

Pathways

News



August 2020

Priceless

CONSULTANCY SERVICES FOR INDUSTRY, BUSINESS, AND GOVERNMENT

Pathways Education and Training Solutions has established itself as a reliable and quality provider of staff training and development in Western Australia since 2002. But we have also provided our expertise to various organisations wanting help and advice with training programs and projects. We can assist you too.

Pathways ETS can also custom design courses to suit the special requirements of clients. Just contact us and we'll show you how you can get your training initiatives off the ground, and provide a no-obligation quote for our services.

We'll talk to your organisation and discuss training options for your employees. Take advantage of the current downturn in the economy to upskill your employees so they're ready when things start to return to normal. Remember, as announced elsewhere on this page, all our training is now done online so our clients can work from home and still get access to us by phone or email with workshop queries.

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Welcome to Pathways ETS Online

Pathways ETS has been delivering face-to-face workplace training workshops since 2003 to both government and non-government clients. The resulting interaction between trainer and clients has been invaluable. However, changed conditions in the world in early 2020 have necessitated a move to online delivery of our training.

How our online training works

For each of our workshops, online clients will receive a copy of the workshop notes and a checklist booklet to assess mastery of the material. Throughout the workshop notes will be Checkpoint Tasks, the answers to which can be entered into the Checklist Booklet. When all Checkpoint Tasks have been completed, clients then check out of the workshop by emailing their completed Checklist Booklet back to us. Upon satisfactory completion of all the checkpoint tasks, a Certificate of Completion will be forwarded to clients. At any stage of the workshop notes, enrolled clients can contact us by email or phone to ask questions or raise issues related to the workshop content.

Choose your Workshop

In the centre pages of this expanded *Pathways News*, we list all the workshops available online with a brief description of the content of each. Workshops range from time management to middle management and workshop fees range from \$49.95 to 149.95 depending upon the length and complexity of the workshop. Whilst we might perhaps have preferred to remain in face-to-face mode, these new workshop prices represent much cheaper outlays for our clients as our delivery costs are considerably reduced with remote delivery. And of course, all our clients will still receive our support every step of the way by phone Monday to Friday 9.00am to 6.00pm WST or email at any time..

www.pathwaysets.com.au



Pathways ETS Online

MIDDLE MANAGEMENT SKILLS

You'll Just Have to Manage ©

Module 1 – Working with People

This workshop emphasises applied, practical strategies and solutions to management issues. It is liberally illustrated with examples and anecdotes including a touch of humour to lighten the sessions. The workshop is a must for anyone applying for their first middle management position or who has been placed in an acting management role at short notice.

Topics covered in Module 1 include the expected role of a middle manager, politics and policy in management, effective management and leadership of a team, management of performance and sub-standard performance, and managing change.

Risky Business ©

In recent years, the issue of *risk* has become an increasingly important one for managers and supervisors paralleling the growing awareness of public liability and consequent rise in litigation in the community at large. This workshop introduces some key principles of, and, strategies for risk management.

Risk is unavoidable and is present in virtually every human situation. The highest levels of adverse risk exist in our day-to-day operations and in our increasing dependence on ever-changing technology (for example, networked computers and mobile phone transactions).

STAFF SELECTION AND RECRUITMENT

Apply Yourself ©

Two workshops comprising *Writing to Selection Criteria (AM)* and *Assertive Interviewee Skills (PM)*. These very practical workshops are based on Targeted Selection Criteria and are musts for anyone applying for their first and/or promotional public sector position and include an introduction to the required documentation and procedures. It would also assist intending applicants for jobs in medium to large firms in the private sector.

Be Selective ©

A skills workshop aimed at intending members of Selection Panels in medium to large organisations, whether public sector agencies or private sector companies. The workshop would also be useful for experienced selection panel members looking to update and refresh their skills in Targeted Selection.

The workshop covers essential knowledge and updates recent developments including the move away from sole reliance on interviews and the online completion and processing of job applications. There is a focus on practical skills and applying the knowledge required for successfully undertaking Selection Panel duties. Common Interview Questions and room layouts are included.



Pathways ETS Online

PERSONAL DEVELOPMENT

Assert Yourself ©

Pathways Education and Training Solutions offers a practical skills workshop aimed at people already in or about to enter the workforce, whether public or private sector. This workshop covers both the theory and practice of assertive behaviour. The workshop clearly distinguishes between assertive and aggressive behaviour. The emphasis is on assertiveness in workplace settings and positive interaction with others including one-to-one relationships with work colleagues, and participation in meetings, interviews, and public forums.

Just Ethics ©

A workshop about ethical behaviour and accountability in the workplace. It is based on Public Service Commission material covering the seven modules entitled *Accountable and Ethical Decision Making*. This training has been designed to help public sector employees find answers to accountability questions that may arise in their daily work and explain the standards of behaviour expected of them.

All In Good Time ©

A workshop about managing your time, whether in the workplace, in your business, or in your personal life. This workshop aims at showing you how you can maximise the use of your limited time through behavioural change in your work or personal routines.

Equal to the Job ©

As this workshop makes clear, "Equality in the workplace" does not mean that everyone is equal. It refers to the way in which a person is treated in the workplace. Does he/she have the same opportunities as all other staff members given his/her skills and experience? Are decisions about that person and/or behaviours towards them influenced by factors other than their demonstrated skills, abilities, and experience. If decisions and behaviours are influenced, then this constitutes discrimination.

WORKPLACE PERFORMANCE

Get In Training ©

This practical skills workshop emphasises a competency-based approach to training and outlines the key principles of workplace training. Participants should be able to use these key principles to apply the competencies and elements covered in the workshop immediately in their workplaces. The four competencies - preparation, delivery, evaluation, and follow-up using mentors - are equally applicable with both large- and small-scale training projects. This non-accredited workshop is an ideal preparation for those people wanting to complete the accredited *Certificate IV in Training and Assessment* but who have little or no experience of training.

Serve Them Right ©

A customer/client service skills workshop to help both existing and prospective staff prepare for, attend to, and follow-up with customers and clients. This workshop is a must for anyone applying for front counter positions with either public or private sector organisations. It will also greatly assist those working in or looking for employment in retail stores. Topics covered include creating time and space for customers, presenting yourself, listening and language, avoiding confrontation, using body language, and achieving customer satisfaction.

What a Performance ! ©

In modern workplaces, there is perhaps no task in management that is so badly handled when it is tackled. More commonly though, it is avoided as much as possible. This workshop shows how simple the process can be – no need for avoidance anymore !

Performance management may also be called 'performance appraisal' or 'staff appraisal' and refers to a key responsibility of middle management, namely, that employees carry out their duties efficiently, effectively, and completely.



Pathways ETS Online

Coping with change

Been reorganised or restructured lately ? Couldn't find that product on the supermarket shelf because the packaging's different ? Had to buy a brand-new stereo because the faulty part on your existing set is no longer available ? Has a bus timetable change made your journey to work more complicated ? Annoying isn't it ? It's not just baby boomers who shrug their shoulders and say "Why, oh why do things have to keep changing nowadays ?"

Pathways ETS' workshop *All Change* is currently being revised and updated before its release online in early 2021. The workshop tries to provide some answers and explanations to these questions. But more than this, it aims to provide participants with strategies to cope with on-going change in the workplace and in personal and social lives. Of course, in the midst of the *Covid 19 Pandemic*, the need to understand, adapt to, and benefit from organisational and technological change in the workplace and in the community at large has never been so important.

Whilst implementing and adapting to change is not easy, there are some common characteristics of successful change programs.

Course topics include why things change, why we have to change, why change fails, and how change should be implemented. Participants are shown how to prepare and equip themselves for change by compiling a *Change Survival Kit*.

Sounds like a plan

With the new 2020/21 financial year well and truly upon us it's a good time to revisit our business plans. Er! You have got a business plan haven't you ?

Surveys and research seem to indicate that many small to medium businesses are trying to operate without a business plan. If you are borrowing from a bank or other financial institution, they of course demand to see a business plan. However, if your business did not require an establishment loan, you may never have got round to preparing one. Some business owners find the prospect of putting a business plan altogether too much. All those sheets of paper, all the costings, all the projections, all the time away from their businesses ! Well, actually, it doesn't have to be like that.

A business plan can consist of less than ten sheets of paper. It's what's in it that matters !

Pathways Education and Training Solutions can assist with the preparation of business plans. We can work with you via email, phone, or online to customise a business plan which summarises what your business is about – what products and services you offer, how you will deliver them, the people you need to help you, your pricing structure, estimated turnover, and how you will deal with profits and losses. We also conduct a *SWOT* analysis to look at where your business is in relation other similar businesses and in the local economy as a whole, both your advantages and disadvantages.

And business planning is not just confined to the private sector. Many public sector organisations have adopted business unit models where costs and revenue are allocated to individual business units whose managers are accountable for expenditure and revenue on a monthly basis. Each business unit should have a business plan so that each unit member understands their role in relation to the priorities of the whole business unit.

Phone 9840 8817 or email pathwaysets@westnet.com.au for more information and to arrange a time to discuss how we can help your business or organisation.