Instruction and Demonstration of Work Skills* from the Certificate IV in Training and Assessment.

Workshop Details

Thursdays 12 and 19 November 2009, 8.30am – 4.30pm

WISDOM Learning Centre, Fairbairn ACT

Fee \$885.00 (GST free) including all materials, morning tea and lunch

Participants from the Real Estate industry are eligible to achieve 12 ACT CPD Points for attendance

Working Smarter! 2009 Sales Skills

This Sales Skills Workshop has been designed for people who wish to develop their sales skills either dealing directly with clients or by telephone. The workshop will develop the skills and strategies needed to apply effective sales techniques that get results and build client loyalty.

The workshop will provide content that is contemporary and includes best practice approaches to sales. Areas covered include:

- Conducting professional sales transactions applying quality customer service
- Applying effective opening and closing techniques
- Utilising effective sales strategies, including product knowledge to achieve results
- Adding value to customer service transactions including using the telephone effectively

Workshop Details

Friday 4 December 2009, 8.30am – 12.30pm

WISDOM Learning Centre, Fairbairn ACT

Fee \$330.00 (incl GST) including all materials, morning tea and lunch

Participants from the Real Estate industry are eligible to achieve 4 ACT CPD Points for attendance

Practical Marketing for Small Business

This Working Smarter! workshop will provide participants with practical, simple and cost effective ways to plan, design and implement marketing activities that get results. The workshop will explore how you can turn a good business idea into a great marketing idea and will demystify the concept of marketing for small business owners. Participants will be engaged in activities which develop an understanding of the

marketing process from the planning stages through to results, while learning about the tools that are most suitable for small business.

Workshop Details

Contact us for next workshop date

WISDOM Learning Centre, Fairbairn ACT

Fee \$330.00 including all materials, morning tea and lunch

Participants from the Real Estate industry are eligible to achieve 4 ACT CPD Points for attendance.

It's About Time! Time Management Workshop

This Working Smarter! workshop is designed to meet the needs of busy people who want to learn new strategies and skills to manage their time and avoid overload. Participants attending this workshop will develop self management strategies and learn to use tools that increase effectiveness and efficiency. These strategies and tools can be shared with colleagues to increase organisational efficiency. The program is practical and is developed and delivered by 'real world' experienced management professionals.

Workshop Details

Contact us for next workshop date

WISDOM Learning Centre, Fairbairn ACT

Fee \$550.00 including all materials, morning tea and lunch

Participants from the Real Estate industry are eligible to achieve 8 ACT CPD Points for attendance.

Public Courses 2009



Vocational Graduate Certificate of Management (Learning)

WISDOM's Vocational Graduate Certificate of Management (Learning) (BSB70108) is a practical post-graduate program developed and delivered by 'real world' experienced learning and development practitioners. The program is focused on further developing the capabilities of individuals who apply substantial specialised knowledge and skills in the field of learning and capability development.

What will you learn?

- Leading the design, development and implementation of a contemporary organisation wide learning strategy
- Enhancing the strategic value and position of learning and development in organisations
- Developing and implementing leading learning practices in organisations
- Developing enhanced self efficacy and leadership capability
- Developing and utilising partnerships and collaborative relationships to improve and support effective learning strategies in organisations

Course Details

Commencing February 2010 finishing in December 2010.
WISDOM Learning Centre, Fairbairn ACT
Fee \$6,970.00, including all materials and gourmet catering

Diploma of Project Management

The *WISDOM* Diploma of Project Management program is designed for people seeking or advancing a career in project management. This course will provide participants with a nationally recognised Diploma qualification that is designed to work in with the busy lives of business professionals. The program will provide participants with the skills, knowledge and confidence to perform the multifaceted role of a modern project manager.

What will you learn?

- Participants achieving this qualification will develop skills and knowledge in:
- Designing and planning projects
- Defining scope, objectives and project feasibility
- Managing stakeholders and developing project plans
- Managing start-up and implementation phases
- Identifying and managing risks
- Co-ordinating resources and managing cost
- Managing procurement and contracted activity
- Reviewing project progress and activity
- Realising project benefits
- Successfully closing projects and recognising lessons learnt

Course Details

Commencing 18 February 2010
WISDOM Learning Centre, Fairbairn ACT
Fee \$4,450.00 including all materials and gourmet catering

Certificate IV in Training & Assessment – funded program

WISDOM is an award winning training provider and offers this innovative Certificate IV in Training and Assessment program for participants who want to learn from the training industry leaders. Program participants will develop skills and knowledge in contemporary training practices, assessment and developing and delivering effective and engaging training programs. *WISDOM* trainers are recognised as innovative and quality trainers and this program provides the opportunity for participants to learn from the learning leaders!

What will you learn?

Participants achieving this qualification will develop skills and knowledge in:

- Strategic context, current research and future directions of learning and development
- The role of training in organisations and the broader Australian Quality Training Framework
- The principles of competency based training and assessment
- The training cycle including identifying training needs and promoting training
- Identifying a range of training delivery methods & resources
- Creative and innovative learning strategies and resources
- The learning environment
- Evaluating the effectiveness of training and making recommendations for quality improvement
- Planning, conducting and reviewing workplace assessments in accordance with the principles of assessment

The fee for participating in this Certificate IV in Training and Assessment Program is \$3,400 (GST free). This includes all workshops, materials, assessment and ongoing support.

Course Details

Contact us for next commencement date
WISDOM Learning Centre, Fairbairn ACT

Workplace Assessor

WISDOM's Workplace Assessor program is focused on developing the capabilities of trainers, managers and supervisors who assess team members to determine their ability to perform their job functions competently.

Program participants will develop skills and knowledge in contemporary assessment and gain a qualification which exceeds the mandatory one required to assess against nationally recognised competency based qualifications. *WISDOM* is an award winning training provider, *WISDOM* trainers are recognised as innovative and quality trainers and this program provides the opportunity for participants to learn from learning and assessment leaders!

What will you learn?

- Plan and organise assessments which meet the principles of assessment and rules of evidence
- Develop assessment tools for different contexts
- Assess the competence of candidates by collecting and reviewing evidence and making an informed judgement
- Participate in assessment validation to ensure the effectiveness of assessments using a range of validation approaches and activities
- Use Training Packages to plan assessment solutions to support individual and/or organisational competency development needs

Course Details

2 full day and 2 half day workshops, plus online learning on the My*WISDOM* online learning space,
Contact us for next commencement date
WISDOM Learning Centre, Fairbairn ACT and My*WISDOM* remote access learning
Fee \$1,750.00, including all materials and gourmet catering

We look forward to seeing you at

wisdom 2009

wisdom

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