



**POWER
YOUR**

POSSIBILITY

PROFESSIONAL DEVELOPMENT



ABOUT ACE

SINCE 1972

At ACE our mission is simple – helping you get to where you want to go – it's your success we care about.

We work on this every day, designing and delivering outstanding nationally recognised training qualifications and skill set courses in areas of high industry demand which are pathways to employment and career advancement.

ACE Community Colleges was first established in Lismore during 1972, making it one of the original community colleges in the State; and now one of the largest and most successful nationally.

Since commencement ACE has expanded further into the Northern Rivers catchment and on the Gold Coast with College Campus's positioned in Lismore, Burleigh Waters and Southport; and Training Centres at Kirra.

Our point of difference is flexible innovation with room to pivot and support your growth.

SOUTHPORT



BURLEIGH WATERS



KIRRA



LISMORE





WE BELIEVE

**YOU WOULD EXPLORE THESE
WORKSHOPS AND SHORT COURSE
PROFESSIONAL DEVELOPMENT
OPTIONS TO:**

1. Rapidly enhance your team efficiency and effectiveness
2. Improve the quality of your service delivery
3. Tackle team challenges
4. Develop strategies to navigate operational and market change
5. Seriously add value to your operational productivity.

Kindness

ACCIDENTAL COUNSELLOR

The Accidental Counsellor workshop is for staff who are not counsellors but find themselves in a counselling role as a result of conversations or requests for support that arise in the workplace from clients or colleagues.

This in demand workshop includes both activities and discussions. It focuses on developing awareness, understanding and practical skills. We focus on the importance of communication, specifically communicating with people who are in need of support.

All participants receive workshop notes, frameworks and skill practice opportunities so they can respond with increased knowledge and confidence.



LEARNING OUTCOMES:

- Practiced skills to identify signs of individuals in need of support and how to make appropriate referrals.
- Practiced communication techniques including active listening and questioning.
- Appropriate responses to people who are in need of support.
- Reflected and articulated boundaries of their role.
- Broad understanding of self-care strategies.

**1 day | \$220.00 (per person)
minimum 8 participants.**

Leadership

LEADING AUTHENTICALLY



Leadership is in an agile age. Successful leaders can inspire and engage their followers, practice tough empathy and are prepared to challenge their own core beliefs.

Based on extensive research from prominent leadership thinkers, including former London Business School Professor Rob Goffee, the team at Executive Education consultants created this program. It has delivered outstanding results, changing individual lives and organisational outcomes.

LEARNING OUTCOMES:

- Insights into personal leadership effectiveness.
- An individually developed leadership plan.
- Results from a diagnostic 360° survey of colleagues.
- Resource guide for at work reference.

1 session | 2 hours | \$150.00 (per person)
minimum 5 participants.



**IT TAKES MORE THAN
VISION, DETERMINATION
& HARD WORK TO GET
YOUR BUSINESS TO TAKE
FLIGHT & GROW.**

Leadership

LEADING AND MANAGING TEAMS

You learn how to communicate effectively, adapt to various personality issues and overcome common problems. You will work on developing your verbal and non-verbal communication, learn how to create a supportive team environment, motivate individuals, explore the sources of team conflict and develop conflict resolution strategies.



LEARNING OUTCOMES:

- Increased confidence and being comfortable in your role.
- Skills to get the best out of your people.
- Adept as a communicator.
- Able to manage time more effectively through delegation.

**1 session | 2 hours | \$150.00 (per person)
minimum 5 participants.**

**DEVELOPING YOUR PEOPLE IS A
BRILLIANT INVESTMENT STRATEGY.**

DEALING WITH DIFFICULT AND AGGRESSIVE BEHAVIOURS

Learning how to manage and resolve conflict is a key skill for anyone who works in a team, communicates directly with customers or has a supervisory or managerial role. Resolving interpersonal conflict can be very empowering and should be a part of everyone's professional development goals.

The course was designed to focus on the Win-Win Approach using the three critical skills of conflict resolution; Negotiation, Assertiveness and Persuasion.

These skills will enable participants to develop conflict resolution strategies for quick and effective recognition, resolution and prevention of conflicts with others. The most popular components of the workshop are – learning how to compromise and negotiate, finding the root cause of the issue, the importance of forgiveness, anger management strategies and de-escalating challenging situations.

**1 session | 2 hours | \$150.00 (per person)
minimum 5 participants.**



LEARNING OUTCOMES:

- Understanding the sources, causes and types of conflict.
- Able to master all six phases of the conflict resolution process.
- Knowing how to use parts of the conflict resolution process to recognise and prevent conflict before it escalates.
- Developing communication tools such as agreement frames and open questions.
- Practical anger and stress management techniques.

Toolkit

ADVANCED COMMUNICATION

Participants learn the foundations of assertive communication, how to build rapport, how to ask and answer questions, use nonverbal communication, give feedback, and deal with push back. The manual is designed for quick scanning in the classroom [and in the workplace] and is filled with interactive exercises that help ensure participant success.



LEARNING OUTCOMES:

- Understanding ourselves and others.
- How to build rapport.
- Listening and questioning skills.
- Showing empathy.
- Giving feedback.

1 session | 2 hours | \$150.00 (per person)
minimum 5 participants.

TALK TO US ABOUT
SKILLING YOUR
WORKFORCE.



MANAGING PERSONAL WORK PRIORITIES

This two-hour workshop focuses on goals, plans and performance, and how to set and meet your own personal work priorities. You also explore how to maintain or grow your professional competence. Participants put their hand up for this training when they are looking for ways to be better organised, focussed and skilled in busy work environments. This is a popular learning program for coordinators and team leaders.

**1 session | 2 hours | \$150.00 (per person)
minimum 5 participants.**



LEARNING OUTCOMES:

- Knowing how to focused on the 'right' things.
- Making work hours productive.
- Reducing stress and being in control with support strategies.
- Increased skills in managing interruptions, both technological and people.

Resilience & EI

RESILIENCE STRATEGIES

This is where science meets the workplace to build greater productivity.

Using neuro-science foundations, participants learn to recognise their decision making, attitude and feeling about a situation as a result of chemical releases, and how to refresh and move forward more positively.

A powerful, practical and high impact workshop that is suitable for all audiences. Our feedback is participants start applying their learning at the workplace the very next day.

Stress management, mindfulness and healthy boundaries strategies are included as a bonus.

EMOTIONAL INTELLIGENCE

Develop your emotional intelligence by increasing your ability to manage your responses based on the objective assessment of different personalities and situations.

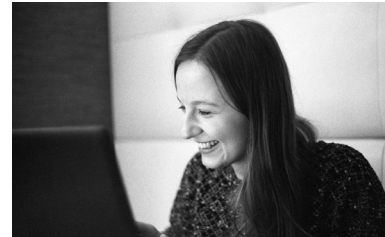
This newly found emotional awareness allows you to communicate more effectively and significantly increase your workplace performance.

**1 session | 2 hours | \$150.00 (per person)
minimum 5 participants.**

LEARNING OUTCOMES:

- Proactive resilience building skills.
- Knowing how to maintain personal resilience.
- Adjusting to change with a better mindset.
- Work can be fun, while maintaining professionalism and productivity.
- Displaying courage.
- Increased collaboration.
- Engaging and developing people.

**1 session | 2 hours | \$150.00 (per person)
minimum 5 participants.**



LEARNING OUTCOMES:

- Understanding of what EQ is.
- Four core skills required to practice EQ (self-management, self-awareness, self-regulation, self-motivation).
- Knowing how to use empathy.
- Able to interpret, manage and articulate your emotions using the right language.
- Understanding the benefits of having a high EQ both at home and in the workplace.

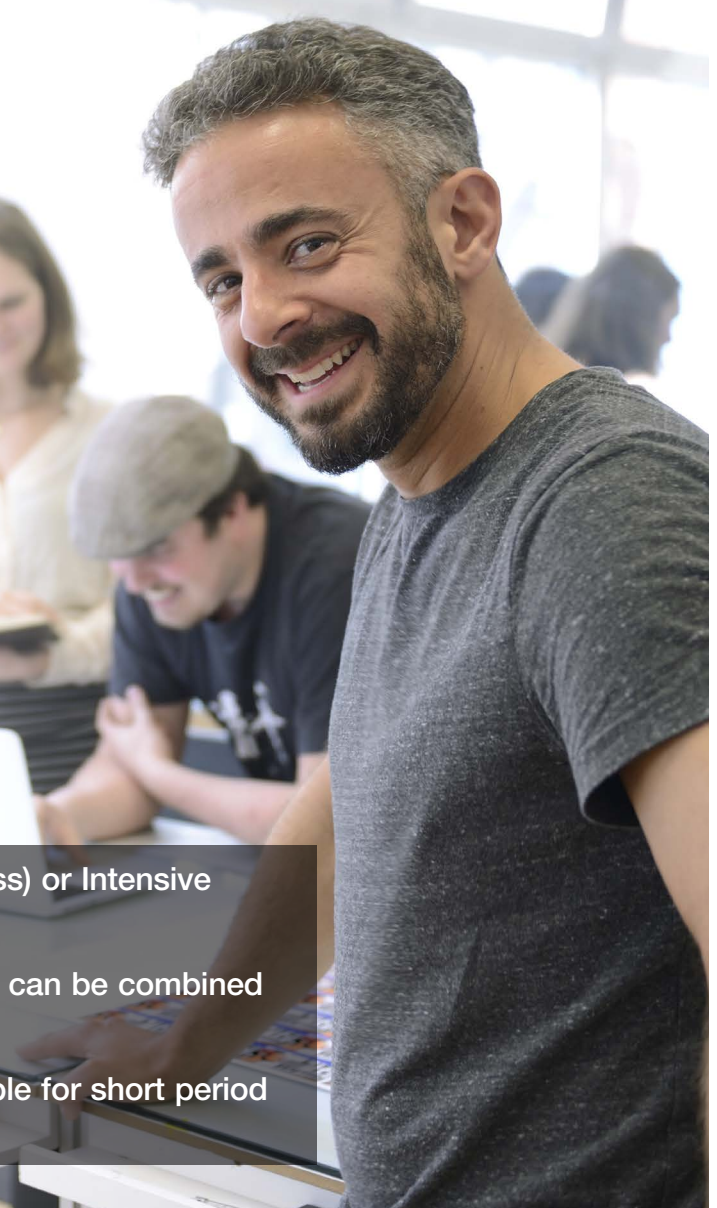
WE GET IT

WORKSHOP STYLES & FORMAT TO FIT YOUR SITUATION

Every business is different. You have an operating landscape and culture unique to you. Our pre-program consultation is offered to discover your specific needs, so we can customise for your business advantage.

All workshops and short courses are delivered by our specialist, industry savvy and accredited training team.

- Corporate Clients: Learning Lunch Box (express) or Intensive (extended) workshop options available.
- Mix and match: 2 or more workshops/courses can be combined and delivered in a one-day format.
- One on one coaching and mentoring is available for short period or extended timeframes.





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