

Global Resources + Local Knowledge - A Powerful Combination.

BSI Learning (BSIL) is a leading provider of Organisational and People Development Services and outsourced training solutions in Australasia. Our extensive industry experience includes Medical, IT&T, Finance, Retail, Manufacturing, Distribution, Printing and Publishing, Media and Entertainment, Education, Aged Care and Health, Non Profit, Food Processing, Call Centre, Services Industry, Government at Federal and State levels and Corporatised Government Agencies.

Our range of organisational development, consulting and training services embrace:

- Corporate Training
- Government Accredited Training
- Strategic Consulting
- eLearning
- Training Outsourcing Service

Our commitment is to provide value for your training investment.

We are passionate about the programs we deliver and ensure that they, in turn, deliver results that produce long term beneficial change for both the participants and your organisation.

FEES	1 Day AUSS 600 + GST 2 Day AUSS 965 + GST
DISCOUNT RATES	1 & 2 people Full rate 3 - 4 people 10% off each participant 5 - 6 or more 15% off each participant 7 or more, contact us
Dates	For Sydney, Melbourne, Brisbane Calendar of Events refer to www.bsilearning.com.au

In-house Programs.

All of our programs can be delivered in house, typically in a group session comprising 6-12 participants. Our in house programs are customised to your particular organisation and its culture and feature case studies and terminology specific to your organisation.

In company programs offer cost benefits through savings on staff travel and time and attract substantial discounts enabling you to maximise your training investment.

Client Feedback.

Feedback from participants at previous workshops

"The best training I have ever been to..."

"We should have done this ages ago..."

"Great presenter, knew his stuff..."

"Really interesting this will help me..."

"Easy to understand, right amount of information, delivered at the right level..."



If additional registrations are required please photocopy this page

Person 1 _____ Position _____

Person 2 _____ Position _____

Person 3 _____ Position _____

Course Name _____

Course Date _____ Fee _____

Organisation _____

Address _____

State _____ Postcode _____

Phone _____ Fax _____

Email _____

PAYMENT DETAILS

Please make all payments to BSI Learning Pty Ltd

Please charge Bankcard Visa MasterCard Cheque EFT (Email for details)

Credit Card Number

Expiry Date /

Signature of Card Holder _____

Name of Card Holder (Please Print) _____

4 ways to confirm your booking

info@bsilearning.com.au

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55 Holt Street, Surry Hills NSW 2010

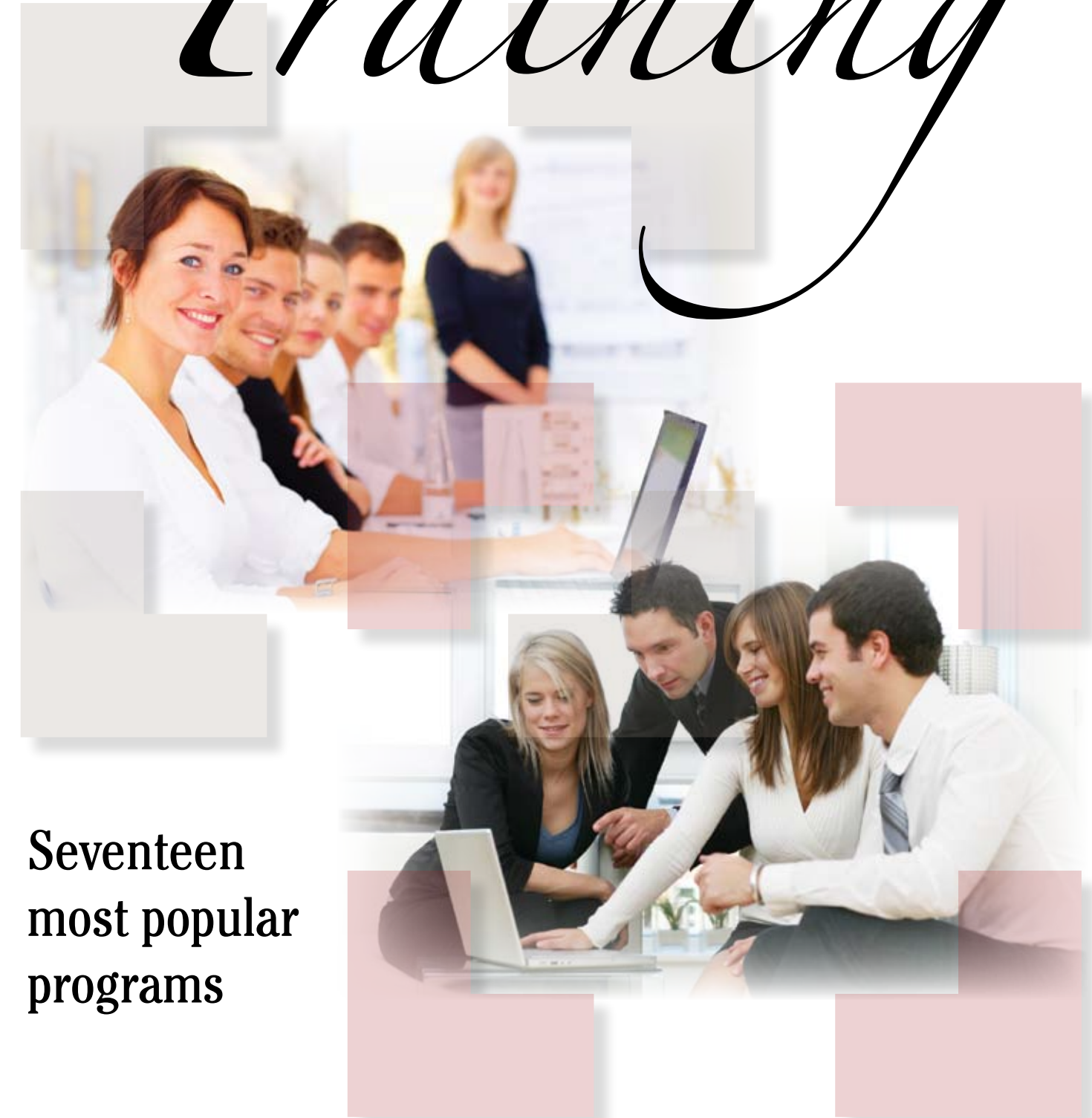
Ph: 02 9215 0196

Fax: 02 9212 5545

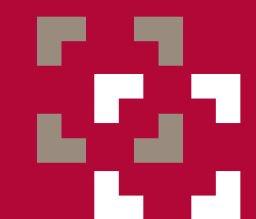


For full terms and conditions please go to our website www.bsilearning.com.au

Training



Seventeen most popular programs



bsilearning
Innovative solutions that deliver RESULTS

Leadership & Management

Managing Innovation

DURATION 2 days

Who should attend?

Managers who see fostering innovation as a part of their role, individual contributors whose work involves facilitating innovation, and senior managers who lead or sponsor innovation as part of their responsibilities.

Course objectives

By the end of this 2 day research-based, experiential and practical program you will be able to:

- Describe how innovation could benefit your team, business unit and the wider organisation
- Identify organisational and individual innovation capabilities and barriers
- Set up and run a simple step-by step process for introducing value-creating innovations
- Undertake a structured program of self-development to improve their innovation management skills
- Assess when and where innovation is needed and when other approaches would be more useful
- Apply selected best practices in innovation to their organisation

Developing Self Managing/ High Performance Teams

DURATION 2 days

Who should attend?

Leaders, Managers, Team Leaders or Supervisors.

Course objectives

By the end of this program, you will be able to:

- Define a high-performance team
- Set team goals and responsibilities
- Create group dynamics
- Manage team conflict

Project Management

DURATION 2 days

Who should attend?

Newly assigned project managers.

Course objectives

By the end of the program, you will be able to:

- Understand the role of the project manager
- Know the different stages of the project life cycle
- Successfully implement projects

Strategic Leadership

DURATION 2 days

Who should attend?

Supervisors, team leaders and managers who have gained experience of managing people and who want to enhance their management skills as a way of increasing their overall performance and that of their team.

Course objectives

By the end of this highly intensive program, you will be able to:

- Develop strategies to keep your team highly motivated and enhance your leadership
- Improve your leadership and overcome management problems and difficult situations

Coaching Skills for Managers

DURATION 1 day

Who should attend?

Any manager or team leader who manages staff directly and wishes to master the essential techniques of coaching.

Course objectives

By the end of this practical course, you will be able to:

- Understand the role of the coach and the coaching process
- Use the techniques and tools of coaching to improve the performance of your team

Introduction to Management for New Team Leaders

DURATION 2 days

Who should attend?

Newly appointed managers or team and section leaders aspiring to management positions.

Course objectives

By the end of this intensive program, you will be able to:

- Define your role as a team leader
- Manage your team with efficiency
- Motivate and manage your team to meet objectives and achieve goals
- Handle difficult situations more effectively

Personal Development

Exercising Influence

DURATION 2 days

Who should attend?

All staff who need to persuade others both internally and externally to enhance their ability to influence in the workplace.

Course objectives

By the end of this practical course, you will be able to:

- Understand what effective communication is
- Recognise your own style of behaviour and be persuasive
- Master the rules of persuasive and influential communication
- Deal with difficult people and situations

Business Writing Excellence

DURATION 1 day

Who should attend?

All levels, from directors and senior managers to career-orientated support staff.

Course objectives

By the end of this practical course, you will be able to:

- Master essential punctuation and grammar rules to communicate more effectively
- Plan and construct letters, memos or emails effectively in various situations
- Maximise clarity, impact and persuade the reader

Leading and Managing Change

DURATION 2 days

Who should attend?

Managers who have line-management responsibilities during times of organisational change and those who are the instigators of change in their organisations.

Course objectives

By the end of this practical course, you will be able to:

- Identify the type of change people are engaged in and how differently their view change
- Understand the implications for the management of change including practical guidelines on how to motivate change, manage the transition and shape the political dynamics

Advanced Presentation Skills

DURATION 2 days

Who should attend?

Executives and managers who are required to deliver presentations and speeches and all those who wish to polish their performance while adding new skills.

Course objectives

By the end of this practical two-day course, you will be able to:

- Prepare yourself to present
- Master the rules of a professional preparation
- Deliver a professional presentation with impact
- Manage difficult audiences

Time Management

DURATION 1 day

Who should attend?

Anyone who needs to manage their time more effectively and master it to enhance their performance and achieve their goals.

Course objectives

By the end of this highly interactive program, you will be able to:

- Identify time-stealers and respond to them
- Identify your values and their impact on time management
- Deal with stress and meet your deadlines
- Prioritise your actions and achieve results

Interpersonal Communication Skills

DURATION 1 day

Who should attend?

Executives and managers who are required to interact with their staff. Anyone working with groups or teams who want to achieve optimum results from work situations that involve other people.

Course objectives

By the end of the course delegates will be able to:

- Analyse their behaviour and how that effects others
- Identify barriers which prevent open communication
- Actively use proven techniques for communicating with people at all levels in a variety of business situations
- Handle difficult situations in the working environment, minimising conflict and enhancing relationships

Sales

Telephone Sales Techniques

DURATION 2 days

Who should attend?

Those who use the telephone as an essential tool to communicate with customers and prospects.

Course objectives

By the end of this highly practical and interactive course will be able to:

- Become more confident when selling over the phone to existing or potential customers
- Establish strong and profitable customer relationships over the phone
- Create a telephone prospecting plan to ensure maximum return from your efforts

Outstanding Customer Service

DURATION 2 days

Who should attend?

Anyone in direct or indirect relation to customers.

Course objectives

After this course, you will be able to:

- Understand the buyer psychology
- Handling different and difficult customers
- Add value in the eyes of the customer
- Create and maintain long term partnerships

Key Account Management

DURATION 2 days

Who should attend?

Key Account managers or managers in charge of big size customers or companies.

Course objectives

By the end of this two-day course, you will be able to:

- Understand the specificities of Key Accounts
- Improve your efficiency dealing with them
- Build a strategy for success

HR

CERT IV Training and Assessment

DURATION 5 days

FEE AUS\$ 2500 + GST

Who should attend?

The TAA40104 Full Course is suitable for people who are new to training as well as those with extensive experience. It is the new qualification for anyone wishing to commence or progress a career in Training & Assessment Entry requirements do apply.

Course objectives

By the end of this practical program, you will be able to:

- Establish and identify appropriate learning environments
- Design practical and applicable learning programs
- Plan, facilitate and deliver effective learning sessions
- Develop and implement effective competency based assessments
- Coordinate and manage quality training and/or assessment services



Finance

Finance for non-Finance Managers

DURATION 2 days

Who should attend?

Managers at all levels and functional specialists who need to gain a better understanding of the financial implications of their business decisions.

Course objectives

By the end of this practical course, you will be able to:

- Read and interpret key financial statements
- Understand financial implications of business decisions
- Use key financial ratios and indicators to assess and plan performance
- Differentiate between profitability and solvency

