



SkillShots: Self-paced, Online Courses

SkillShots are...

Short, self-paced, online courses that allow you to take just what you need to make your life easier. We have topics that cover personal development and work skills to the software packages commonly found in workplaces.

Personal Development

This suite of 28 self-paced courses are designed to offer learners complete freedom to learn. These engaging programs can be completed in 2 - 4 hours within a 90 day access period. Our courses are based on quality content from *The Australian Institute of Management* and have been recently reviewed by content specialists. Self-paced courses offer a flexible approach to learning and with enhanced eLearning features are a perfect way to introduce and further knowledge in specific business areas.

All personal development courses are AUD\$95 + GST per course, or chose one of the Essentials Packs and buy 6 courses for \$545 + GST.

Our self-paced courses offer:

- An intuitive and visually appealing interface to enhance the learning experience
- Content structured in "bite-sized" learning objects
- 15-20 min learning modules that can be completed in multiple learning sessions

After enrolment you have 90 days to complete the course.

IT Skills

Our 24 IT Skills courses provide training on the Microsoft Office suite, from beginner through to early advanced levels. These engaging programs can be completed in 5 - 10 hours within a 90 day access period.

The IT Skills courses offer:

- Practical lessons and simulations
- Interactive components to conceptualise learning
- Audio narration on each screen
- 15-20 min learning modules that can be completed in multiple learning sessions
- Final quiz with randomised quiz bank to test understanding

All IT Skills courses are AUD\$65 + GST per course. After enrolment you have 90 days to complete the course.



Essentials Packs

Essentials Pack:

Veterinary Receptionist

- Dealing with Difficult People
- Conflict Resolution
- Essentials of Selling
- Customer Service Essentials
- Communication Essentials
- Time Management

Essentials Pack:

Veterinarians

- Learning to Lead
- Stress Management
- Time management
- Dealing with Difficult People
- Conflict Resolution
- Communication Essentials

Essentials Pack:

Veterinary Nurse

- Essentials of Selling
- Customer Service Essentials
- Communication Essentials
- Stress Management
- Dealing with Difficult People
- Introduction to Workplace Safety

Essentials Pack:

Practice Manager

- Performance Appraisals
- Introduction to Performance Management
- Recruit and Selection
- Conflict Resolution
- Introduction to Business Accounting
- Running Effective Meetings

To discuss any of these courses or options please contact our enrolments consultant. Email enrolments@provet.com.au or telephone 07 3289 1900.

Enrol

Enrol in:

- individual courses and enjoy 90 day access after you initial login.
- any combination of courses that are relevant to your business.
- essentials packs tailored for your various team members. Essentials packs represent a saving of \$30 over buying each course individually.

To enrol in any of these online course:

- Complete enrolment and payment form at the end of this document and fax to 07 3289 2005 or post to PO Box 10, Samford Qld 4520.
- Telephone the Enrolments Department on 07 3289 1900 to enrol and pay over the phone.

All enrolments must be accompanied by full payment. Upon receipt you will be issued with a login in and password. You commence each individual course online at your convenience and once commenced you will have access to that course for 90 days.



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Human Resource

Performance Appraisals

Overview

This short course conveys the aims and objectives of performance management with specific focus on performance appraisals.

Designed for

Supervisors, project coordinators and human resource personnel, as well as others involved in the performance management process.

Learning outcomes

At the end of this course you will be able to:

- Identify the aims of performance management
- Understand the role of performance appraisal in performance management
- Understand the importance of job clarity
- Set performance goals
- Monitor performance
- Prepare for and participate in a performance appraisal
- Understand performance appraisal tools
- Identify and plan development activities

Course content

The course explains:

- The performance management process
- Performance planning
- Performance monitoring
- Feedback for peak performance
- Data gathering and documentation
- Performance appraisal meetings
- Performance development activities and coaching

Why this course is useful

Understanding the performance appraisal process and how performance appraisals work will better equip you to improve performance within your organisation.



Introduction to Performance Management

Overview

This course introduces management techniques commonly used in improving performance within an organisation.

Designed for

Individuals who are involved in managing and improving individual and team performance outcomes.

Learning outcomes

At the end of this course you will be able to:

- Understand the basics of performance management
- Use techniques from the course to effectively coach and empower others
- Understand basic motivation theory
- Use motivational techniques to help motivate others

Course content

The course explains:

- Performance management
- The Performance Management Process
- Coaching employees
- Coaching
- Active listening
- Questioning
- Giving feedback
- Empowering employees
- Delegating
- Motivation theory in practice

Why this course is useful

Understanding the basic concepts and techniques of performance management will allow you to support performance management processes within your team and consequently improve both individual and team performance.



Recruitment and Selection

Overview

This course has been specifically designed to provide you with the key practices and processes required to successfully recruit a new member of your team.

Designed for

Individuals who are involved in the recruitment and selection process within an organisation.

Learning Outcomes

At the end of this course you will be able to:

- Understand the process of recruitment and selection
- Analyse jobs/roles within an organisation
- Specify the personal qualities you require in potential recruits
- Understand your obligations under the equal employment opportunity and anti-discrimination legislation
- Understand the advantages and disadvantages of several common selection methods

Course Content

This course explains:

- The role of recruitment and selection
- The labour market
- Workforce planning
- The role of recruitment and selection
- Internal versus external recruitment
- Job analysis
- Job description – the key components
- Person specification
- Equal employment opportunity
- Discrimination
- Common selection methods

Why this course is useful

The capacity to select the right personnel can make or break an organisation. This course will equip you with an overview of the concepts, tools and techniques that are commonly engaged by recruitment and selection professionals.



Finance

Introduction to Business Accounting

Overview

This course provides an understanding of the basics of business accounting.

Designed for

Individuals who require a better understanding of business accounting and financial reporting. This could include management personnel, shareholders in a company, small business owners and entry level accounts administration personnel.

Learning Outcomes

At the end of this course you will be able to:

- Understand the underlying principles and processes of business accounting
- Understand key accounting terminology
- Identify the 3 most common business structures and their pros and cons
- Understand the three most common financial reports
- Statement of Financial Position (Balance Sheet)
- Statement of Financial Performance
- Statement of Cashflow
- Prepare basic financial reports
- Understand accounting conventions and standards in reporting and the reasons behind them.

Course Content

This course explains:

- The definition and description of accounting
- Company structures
- The accounting equation
- Double entry accounting
- The accounting process
- Cash and accrual accounting
- Key doctrines and conventions of accounting

Why this course is useful

Measuring, understanding and analysing the financial position and financial performance of your organisation is crucial to not only knowing how well your organisation is currently competing in the marketplace, but also measuring its short-run and long-run performance over time.



Understanding Financial Statements

Overview

This course has been designed to provide you with an ability to understand and analyse the three key financial reports:

- The Balance Sheet (Statement of Financial Position)
- The Income Statement (Statement of Financial Performance)
- The Statement of Cash Flow

Designed for

Individuals who require a better understanding of financial reporting. This could include management personnel, shareholders in a company or small business owners.

Learning Outcomes

At the end of this course you will be able to:

- Understand the differences between the three key financial reports
- Understand the terminology used
- Understand and analyse the structure and construction of each report

Course Content

This course explains:

- Accounting fundamentals including the accounting equation
- The Balance Sheet (Statement of Financial Position)
- The Income Statement (Statement of Financial Performance)
- The Statement of Cash Flow
- Assets and depreciation

Why this course is useful

An understanding of how financial reports are comprised and the financial information that they contain allows you to better analyse the financial position of your organisation and participate confidently in finance related planning and decision making.



Leadership

Learning to Lead

Overview

Learning to Lead is a short course providing you with an introduction into leadership and motivation theories and practices.

Designed for

Individuals who are or aspire to be responsible for managing and/or leading a group in any capacity.

Learning Outcomes

At the end of this course you will be able to:

- Understand the difference between leadership and management
- Identify the personal qualities of leaders
- Understand different leadership styles and theories
- Understand how and why people are motivated
- How to use motivation theory in the workplace to achieve organisational goals

Course Content

This course explains:

- What leadership is and its place in society today
- A definition of leadership, and how it differs from management
- The qualities of an effective and an ineffective leader, and how they influence others
- The difference between Theory X/Theory Y, and knowledge of the four facets of Situational Leadership
- The leadership theories and how they impact on leadership behaviours
- The flexible approaches to implementing strong leadership techniques
- How motivation is a necessary element in leadership
- The similarities and the difference between the motivation theories of Maslow and Herzberg can be used in the workplace to achieve organisational goals

Why this course is useful

This course is designed on the premise that everyone has leadership qualities that can be developed. While simply understanding leadership theory will not automatically make you a great leader, it will help you identify what type of leader you are, how your followers may respond to your leadership style and how you can use this information to better motivate your team.



Leadership for Women

Overview

Leadership for Women provides you with an understanding of the issues that specifically face women in management, with special regard to women in executive positions and those who aspire to reach higher management.

Designed for

Women who are aspiring toward leadership roles or who are relatively new to their roles in leading others. It would suit women working in the corporate sector, public sector organisations, small businesses and those who may be running their own business.

Learning outcomes

At the end of this course you will be able to:

- Understand the leadership landscape for women
- Understand the meaning and scope of leadership
- Discover the essential qualities of leadership and how you can apply them
- Understand power and influence in order to negotiate both effectively
- Build leadership capability
- Nurture and manage your career

Course content

This course explains:

- The leadership landscape for women
- The definition of leadership
- Leadership qualities and theories
- Women understanding power and influence
- Women building leadership capability
- Strategies you can use to nurture your career

Why this course is useful

Understanding the issues that specifically face women in management, as well as the strategies you can employ to become a better leader and nurture your career can empower you to make strategic career decisions and overcome the workplace challenges that are often faced by aspiring female leaders.



Planning

Writing Business Plans

Overview

This course is designed to provide you with the knowledge of how to write a successful business plan. It includes not only a business plan template, but also several other take-aways.

Designed for

Individuals seeking to write a business plan for a new or current business venture. Applicable to attracting investment from private lenders, financial institutions or government. Also useful for creating a business plan to be used internally by your organisation or for understanding the purpose of an existing business plan.

Learning outcomes

At the end of this course you will:

- Understand the critical importance of having a winning business plan
- Know how to structure a business plan
- Know where to obtain the information you need
- Have the tools, examples and knowledge to create your own business plan
- Understand how to interpret and value existing business plans

Course content

- Understanding business plans
- Content & structure of a business plan
- Executive summary
- Business overview
- Market analysis
- The marketing plan
- The financial plan
- Risk analysis
- Resources –templates and examples

Why this course is useful

Need to write a winning business plan? This course not only gives you a pro-forma business plan template, but also outlines a methodical approach to writing a business plan that you can use to make sure your plan is articulate and watertight from beginning to end.



Organisational Planning

Overview

This course covers the basic principles and terminology of organisational planning and gives an overview of the planning process.

Designed for

Organisational Planning is designed for managers at all levels in any business sector.

Learning outcomes

At the end of this course you will be able to:

- Understand the principles of planning
- Recognise the importance of participation in the planning process
- Understand how planning assists managers in their role
- Understand the context in which planning occurs
- Identify different types of organisational plans
- Recognise the most appropriate type of plan for your needs
- Understand common planning terminology
- Follow guidelines for successful planning
- Understand the critical synergies that are required to bring a plan from creation to successful implementation

Course content

This course explains:

- Being a reflective practitioner
- The principles of planning
- The planning context
- Types and phases of planning
- Guidelines for successful planning

Why this course is useful

On completion of this course, you will understand the overall reasons for planning and its basic underlying principles. This course acts as a foundation for further studies in more specific forms of organisational planning (e.g., project planning, strategic planning, marketing planning, etc).



Introduction to Project Management

Overview

This course covers the basic concepts of project management, the role of a project manager and the basic skills required to successfully manage a project and project personnel.

Designed for

Introduction to Project Management is designed for managers at all levels in any business sector.

Learning outcomes

At the end of this course you will be able to:

- Understanding the basic principles and key concepts of project management
- Understand common project management terminology
- Understand the project management process, from conception through to development and completion

Course content

This course explains:

- What project management is
- The stakeholders involved
- The role of a project manager
- Stages of project management
- Essential project management skills

Why this course is useful

An understanding of the project management process will give you greater insight into the roles of people involved in a project and what outcomes the stakeholders in a project are seeking. You will also gain greater insight into both your role in the project management process and the roles of other project team members.



Managing a Work Based Project

Overview

In this course you will explore the elements that contribute to successfully managing a work based project.

Designed for

People who are relatively new to managing a small to medium sized project and is particularly suited to day-to-day workplace projects.

Learning outcomes

At the end of this course you will be able to:

- Conceptually organise and pre-plan the delivery of your project
- Understand the stages of a successful project
- Use standard Office applications to assist you in the management of your project
- Map budgetary expectations against the resources required
- Clearly identify and measure milestones within the project and understand methods to communicate these milestones to your team
- Understand the methods to report the progress of the project to your manager.

Course content

This course explains:

- What project management is
- The key elements of a project
- How to plan a project
- How to monitor a project
- Closure of a project

Why this course is useful

This course is designed to provide you with the knowledge of how to plan, instigate, measure and deliver a workplace project that could possibly involve multiple people, organisations, tasks and resources to delivery a specific outcome on time, on budget and within scope.



Measuring Business Improvement

Overview

Measuring Business Improvement provides you with the knowledge and understanding required to measure the systems and processes of a business, so that you can successfully analyse and improve business processes.

Designed for

Managers at all levels.

Learning outcomes

At the end of this course you will be able to:

- Understand the work systems and processes that contribute to the quality of a business
- Understand the key measurement tools you can use for business improvement
- Complete activities that will help you apply measurement tools to real world scenarios
- Take specific steps to improve business processes through simplification

Course content

This course explains:

- Process improvement
- Flowchart symbols and samples
- Run charts
- Cause and effect diagrams
- Check sheets
- Pareto charts
- The normal work technique (group average)
- Work distribution charts
- The simplification process

Why this course is useful

By the end of this course, you should understand not only how to measure business improvement, but also the processes and ideas behind it. You should also be able to successfully analyse and improve business processes and performance.



Personal Effectiveness

Time Management

Overview

This course assists you to manage your time more effectively, and provides a number of takeaways and resources that are useful in managing your time.

Designed for

Busy individuals who wish to improve their efficiency and maintain a better life/work balance.

Learning outcomes

At the end of this course you will be able to:

- Understand the 5-step action plan to better manage time
- Set priorities by identifying the key roles and activities of your job
- Organise your workspace with systems for categorising current and incoming paperwork
- Understand how effective communication can maximise the efficiency of time spent dealing with others
- Manage time spent in meetings and potential interruptions more effectively
- Build time management strategies into your routine so that they become habit

Course content

This course explains:

- Auditing, analysing and acting – self-assessing your time
- The 5-step time management action plan
- Creating clarity and purpose
- Planning your time – useful planning systems
- Taking control of your workspace
- Communicating clearly and effectively
- Collaborating with others
- Choosing discipline and balance

Why this course is useful

One of the scarcest resources for busy people is time. You cannot expand the amount of time you have available, only the options and the decisions around how to use it. This course helps you keep the change clear, simple and achievable.



Stress Management

Overview

Stress Management is a short course designed to provide you with an understanding of the causes and effects of stress, and most importantly, strategies and techniques you can use to reduce stress.

Designed for

Individuals who are seeking to maximise performance and minimise stress.

Learning Outcomes

At the end of this course you will be able to:

- Recognise and understand your own stress profile
- Take an assertive, strategic response to stress
- Use the 10 tips to increase self esteem
- Understand the “fight” or “flight” response
- Understand the four principles of higher consciousness

Course content

This course explains:

- An overview of stress management
- The effects of stress
- Indicators of stress levels
- Strategies for stress management
- Communication for high performance
- Maintaining high performance

Why this course is useful

By the end of this course, you will understand the main causes of stress and be aware of techniques you can use to achieve and maintain your optimum stress level.



Assertiveness at Work

Overview

Assertiveness at Work has been constructed to provide you with the knowledge and skills to be more confident, co-operative and positive in your approach to others.

Designed for

Individuals who would like to improve their confidence and communication skills.

Learning outcomes

At the end of this course you will be able to:

- Understand the communication process and how it impacts on your ability to be assertive
- Understand the meanings and impact of assertive, aggressive and passive behaviour
- Respond assertively to situations to achieve the best outcome.
- Use tools and techniques from the course to develop and project confidence and esteem

Course content

This course explains:

- The communication process
- Differences between assertive, aggressive and passive behaviour
- Responding to situations assertively
- Building confidence and esteem

Why this course is useful

Understanding the difference between assertive, aggressive and passive behaviour will equip you to not only analyse your own behaviour, but also the behaviour of others. By using tools and techniques from this course, you can proactively improve your assertiveness in the workplace, increasing your personal effectiveness.



Dealing with Difficult People

Overview

Dealing with Difficult People provides you with practical skills, techniques and strategies to successfully manage difficult people and situations.

Designed for

- Emerging managers and service providers who are responsible for maintaining strong relations with internal and external customers
- Specialists who are involved in handling complex internal and external service requirements for both customers and stakeholders

Learning outcomes

At the end of this course you will be able to:

- Understand how to approach difficult people and situations to achieve a better outcome
- Communicate effectively with difficult people

Course content

This course explains:

- Power and conflict
- Difficult people in the workplace
- Communicating effectively
- Communication techniques

Why this course is useful

All managers occasionally face difficult people, for example an aggressive client or customer, an abrupt or discourteous employer/employee, or the office drifter who disrupts other people's work. Understanding how to approach difficult people and situations in your organisation will help you better negotiate a solution with the person concerned and achieve a better outcome.



Conflict Resolution

Overview

Conflict can be a positive force in any business if it is managed and monitored properly. This course is designed to provide you with an understanding of conflict and give you strategies to effectively manage it.

Designed for

Individuals at all levels to improve their ability to better handle conflict situations at work.

Learning outcomes

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

- Describe how conflict can be positive and the impact it has on business
- Describe the causes of conflict
- Identify the levels of conflict
- Identify the five styles of conflict management be able to apply each style
- List the three conflict resolution strategies and identify the best strategy for given situations
- Describe the conflict resolution skills model and its use
- Describe the use of counselling in conflict

Course content

This course explains:

- Conflict and its place in an organisation
- Styles of conflict management
- Conflict resolution strategies
- Conflict resolution skills model
- Counselling

Why this course is useful

At the end of this course, you will understand how to improve your ability to deal with conflict at work.



Sales and Business Development

Essentials of Selling

Overview

This course provides you with the knowledge to be more confident and effective in selling your products and services at all levels.

Designed for

Individuals involved in selling at all levels who wish to learn about the sales process. This course is relevant for those selling in the retail, corporate and government sectors.

Learning outcomes

At the end of this course you will be able to:

- Understand the selling process
- Understand what motivates people to buy
- Present your product offering in the best possible way
- Plan your sale so that you make the most of sales presentation opportunities
- Close your sale effectively
- Encourage repeat business and referrals by following up the sale

Course content

This course explains:

- What selling is
- Understanding your offering
- Buying motivators
- Planning your sale
- Prospecting
- Networking
- Building rapport
- Handling objections
- Personal Selling
- Closing the sale
- Reviewing the sale and following up

Why this course is useful

At the end of this course you will be familiar with the fundamentals of selling and able to understand how to make the most out of all your sales opportunities and consequently grow the business of your organisation.



Fundamentals of Marketing

Overview

This course introduces the key concepts of marketing, with specific focus on the marketing plan and its component parts.

Designed for

This course is specifically designed for those who want to improve their knowledge and understanding of marketing and the marketing plan and how it applies to their business operation.

Learning outcomes

At the end of this course you will be able to:

- Understand the key concepts and objectives of a marketing plan
- Understand each step of the marketing process
- Research and identify the segments of the market that form your target market
- Develop a basic marketing plan
- Understand the fundamentals of a marketing campaign
- Understand what makes an effective advertising campaign

Course content

This course explains:

- The marketing plan
- The 4 Ps of the marketing process
- Market segmentation
- Setting marketing objectives
- Preparing your marketing plan
- How to design effective advertising

Why this course is useful

Understanding the key concepts of marketing and being able to identify your target market is a vital part of business success. Identifying and communicating the unique aspects of your product that motivate your target market to buy is critical in planning an effective marketing campaign.



Negotiation Skills

Overview

This course gives an overview of negotiation opportunities and processes. It also covers common negotiation tactics and strategies.

Designed for

- Individuals who are required to influence others to a desired outcome at work
- Team leaders involved in working with cross functional groups to achieve business outcomes
- Sales and customer service representatives involved in client negotiations as part of their routine daily tasks

Learning outcomes

At the end of this course you will be able to:

- Recognise everyday opportunities for negotiation and take advantage of them
- Understand the negotiation process and different negotiation styles
- Understand how to analyse the other party to better identify their position
- Apply negotiation tactics to achieve better outcomes
- Understand strategies to achieve a successful outcome when negotiations have stalled

Course content

This course explains:

- Opportunities for negotiation in work and life
- The process for negotiation
- Negotiation tactics
- Strategies for breaking deadlocks

Why this course is useful

The ability to negotiate effectively is an essential life skill. Developing this skill can greatly enhance both your career and your personal life.



Customer Service Essentials

Overview

This course provides an understanding of the key practices and processes for delivering quality customer service, a skill necessary for all employees.

Designed for

All individuals that are in contact with customers.

Learning outcomes

At the end of this course you will be able to:

- Understand what quality customer service is
- Understand 10 do's and don'ts of customer service
- Identify customer needs both formally and informally
- Understand and handle customer complaints in a professional manner
- Understand the difference between assertive, aggressive and submissive behaviour
- Be more assertive in your dealings with customers

Course content

This course explains:

- What customer service is
- Impact of customer service
- Identifying customer needs
- Skilful listening
- Types of questions
- Moments of truth
- Handling complaints
- Types of behaviour
- Assertiveness

Why this course is useful

Good customer service is a core part of operating a successful business. At the end of this course you will understand why customers are an important driver to the success of a business and how to make the most of your interactions with them.



Risk and Safety

Risk Assessment and Management

Overview

Risk Assessment and Management gives an overview of the risk management process.

Designed for

- Team leaders, managers and specialists who are not qualified Workplace Health and Safety Officers
- Other individuals who have a management or team responsibility to be aware of safety considerations for their business unit
- Individuals requiring a 'refresher' on the process of hazard and risk identification

Learning outcomes:

At the end of this course you will be able to:

- Understand the key concepts of risk assessment and management
- More effectively assess and manage workplace risk

Course content

The course explains:

- The risk management process
- The benefits of applying risk management
- The difference between risks and hazards
- How to identify hazards
- The steps for assessing risks
- How to control hazards using the hierarchy of control
- How to monitor and review risk treatment

What the course is useful for

At the end of this course, you will be familiar with the concepts of risk management and understand how to approach risk assessment and management in your organisation.



Introduction to Workplace Safety

Overview

This course gives an overview of the essential elements of workplace safety and with an understanding of workplace health and safety as it relates to your work area.

Note: This course is intended as a concise overview only. It is not designed to provide certification as a Workplace Health and Safety Officer or Workplace Health and Safety Representative.

Designed for

- Team leaders, managers and specialists who are not qualified Workplace Health and Safety Officers
- Individuals who have a management or team responsibility to be aware of safety considerations for their business unit

Learning outcomes

At the end of this course you will be able to:

- Understand the concepts behind workplace safety
- Understand the basic rules of OH&S legislation
- Understand your role and obligations regarding workplace safety in your organisation

Course content

This course explains:

- OH&S legislation and standards
- The concept and principles of duty of care
- Injury, illness and dangerous events
- Implications of an unsafe workplace
- The causes and impacts of accidents
- Accident investigations
- How to plan and implement safety
- How to implement and maintain an OH&S management system

Why this course is useful

This course provides a concise and easily accessible overview of the essentials of workplace health and safety, knowledge that is essential for individuals who are responsible for managing a team.



Communication

Communication Essentials

Overview

This course has been designed to provide you with an understanding of the communication process, the common barriers you will or have experienced in your communication and skills to improve your communication at work.

Designed for

- Managers and team leaders.
- Individuals in a role where effective communication is an essential part of their role.

Learning Outcomes

At the end of this course you will be able to:

- Identify your preferred communication style
- Describe the communication process
- Identify the key barriers to effective communication
- List the six skills for improved listening
- Explain how empathy contributes to effective communication
- Describe what non verbal communication is
- Explain the use of effective non verbal communication
- Describe how to create an environment the contributes to effective communication

Course content

This course explains:

- The communication process
- Barriers of effective communication
- Six skills for improved listening
- Role of empathy
- Creating an open environment

Why this course is useful

This course will allow you to overcome common barriers to communication in the workplace and use better communication to improve team relationships and ultimately team performance.



Making Virtual Teams Work

Overview

As technology continues to grow and development, a new environment for the development of, participation in and management of teams has emerged – the virtual environment. This course has been designed to assist you in how to work within and manage a virtual team.

Designed for

- Team leaders with the responsibility of establishing and managing teams with members spread across multiple locations
- People about to step up or into a virtual team leadership role

Learning Outcomes

At the end of this course you will be able to:

- Know how to organise, drive and monitor teams whose members are spread across multiple locations
- Understand the challenges of working within and managing a virtual team
- Understand how to explore the potential and viability of managing teams with the appropriate use of technology.

Course content

This course explains:

- Defining teams and virtual teams
- Advantages and challenges faced by virtual teams
- Technology issues
- Communication issues
- Building and maintaining trust.

Why this course is useful

This course will assist you in understanding the challenges of working within and managing a virtual team across the boundaries of geography and time, through the appropriate use of technology.



Running Effective Meetings

Overview

Running Effective Meetings covers methods and techniques to help run meetings to achieve actionable outcomes, while at the same time, making sure that agenda items are covered and that meeting participants can maximise their contributions within the meeting.

Designed for

- Team leaders and specialists who require improved skills to achieve outcomes through team meetings
- Emerging managers and supervisors with the responsibility for running operational or business unit meetings.

Learning Outcomes

At the end of the course you will be able to:

- Understand the reasons for meetings
- Understand the types of meetings
- Understand the importance of good meeting preparation
- Conduct effective meetings
- Evaluate meetings
- Produce effective agendas and minutes

Course content

This course explains:

- Purpose, scope and value of meetings
- Meeting preparation and planning
- Conducting a meeting
- Roles in meetings
- Meeting evaluation
- Minutes
- Tips for successful meetings
- Leading discussions
- Overcoming problems in meetings

Why this course is useful

This course will help you maximise the effectiveness of time spent in meetings, something essential for professionals and managers whose time is at a premium.



Business Writing Skills

Overview

Business Writing Skills covers practical techniques to improve your business writing skills and examples of common mistakes to avoid.

Designed for

This course is specifically designed for team leaders and foremen/forewomen who have a job requirement to provide regular formal operational reports to their managers and superiors. This course assumes participants have had some experience writing in a business context, so is not for "first time writers".

Learning Outcomes

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

- Understand the pros and cons of using written communication
- Use techniques to write more articulately
- Better understand the mechanics of English
- Use resources listing common spelling and grammar mistakes to double check your writing
- Understand business writing conventions
- Prepare reports using a better approach to structure, grammar and delivery medium

Course content

This course explains:

- Written business communication
- Writing effectively
- The mechanics of English
- Spelling, grammar and punctuation
- Business writing tips

Why this course is useful

Understanding business writing conventions and being able to prepare reports using a better approach to structure, grammar and delivery medium will not only improve your written communication, but also make your reports appear more professional and credible.



Professional Presentations

Overview

This course explores the skills required to create and deliver highly effective presentations with confidence and style. It also includes how to use visual aids to achieve optimal impact.

Designed for

Managers and/or professionals at all levels who wish to improve their delivery of presentations.

Learning Outcomes

At the end of this course you will be able to:

- Prepare for a presentation and understand the preparation time requirements
- Understand the purpose of analysing the audience
- Understand the key considerations when arranging your venue
- Choose an engaging title for your presentation
- Effectively structure the content of the presentation
- Understand the importance of research
- Use visual aids effectively
- Use the three steps to better practice and rehearse
- Improve your vocal and body language skills during delivery
- Implement strategies for handling difficulties during your presentation
- Understand the importance of reviewing

Course content:

This course explains:

- Introduction to presenting
- Getting the basics right
- Planning your presentation
- Delivery
- Review

Why this course is useful

Presentations are required in many different circumstances – from personal applications to high powered work environments. This course provides you with the tools and understanding you need to deliver a professional presentation with confidence and presence.



Effective Networking

Overview

Effective Networking provides you with an overview of how to grow your network for professional success. While the focus is on networking in a business or professional context, the concepts introduced are easily applicable to your personal life.

Designed for

Individuals seeking to grow their network for professional and personal success.

Learning Outcomes

At the end of this course you will be able to:

- Identify the true meaning of a network and networking
- Understand your current level of networking effectiveness and how to develop that for business success
- Identify the cornerstones of effective networking, planning, participation and follow up
- Identify ways to leverage off your existing networks
- Understand how to develop conversations and connections
- Identify ways to make a positive impact at a networking event
- Develop strategies to network through the written word
- Create a networking plan and monitor networking effectiveness against that plan

Course content

This course explains:

- The true meaning of networking
- Effective networking
- Face to face networking
- Making an impact
- Networking through the written word
- Creating a networking plan

Why this course is useful

Networking is a proactive investment in your professional future. By networking wisely and consistently, you should see great returns over time.



IT Skills

Microsoft Office 2003

Access 2003

This course will provide you with an overview of how to use Microsoft Access 2003.

After completion of this course, you will:

- Identify the function of Access
- Know how to create records and enter data
- Set up a database, define a primary key and identify Design View components
- Modify the table design
- Import data into the database
- Understand relational databases
- Modify and format forms
- Understand and create queries
- Create and modify reports

Excel 2003 - Beginner

This course will provide you with an overview of how to use Microsoft Excel 2003.

After completion of this course, you will:

- Be able to navigate and create workbooks
- Move and copy data
- Open and save workbooks
- Enter formulas and functions
- Understand and work with ranges
- Understand relative and absolute references
- Use functions, including lookup functions
- Be able to create and format charts



Excel 2003 - Intermediate

This course will provide you with an intermediate knowledge of how to use Microsoft Excel 2003.

After completion of this course, you will:

- Be able to format menu options
- Understand custom and conditional formats
- Be able to use 3D workbooks
- Understand pivot tables
- Be able to work with macros
- Be able to sort your data and add subtotals
- Use the goal seeker and solver feature

Excel 2003 - Advanced

This course will provide you with an advanced knowledge of how to use Microsoft Excel 2003.

After completion of this course, you will:

- Be able to import data
- Understand data validation
- Be able to filter data
- Be able to link, share and protect workbooks
- Be able to use the scenario manager

Outlook 2003

This course will provide you with an overview of how to use Microsoft Outlook 2003.

After completion of this course, you will:

- Be able to use Outlook folders
- Create, send and work with existing messages
- Use signatures, stationery and templates
- Be able to use the address books, and add contacts
- Be able to enter appointments, plan meetings and add events
- Be able to create, delegate and view existing tasks
- Use the Journal feature



Powerpoint 2003 - Beginner

This course will provide you with an overview of how to use Microsoft PowerPoint 2003.

After completion of this course, you will:

- Be able to create and edit presentations
- Use the slide view and outline view
- Be able to arrange the slides and change the slide layout

Powerpoint 2003 - Intermediate

This course will provide you with an intermediate knowledge of how to use Microsoft PowerPoint 2003.

After completion of this course, you will:

- Be able to use and change the templates
- Be able to use the drawing tools
- Be able to update the title masters, headers and footers
- Be able to create speaker notes and handouts

Powerpoint 2003 - Advanced

This course will provide you with an advanced knowledge of how to use Microsoft PowerPoint 2003.

After completion of this course, you will:

- Be able to create and enhance charts
- Be able to define and enter table data
- Be able to create slide shows including using transition effects and creating hyperlinks
- Be able to use the spell check and printing features

Word 2003 - Beginner

This course will provide you with an overview of how to use Microsoft Word 2003.

After completion of this course, you will:

- Be able to create, open, save and close documents
- Be able to use the task panes
- Be able to move and copy text, as well as apply basic text formatting
- Be able to use the spell check and AutoCorrect tools
- Be able to print documents, envelopes and labels



Word 2003 – Intermediate

This course will provide you with an intermediate knowledge of how to use Microsoft Word 2003.

After completion of this course, you will:

- Be able to use the automated formatting tool, including formatting paragraphs and tabs
- Be able to work with columns
- Be able to use clip art, borders, WordArt and the drawing tools
- Be able to apply watermarks
- Be able to create forms and save them as templates
- Be able to create, modify and format tables

Word 2003 – Advanced

This course will provide you with an advanced knowledge of how to use Microsoft Word 2003.

After completion of this course, you will:

- Be able to sort paragraphs and lists
- Be able to apply headers, footers and a table of contents
- Be able to use footnotes and endnotes
- Be able to apply watermarks
- Work with templates and the Design Gallery
- Be able to create styles
- Learn about group editing, collaboration and mail merging
- Be able to create basic webpages

Microsoft Office 2007

Excel 2007- Beginner

This course will provide you with an overview of how to use Microsoft Excel 2007.

At the end of this course you will:

- Identify the function of Excel
- Be able to create, navigate and save workbooks
- Understand formulas, functions and ranges
- Use the proofing tools
- Are familiar with previewing
- Can use the page setup options
- Are familiar with printing options
- Can create and format charts



Excel 2007- Intermediate

This course will provide you with an intermediate knowledge of how to use Microsoft Excel 2007.

At the end of this course you will:

- Understand custom and conditional formats
- Be able to customise the ribbon and quickstart
- Be able to use 3D workbooks
- Understand splitting, freezing and hiding
- Understand pivot tables
- Be able to work with macros
- Understand outlining
- Use the goal seeker and solver feature
- Can create a webpage
- Understand worksheets and email

Excel 2007- Advanced

This course will provide you with an advanced knowledge of how to use Microsoft Excel 2007.

At the end of this course you will:

- Be able to import data
- Understand data validation
- Use data forms
- Be able to filter data
- Be able to create and edit a workspace
- Learn how to consolidate data
- Be able to link, share and protect workbooks
- Work with comments and track changes
- Understand auditing tools
- Be able to use the scenario manager



Outlook 2007

This course will provide you with an overview of how to use Microsoft Outlook 2007.

At the end of this course you will:

- Understand Outlook screen components and navigation pane
- Create, send and work with existing messages
- Understand the message handling tools
- Use signatures, stationery and templates
- Understand the different Outlook views, instant search and advanced find
- Work with mail folders and archiving folders
- Be able to enter appointments, plan meetings and add events
- Be able to create, delegate and view existing tasks
- Learn how to customise Outlook
- Use the Journal feature

Powerpoint 2007- Beginner

This course will provide you with an overview of how to use Microsoft PowerPoint 2007.

At the end of this course you will:

- Understand PowerPoint screen components
- Use the buttons to view presentations in different ways
- Be able to create, save and close presentations
- Be able to edit presentations

Powerpoint 2007- Intermediate

This course will provide you with an intermediate knowledge of how to use Microsoft PowerPoint 2007.

At the end of this course you will:

- Learn how to format data
- Understand custom and conditional formats
- Be able to customise the ribbon and quickstart
- Be able to use 3D workbooks
- Understand splitting, freezing and hiding
- Understand pivot tables
- Be able to work with macros
- Understand outlining
- Use the goal seeker and solver feature
- Can create a webpage
- Understand worksheets and email



Powerpoint 2007 - Advanced

This course will provide you with an advanced knowledge of how to use Microsoft PowerPoint 2007.

At the end of this course you will:

- Be able to create, format and enhance charts on slides
- Be able to add tables and format them
- Be able to create slide shows including using transition effects and creating hyperlinks
- Be able to use the spell check and printing features
- Be able to create speaker notes and handouts

Word 2007- Beginner

This course will provide you with an overview of how to use Microsoft Word 2007.

At the end of this course you will:

- Learn about screen components and navigation tools
- Be able to create, open, save and close documents
- Be able to use the task panes
- Learn how to use smart tags
- Be able to move and copy text, as well as apply basic text formatting
- Be able to use the spell check and AutoCorrect tools
- Be able to use the find and replace and correction signs
- Be able to print documents, envelopes and labels

Word 2007– Intermediate

This course will provide you with an intermediate knowledge of how to use Microsoft Word 2007.

At the end of this course you will:

- Be able to use the automated formatting tool, including formatting paragraphs and tabs
- Be able to work with columns
- Be able to use clip art, borders, WordArt and the drawing tools
- Be able to apply watermarks
- Be able to create forms and save them as templates
- Be able to create, modify and format tables
- Learn how to use formulas in tables



Word 2007 – Advanced

This course will provide you with an advanced knowledge of how to use Microsoft Word 2007.

At the end of this course you will:

- Be able to sort paragraphs and lists
- Be able to apply headers, footers and a table of contents
- Be able to use footnotes and endnotes
- Be able to use bookmarks and hyperlinks
- Understand page design and customise pages
- Work with templates and the Design Gallery
- Be able to create styles
- Work with macros
- Learn about file management techniques
- Learn about group editing, collaboration and mail merging
- Be able to create basic webpages

Microsoft Office XP

Access XP

This course will provide you with an overview of how to use Microsoft Access XP.

After completion of this course, you will:

- Understand how Access works and database objects
- Be able to enter data and use the navigation buttons
- Be able to build and modify tables
- Be able to work with records
- Be able to create relational databases
- Be able to create, modify and format forms
- Be able to use the query tools
- Be able to create, modify and print reports

Excel XP - Beginner

This course will provide you with an overview of how to use Microsoft Excel XP.

After completion of this course, you will:

- Understand how Excel works
- Understand the screen components and how to navigate workbooks
- Be able to create worksheets and move and copy data
- Be able to create formulas and functions
- Be able to create and format charts



Excel XP - Intermediate

This course will provide you with an intermediate knowledge of how to use Microsoft Excel XP.

After completion of this course, you will:

- Know how to format data and format the menu options
- Be able to create 3D workbooks
- Be able to use pivot tables
- Be able to work with macros
- Be able to sort data and use subtotals

Excel XP - Advanced

This course will provide you with an advanced knowledge of how to use Microsoft Excel XP.

After completion of this course, you will:

- Know how to import and validate data
- Be able to create data forms
- Be able to filter data
- Be able to link workbooks, share and protect workbooks
- Be able to track changes
- Be able to use the Scenario Manager

Outlook XP

This course will provide you with an overview of how to use Microsoft Outlook XP.

After completion of this course, you will:

- Understand how Outlook works and the various screen components
- Be able to create folders
- Be able to create and send messages
- Be able to create email signatures
- Be able to work with the address book and add and delete contacts
- Be able to enter appointments and set tasks
- Be able to use the Journal tool



Powerpoint XP - Beginner

This course will provide you with an overview of how to use Microsoft PowerPoint XP.

After completion of this course, you will:

- Understand how PowerPoint works and the various screen components
- Be able to open, save and close files
- Be able to create and edit presentations
- Be able to switch between the various views
- Be able to edit the slide layouts

Powerpoint XP - Intermediate

This course will provide you with an intermediate knowledge of how to use Microsoft PowerPoint XP.

After completion of this course, you will:

- Be able to use templates
- Be able to use the drawing tools
- Be able to edit the title masters, and edit headers and footers
- Be able to create speaker notes and handouts

Powerpoint XP - Advanced

This course will provide you with an advanced knowledge of how to use Microsoft PowerPoint XP.

After completion of this course, you will:

- Be able to create and enhance charts
- Be able to create tables
- Be able to work with slide shows and add transition effects
- Be able to use the spell check and printing tools

Word XP - Beginner

This course will provide you with an overview of how to use Microsoft Word XP.

After completion of this course, you will:

- Understand how Word works and its various screen components
- Be able to format text
- Be able to use the proofing tools and AutoCorrect features
- Be able to find and replace text
- Be able to print documents, envelopes and labels



Word XP - Intermediate

This course will provide you with an intermediate knowledge of how to use Microsoft Word XP.

After completion of this course, you will:

- Understand the automated formatting of text and paragraphs
- Be able to work with columns
- Be able to search for and add Clip Art, borders and WordArt
- Be able to use the drawing tools and add watermarks
- Be able to create forms and save them as templates
- Be able to create and modify tables
- Be able to add and edit charts

Word XP - Advanced

This course will provide you with an advanced knowledge of how to use Microsoft Word XP.

After completion of this course, you will:

- Be able to sort paragraphs and lists
- Be able to add headers, footers and a Table of Contents
- Be able to use footnotes and endnotes
- Be able to create forms and save them as templates
- Be able to create and modify tables and add formulas to tables
- Understand how group editing and file management can be used
- Be able to use the mail merge tool
- Be able to create basic webpages

Lotus Notes

Lotus Notes 5

This course will provide you with an overview of how to use Lotus Notes R5.

After completion of this course, you will:

- Understand networks
- Have an understanding of the terminology used in Lotus Notes R5
- Access your mail database
- Understand how to use the New Memo page and all its fields
- Use the Calendar and Scheduler built into Lotus Notes
- Learn about Lotus Notes databases and how to access them
- Learn how to categorise your work
- Learn to schedule an automatic Replication



Lotus Notes 6.5

This course will provide you with an overview of how to use Lotus Notes 6.5.

After completion of this course, you will:

- Understand networks
- Appreciate the components that go together to form the Notes environment
- Understand the Notes workstation and the Notes client
- Manage your mail
- Understand how to use the New Memo page and all its fields
- Learn about Lotus Notes databases and how to access them
- Learn to schedule an automatic Replication



Enrolment and Payment Instructions

1. On the next page, tick the course(s) or Essential Pack(s) you wish to enrol in
2. Calculate the total cost of your courses
3. Fill out Course participant's details
4. Fill out the payment details
5. Fax the completed 2 pages to 07 3289 2005

or

Post to:

Animal Industries Resource Centre

PO Box 10

Samford Qld 4520

If you prefer to pay over the phone by credit card, indicate this on the form then fax or post in the completed 2 pages. We will contact you to arrange payment.

Important notes

- All enrolments must be accompanied by full payment.
- Upon receipt you will be issued with a login in and password.
- You commence each individual course online at your convenience. You have access to each course for 90 days from enrolment.
- Enrolments are not transferable to other participants.

1 Tick the course(s) or Essential Pack(s) you wish to enrol in

Human Resource		
Performance Appraisals	\$95	
Introduction to Performance Mgmt	\$95	
Recruitment and Selection	\$95	
Finance		
Introduction to Business Accounting	\$95	
Understanding Financial Statements	\$95	
Leadership		
Learning to Lead	\$95	
Leadership for Women	\$95	
Planning		
Writing Business Plans	\$95	
Organisational Planning	\$95	
Introduction to Project Management	\$95	
Managing a Work Based Project	\$95	
Measuring Business Improvement	\$95	
Personal Effectiveness		
Assertiveness at Work	\$95	
Time Management	\$95	
Stress Management	\$95	
Dealing with Difficult People	\$95	
Conflict Resolution	\$95	
Sales and Business Development		
Essentials of Selling	\$95	
Fundamentals of Marketing	\$95	
Negotiation Skills	\$95	
Customer Service Essentials	\$95	
Risk and Safety		
Risk Assessment and Management	\$95	
Introduction to Workplace Safety	\$95	
Communication		
Communication Essentials	\$95	
Making Virtual Teams Work	\$95	
Running Effective Meetings	\$95	
Business Writing Skills	\$95	
Professional Presentations	\$95	
Effective Networking	\$95	
Human Resource		
Performance Appraisals	\$95	
Introduction to Performance Mgmt	\$95	
Finance		
Introduction to Business Accounting	\$95	
Understanding Financial Statements	\$95	
Leadership		
Learning to Lead	\$95	
Leadership for Women	\$95	
Planning		
Writing Business Plans	\$95	
Organisational Planning	\$95	
Introduction to Project Management	\$95	
Managing a Work Based Project	\$95	
Measuring Business Improvement	\$95	
Personal Effectiveness		
Assertiveness at Work	\$95	

IT Skills		
Access 2003	\$65	
Excel 2003 – Beginner	\$65	
Excel 2003 - Intermediate	\$65	
Excel 2003 – Advanced	\$65	
Outlook 2003	\$65	
Powerpoint 2003 - Beginner	\$65	
Powerpoint 2003 - Intermediate	\$65	
Powerpoint 2003 - Advanced	\$65	
Word 2003 - Beginner	\$65	
Word 2003 – Intermediate	\$65	
Word 2003 – Advanced	\$65	
Excel 2007- Beginner	\$65	
Excel 2007- Intermediate	\$65	
Excel 2007- Advanced	\$65	
Outlook 2007	\$65	
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Powerpoint 2007- Intermediate	\$65	
Powerpoint 2007 - Advanced	\$65	
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Excel XP - Advanced	\$65	
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Powerpoint XP - Intermediate	\$65	
Powerpoint XP - Advanced	\$65	
Word XP - Beginner	\$65	
Word XP - Intermediate	\$65	
Word XP - Advanced	\$65	
Lotus Notes 5	\$65	
Lotus Notes 6.5	\$65	

IT Skills		
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Excel 2003 – Beginner	\$65	
Excel 2003 - Intermediate	\$65	
Excel 2003 – Advanced	\$65	
Outlook 2003	\$65	
Powerpoint 2003 - Beginner	\$65	
Powerpoint 2003 - Intermediate	\$65	
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Excel 2007- Beginner	\$65	
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Excel 2007- Advanced	\$65	
Outlook 2007	\$65	
Powerpoint 2007- Beginner	\$65	

Time Management	\$95	
Stress Management	\$95	
Dealing with Difficult People	\$95	
Conflict Resolution	\$95	
Sales and Business Development		
Essentials of Selling	\$95	
Fundamentals of Marketing	\$95	
Negotiation Skills	\$95	
Customer Service Essentials	\$95	
Risk and Safety		
Risk Assessment and Management	\$95	
Introduction to Workplace Safety	\$95	
Communication		
Communication Essentials	\$95	
Making Virtual Teams Work	\$95	
Running Effective Meetings	\$95	
Business Writing Skills	\$95	
Professional Presentations	\$95	
Effective Networking	\$95	

Powerpoint 2007- Intermediate	\$65	
Powerpoint 2007 - Advanced	\$65	
Word 2007- Beginner	\$65	
Word 2007– Intermediate	\$65	
Word 2007 – Advanced	\$65	
Access XP	\$65	
Excel XP - Beginner	\$65	
Excel XP - Intermediate	\$65	
Excel XP - Advanced	\$65	
Outlook XP	\$65	
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Powerpoint XP - Advanced	\$65	
Word XP - Beginner	\$65	
Word XP - Intermediate	\$65	
Word XP - Advanced	\$65	
Lotus Notes 5	\$65	
Lotus Notes 6.5	\$65	

Essentials Pack		
Veterinary Nurse	\$545	
Veterinary Receptionist	\$545	
Veterinarian	\$545	
Practice Manager	\$545	

2 Calculate the total cost of your courses: _____

3 Fill out the Course Participant’s details

Name:

.....

Workplace:

.....

Email contact (for password and logon information):

.....

4 Fill out payment details

Name (to appear on Tax Invoice)

.....

Postal address (for Tax invoice and receipt)

.....

.....

Payment can be made by cheque. Attach to enrolment and payment pages and post to:

Animal Industries Resource Centre

PO Box 10

Samford Qld 4520

Pay by credit card.

Complete the details below and fax the 2 enrolment and payment pages to 07 3289 1900

For payment by credit card, please provide the following details:	
Card type:	<input type="checkbox"/> Visa <input type="checkbox"/> Master card
Cardholder name:	_____
Card number:	____ / ____ / ____ Expiry: ____ / ____
Amount:	Signature _____

Or

I prefer to make the payment over the phone. I will send in the 2 enrolment and payment pages by post or fax and you may contact me on the following number(s)

Contact Phone _____ Best time(s) _____

Contact Phone _____ Best time(s) _____

Contact Phone _____ Best time(s) _____

- 5** Fax the completed 2 pages to 07 3289 2005
 or
 Post to:
 Animal Industries Industries Resource Centre
 PO Box 10
 Samford Qld 4520