I often reflect on the purpose of the work we do with so many organisations. Whether it is a short one day course, a year-long culture change project, a recognition award for outstanding leadership or simply influencing conversations that matter; one common theme persists – we build better workplaces.

Most of us spend more time at work than in any other pursuit. As well as our financial well-being, work provides invaluable self-esteem, a sense of purpose and a contribution to the wider community. Our hope is that we can make a difference to the workplaces of organisations in Australia and our region. By building expertise and improving the performance of people across all levels in the organisations in which we work, these workplaces will be more engaging and more rewarding.

Of course our bias is towards enhancing workplaces through high quality learning and development. The global pandemic of 2020 has enabled us to support our clients through greater flexibility with virtual classrooms, higher education qualifications and pure e-learning courses complementing our highly regarded short, face-to-face programs. All of these options are highlighted in our 2021 Guide, the definitive source of learning and development for your team.

Inevitably, more challenges and more opportunities lie ahead. We look forward to partnering with you to get the best from your teams, while building better workplaces for everyone.

Professor Gary Martin FAIM
Chief Executive Officer

Acknowledgement of Country

We acknowledge the Whadjuk Noongar people as the original custodians of the land on which we live and work.

We acknowledge the traditional custodians of country throughout Western Australia and recognise their continuing connection to land, waters, and community.

We pay our respect to them and their cultures; to Elders both past and present.
WA’S BEST WORKPLACES HAVE AIM WA CORPORATE MEMBERSHIP - ARE YOU ONE OF THEM?

Hundreds of Western Australia’s best organisations have demonstrated their commitment to the development of their people by taking up Corporate Membership of AIM WA. Research over many decades has consistently shown that opportunities to grow, upskill and achieve mastery are powerful motivators for employees. And, in these times of extraordinary change, having your staff skilled, agile and resilient is a pre-requisite to success.

Discounts of up to 25% for Corporate Members are indicated throughout the 2021 Guide.

To become a Member, or to advance to a level with greater discounts, call our Client Services Team on +61 8 9383 8000 or email aimwa@aimwa.com

% of Corporate Members by Industry

- Mining and Mining Services: 19
- Local Govt: 19
- Not-for-Profit: 7
- State Govt and Utilities: 6
- Finance and Banking: 5
- Health and Aged Care: 7
- Construction and Property: 10
- Engineering and Manufacturing: 18
- Other: 9
HOW TO SELECT YOUR TRAINING AND BOOK

With 155 courses in this year’s Program Guide, it can be daunting to choose the best option to meet your specific training needs. Here are some steps on how you might navigate the Guide.

1. Gather as much information as you can about the needs of the person seeking training. If it is you, be open to feedback from colleagues, direct reports and your supervisors.

2. Focus more on your strengths rather than your weaknesses, unless the weakness is in an area that is ‘mission critical’ to your role.

3. Select from the seven broad subject categories listed below:
   - INTERPERSONAL AND COMMUNICATION SKILLS
   - LEADERSHIP AND MANAGEMENT
   - FRONTLINE MANAGEMENT, SUPERVISION AND SAFETY (WHS)
   - PROJECT, CONTRACT AND PROCESS MANAGEMENT
   - SERVICE, SALES AND MARKETING
   - HR, TRAINING, FINANCE AND ADMINISTRATION
   - COMPUTER SKILLS

4. Consider the level of the participant and match this with the level of the course. Helpful information on ‘Why attend’ and ‘Who should attend’ have been included to help guide you in this step. Additional information is also available on our website at aimwa.com

5. Once you have selected the most appropriate courses, have an open conversation with the participant to build their commitment and enthusiasm to attend.

ENROL TODAY
Visit aimwa.com, call us on +61 8 9383 8000 or email aimwa@aimwa.com

Still not sure which course to choose?
Talk to one of our team who can help with more information and advice.
## COURSE NUMBER AND NAME
### INTERPERSONAL AND COMMUNICATION SKILLS
- 168 Aboriginal and Torres Strait Islander Cultural Awareness
  - New
- 196 Academic Assessment Writing
  - New
- 164 Accurate Written Communication
- 128 Assertive Communication
- 143 Assertive Communication for Women
- 170 Communicating Across Generations
- 124 Conflict Resolution
- 117 Crucial Accountability®
  - New
- 111 Crucial Conversations®
- 169 Effective Communication
- 134 Effective Email Communication
- 153 Essentials of Good English
- 216 Having Difficult Conversations
- 180 How to Turn Data into Compelling Visual Presentations
- 171 Improving Your Interpersonal Relationships at Work
- 156 Influencing and Persuasion Skills
- 160 Introduction to Emotional Intelligence
- 105 Mindsets for High Performance
- 127 Negotiation Skills
- 116 Practical Decision Making
- 179 Presence: Presenting the Best You Online and In-Person
- 129 Professional Business Writing
- 130 Professional Presentations
- 138 Think On Your Feet®
- 122 Think Smart
- 120 Time Management
- 131 Time Management – Organising Yourself
- 125 Writing Policies, Procedures and Work Instructions

### LEADERSHIP AND MANAGEMENT
- 102 AIM WA mini MBA for the Private Sector
  - New
- 108 AIM WA mini MBA for State and Local Government
  - New
- 119 Change Management
- 530 Coaching Skills for Line Managers and Supervisors
- 175 Creating Respectful Workplaces
- 607 Effective People Management
- 630 Emerging Leaders Program
- 101 Executive Development Course (EDCO)
- 136 How to Prepare a Business Case
- 178 Leadership Development – Leading Others
- 110 Leadership Development – Leading Self
- 182 Leadership for Introverts
- 183 Leading Without a Title
- 174 Managing a Virtual Workplace
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- 172 Managing People Who Don’t Work for You
- 408 Strategic Business Planning
- 104 The New Manager
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SYMBOLS TO LOOK OUT FOR:

**NEW**

New Course for 2021.

**TOP PERFORMER**

Highly recommended by past participants, our Top Performers deliver a track-record of success and ROI.

We offer a selection of courses delivered live via our virtual classroom. You receive the same content, same course materials and same facilitator as our face-to-face training programs.
# YOUR QUALIFICATIONS AT A GLANCE

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Nationally Recognised Training is any program of training leading to vocational qualifications and credentials that are recognised across Australia.

National Provider No. 0058
WE ARE A FULL SERVICE PROVIDER

AIM WA is able to meet all of your learning and development needs with a full range of services and expertise, across all sectors and industries.
CHOOSING YOUR FLEXIBLE LEARNING PATHWAY

Much has been said about the merits of face-to-face learning versus virtual classrooms versus fully online. Proponents of each methodology set it up as a ‘winner takes all’ contest. In reality, it is a matter of matching the most appropriate method to your organisation’s needs.

The following questions can help guide your decision making. However, don’t progress blindly on the answers; consider other factors such as the unique context in your organisation, the history of learning, your readiness and openness to different approaches and the level of senior management support.

**Are you trying to increase knowledge or increase skill? Is the subject matter complex or simple?**

Simple knowledge can be acquired via online learning very effectively. As the complexity increases, learners are more likely to want to ask questions and have someone support them in a face-to-face environment. Typically, skill acquisition is best achieved via face-to-face learning where learners can be supported, take risks, gain feedback and observe others.

**Can all your learners gather in the one place?**

Virtual classroom technologies are ideal when you have a distributed group of learners.

**Do you have 6 or more people with the same need?**

An in-house, tailored solution may be the best, most cost effective option.

**Are you trying to change behaviour?**

Sustainable behaviour change is a complex process. Skilled facilitators in face-to-face programs can create rich learning environments that engage and energise, where learners build confidence in their ability to make and sustain the necessary changes in their workplace.

For more assistance in choosing the best approach for your needs, call +61 9383 8000 and talk to us about how we can find the right program pathway for you.
YOU CONCENTRATE ON THE LEARNING, WE’LL DO THE REST...

For over 60 years, AIM WA has been delivering outstanding learning and development for organisations across every sector and every industry in Western Australia.

This experience reminds us every day that we can’t force you to learn. What we can do is create the best possible environment to enable you to thrive, to maximise the learning opportunities and to apply the learning back in your workplace.

We are committed to ensuring that whilst you are with us, you only need to focus on your learning and we’ll look after everything else.

- A focus on your learning needs
- Highly experienced program facilitators
- Engaging learning environment
- Reliable administration and support
- Training with IMPACT!
- Purpose-built, award winning facilities
- Full catering from our in-house chef
- Free on-site parking
- Free Wi-Fi
Skilful communicators are valued at all levels in organisations because they build relationships, energise people, solve problems and get things done.
IMPROVING YOUR INTERPERSONAL RELATIONSHIPS AT WORK

Connect with people meaningfully and effectively

This course is designed to develop the personal insight necessary to work effectively with people, to read people’s reactions and to modify your approach when appropriate. Maximise your ability to be viewed positively at work, and in all aspects of your life. Once you have grasped the basic concepts, you will find all of your relationships improving and your stress level dropping accordingly.

Why attend?
- Understand your personal communication style and how it is viewed by others
- Manage emotions and avoid aggressive trigger behaviours
- Identify emotions in others from non-verbal cues
- Better adapt to difficult situations and learn to respond non-aggressively when challenged
- Examine relationships and make conscious decisions on developing the right relationship set.

Who should attend?
People who want to gain greater levels of cooperation at work from clients, co-workers, employees and managers. Those who are having difficulty in work relationships and who want to acquire skills to help improve this.

Course details:
3 days
9.00am – 4.30pm
March 22-24, May 5-7, July 6-8
$1798 Non Member
$1536 Corporate Bronze
$1448 Corporate Silver
$1361 Corporate Gold

Optional/additional coaching package:
$900 Non Member
$800 Corporate Member (3 x 1 hour)

INFLUENCING AND PERSUASION SKILLS

Working towards win-win solutions

Every day at work we are called on to respond to the demands of others, make requests, raise issues or initiate change. Each of these situations would benefit from having one or both parties skilled in the art of influencing and persuasion. Whether you are dealing with colleagues, direct reports, customers or stakeholders, this course will strengthen your knowledge around influencing and persuading others.

Why attend?
- Recognise what drives people to make decisions
- Define influence and consider how you are influenced by others
- Understand what comprises influential behaviours and actions
- Practice a range of micro-communication skills
- Plan an influencing opportunity and tailor your approach to achieve more positive outcomes in future interactions.

Who should attend?
Anyone who wants to enhance their ability to achieve positive outcomes from their daily interactions with work colleagues, direct reports, customers or other stakeholders.

Course details:
1 day
9.00am – 4.30pm
February 5, April 13, July 12
$755 Non Member
$642 Corporate Bronze
$604 Corporate Silver
$566 Corporate Gold

Book at aimwa.com/156
THINK ON YOUR FEET®

Communicate powerful ideas with clarity, brevity and impact

This globally acclaimed verbal skills workshop trains you to organise your thoughts and ideas quickly for clear, concise, persuasive messages. Its focus is to build skills, knowledge and confidence for those who want to enhance their ability to communicate key messages. More than 500,000 people have benefited from its success and it has run in Australia for over 20 years.

Why attend?
- Structure your ideas simply and persuasively
- Simplify complex information
- Tell a story and flesh out ideas with memorable examples
- Target listeners’ core concerns and reach solutions by bridging from question to answer
- Get to the point and be remembered by presenting ideas with speed and clarity
- Handle objections and questions positively while moving to middle ground.

Who should attend?
The course is designed for people at all levels who are keen to improve their communication skills including administrators, managers, senior executives, sales and marketing professionals, technical specialists, learning and development professionals, project managers and office managers.

Course details:
- 2 days
- 9.00am – 4.30pm
- February 10-11 August 26-27
- April 20-21 November 8-9
- June 14-15
- $1495 Non Member
- $1302 Corporate Bronze
- $1237 Corporate Silver
- $1173 Corporate Gold

Optional/additional coaching package:
- $900 Non Member
- $800 Corporate Member (3 x 1 hour)

Book at aimwa.com/138
ASSERTIVE COMMUNICATION

Communicate openly, honestly and directly

Clarity and confidence are often seen as the secrets to effective assertive communication. By developing skills to clearly express your views in a confident manner, you are more likely to be successful at getting your message across and be more receptive and open to concerns expressed by others.

Why attend?

- Develop skills to respond to difficult situations with assertion over aggression or submission
- Recognise your communication strengths and weaknesses
- Improve your confidence when expressing your views and collaborating with others
- Build a toolkit of strategies to adapt to the needs and communication styles of others
- Cope with difficult situations and difficult people more effectively.

Who should attend?

Anyone who wants to develop their self-confidence and communicate effectively and assertively with work colleagues at all levels as well as with clients and the public.

Course details:

📅 2 days
🕒 9.00am – 4.30pm
📅 February 15-16  
📅 April 7-8  
📅 June 24-25  
📅 August 19-20  
📅 October 12-13  
📅 December 9-10

💰 $1290  Non Member  
💰 $1097  Corporate Bronze  
💰 $1032  Corporate Silver  
💰 $968  Corporate Gold

Book at aimwa.com/128

ASSERTIVE COMMUNICATION FOR WOMEN

Speak with clarity and confidence

Credibility as contributing members of an organisation is established through the process of communication. Clear, authentic self-expression and active listening are key in effective negotiations and contribute to the reduction of stress in the workplace. Organisations will benefit from having employees who are able to communicate more openly and assertively.

Why attend?

- Develop self-confidence and learn how to say ‘no’ when appropriate
- Discover ways to express positive and negative feelings competently through verbal and non-verbal communication
- Learn how to handle constructive criticism and complaints
- Evaluate the appropriateness of time, place and situation when dealing with difficult situations
- Distinguish between assertive, non-assertive and aggressive behaviour
- Select appropriate responses from new skills and strategies learned.

Who should attend?

Women who want to develop their self-confidence and communicate effectively and assertively with work colleagues at all levels.

Course details:

📅 2 days
🕒 9.00am – 4.30pm
📅 February 22-23  
📅 April 19-20  
📅 June 14-15  
📅 August 9-10  
📅 October 20-21  
📅 December 1-2

💰 $1290  Non Member  
💰 $1097  Corporate Bronze  
💰 $1032  Corporate Silver  
💰 $968  Corporate Gold

Book at aimwa.com/143
**PRESENCE: PRESENTING THE BEST YOU ONLINE AND IN-PERSON**

**Put your best self forward**

Presence might feel intangible, but there are specific actions you can take that have a positive impact on how you are perceived by others. This course highlights the power of presence and the practical steps you can take to enhance your in-person and online image, plus demonstrate a more professional, confident persona in the workplace.

**Why attend?**
- Gain an understanding of your own physical and interpersonal presence
- Enhance self-awareness about how you are currently perceived
- Identify change and clarify what needs to take place to curate your image
- Transfer your physical and interpersonal presence to an online environment
- Monitor and update how you are perceived by others.

**Who should attend?**
People who come face-to-face with clients and also managers and supervisors at all levels who want to enhance their visibility and create a more positive image in the eyes of their colleagues, stakeholders and clients.

**Course details:**
- 1 day
- 9.00am – 4.30pm
- March 10
  - July 1
  - November 15
- $755  Non Member
- $642  Corporate Bronze
- $604  Corporate Silver
- $566  Corporate Gold

[Book at aimwa.com/179](http://aimwa.com/179)

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**EFFECTIVE COMMUNICATION**

**Communication strategies that start with you**

Developing and maintaining relationships with colleagues, stakeholders and clients starts with your ability to communicate effectively. This course provides you with a range of communication techniques and strategies to become a more effective and confident communicator. By improving your communication skills, you will be able to enhance working relationships and deal with difficult situations in a positive manner. The course will also give you the opportunity to develop your own personal communication style and better understand the styles of others.

**Why attend?**
- Identify your individual communication style and learn practical skills to communicate better with others
- Demonstrate empathy through active listening and questioning techniques to improve relationships and overcome communication barriers
- Build rapport with diverse groups of people using different communication styles
- Distinguish the difference between assertion, aggression and submission
- Employ assertive communication techniques to handle difficult conversations.

**Who should attend?**
Those looking to improve their personal communication skills and develop their communication style.

**Course details:**
- 2 days
- 9.00am – 4.30pm
- January 14-15  V  July 5-6  V
- February 8-9  V  August 2-3
- March 29-30  V  September 22-23
- April 29-30  V  October 28-29
- June 3-4  V  December 1-2
- V  = Virtual Classroom.
- $1290  Non Member
- $1097  Corporate Bronze
- $1032  Corporate Silver
- $968  Corporate Gold

[Book at aimwa.com/169](http://aimwa.com/169)
CRUCIAL CONVERSATIONS®

Create open communication when it matters most

Crucial Conversations teaches you to create alignment and agreement by fostering open communication around high-stakes, emotional or risky topics at all levels of your organisation. By learning how to speak and be heard (and encouraging others to do the same), you’ll gather the best ideas, make the highest quality decisions, and then act on your resolutions with unity and commitment.

What is a crucial conversation? It’s a discussion between two or more people where the stakes are high, opinions vary and emotions run strong. These conversations, when handled poorly or ignored, lead to strained relationships and dismal results.

Organisations around the world have turned to the award-winning Crucial Conversations training to improve bottom line results like quality, efficiency, satisfaction, safety, etc.

Why attend?
• Learn to speak persuasively, not abrasively
• Foster team work and better decision making
• Build acceptance rather than resistance
• Resolve individual and group disagreement.

Results include:
• Culture Transformation: The City of Greater Geraldton turned its culture around from septic to best-in-class despite a huge organisational restructure
• Workplace Safety: Mining giant Newmont achieved an enviable reduction in Total Recordable Accident Frequency Rate (TRAFR) from 0.69 to 0.47 plus 73% fewer serious injuries in two years
• Performance: A major healthcare provider scored 16% higher on patient safety, 18% higher on quality of care, 19% higher on patient experience and 37% higher on staff engagement
• Efficiency: AT&T reduced billing costs by 30% and Sprint Nextel reduced customer care expenses by $20 million annually.

Who should attend?
Does your organisation suffer from taboo topics, deference, disagreement, analysis paralysis, information hoarding, office politics, or alienation? Is it battling declining productivity, safety violations, low morale, reduced quality, poor customer satisfaction or other bottom-line concerns?

Then you, your team or your organisation needs Crucial Conversations training. More than 2,000,000 people and 300 of the Fortune 500 companies have used these skills to improve their organisational culture and create change for good.

Course details:
• 2 days
• 8.30am – 4.30pm
• January 27-28
  April 15-16
  July 27-28
  October 21-22
• $1440 Non Member
  $1247 Corporate Bronze
  $1182 Corporate Silver
  $1118 Corporate Gold

Book at aimwa.com/111
CRUCIAL ACCOUNTABILITY®

Improve accountability, execution and performance

When co-workers make promises, do you sigh in relief or do you start biting your nails? Do you make plans, set goals, give assignments and hope that maybe, people will deliver? Attend this course to gain tools for resolving violated expectations, broken commitments and bad behaviour.

Organisations around the world have turned to Crucial Accountability to improve bottom line results such as quality, efficiency, satisfaction, safety and more.

More than 1,000,000 people and 300 of the Fortune 500 companies have used the skills learnt on Crucial Accountability to improve their organisation culture and create change for good.

Why attend?
- Discover how to hold anyone accountable, no matter the person’s power, position or temperament
- Master performance discussions to get positive results and maintain good relationships
- Find ways to motivate others without using power, clearly and concisely explaining specific, natural consequences and permanently resolving problems
- Learn to manage projects, without taking over, by creatively helping others avoid excuses, keep projects on track and resolve performance barriers
- Discover how to ‘move to action’: agree on a plan, follow up, engage in good reporting practices and manage new expectations.

Who should attend?
The course is beneficial for people in roles across the entire organisation, from leadership to frontline employees and anyone who relies on the efforts of others to get things done.

Course details:
- 2 days
- 8.30am – 4.30pm
- February 11-12
  May 24-25
  August 17-18
  November 18-19
- $1440 Non Member
  $1247 Corporate Bronze
  $1182 Corporate Silver
  $1118 Corporate Gold

Book at aimwa.com/117
CONFLICT RESOLUTION

Find peaceful and practical solutions to resolve conflict

Conflict is inevitable, but it is manageable. This course is designed to improve conflict resolution skills by examining what conflict is and how it affects people. You will explore positive and negative conflicts and decide how conflict can be dealt with in both your work and personal life. The course will provide some basic communication strategies and will promote the development of negotiation and influencing skills.

Why attend?
• Gain an understanding of conflict and discover strategies on how to manage it
• Identify and appropriately respond to personal values, points of view and conflict management styles
• Analyse the needs of each party to resolve conflict in a flexible manner
• Demonstrate active listening and questioning techniques to negotiate effectively
• Use positive influence techniques to result in a ‘win-win’ situation.

Who should attend?
Anyone who feels that their response to conflict situations could be improved including managers, project managers, supervisors or HR managers.

Course details:
2 days
9.00am – 4.30pm
February 25-26
March 12
April 12-13
May 10-11
June 10-11
July 12-13
August 24-25
September 13-14
October 14-15
November 11-12
December 6-7
$1290 Non Member
$1097 Corporate Bronze
$1032 Corporate Silver
$968 Corporate Gold

HAVING DIFFICULT CONVERSATIONS

Approach challenging conversations with confidence

We all face difficult conversations at some stage in our lives. These conversations can arise in a variety of situations including performance management, discipline, personal issues, redundancy, interpersonal conflict and customer service. This course aims to give you the skills and confidence to tackle these conversations when they arise and increase the likelihood of a successful outcome for all parties.

Why attend?
• Identify the three critical elements of difficult conversations and personal signs of stress
• Discover techniques to help you stay calm during difficult conversations
• Start difficult conversations well and maintain focus on a ‘win-win’ attitude when dealing with sensitive issues
• Confront difficult issues directly while acknowledging the points of view of others to maintain relationships
• Manage your own emotions and demonstrate empathy through active listening and effective questioning skills
• Use techniques to build rapport
• Apply skills across a variety of settings including performance discussions.

Who should attend?
Supervisors, managers and team leaders who are required to resolve difficult situations by speaking directly with their colleagues, suppliers or customers. The course will also be applicable to people who do not have direct supervisory responsibilities but who need to confront interpersonal issues in the workplace.

Course details:
1 day
9.00am – 4.30pm
January 22
March 2
May 2
June 2
August 10
September 30
November 29
$755 Non Member
$642 Corporate Bronze
$604 Corporate Silver
$566 Corporate Gold

Book at aimwa.com/124

Book at aimwa.com/216
COMMUNICATING ACROSS GENERATIONS

Effective communication with people of all ages

Generational differences feature prominently in the list of challenges facing supervisors, managers and leaders. Capturing the imagination and engagement of employees from a wide range of ages is essential if the team or department is to be successful. At the same time, it is important to recognise what similarities exist across generations as this helps to bring people together. During this course, you will unpack the key characteristics of the different generational groups and identify the communication strategies that will have the most impact on each group.

Why attend?
- Recognise the similarities and unique characteristics of different generational groups from Baby Boomers to Generation Z
- Gather feedback to identify when and how to use particular communication styles
- Adapt your language and presentation style to align with the needs of different generations
- Appropriately push back on inappropriate or unhelpful communication.

Who should attend?
Team leaders, supervisors and managers with diverse, multi-generational teams or departments who want to improve the impact of their communication across a diverse range of generations.

Course details:
- 1 day
- 9.00am – 4.30pm
- March 2
  July 16
  October 25
- $755 Non Member
  $642 Corporate Bronze
  $604 Corporate Silver
  $566 Corporate Gold

Book at aimwa.com/170

NEGOTIATION SKILLS

Negotiate your way to solutions

This course focuses on the skills required for achieving positive results through negotiation. It equips you with the tools, techniques and concepts that are required to manage negotiations successfully in a variety of situations including contracts, sales, project management and teams.

Why attend?
- Establish a comprehensive negotiation planning process
- Apply the most appropriate negotiation tactics for the situation
- Manage the negotiation process through the five negotiation phases
- Practice negotiation techniques to develop and refine your skills
- Evaluate and improve the negotiation process.

Who should attend?
Anyone whose role requires negotiation with others, including managers, team leaders and supervisors, sales and account managers, senior customer service representatives and project or change managers.

Course details:
- 2 days
- 9.00am – 4.30pm
- February 11-12
  April 27-28
  June 9-10
  August 16-17
  October 11-12
  December 2-3
- $1290 Non Member
  $1097 Corporate Bronze
  $1032 Corporate Silver
  $968 Corporate Gold

Book at aimwa.com/127
INTRODUCTION TO EMOTIONAL INTELLIGENCE

Use your emotional awareness for better results

The science is clear, your emotions play a big part in the way you’re perceived by others on a daily basis. They influence your effectiveness, especially when your role involves working with or through people. By increasing your intelligence around emotions, you become better equipped to sense and respond to your own emotions and the emotions of others.

Why attend?
• Identify the source and impact of emotion in the workplace
• Increase emotional awareness to better manage yourself and others
• Develop tools to improve your own emotional intelligence and encourage it in others
• Learn to better integrate logic and emotions in decision making and conflict resolution.

Who should attend?
Anyone required to work with and through other people to get things done. This could include frontline service staff, supervisors, team members or technical staff who deal with people every day and who want a greater understanding of how their own emotions and those of other people affect relationships.

Note: Pre-work will be required prior to attendance on this course.

Course details:
- 2 days
- 9.00am – 4.30pm
- February 25-26 August 5-6
  - April 19-20 October 5-6
  - June 17-18 December 1-2
- $1362 Non Member
  - $1169 Corporate Bronze
  - $1104 Corporate Silver
  - $1040 Corporate Gold

Additional fee applies for assessment, see page 125.

Optional/additional coaching package:
- $900 Non Member
  - $800 Corporate Member
    (3 x 1 hour)

Course can link via assessment to:
BSB51918 Diploma of Leadership and Management on page 119.

Book at aimwa.com/160
ABORIGINAL AND TORRES STRAIT ISLANDER CULTURAL AWARENESS

Develop cultural awareness to build better relationships

Building stronger, more meaningful relationships and understanding with Aboriginal and Torres Strait Islanders is the key outcome of this enlightening course. Not only will you gain more insight into Aboriginal and Torres Strait Islander culture, you will also increase your ability to engage more effectively.

Why attend?

- Gain an understanding of cultural competence in an Aboriginal and Torres Strait Islander context
- Understand the key components of Aboriginal and Torres Strait Islander culture, both historical and contemporary
- Explore what it means to be an Aboriginal or Torres Strait Islander
- Learn ways to connect and consult with communities
- Understand how best to recruit and support Aboriginal and Torres Strait Islander employees
- Discover what will be different as a result of applying your cultural awareness in the workplace.

Who should attend?

This course is suitable for people who want to deepen their understanding of Aboriginal and Torres Strait Islander culture.

Course details:

- 1 day
- 9.00am – 4.30pm
- May 21
- August 24
- November 11
- $755 Non Member
- $642 Corporate Bronze
- $604 Corporate Silver
- $566 Corporate Gold

Book at aimwa.com/168
EFFECTIVE EMAIL COMMUNICATION

Get to the point with digital communications

The increasing use of email in organisational life has not guaranteed its effectiveness as a means of communication. This course provides tips and tricks to be more efficient, effective and professional when communicating via email.

Why attend?
• Learn to prioritise and manage email messages
• Manage the flow of email messages
• Build your subject lines and messages for ultimate impact
• Write clear and effective email messages using appropriate writing style, grammar and language
• Use appropriate language to suit the audience and topic.

Who should attend?
Anyone who is required to manage high volumes of email and communicate electronically. The content is applicable for people from all levels.

Course details:
½ day
9.00am – 12.30pm
March 31
July 2
November 19
$376  Non Member
$320  Corporate Bronze
$301  Corporate Silver
$282  Corporate Gold

ESSENTIALS OF GOOD ENGLISH

Practical techniques to improve your English skills

Can you confidently express an idea and do you understand when a sentence is well written? This course is designed to bust the myths surrounding good English and show you how you can write and speak correctly and confidently.

Why attend?
• Acquire a better understanding of English skills to refine your communication
• Identify parts of speech and avoid common mistakes
• Apply simple yet practical techniques to improve your spelling and punctuation
• Gain confidence to write and speak clearly and concisely.

Who should attend?
All professionals, whether they are administration staff, managers, office supervisors or executives, who want to feel more confident when preparing reports, speeches and business documents.

Course details:
1 day
9.00am – 4.30pm
March 2
July 16
November 22
$755  Non Member
$642  Corporate Bronze
$604  Corporate Silver
$566  Corporate Gold

Book at aimwa.com/153
**ACADEMIC ASSESSMENT WRITING**

Acquire the necessary skills to write at an academic level

This course covers the essential skills of academic assessment writing. It is designed to develop skills in planning, researching, organising, analysing and presenting written assessments in a cohesive and professional manner, using correct English grammar. Strong writing skills are not only useful for students undertaking tertiary studies but are also essential to succeed in employment and communicate in the workplace.

Why attend?

- Understand the requirements and develop a high level plan
- Determine the theme and relevant structure
- Learn effective ways to research the topic and build the content
- Apply correct grammar and paragraph structure
- Examine the inclusion of tables, diagrams and images
- Gain an understanding of appendices
- Learn how to build logical flow and cohesion
- Apply correct citations and referencing
- Gain confidence to present a professional document

Who should attend?

Students who are new to tertiary studies, who have not written academic assignments recently or those students who wish to improve their academic assignment writing at the undergraduate or postgraduate level.

Course details:

- ½ day
- 9.00am – 12.30pm
- January 23
- April 17
- July 17
- October 9

$550 Non Member
$467 Corporate Bronze
$440 Corporate Silver
$412 Corporate Gold

**ACCURATE WRITTEN COMMUNICATION**

Produce accurate, clear and complete written documents

Wherever people are working with documents, there’s the potential for mistakes and mistakes are costly. This workshop equips you to prepare, check or process documentation ensuring the written communication is presented professionally, accurately and without omissions. It is not a proof-reading course, it is about developing a mindset to deliver the right message, at the right time and in the right way.

Why attend?

- Measurably improve document checking skills
- Increase attention to detail and ‘present-mindedness’
- Understand and use techniques for dealing with distractions
- Learn methods for effective, structured checking
- Devise a checklist for clear, accurate and effective documents
- Undertake pre and post-course measurement to see immediate results.

Who should attend?

This course is relevant to people who work with any form of written communication including letters, emails, marketing literature, social media, contracts, reports and forms.

Course details:

- 1 day (2 x ½ days - consecutive)
- 9.00am – 12.30pm
- May 4-5
- November 3-4

$887 Non Member
$774 Corporate Bronze
$736 Corporate Silver
$699 Corporate Gold

Book at aimwa.com/164

We are proud to partner with Scott Bradbury in providing this course to improve written communication and reduce the cost of error.
PROFESSIONAL BUSINESS WRITING

Capture your reader with the written word

The ability to write clearly and effectively is a critical professional skill. This hands-on course will show you how to plan, organise and structure your writing to prepare business documents your readers will want to read. Using writing and editing activities, you will learn to prepare reader-oriented documents that communicate clearly and effectively.

Why attend?
• Plan, structure and draft documents quickly
• Develop professional, reader-focused documents
• Review and proofread documents for appropriate style, language, structure and readability
• Apply writing styles and standards appropriate for the intended readers
• Understand the essentials of today’s business writing
• Comply with modern writing principles and with your organisation’s writing style guide.

Who should attend?
Anyone who wants to write high-quality documents faster. Suitable for those wanting to improve, update or fine-tune their writing skills or acquire new business writing skills.

Note: You will be asked to bring along samples of your own written business correspondence and reports for ‘hands-on’ application.

Course details:

⏰ 2 days
⏰ 9.00am – 4.30pm
📅 January 20-21 July 29-30
February 22-23 August 19-20
March 17-18 September 16-17
April 22-23 October 12-13
May 18-19 November 15-16
June 29-30 December 6-7

💰 $1290 Non Member
$1097 Corporate Bronze
$1032 Corporate Silver
$968 Corporate Gold

Book at aimwa.com/129
WRITING POLICIES, PROCEDURES AND WORK INSTRUCTIONS

Proven methods for preparing user-friendly documents

An organisation’s policies, procedures and work instructions are a key factor in maintaining efficiency, consistency and clear communication. This course shows you how to prepare well-written documents, from planning to writing, editing and reviewing. It gives you the opportunity to develop an efficient ‘writing process’ for yourself or for your writing team, making writing high quality documents so much easier.

Why attend?
• Adopt a professional approach to writing
• Define your audience and objectives to collate appropriate information
• Group and structure the content logically
• Learn ways to allow users quick access to information
• Write professionally in an easy to read style
• Edit and revise material for maximum clarity
• Examine copyright and liability
• Explore version control and document review cycles.

Who should attend?
New or experienced writers interested in improving the quality of their documents. Suitable for anyone who needs to write policies, procedures and work instructions. The needs of writers from different industries and organisations will be addressed.

Note: You will receive a sample of a suggested layout for manuals/procedures in Microsoft Word format.

Course details:
2 days
9.00am – 4.30pm
February 18-19
June 21-22
October 19-20
$1290 Non Member
$1097 Corporate Bronze
$1032 Corporate Silver
$968 Corporate Gold

PRACTICAL DECISION MAKING

Make the best decisions for you and your business

Decision making is at the heart of good management and leadership. It is often the defining characteristic of admired managers, yet it is largely misunderstood and rarely taught to practising or aspiring managers. This course explores a wide range of approaches to decision making to increase both awareness and skill to acquire judgement when you really need to make a good call.

Why attend?
• Analyse types of decisions and criteria for decision making - what makes a decision good or bad?
• Explore group vs individual decision making and external factors such as risk or uncertainty that can impact decisions made
• Unpack a variety of case studies, problem solving models, decision trees, force field analysis and application examples to practice decision making techniques
• Match an appropriate decision making technique with a problem to make better decisions within the workplace
• Learn how to effectively sell your decisions to relevant stakeholders.

Who should attend?
Practising and aspiring managers who want to increase their skills at making good decisions. The techniques presented in this course are not subject specific so they can be applied to participants from a wide range of industries and workplaces.

Course details:
2 days
9.00am – 4.30pm
April 8-9
October 7-8
$1290 Non Member
$1097 Corporate Bronze
$1032 Corporate Silver
$968 Corporate Gold

Book at aimwa.com/116
THINK SMART

Think smart, not hard

We now know some amazing things about how our brain works best. Exploring these discoveries is the key to unleashing personal productivity, effectiveness and efficiency. The Think Smart course will expose you to a suite of techniques that will play a part in improving work output, quality, personal wellness and balance while at the same time, reducing overall stress.

Why attend?
- Discover the latest evidence-based brain function ‘hacks’ and learn to harness their creative power
- Manage your energy rather than your time
- Understand how your environment influences your productivity and make adjustments accordingly
- Exercise intuition and set priorities to increase efficiency
- Discover ways to support others and foster your organisation’s productivity.

Who should attend?
The course is relevant to anyone, particularly individuals whose role requires them to deal with large volumes of diverse tasks and who have multiple time deadlines.

Course details:
- 2 days
- 9.00am – 4.30pm
- March 25-26
  June 21-22
  October 4-5
- $1290 Non Member
  $1097 Corporate Bronze
  $1032 Corporate Silver
  $968 Corporate Gold

Book at aimwa.com/122

MINDSETS FOR HIGH PERFORMANCE

Increase thinking flexibility, enable change and generate high performance

In today’s world of accelerating change, complexity and increasing demands, our ability to foster a growth mindset is more critical than ever. While talent, skills and knowledge take us some way towards achieving high performance, much of our future growth will come from the way we think - our mindset.

Founded on contemporary cognitive and neuroscience principles, this course will help you see opportunity, generate energy and ideas and grow with intentionality.

Why attend?
- Explore the power of beliefs and expectations on your performance
- Gain an understanding of your limiting and liberating beliefs and how they impact on your life and work outcomes
- Acquire mindfulness tools to control and direct your internal dialogue in support of your goals
- Learn how to build inner strength and an optimistic thinking style when engaging with the future
- Create meaning and purpose in what you do and the goals you set
- Create the pre-conditions for mental wellbeing and success.

Who should attend?
Those leading and working in increasingly complex and demanding environments or those who want a set of powerful mindset tools to improve wellbeing, accelerate performance and to achieve their life and work goals.

Course details:
- 2 days
- 9.00am – 4.30pm
- February 4-5
  May 24-25
  August 12-13
  November 1-2
- $1428 Non Member
  $1214 Corporate Bronze
  $1142 Corporate Silver
  $1071 Corporate Gold

Book at aimwa.com/105
TIME MANAGEMENT – ORGANISING YOURSELF

Thoughtful prioritisation that starts with you

This course reinforces the need to take personal control over your time and be responsible for the outcomes. You will develop the skills to recognise and balance your own time management to enhance performance and efficiency.

Why attend?
- Understand the difference between effectiveness and ‘busyness’ and learn to assess time realistically
- Communicate effectively with others to discuss goals and clarify priorities
- Recognise the 80/20 rule and use it to schedule time effectively
- Reduce the impact of interruptions using practical techniques
- Say “no” assertively to other people’s priorities, where appropriate
- Establish and use a personalised time management system and increase self-determination.

Who should attend?
Anyone who has not previously been exposed to formal time management training, as well as those needing to refresh their knowledge of effective personal time management methods.

Course details:
- **1 day**
- 9.00am – 4.30pm
- January 28
- February 17
- March 22
- April 27
- May 21
- June 21
- $755 Non Member
- $642 Corporate Bronze
- $604 Corporate Silver
- $566 Corporate Gold

TIME MANAGEMENT

Master the art of balancing your goals and commitments

Managing time effectively comes down to doing relevant tasks efficiently. You will bring together many practical tools, techniques and strategies that can be used in the workplace to maximise your time doing the things that matter most. This course will help you to gain more control of your workload.

Why attend?
- Learn to balance work and life with practical tools
- Identify time wasters and create new strategies to leverage your time
- Overcome procrastination, time wasting and perfectionism
- Discover your own time management preferences, strengths and challenges
- Stay on track with short and long term goals with a personal action plan.

Who should attend?
Anyone whose demanding workload contains competing priorities that require KPI’s, project goals and targets in order to be successful.

Course details:
- **2 days**
- 9.00am – 4.30pm
- January 18-19
- June 21
- July 8-9
- March 4-5
- April 27
- May 13-14
- September 7-8
- October 22
- November 16-17
- $1290 Non Member
- $1097 Corporate Bronze
- $1032 Corporate Silver
- $968 Corporate Gold

Book at aimwa.com/120

Book at aimwa.com/131
HOW TO TURN DATA INTO COMPELLING VISUAL PRESENTATIONS

Bring data to life

Data loses its power if it can’t be communicated in meaningful ways to others. Too often, the volume of information clouds the message and audiences disconnect, disengage or block out the results. This course combines PowerPoint and presentation skills to provide practical advice on sifting data, identifying the key message and presenting it in a format that everyone can understand. The result will significantly improve the communication and ability to take action.

Why attend?

• Clarify the expectations of your audience by defining the purpose of the data and the reason for the presentation
• Hone in on relevant data that will meet the needs of the audience
• Understand why less is more and explore different ways to present key elements
• Create a presentation that is understood by the audience
• Avoid the common pitfalls with the use of PowerPoint and other presentation software
• Refine your presentation skills and learn how to respond skilfully to questions from the audience.

Who should attend?

Technical professionals, analysts, scientists and others working in data-rich environments who are required to present their data and persuade others using their findings and analysis.

Note: You may also be interested in our Microsoft PowerPoint courses on page 109.

Course details:

1 day
9.00am – 4.30pm
April 16
October 1

$755 Non Member
$642 Corporate Bronze
$604 Corporate Silver
$566 Corporate Gold

Book at aimwa.com/180

TOP PERFORMER PROFESSIONAL PRESENTATIONS

Engage your audience with powerful presentations

This hands-on course provides the practical skills required to create highly effective and engaging presentations and deliver them with confidence and style.

Why attend?

• Better understand your audience and their needs
• Learn how to plan, prepare and deliver an effective presentation
• Examine delivery techniques and how to use aids effectively
• Demonstrate effective presentation and communication skills
• Build confidence to speak in both prepared and impromptu situations
• Evaluate the effectiveness of your presentations.

Who should attend?

Anyone responsible for presenting to peers, staff or clients and those seeking to acquire professional presentation skills.

Note: You may also be interested in our Microsoft PowerPoint courses on page 109.

Course details:

2 days
9.00am – 4.30pm
January 18-19
February 11-12
March 11-12
May 3-4
June 17-18

V = Virtual Classroom.

$1290 Non Member
$1097 Corporate Bronze
$1032 Corporate Silver
$968 Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:
BSB40215 Certificate IV in Business on page 122,
BSB41015 Certificate IV in Human Resources on page 121.

Book at aimwa.com/130

INTERPERSONAL AND COMMUNICATION SKILLS

INTERPERSONAL AND COMMUNICATION SKILLS
In good and bad times, leadership matters. Leadership is a skill that can be honed and developed. We can all get better and have an impact on the achievement of organisational, team and individual goals.
AIM WA MINI MBA

One for Private Sector and one for State and Local Government

A non-accredited professional development program, the mini MBA provides a helicopter view or snapshot of key Master of Business Administration learnings.

The MBA has an iconic brand that is typically associated with people from private, for-profit organisations. However, the key learnings from this program can be applied equally to those from State and Local Government. Now you can choose the best program to suit your current and future needs.

Professional development at this level requires you to understand complexity, to analyse, synthesise and interpret information, before applying the knowledge and expertise to your real world circumstances. But you may not be able to commit to several years of study to achieve the formal qualification. You may want to start your journey and begin the in-depth process of acquiring the traits of leaders you admire.

The mini MBA is not a degree, so you may be asking how a mini MBA will benefit you? Completing the mini MBA means you can take the next steps in enhancing your career progression, adding the mini MBA to your resume.

Individually, the topics of Strategy, Finance, Operations and People are critical to organisational success. However, they don’t work in isolation and it is the intersection of these elements, the ‘Performance Hot Spot’, where each aligns and enables sustained high performance. Throughout the mini MBA, you will be challenged to consider how the topic might best be managed to bring your organisation closer to the ‘Performance Hot Spot’.

• To what extent do our financials, operational decisions and make-up of our workforce align with the ambitions outlined in our Strategy?
• Is our performance being helped or hindered by our operational systems and processes?
• Are we being too ambitious or too conservative based on our current financial position?
• Do we have the right people, with the right skills in the right roles to succeed?
Why attend?

- Apply high level decision analysis and judgement to complex organisational issues
- Adapt a strategy framework to your own organisation
- Identify relevant operational drivers and break even analysis
- Select the right questions to ask about the financial performance of your organisation
- Unpack a range of business excellence and quality frameworks
- Understand the subtleties of organisational change and the pre-conditions for success
- Gain greater awareness of your leadership style through a diagnostic survey
- Apply appropriate techniques for getting the best from your people
- Prepare a personal development plan via one-on-one coaching.

Who should attend?

The mini MBA is ideal for self-motivated leaders and managers who want to take their career to the next level. The content has been designed for those looking for immediate results, and those who don’t have the time to invest in a traditional MBA.

Program details - STATE AND LOCAL GOVERNMENT:

<table>
<thead>
<tr>
<th>Intake 1 (Wednesday and Friday):</th>
<th>6 x 90 minute virtual classroom sessions, plus 2 x 1 hour coaching sessions</th>
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<tbody>
<tr>
<td>Intake 2 (Monday and Wednesday):</td>
<td>6 x 90 minute virtual classroom sessions, plus 2 x 1 hour coaching sessions</td>
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Program details - PRIVATE SECTOR:

<table>
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<tr>
<td>3.00pm – 4.30pm</td>
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<tr>
<td>Week 1: March 3</td>
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<tr>
<td>Week 2: March 10 &amp; 12</td>
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<tr>
<td>Week 3: March 17</td>
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<td>Week 4: March 24</td>
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<td>Week 5: March 31</td>
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<tr>
<th>Intake 2 (Tuesday and Thursday):</th>
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<tr>
<td>8.30am – 10.00am</td>
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<tr>
<td>Week 1: May 4</td>
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<td>Week 2: May 11 &amp; 13</td>
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<tr>
<td>Week 3: May 18</td>
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<td>Week 4: May 27</td>
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<td>Week 5: June 3</td>
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<th>Intake 3 (Tuesday and Thursday):</th>
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<tr>
<td>3.00pm – 4.30pm</td>
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<tr>
<td>Week 1: August 3</td>
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<tr>
<td>Week 3: August 17</td>
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<tr>
<td>Week 4: August 24</td>
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<td>Week 5: August 31</td>
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<tr>
<th>Intake 4 (Wednesday and Friday):</th>
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<tr>
<td>8.30am – 10.00am</td>
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<td>Week 1: November 3</td>
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<td>Week 3: November 17</td>
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<tr>
<td>Week 4: November 24</td>
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<td>Week 5: December 1</td>
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$2350 Non Member  
$1998 Corporate Bronze  
$1880 Corporate Silver  
$1762 Corporate Gold  

Book at aimwa.com/108
EMERGING LEADERS PROGRAM (ELP)

Realise your leadership potential

Jump start your leadership skills with this immersive, residential program designed to deliver personal insights and practical skills to enhance your development as a leader.

You can expect to be challenged and inspired with the wide variety of learning approaches used throughout the ELP. Each approach has specific objectives and focuses on particular skills, knowledge and behaviours.

Why attend?
• Immerse yourself in a wide range of leadership and management principles including emotional intelligence, personal and organisational values, ethics, decision making, personal profiling, influence and personal power, team roles, understanding organisational context and culture, performing and performance, self-management and personal brand
• During the program, you will also engage in one-to-one coaching sessions which will provide you with individual insight into your own leadership capabilities.

Pre-requisite:
Download and complete the Application Form at aimwa.com and submit when registering for the program.

Who should attend?
People who have the potential to assume a mid to senior level position within the next three to five years.

Program details:

<table>
<thead>
<tr>
<th>Details</th>
<th>Description</th>
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<tr>
<td>Days</td>
<td>4 days (fully residential – 3 nights)</td>
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<tr>
<td>Time</td>
<td>8.00am – 9.00pm (days 1-3)</td>
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<tr>
<td></td>
<td>8.00am – 4.00pm (day 4)</td>
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<tr>
<td>Dates</td>
<td>May 25-28</td>
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<td>October 26-29</td>
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$5150 Non Member
$4682 Corporate Member

Includes all meals and three nights’ accommodation.

Optional/additional coaching package:

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<th>Details</th>
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<tr>
<td>Fee</td>
<td>$900 Non Member</td>
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<tr>
<td></td>
<td>$800 Corporate Member</td>
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<td>(3 x 1 hour)</td>
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Book at aimwa.com/630

Note: Special cancellation/transfer fees apply. Visit aimwa.com for further information.
Pre-work will be required prior to attendance on this program.
EXECUTIVE DEVELOPMENT COURSE (EDCO)

Broaden your understanding of general management

We are living in changing times and never before has it been more important for you, as managers, to take time out of your busy routines to stop, reflect on your leadership approach and learn new ways to achieve results. This premium and innovative program is for those whose career is advancing to a general management level. The approach and facilitation style of the program is designed to create the ideal learning environment for exploring the topics that matter to managers in those roles.

Program topics and content has been selected and interwoven through the program in such a way as to encourage you to think beyond the day to day obligations of your role. At the same time, there is an expectation that you will be focused on how you can turn ideas into strategy to make positive improvements back in your organisation.

Why attend?

- Identify and apply strategic thinking and direction
- Learn how to ensure a sound ethical foundation for organisational strategy and policy
- Develop the leadership capabilities that are required for management roles
- Learn how to ensure the successful management of organisational change
- Develop business acumen and understand financial statements
- Learn how to bring out the best in your people, manage performance and master your leadership communications.

Who should attend?

The Executive Development Course (EDCO) has attracted participants from a wide variety of sectors and industries for well over 40 years. It is ideal for existing managers wanting to enhance their skills and refresh their understanding of contemporary management. It is equally suited to those from a technical or discipline background who are transitioning to a general management level.

Program details:

- 5 days
- 8.00am – 4.30pm
- March 15-19
  July 19-23
  November 8-12

- $4520 Non Member
- $3840 Corporate Bronze
- $3615 Corporate Silver
- $3390 Corporate Gold

Additional fee applies for assessment, see page 125.

Program can link via assessment to:

BSB61015 Advanced Diploma of Leadership and Management on page 118.

Book at aimwa.com/101
LEADERSHIP DEVELOPMENT – LEADING SELF

Gain insight by reflecting on your own leadership style

Being the best leader you can be starts with being willing to look in the mirror:

• What do I offer anyone?
• Where do I need to improve?
• How can I leverage my strengths?

This program offers the ideal opportunity for leaders who want to enhance their understanding of themselves, build their personal leadership brand and capabilities and advance their leadership development journey.

You will engage in a range of activities to not only highlight your relative strengths and weaknesses, but also to explore the impact these characteristics have on other people with whom you interact. This reflection will also consider your personal values and how these values influence behaviour and decision making. On the program, you will build an action plan to implement changes on return to your workplace and embed a longer term personal development plan.

Why attend?

• Gain a deeper understanding of your leadership strengths and weaknesses
• Identify barriers of implementing your preferred leadership style
• Reflect on the values and principles that inspire your leadership decisions
• Understand how the nature of leadership has changed in recent times
• Reflect on the impact of behaviours on direct reports, supervisors and other stakeholders
• Learn how to remain resilient and strong
• Discover how to seek support from a coach and mentor
• Understand how to make a positive contribution to your organisation’s culture.

Who should attend?

The program is suitable for team leaders, managers and coordinators at all levels who are seeking to better understand their personal leadership styles, the values that drive their choices and who want to create an action plan to advance their personal leadership development.

Program details:

📅 3 days
⏰ 9.00am – 4.30pm
📅 February 24-26
📅 June 21-23
📅 October 27-29

$1830 Non Member
$1555 Corporate Bronze
$1465 Corporate Silver
$1370 Corporate Gold

Optional/additional coaching package:

$900 Non Member
$800 Corporate Member
(3 x 1 hour)

Book at aimwa.com/110
LEADERSHIP DEVELOPMENT – LEADING OTHERS

Become more influential and learn how to ‘walk the talk’

Contemporary leaders need to be clear about whether they are providing the type of leadership that is required. They are purpose driven, curious and work to improve the way they influence their teams through their actions and communications.

This program is designed to help you understand how you are perceived by your team, how to influence those perceptions and how you can leverage your strengths to influence team members in a more positive way. By doing so, the program will help you build the capability to achieve results and become a leader who is relevant, contemporary and reliable.

The program also provides you with a 360° leadership styles assessment and the opportunity to explore the outcomes during the program.

Why attend?
• Gain a detailed understanding of leadership styles and in particular, your strengths and weaknesses
• Identify and reflect on how other people perceive you
• Gain insight on how to build and maintain strong relationships
• Find ways to drive change and performance in your team
• Learn how to act in line with your own values and ethics
• Learn how to consciously influence and lead others
• Acquire skills to balance the task and people dimensions of the leadership role
• Identify ways to secure the support of supervisors and peers
• Improve interpersonal and team communications
• Prepare a personal development plan.

Who should attend?
The program is suitable for leaders, managers and coordinators at all levels who are seeking to understand how to lead and influence others in a more effective way and thereby achieve improved results for their organisation.

Note: Pre-work will be required prior to attendance on this program.

Program details:

- 3 days
- 9.00am – 4.30pm
- March 3-5
- July 5-7
- November 24-26

- $1830 Non Member
- $1555 Corporate Bronze
- $1465 Corporate Silver
- $1370 Corporate Gold

Optional/additional coaching package:

- $900 Non Member
- $800 Corporate Member
  (3 x 1 hour)

Book at aimwa.com/178
THE NEW MANAGER

Gain an understanding of the fundamentals of management

This course is designed to improve and develop the management style and skills of new managers or others in line for management responsibilities. It offers a unique opportunity to explore the fundamentals of self-management and managing the performance of others. It covers a range of people management skills and will introduce you to practical tools and strategies. Additional to the core interpersonal skills, the course also covers managing performance, conflict and change.

Why attend?
- Understand the key components that contribute to the success of a new manager
- Explore goal setting, time management and prioritisation to meet work demands
- Review various leadership styles and heighten your awareness of emotional intelligence
- Learn ways to set about problem solving and decision making
- Acquire some practical tools to manage the performance and motivation of individuals in your team through delegation, performance and coaching as well as the constructive giving and receiving of feedback
- Discover ways to handle conflict and address performance related issues
- Learn how to effectively manage and guide your team through change
- Drive your team’s performance and foster a culture of support and commitment within the team.

Who should attend?
New managers or team leaders who wish to consolidate their management style, people who are about to accept a management position or who are planning a career in management.

Course details:
- 3 days
- 9.00am – 4.30pm
- January 18-20 July 7-9
- March 3-5 August 10-12
- April 6-8 October 4-6
- May 4-6 December 1-3
- $1850 Non Member
- $1573 Corporate Bronze
- $1480 Corporate Silver
- $1388 Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:
BSBSS00063 Team Leader Skill Set.
Refer to aimwa.com/qualifications

Book at aimwa.com/104
Essential interpersonal skills to successfully manage your team

People management skills are an essential element to getting the best from your team. Although there are a large number of skills required, some are more important than others. This course is designed to develop the personal insights necessary to lead, manage and interact with your colleagues effectively and productively. You will have the opportunity to identify and practice the key skills of communication, motivation, delegation and problem solving so that you can learn to maximise your own potential and that of your staff.

Why attend?

- Gain a deeper understanding of the fundamental management and leadership process
- Analyse a variety of communication styles demonstrated in the workplace and learn how to adopt the right communication style for the right situation
- Learn to solve problems and negotiate conflict with your staff in a manner that is engaging to them and builds their expertise and performance
- Practice a variety of techniques to embrace diversity, strengthen team morale and improve team performance
- Learn the art of delegation, including the effective allocation of work and resources
- Develop your team through induction and training for new and existing team members
- Assess performance and counsel employees to encourage a culture of performance improvement.

Who should attend?

Managers, team leaders, project managers and anyone wanting to improve their interpersonal relationships and get the best from their staff. The content and skills are equally relevant to experienced supervisors and to those who are relatively new to a leadership position.

Course details:

- 2 days
- 9.00am – 4.30pm
- January 28-29
- March 25-26
- April 20-21
- May 18-19
- June 22-23
- July 22-23
- August 16-17
- September 20-21
- October 18-19
- November 23-24
- December 20-21

V = Virtual Classroom.

Non Member $1290
Corporate Bronze $1097
Corporate Silver $1032
Corporate Gold $968

Book at aimwa.com/607
WOMEN IN LEADERSHIP – WHAT WOMEN CAN DO

Prepare for a new level of leadership

The Committee for Perth *Filling the Pool* research identified specific actions that could be taken by Governments, organisations and women to increase the participation and rates of progression of female leaders in decision making and influencing roles to address the current imbalance.

The increasing number of women in frontline, mid-level and senior leadership roles has highlighted the unique talents and expertise women bring to these roles. Harnessing this talent and expertise through a focused professional development experience is the purpose of this program. The professional development is aimed at demonstrating high performance in the workplace, career planning and managing the multifaceted roles of women.

You will be guided through contemporary ideas on leadership, career planning, negotiation and management. You will also develop a greater understanding of yourself and your impact on others. You will learn how to overcome barriers that can exist in the workplace that may hinder professional growth.

Spread over four weeks, you will have the opportunity to try out new skills, apply new knowledge and then reflect on your success.

Why attend?

- Gain insight into the Committee for Perth *Filling the Pool* research outcomes
- Broaden your skill sets in the areas of stress management, self-confidence, motivation, persuasion, influence and personal power
- Develop specific skills to build group cohesion and improve communication
- Find ways to set clear personal and professional goals, fine tuning your balance of life and career planning
- Recognise the benefits of coaching and mentoring to embrace new leadership opportunities
- Examine the issues of values and ethics in leaders and business and identify your own leadership philosophy
- Learn to manage in a turbulent environment and overcome barriers within the workplace
- Acquire a range of change strategies to implement and overcome blocks in the workplace.

Who should attend?

This program provides a unique learning environment for women from all industries who currently hold, or aspire to positions of leadership and influence. The program will assist their professional growth and development and will help them on their ascent to the top of their profession.

Program details:

- 3 days (over 4 weeks)
  - 1 full day, 2 x ½ days and 1 full day
- 9.00am – 4.30pm
  - 9.00am – 12.00pm
- **Intake 1:** March 9 (full day), 16, 23 and 30 (full day)
- **Intake 2:** June 2 (full day), 9, 16 and 23 (full day)
- **Intake 3:** November 4 (full day), 11, 18 and 25 (full day)

- Non Member: $1769
- Corporate Member/Committee for Perth Member: $1415
- Optional/additional coaching package:
  - Non Member: $900 (3 x 1 hour)
  - Corporate Member: $800 (3 x 1 hour)

Book at aimwa.com/144

This program is an AIM WA and Committee for Perth initiative.
LEADING WITHOUT A TITLE

Take the initiative to lead

We often hear that everyone is a leader, regardless of whether or not they have a formal title. So, what does that actually mean for individuals who don’t have direct reports but who want to demonstrate their commitment and leadership potential. This course explores the concept of a ‘leader-full’ organisation and moves on quickly to identify and develop the specific behaviours that will help you step forward and take a leadership position within your organisation.

Why attend?
• Define what a ‘leader-full’ organisation is, what’s in a title and the benefits of adopting a leadership mindset
• Explore the characteristics of influential leaders who don’t have a title and identify your own strengths and unique talents that you can bring to your organisation
• Examine followership and how to support and challenge formal leaders with skill and finesse
• Build confidence to volunteer and take responsibility for existing and new challenges
• Enhance your personal brand and increase your influence through an expanded network of contacts.

Who should attend?
Individuals, without a leadership title, who want to do more, make a greater contribution and who aspire to take on a formal leadership role in the future. Participants are likely to come from organisations looking to build a culture of leadership, accountability and responsibility across their entire workforce.

Course details:
• 1 day
• 9.00am – 4.30pm
• February 19
  June 8
  October 27
• $755 Non Member
  $642 Corporate Bronze
  $604 Corporate Silver
  $566 Corporate Gold

Book at aimwa.com/183
MANAGING PEOPLE WHO DON’T WORK FOR YOU

Achieve cooperation and collaboration without direct authority

Different organisational designs mean that people are increasingly reliant on other people who do not report to them to get their jobs done. These people could be within the same organisation, or they could be contractors, suppliers, Government agencies or even customers. During this course, you will be exposed to a range of skills that will improve your chances of stakeholder engagement and positive outcomes from people over whom you have no direct authority.

Why attend?
• Learn how to accurately define the task at hand and specifics of the external input needed to create a shared vision and clear expectations
• Identify and remove real or perceived barriers to the contribution of others and establish rules of engagement and trust
• Use influencing and negotiation skills to manage the impact of power and authority
• Develop a plan for the integration of project teams or diverse contributors to a project
• Manage conflict through open, clear communication, constructive feedback and productive meetings, celebrating success along the way.

Who should attend?
People in a project management, supervisory or management role that requires them to gain the cooperation and contribution from other people outside their direct hierarchical control and authority.

Course details:
• 2 days
• 9.00am – 4.30pm
• January 21-22
  April 28-29
  July 12-13
  October 19-20
• $1290 Non Member
  $1097 Corporate Bronze
  $1032 Corporate Silver
  $968 Corporate Gold

Book at aimwa.com/172

MANAGING A VIRTUAL WORKPLACE

Leading virtual teams

Virtual teams are an essential part of today’s workforce. More than ever, people are using technology to work anywhere, anytime. Whilst there are big benefits to a virtual workplace, there can be big challenges too. This course provides ideas on how to prepare employees for the virtual workplace, create telework programs, build virtual teams, leverage technology and overcome cultural barriers.

Why attend?
• Explore the advantages and disadvantages of a virtual workplace
• Identify which elements to include in a virtual workplace strategy
• Understand the steps to setting team members up for telework
• Manage performance across a virtual workplace
• Learn how the Tuckman and Jensen’s five stages of team development apply to virtual teams
• Explore guidelines for scheduling and conducting virtual team meetings
• Use appropriate technology to support a virtual workplace
• Overcome cross-cultural barriers when leading virtual teams.

Who should attend?
This course is relevant to managers, supervisors and team leaders who are required to lead a virtual team whether on a local, national or international level.

Course details:
• 1 day
• 9.00am – 4.30pm
• January 29
  April 23
  July 16
  October 22
• $755 Non Member
  $642 Corporate Bronze
  $604 Corporate Silver
  $566 Corporate Gold

Book at aimwa.com/174
CHANGE MANAGEMENT

Champion change in your workplace

This course is designed to provide managers with the skills and knowledge to implement and cope with change in the workplace. Such skills are essential for every manager given the rapid pace of change and the need to influence the process toward organisational outcomes.

Why attend?

- Understand the cycle of change and the key activities that take place during the change process
- Explore a variety of models of organisational change
- Recognise the importance of aligning change strategies with the goals of your organisation
- Learn how to plan for change and effective ways to involve and empower people in the change process
- Discover ways to deal with resistance to change as it arises
- Learn how to monitor and review the effectiveness of change and change strategies.

Who should attend?

People involved with the change process in their organisation, including supervisors, team leaders, frontline managers, managers or people seeking to acquire the skills involved in these roles.

Course details:

- 2 days
- 9.00am – 4.30pm
- February 23-24
- May 17-18
- August 12-13
- November 15-16

$1290 Non Member
$1097 Corporate Bronze
$1032 Corporate Silver
$968 Corporate Gold

LEADERSHIP FOR INTROVERTS

Strengths of the quiet leader

Being an extrovert is seen by some as the essential default behaviour to demonstrate leadership credentials. This is a myth as there are many high profile examples of introverts who have achieved great success and high performance as leaders. This course will provide insight into how introverts can use their unique strengths to connect and engage with their staff and drive performance.

Why attend?

- Define the essential characteristics of a leader and discover why leaders are so often seen as extroverts
- Uncover examples of inspiring, introverted leaders and how they use quiet leadership effectively
- Learn how to use and adapt introverted behaviours when stepping up or stepping out may be necessary for the particular situation
- Learn how to respond to pressure from others to be more outgoing
- Discover ways to support other emerging leaders and how to develop strong relationships with others inside and outside the organisation
- Build your confidence as an authentic leader.

Who should attend?

Current and aspiring leaders who describe themselves as having a predominately introverted personality. The course will also assist those who provide support, coaching or mentoring to others who aspire to a leadership role.

Course details:

- 2 days
- 9.00am – 4.30pm
- February 25-26
- June 29-30
- October 7-8

$1290 Non Member
$1097 Corporate Bronze
$1032 Corporate Silver
$968 Corporate Gold

Book at aimwa.com/119

Book at aimwa.com/182
COACHING SKILLS FOR LINE MANAGERS AND SUPERVISORS

Improve the performance of your team

Performance in any organisation results from the individual achievements of its people. Managers need to take an active part in addressing and responding to specific opportunities to improve performance of their employees. This course will help you develop the coaching skills to support and sustain improved performance by others.

Why attend?

- Define what coaching and mentoring is and identify a variety of coaching frameworks and models that are available
- Identify qualities and skills seen in a successful coach
- Engage in skills practice sessions to learn how to communicate effectively and deal with challenges that may arise
- Discover ways to provide advanced coaching to individuals and groups
- Learn how to prepare and implement a series of coaching sessions and then discern outcomes through follow-up.

Who should attend?

Managers, specialist staff and professionals who manage, lead and support others who need to improve and sustain their performance by using coaching skills. Anyone wishing to implement a coaching program within an organisation, whether as managers, coordinators or participants.

Course details:

- 1 day
- 9.00am – 4.30pm
- February 22
- June 25
- October 1
- $755 Non Member
  $642 Corporate Bronze
  $604 Corporate Silver
  $566 Corporate Gold

Book at aimwa.com/530

CREATING RESPECTFUL WORKPLACES

Build respect and value employee contributions

Rather than focus on the negative aspects of workplaces such as bullying, harassment and discrimination, this course seeks to focus on the positive aspects of building a workplace culture that values respect, dignity and the rights of all employees. By understanding what a respectful workplace looks like, you can explore how best to instil this culture and behaviour in your own organisation.

Why attend?

- Define ‘respect’ in the workplace
- Explore the various barriers and enablers to achieving a respectful workplace
- Review the role of senior leaders and HR practitioners but also the responsibilities of everyone within a legal framework
- Learn how to reward positive behaviours and respond to disrespectful actions
- Define a respectful culture in behavioural terms and decide on the next steps for your organisation.

Who should attend?

Line managers, HR practitioners, learning and development professionals and others with responsibility for guiding the organisation towards a more respectful culture.

Course details:

- 1 day
- 9.00am – 4.30pm
- March 18
- July 20
- November 10
- $755 Non Member
  $642 Corporate Bronze
  $604 Corporate Silver
  $566 Corporate Gold

Book at aimwa.com/175
HOW TO PREPARE A BUSINESS CASE

A step-by-step approach to increase your chances of success

Senior managers frequently ask for ‘the Business Case’ to support any recommendation for change. This course spells out a step-by-step approach to preparing an internal business case to increase the chances of your initiative being successful. The course is applicable to all levels as it will add increased rigour to internal decision making processes.

Why attend?

• Analyse the key components of any business case
• Perform a rigorous analysis to support your business case; clarify the problem, quantify the benefits, identify the financial impact and identify your key stakeholders
• Identify who it is that you want to buy the idea and ascertain how to present your case to your audience in a style that increases your chance of success
• Find ways to maintain the support of senior managers for future proposals.

Who should attend?

People who have good ideas, change initiatives, proposals or recommendations that they wish to sell to senior management. Also, people who want to add more depth and strength to their proposals by preparing more meaningful analysis and substance to support their case.

Note: Come prepared with a real or example proposal to work on during the day.

Course details:

1 day
9.00am – 4.30pm
March 19
July 8
November 5
$755 Non Member
$642 Corporate Bronze
$604 Corporate Silver
$566 Corporate Gold

Book at aimwa.com/136

WRITING SUCCESSFUL BUSINESS PLANS

A practical approach to business planning

This course is designed to provide managers with the skills and knowledge to implement change in the workplace through the creation of successful business plans. Such skills are essential for every manager given the rapid pace of change and the need to influence organisational outcomes.

Why attend?

• Explore the purpose, importance and benefits of a business plan
• Use a business plan template to articulate the aims, objectives and key aspects of your business plan
• Learn how to conduct a situational analysis across the five functional areas of the business and its competitors
• Examine different types of business and divisional plans and learn how to develop a business plan that suits your organisation
• Explore techniques to build commitment to and responsibility for the plan within your team
• Manage the process of implementing a successful business plan, undertaking regular reviews.

Who should attend?

Business unit managers, line managers, small business owners, project managers and team leaders. Government departments and those currently involved in corporatisation, professional practice personnel and not-for-profit organisations will also benefit.

Note: If you need to prepare a budget to implement your business plan, we would encourage you to attend our Budgeting and Business Planning course on page 91.

Course details:

1 day
9.00am – 4.30pm
March 29
September 9
$755 Non Member
$642 Corporate Bronze
$604 Corporate Silver
$566 Corporate Gold

Book at aimwa.com/195
STRATEGIC BUSINESS PLANNING

Set strategies to achieve your mid to long term goals

This highly practical and interactive course will provide a clear framework to prepare a successful strategic business plan and to tailor it to the needs of your organisation or business unit. The course examines the key strategic business areas that a successful plan must consider, whilst taking into account equally important issues such as core values, purpose and mission statements.

Why attend?
• Understand the relationship between the strategic plan, the business plan and operational plans
• Explore the overall strategic planning process
• Define the strategic purpose of your organisation; your core values, purpose and mission
• Conduct an environmental (internal and external) situation analysis of your business
• Acquire the necessary skills to define your strategic objectives, strategic options and competitive strategies to align with the vision and purpose of your organisation
• Learn how to produce, implement and monitor the strategic plan.

Who should attend?
People who are expected to be involved in strategic business planning, including business unit managers, functional and frontline managers, small business owners/managers, project managers and professional practice personnel. This course is applicable to participants from both the public and private sectors.

Course details:

📅 2 days
🕒 9.00am – 4.30pm
📅 February 15-16
      June 15-16
      October 14-15
💰 $1290  Non Member
      $1097  Corporate Bronze
      $1032  Corporate Silver
      $968   Corporate Gold

Book at aimwa.com/408
FRONTLINE MANAGEMENT, SUPERVISION AND SAFETY (WHS)

The frontline, in any endeavour, is where the real action takes place. You’ll make the biggest impact, produce the best results and have the most engaged team with well trained frontline leaders and supervisors.
The Frontline Leader

The essential development pathway to acquire leadership skills

This program is the essential professional development experience for managers, supervisors, team leaders and frontline managers. It combines exposure to contemporary business and management practices with a stimulating learning environment and practical workplace application.

The Frontline Leader program begins with you gaining access to a range of online resources prior to the face-to-face component through our blended learning approach. These resources offer opportunities for reflection on your current role and prepare you for the learning journey ahead.

The 5 days of face-to-face content is delivered in a very unique way. You will be on the move all week, learning in small groups, completing activities, case studies and simulations. All of which are designed to engage all learning styles and maximise your learning potential.

At the conclusion of your training, you also benefit from 3 x 1 hour coaching sessions.

Note: Individual coaching dates will be set between the participant and coach at the training program. Pre-work will be required prior to attendance on this program.

Why attend?

• Discover strategies for better performance management
• Identify ways you can positively influence workplace culture
• Find ways to improve team performance and alignment
• Learn how to prioritise and plan workplace projects
• Develop techniques to improve customer service
• Discover how to enhance communication across all levels and build positive workplace relationships
• Recognise relevant leadership principles in the workplace
• Experience the benefits that arise from working with a diverse workforce.

Who should attend?

Supervisors, team leaders, leading hands and others in frontline leadership roles, regardless of industry or sector, who want to make a significant impact on their organisation’s success.

Program details:

- **5 days**
- **9.00am – 4.30pm**
- **February 15-19**
  - May 10-14
  - August 23-27
  - December 6-10
- **$6380** Non Member
  - **$5381** Corporate Bronze
  - **$5188** Corporate Silver
  - **$4995** Corporate Gold

Fee includes the cost of assessment and 3 x 1 hour coaching sessions.

Program can link via assessment to:

- BSB42015 Certificate IV in Leadership and Management
- BSB51918 Diploma of Leadership and Management

We also offer a flexible option:

If you are unable to attend five consecutive days, we can offer you the flexibility to attend individual programs on dates that suit your schedule.

Call our Client Services Team on +61 8 9383 8000 or email aimwa@aimwa.com to find out more.

Additional fee applies for assessment for the flexible option, see page 125.
NEW SUPERVISOR

Fundamental skills for those new to the role of supervision

Supervisors who attend this popular and fundamental training course become much more effective and productive in their role. They also have fewer problems within their workplace because they are sensitive to what motivates their staff, are better at solving problems and have improved leadership skills.

Effective introductory training enables supervisors to reach their optimum level of effectiveness faster than those who simply learn on-the-job or are ‘thrown in at the deep end’. This course explores the relationships between supervisor and worker. It shows group or team leaders the functions of effective groups or teams and how to weld together concerns of task, team and individual to achieve identified objectives.

Why attend?
• Recognise human factors affecting the supervisor’s role
• Identify and apply key human resource skills in communication, motivation and delegation
• Manage and resolve interpersonal and intergroup conflict as well as performance consequences
• Learn how to select and apply appropriate leadership skills to various situations
• Support your organisation’s broader operational plan through your newly acquired supervisory skills.

Who should attend?
Recently appointed or potential supervisors who need to develop an understanding of the key elements of the role. The course may also be suitable for others without formal supervisory training, aspiring to be a more successful team leader or to fulfil a supervisory or mentor role within their area.

Course details:
• 2 days
• 9.00am – 4.30pm
• January 21-22  July 27-28
  February 22-23  August 18-19
  March 23-24  September 6-7
  April 21-22  September 23-24
  May 12-13  October 18-19
  May 27-28  November 16-17
  June 28-29  December 9-10
• $1290 Non Member
  $1097 Corporate Bronze
  $1032 Corporate Silver
  $968 Corporate Gold
• Additional fee applies for assessment, see page 125.

Course can link via assessment to:
BSBSS00033 Aspiring Supervisor Skill Set.
Refer to aimwa.com/qualifications

Book at aimwa.com/606
EXPERIENCED SUPERVISOR

Enhance your skill set as a supervisor

This course is designed to further develop the essential aspects of the supervisor’s role and increase their ability to work at a higher supervisory level within an organisation. The course builds on existing key skills and knowledge of people management. It examines at a greater depth communication issues, leadership and the changing role of supervisors.

Why attend?

• Understand the changing role of the experienced supervisor and how it relates to your team
• Discern your Key Result Areas (KRA’s) and Key Performance Indicators (KPI’s)
• Use time management techniques to get organised and set objectives
• Identify development opportunities and create an action plan for performance improvement
• Examine your own personal leadership style and how this impacts those you supervise
• Discover the art of effective delegation and empowering others to act
• Acquire a set of practical tools to assist in the development and motivation of high performing teams
• Identify communication accelerators.

Who should attend?

Those who have been frontline managers, supervisors and team leaders for at least two or three years. In particular, people who need to further develop the skills and knowledge required to manage operations and plan activities to a greater depth while at the same time, maintaining and developing positive relationships with both internal and external clients and stakeholders.

Course details:

- 3 days
- 9.00am – 4.30pm
- February 8-10
- May 11-13
- August 4-6
- November 22-24

- $1748 Non Member
- $1486 Corporate Bronze
- $1398 Corporate Silver
- $1311 Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:

BSBSS00043 Key Management Skill Set.
Refer to aimwa.com/qualifications

Book at aimwa.com/616
PERSONAL WORK PRIORITIES AND PROFESSIONAL DEVELOPMENT

Thrive with effective prioritisation

The increased pace of life in the workplace and at home is placing mounting pressure on workers. To thrive in this environment, you need to identify the real priorities in your work life which often means altering your attitudes and thinking patterns.

This practical course will equip you with the skills and knowledge necessary to face choosing and setting priorities head-on.

Why attend?

• Learn to manage self, others and daily tasks
• Discover practical ways to set and meet work goals
• Create a priority setting process
• Identify and plan to achieve your professional development needs
• Develop strategies to manage work priorities and performance.

Who should attend?

Anyone working at the frontline of an organisation, from supervisors and team leaders, through to business unit and divisional managers.

Course details:

1 day
9.00am – 4.30pm
February 12
June 18
October 18

$755 Non Member
$642 Corporate Bronze
$604 Corporate Silver
$566 Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:

BSB42015 Certificate IV in Leadership and Management on page 119,
BSB51918 Diploma of Leadership and Management on page 119.

Book at aimwa.com/617

OPERATIONAL PLANS

Unlock the power of a solid operational plan

Planning at the organisational level sets the direction and influences activities carried out by teams and individuals. Effective development and implementation of an operational plan can contribute towards better performance and improved processes and production within an organisation. Sound planning is essential if an organisation is to reach its desired goals and the implementation of that plan is an important key to success. Other important byproducts of the planning process are increased customer satisfaction and the capacity to manage change more effectively.

Why attend?

• Understand the purpose of planning and how best to implement an operational plan into your organisation
• Examine supporting case studies to discover how operational plans work
• Find strategies to help develop and implement an operational plan specific to your organisation
• Learn to manage operational resources
• Evaluate and review operational performance.

Who should attend?

All managers working at the frontline of an organisation, from supervisors and team leaders, through to business unit and divisional managers.

Course details:

1 day
9.00am – 4.30pm
February 1
May 24
August 2
November 17

$755 Non Member
$642 Corporate Bronze
$604 Corporate Silver
$566 Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:

BSB42015 Certificate IV in Leadership and Management on page 119,
BSB51918 Diploma of Leadership and Management on page 119.

Book at aimwa.com/614
MANAGE PROJECTS

Building blocks for managing projects
This course includes a conceptual overview of the four phases of project management; initiation, development, implementation and finalisation. It is an ideal starting point if you are involved in a low value, low risk project. You will be provided with the opportunity to practice the concepts and language of project management through the use of a practical activity. An understanding of the team skills vital to project success also forms an integral part of the course.

Why attend?
• Identify the four phases of project management and understand the purpose and objectives of a project in the context of your organisation
• Develop and implement a plan for a workplace project
• Monitor and control project performance
• Utilise effective communication techniques throughout the planning and project management process
• Finalise and review the project.

Who should attend?
Project team members, people new to project management, operational people for whom project management is a part of their role, team leaders and marketing coordinators.

Course details:
1 day
9.00am – 4.30pm
February 24
May 26
August 6
November 15
$755 Non Member
$642 Corporate Bronze
$604 Corporate Silver
$566 Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:
BSB42015 Certificate IV in Leadership and Management on page 119,
BSB51918 Diploma of Leadership and Management on page 119.

CONTINUOUS IMPROVEMENT

Make continuous improvement a natural way of thinking
To remain competitive, organisations must continually seek ways to improve all aspects of their business. While the focus on achieving quality products and services is not new, it has shifted from being reactive (inspect and fix) to proactive (plan to get it right the first time). Through immersive case studies and activities, this practical course will equip you with the vital skills and knowledge to ensure the quality and continuous improvement approach becomes second nature.

Why attend?
• Define what quality is and discover various continuous improvement models and approaches
• Explore process thinking to implement change
• Learn to monitor, adjust and report performance on improvements within your organisation
• Consolidate opportunities for further improvement
• Develop your one-on-one mentoring and coaching skills to support change within the workplace.

Who should attend?
All managers working at the frontline of an organisation, from supervisors and team leaders, through to business unit and divisional managers.

Course details:
1 day
9.00am – 4.30pm
February 26
May 3
August 20
November 30
$755 Non Member
$642 Corporate Bronze
$604 Corporate Silver
$566 Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:
BSB42015 Certificate IV in Leadership and Management on page 119,
BSB40215 Certificate IV in Business on page 122,
BSB41015 Certificate IV in Human Resources on page 121,
BSB51918 Diploma of Leadership and Management on page 119,
BSB51615 Diploma of Quality Auditing on page 124.

Book at aimwa.com/612
Book at aimwa.com/625
EFFECTIVE WORKPLACE RELATIONSHIPS

Promote team cohesion

For any business, department, team or group to work effectively, it is important to ensure that effective workplace relationships exist. This course differentiates between good relationships and effective relationships, and examines ways in which you can ensure this occurs in your workplace.

You will explore the role of leadership in building and creating effective workplace relationships through access to and communication of relevant information to ensure agreed outcomes are achieved.

Why attend?

• Collect, analyse and provide information and ideas to members of the team with confidence and trust
• Build and maintain networks and relationships
• Manage difficulties to achieve positive outcomes
• Present, participate and lead with influence during meetings.

Who should attend?

All managers, supervisors and team leaders, through to business unit and divisional managers, who desire to increase their influence within their work team and environment.

Course details:

1 day
9.00am – 4.30pm
February 19
May 7
August 30
November 8

$755 Non Member
$642 Corporate Bronze
$604 Corporate Silver
$566 Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:

BSB42015 Certificate IV in Leadership and Management on page 119,
BSB51918 Diploma of Leadership and Management on page 119.

CREATING A HIGH PERFORMANCE TEAM

Leading the dream team

There’s a certain skill set that’s needed when it comes to achieving effective teamwork. This course examines strategies to ensure your team works effectively together to achieve a set of goals and objectives.

Why attend?

• Establish a common purpose, objectives and goals within your team to achieve agreed outcomes
• Find ways to consult, support and encourage your team members, establishing performance standards and effectively communicating each member’s roles and responsibilities
• Foster the cohesion, responsibility and accountability of both the wider team and contributing individuals
• Examine various leadership styles and factors that can influence your own style
• Learn the best way to provide feedback and distinguish between recognition and reward
• Explore ways to communicate information and unresolved issues between management and the team.

Who should attend?

All managers working at the frontline of an organisation, from supervisors and team leaders, through to business unit and divisional managers.

Course details:

1 day
9.00am – 4.30pm
March 24
June 11
September 22
December 3

$755 Non Member
$642 Corporate Bronze
$604 Corporate Silver
$566 Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:

BSB42015 Certificate IV in Leadership and Management on page 119,
BSB51918 Diploma of Leadership and Management on page 119,
BSB51615 Diploma of Quality Auditing on page 124.

Book at aimwa.com/618
LEADING A DIVERSE WORKFORCE

Harness the power of diversity in your organisation

This course centres around the fact that we now work in the most diverse workplaces in our history. The emerging leaders of today need the ability to identify, analyse and engage with people from a variety of backgrounds so they can maximise the benefits of such diversity and achieve the outcomes required in their teams.

Why attend?
- Identify the principles of diversity and its impact on your day-to-day role
- Evaluate your own organisation’s current practice and how it can align better with best practice guidelines in a legal, moral and ethical sense
- Analyse the factors that influence communication between diverse groups
- Think creatively and develop solutions to ensure diversity becomes a positive influence in achieving desired outcomes
- Access a variety of resources to improve diverse relationships at work
- Explore your own identity in relation to diversity.

Who should attend?
This course is relevant to managers, supervisors and team leaders who are required to engage with a diverse workforce to gain their support and joint commitment to identify goals and tasks in the workplace.

Course details:
- 1 day
- 9.00am – 4.30pm
- January 18
- May 4
- September 10
- $755 Non Member
- $642 Corporate Bronze
- $604 Corporate Silver
- $566 Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:
- BSB42015 Certificate IV in Leadership and Management on page 119,
- BSB51918 Diploma of Leadership and Management on page 119.

MANAGE PEOPLE PERFORMANCE

Bring out the best in individuals and your team

The key component in effective performance management is communication. Communication between all levels is required for people to identify how their role fits into the organisation’s direction. Using contemporary case studies, this course challenges you to make managing performance beneficial to both employer and employee.

Why attend?
- Explore different approaches to performance management
- Understand how to monitor and review the performance of individuals, including those who are underperforming
- Learn the art of delivering feedback in a constructive and helpful way
- Identify good performance standards of both individuals and teams as a whole
- Build and support commitment within the team.

Who should attend?
People who have responsibility to manage the performance of staff who report to them directly and those who are part of the leadership team, including frontline managers and team leaders.

Note: This course does not cover creating performance review processes or systems. Refer to the Performance Management course on page 83.

Course details:
- 1 day
- 9.00am – 4.30pm
- March 15
- July 14
- November 12
- $755 Non Member
- $642 Corporate Bronze
- $604 Corporate Silver
- $566 Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:
- BSB51918 Diploma of Leadership and Management on page 119.

Book at aimwa.com/620

Book at aimwa.com/611
WORKPLACE LEADERSHIP

Become an influential leader in the modern workplace

This course focuses on creating an understanding of the role of the leader in a modern organisation.

You will explore aspects of leadership that relate to leading teams and individuals, such as flexibility and the capacity to apply a range of leadership styles to suit each situation. Based around in-depth case studies, you will be encouraged to identify leadership principles and how they can be applied in your work environment.

Why attend?

• Outline the role of the leader in the modern organisation
• Review comprehensive leadership case studies to gain an understanding of:
  - The importance of decision making
  - The difference between management and leadership
  - Ways a workplace leader can build trust and integrity
• Incorporate the vision and standards of your workplace into your own leadership strategies
• Make informed decisions by gathering relevant information and effectively communicate expectations to your team.

Who should attend?

Current frontline managers, supervisors, new supervisors, new managers and team leaders.

Course details:

1 day
9.00am – 4.30pm
January 25 August 20
March 2 September 28
April 9 November 29
July 15

= Virtual Classroom.

$755 Non Member
$642 Corporate Bronze
$604 Corporate Silver
$566 Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:
BSB42015 Certificate IV in Leadership and Management on page 119,
BSB41419 Certificate IV in Work Health and Safety on page 123.

BUILDING AND SUSTAINING INNOVATION

Link innovation to workplace practice

Smart organisations and leaders will embrace uncertainty and turn it into a competitive advantage through the strategic use of innovation.

Through the latest research, case studies and activities, this practical course will equip you with the vital skills and knowledge necessary to ensure that creative and innovative approaches become a natural way of thinking and working within your organisation.

Why attend?

• Understand the need for innovation in business
• Define and embrace the three capabilities of innovation leadership
• Explore the paradoxes of innovation
• Find ways to create an environment where innovation thrives
• Learn how to provide learning opportunities to develop the necessary skills for innovation
• Foster creative confidence within yourself.

Who should attend?

All managers working at the frontline of an organisation, from supervisors and team leaders, through to business unit and divisional managers.

Course details:

1 day
9.00am – 4.30pm
February 3 May 31
August 9 November 1

$755 Non Member
$642 Corporate Bronze
$604 Corporate Silver
$566 Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:
BSB51918 Diploma of Leadership and Management on page 119.

Book at aimwa.com/626
**BETTER MENTAL HEALTH AT WORK**

**Build a proactive and supportive mental health culture**

A mentally healthy workplace involves managers with the skills and confidence to address mental health in the workplace. People managers have a key role to play through minimising stress and other hazards, noticing warning signs, initiating conversations and providing appropriate support.

This AIM WA/Lifeline WA course provides knowledge and practical skills for your frontline supervisors to respond appropriately to employees experiencing a mental health problem or illness.

**Why attend?**
- Define a mentally healthy workplace and its characteristics
- Be aware of formal rights and responsibilities of employers
- Identify psychosocial hazards and apply a risk management process
- Consider stigma as a barrier to getting help and strategies to reduce its impact
- Plan for and initiate a conversation with an employee you’re concerned about
- Improve active listening skills and practice appropriate responses
- Explore return to work plans and reasonable adjustments
- Increase knowledge of support services and how they can help.

**Who should attend?**

Any supervisor or frontline manager with direct reports or others responsible for responding to the needs of staff.

**Course details:**
- 1 day
- 9.00am – 4.30pm
- February 3
- May 31
- August 31
- November 5

$755 Non Member
$642 Corporate Bronze
$604 Corporate Silver
$566 Corporate Gold

Book at aimwa.com/192

These three mental health courses on pages 54 and 55 form part of an AIM WA and Lifeline WA initiative.

For Lifeline crisis support services
- 13 11 14
CRISIS INTERVENTION – ASSISTING DISTRESSED CALLERS

Handle difficult situations with sensitivity

Lifeline WA’s expertise in short term telephone crisis support is useful for many point of contact roles. This workshop shares effective communication techniques for assisting customers or clients who present in a state of crisis or distress. Learn skills and example phrases to provide a supportive response within the boundaries of your role.

Why attend?
- Increase understanding of psychological distress and associated behaviours
- Explore a model to guide the interaction
- Practice active listening and communication skills that can reduce distress
- Identify callers who may be having thoughts of suicide
- Refer to support agencies as appropriate
- Recognise your response during and after difficult calls and practice self-care techniques.

Who should attend?
People who are in contact with customers or clients, including call centre staff, customer service officers, receptionists and supervisors who handle resolutions and escalations. This workshop focuses on the telephone environment, with learnings that can also be applied to face-to-face interactions.

Course details:
- ½ day
- 9.00am – 12.30pm
- March 8
- June 11
- September 6
- December 8
- $376 Non Member
- $320 Corporate Bronze
- $301 Corporate Silver
- $282 Corporate Gold

CRISIS INTERVENTION – PREVENTING AND RESPONDING TO CHALLENGING BEHAVIOURS

Measured responses to abusive or aggressive behaviour

This workshop will help you explore possible responses to clients or customers that display challenging, abusive or aggressive behaviour. You will learn a three-tier framework and match your response to the tone and intensity of the behaviour. Gain a deeper understanding of what lies beneath challenging behaviours and develop your skills, with the overall aim of creating a safe environment for all.

Why attend?
- Identify what challenging behaviour is and why it occurs
- Recognise risk and match your response
- Discuss techniques for assertive communication and crisis situations
- Understand how to identify signs and stressors and respond early to prevent escalation to challenging behaviour
- Respond during and after an incident
- Explore personal structures of support.

Who should attend?
Anyone exposed to challenging behaviours in the workplace. This includes customer and client facing roles across a range of industries and community services.

Course details:
- ½ day
- 9.00am – 12.30pm
- February 16
- May 10
- August 27
- November 12
- $376 Non Member
- $320 Corporate Bronze
- $301 Corporate Silver
- $282 Corporate Gold

Book at aimwa.com/176

Book at aimwa.com/177
DEVELOPING RESILIENCE

The tenacity to overcome life’s greatest challenges

Resilience is a pre-requisite for anyone to survive in the modern world. Its importance is magnified when we are in high stress roles or environments where the pressure to perform is great but the resources to achieve the outcome are missing. Another scenario where resilience is crucial is when things go wrong; your career derails, a major project goes astray or your organisation has a public or private disaster. In all cases we need practical, behaviourally based techniques to ride out the difficult times and respond with improved performance.

Why attend?

- Defining what resilience is and what it is not
- Diagnose the source of your stress and pressure, evaluate your physical and emotional wellness and learn to become ‘unstuck’ when things go wrong
- Plan and implement strategies for addressing these pressures in real life
- Develop short and long term techniques and tactics for developing resilience, recognising the importance of hope and optimism
- Build confidence and self-esteem to better handle unanticipated shocks.

Who should attend?

Anyone who needs to perform consistently in a high pressure or high stress work environment. Alternatively, anyone whose work life has experienced a significant shock and who needs to rebound quickly and positively.

Course details:

- 2 days
- 9.00am – 4.30pm
- February 17-18
  May 24-25
  August 10-11
  November 25-26
- $1290 Non Member
  $1097 Corporate Bronze
  $1032 Corporate Silver
  $968 Corporate Gold

Book at aimwa.com/161

STRESS MANAGEMENT

Convert stress into a positive energy

While stress is unavoidable, we can understand and harness its powerful energy to create the lifestyles we want for ourselves. This course teaches you how to handle stress and use it positively; a valuable asset in today’s busy world. It also helps you to understand ‘good’ and ‘bad’ stress.

Why attend?

- Understand what stress is and identify good and bad stressors
- Explore the physiology of stress and its side effects
- Learn to recognise stress in yourself and others and develop and implement effective coping strategies
- Manage your own stress by redesigning your lifestyle.

Who should attend?

People who are experiencing stress in their current role or who work with others in a stressful environment. Participants may come from a variety of levels in the organisation and from a variety of organisational roles.

Course details:

- 1 day
- 9.00am – 4.30pm
- February 15
  June 30
  October 1
- $755 Non Member
  $642 Corporate Bronze
  $604 Corporate Silver
  $566 Corporate Gold

Book at aimwa.com/132
DRIVING OUTCOMES TO GET RESULTS

A disciplined approach to achieve goals

The true test of our effectiveness in the workplace is our ability to get things done. To implement the tasks we believe will have a positive impact on the organisation’s outcomes requires a disciplined approach, an appropriate culture and grit. During this course you will be provided with the tools and techniques, plus a hint of resilience, to get on and get things done.

Why attend?

• Learn to clearly define the expected performance outcomes and goals by answering the “Why is this important?” question
• Prepare and implement a plan for completing the work, defining specific, measurable performance indicators, identifying key result areas and allocating resources
• Monitor the plan via a KPI Dashboard
• Overcome resistance and delays to the plan by building resilience and a support network
• Influence, review and drive achievement of the performance outcomes to ultimately celebrate success.

Who should attend?
Those charged with the responsibility of achieving specific performance outcomes, projects or tasks, within a timeframe and budget.

Course details:

2 days
9.00am – 4.30pm
January 27-28
May 27-28
September 28-29

$1290 Non Member
$1097 Corporate Bronze
$1032 Corporate Silver
$968 Corporate Gold

Book at aimwa.com/233

IMPLEMENTING SAFETY RISK MANAGEMENT

Get safety risk management right

Risk management is an integral part of the overall business strategy and is an essential component of the safety management system in an organisation. Managers at all levels of the business need to understand the risks they are responsible for managing and be confident that they can effectively address these.

This course is designed to build the knowledge and skills required to design a robust risk management strategy and to ensure the successful implementation of that strategy by engaging the key stakeholders throughout the risk management process.

Why attend?

• Gain insight into risk management principles and explore the essential components that comprise an effective risk management strategy
• Design effective hazard and risk management tools and learn how to implement them to ensure the systematic management of risks
• Identify, analyse and manage the needs and interests of stakeholders in the risk management process
• Ensure risk management processes align with the overall risk management strategy of the organisation and develop techniques to monitor success, ensuring sustainability in the context of a changing environment.

Who should attend?

This course will assist supervisors, managers and senior managers to develop and implement a risk management strategy to address safety risks as part of the overall business risk management strategy.

Course details:

2 days
9.00am – 4.30pm
March 15-16
September 29-30

$1290 Non Member
$1097 Corporate Bronze
$1032 Corporate Silver
$968 Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:

BSB51319 Diploma of Work Health and Safety on page 123.

Book at aimwa.com/349
SHAPING YOUR ORGANISATIONAL WHS CULTURE

Build commitment to safety within your workplace

Excellence in safety management performance is critical to the sustainability of organisations across all sectors. The success of safety management systems depends largely on the quality of organisational leadership and the prevailing safety culture that cuts across the whole organisation.

This course is designed to build the knowledge and skills required to shape an effective safety management system, to engage workers (including contractors), into that system and to grow a strong, unified safety culture.

Why attend?

- Identify the essential components of an effective safety management system
- Discover why consultation and engagement is so important in safety management
- Understand the role of ‘behaviour based safety’ and how to use it to create a strong, unified safety culture within your organisation
- Discover ways to manage safety of contractors and how to integrate it into your organisation’s own safety systems and culture
- Plan and implement health and safety initiatives and foster the support and participation of all stakeholders.

Who should attend?

This course will assist managers and senior managers to develop the skills and knowledge required to begin the process of shaping a strong, unified safety culture and effective safety management systems to suit their business context.

Course details:

- 3 days
- 9.00am – 4.30pm
- April 7-9
  October 6-8
- $1748  Non Member
  $1486  Corporate Bronze
  $1398  Corporate Silver
  $1311  Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:

BSB51319  Diploma of Work Health and Safety on page 123.

Book at aimwa.com/348

WHS FOR MANAGERS, SUPERVISORS AND TEAM LEADERS

Recognise your responsibilities toward safety as a leader

This course will assist managers, supervisors and team leaders to understand their responsibilities under our OSH laws and develop the skills needed to effectively manage safety in the workplace. It is designed to provide an overview of the most fundamental aspects of Work Health and Safety (WHS) management.

Why attend?

- Understand the importance of compliance when it comes to health and safety legislation relevant to your organisation
- Review risk management principles and techniques, aligning them to your organisation’s overall WHS risk and emergency management strategy
- Develop an effective WHS risk management plan for your workplace, drawing on the essential components which make up an effective WHS management system
- Learn why consultation is crucial and find ways to develop, evaluate and monitor WHS processes to ensure participation of staff across the entire workforce
- Plan for the systematic management of WHS in your area of responsibility.

Who should attend?

Managers, supervisors and team leaders who wish to extend their knowledge and experience in the field of WHS and learn how to incorporate strategic risk management principles and practices.

Course details:

- 4 days
- 9.00am – 4.30pm
- May 3-6
  November 2-5
- $2066  Non Member
  $1755  Corporate Bronze
  $1652  Corporate Silver
  $1548  Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:

BSB41419  Certificate IV in Work Health and Safety on page 123.

Book at aimwa.com/344
WORKPLACE SAFETY

Role model safe work practices in your organisation

Promoting a safer working environment is not just a consideration, it is a core element of every workplace. In this course, you will gain an understanding of the principles and practices that support an effective WHS system and identify safety issues that need to be addressed in your workplace.

Why attend?
• Understand the legislative framework that underpins workplace safety within your organisation
• Acquire tools, techniques and processes to support safe work practices and in doing so, become a role model of workplace safety
• Learn to identify hazards and control risks
• Participate in the establishment, implementation, maintenance and monitoring of effective WHS management systems.

Who should attend?
All people working at the frontline of an organisation, from supervisors and team leaders, through to business unit and divisional managers.

Course details:
1 day
9.00am – 4.30pm
January 29
April 12
July 21
October 25
$755  Non Member
$642  Corporate Bronze
$604  Corporate Silver
$566  Corporate Gold
Additional fee applies for assessment, see page 125.

Course can link via assessment to:
BSB40215  Certificate IV in Business on page 122,
BSB41015  Certificate IV in Human Resources on page 121.

Book at aimwa.com/624

PREVENTING AND RESPONDING TO WHS INCIDENTS

Create positive outcomes from WHS incidents

Despite ongoing injuries and deaths in the workplace, organisations often fail to prevent such tragedies from happening again. Systematic processes to learn from such events are the focus of this course. Participants will walk through the process from start to finish in a way that is easily replicated in their workplace.

Why attend?
• Explore what constitutes an accident or incident within the workplace
• Develop skills to investigate an accident or incident effectively and use a range of techniques to interview key staff involved
• Gather enough data to make an accurate injury or damage assessment
• Learn how to sift important issues from details to diagnose key issues and be able to recommend alternative approaches to prevent recurrences in the future
• Create strategies to communicate the outcomes of the investigation in a meaningful way, developing a positive learning and improvement culture within the workplace.

Who should attend?
Anyone currently involved in accident/incident investigation or who is likely to be called upon to undertake this task in the future. Participants need not have had previous investigation or WHS experience.

Course details:
2 days
9.00am – 4.30pm
May 26-27
November 25-26
$1290  Non Member
$1097  Corporate Bronze
$1032  Corporate Silver
$968  Corporate Gold
Additional fee applies for assessment, see page 125.

Course can link via assessment to:
BSB51319  Diploma of Work Health and Safety on page 123.

Book at aimwa.com/320
SAFETY AND HEALTH REPRESENTATIVES COURSE

Create a safe workplace in accordance with the OSH Act

A Safety and Health Representative needs to be skilled, confident and a good communicator to exchange ideas regarding the risks and controls for incidents in the workplace.

This course offers the essential skills and knowledge to fulfil the requirements of the OSH Act and create a safer workplace for all employees, contractors and customers.

A ‘representative’ means a Safety and Health Representative duly elected in accordance with the OSH Act.

Why attend?

- Understand current health and safety legislation and its application within your organisation
- Gain skills in the area of hazard identification, risk assessment and control practices and tools
- Learn how to conduct workplace inspections and incident investigations
- Explore the processes in place for conflict resolution
- Understand how to issue Provisional Improvement Notices (PIN’s)
- Recognise the responsibilities and functions of a Safety and Health Representative and OSH Committee.

Who should attend?

This course is primarily aimed at personnel within the workplace that have been elected as Safety and Health Representatives. However, managers and supervisors may also participate to gain knowledge of the requirements under the Act and forge a better understanding of the roles and responsibilities of their Safety and Health Representative.

Note: It is a requirement of Western Australian Occupational Safety and Health Legislation that employers permit duly elected Safety and Health Representatives to attend, with pay, the five day training course.

Recognition:

Safety and Health Representatives are recognised by the issuing of an ID card from Worksafe.

Course details:

- 5 days
- 9.00am – 4:30pm
- February 8-12  September 6-10
  May 17-21  November 15-19
  July 12-16

- $1575  Non Member
- $1339  Corporate Bronze
- $1260  Corporate Silver
- $1181  Corporate Gold

Book at aimwa.com/319
Successful projects don’t happen by accident. They require the disciplined implementation by knowledgeable managers of plans, processes, procedures and contracts. Increase the chances of your next project coming in on-time, on-budget and on-specification.
PROJECT MANAGEMENT FUNDAMENTALS

Lay the foundation of project management processes

Are you new to project management? Gain insight into the discipline and what is required to manage projects from a team member’s perspective through an understanding of the ten project management knowledge areas and the project lifecycle.

Using a supporting case study, you will work through the basic project management processes and discuss how these processes relate back to your own workplace experiences.

Why attend?

- Plan the different stages of a project:
  - Project initiation - define the project purpose and charter, identify stakeholders and communication needs, develop a project management plan including budgets, allocation of resources and timing
  - Project execution - manage performance, monitor quality requirements and control project scope, including scope creep
  - Project close – evaluation and finalisation of the project
- Learn a number of project management tools and techniques to effectively manage your own projects within the workplace.

Who should attend?

People who are new to project management, or have little experience or knowledge in managing projects including project team members. Also, operational people with project management as part of their role or team leaders.

Course details:

- 2 days
- 9.00am – 4.30pm
- January 18-19
- March 1-2
- April 18-19
- May 8-9
- June 1-2
- July 5-6
- August 5-6
- September 2-3
- October 11-12
- November 8-9
- December 8-10

APPLIED PROJECT MANAGEMENT

Put project management knowledge and skills into action

This course covers essential tools and techniques that address the entire project life cycle, including dealing with risks, issues and changes. It explains the Work Breakdown Structure (WBS) that enables project components to be identified and tracked. A case study is used which will enable you to plan and create key project documentation to effectively manage and control projects.

Why attend?

- Examine the project management framework
- Broaden your understanding of the ten knowledge areas and the five process groups of project management to:
  - Build a suitable project structure and team
  - Manage relationships with all stakeholders
  - Monitor, control and report project progress
  - Deliver a completed project and evaluate outcomes
- Develop project strategies that contribute to an effective project plan.

Who should attend?

People who have had some experience of projects, including managers, project team leaders, project managers or project team members.

Note: You may also be interested in our Microsoft Project courses from page 103.

Course details:

- 3 days
- 9.00am – 4.30pm
- January 20-22
- February 8-10
- March 17-19
- April 6-8
- April 20-22
- May 19-21
- June 8-10
- July 12-14
- August 16-18
- September 6-8
- September 21-23
- October 13-15
- November 10-12
- December 8-10

- $1775 Non Member
- $1509 Corporate Bronze
- $1420 Corporate Silver
- $1330 Corporate Gold

Additional fee applies for assessment towards the Certificate IV in Project Management Practice, see page 125.

Course can link via assessment to:

BSB41515 Certificate IV in Project Management Practice on page 120,
BSB51415 Diploma of Project Management on page 120.

Book at aimwa.com/109
THE PROJECT MANAGER

Oversee the project lifecycle

This course follows on from the Applied Project Management course. It covers the higher level skills required of project managers to look after the project governance, procurement, costs and people. You will be stretched beyond the role of team member to accepting responsibility for the project, its outcomes and ultimately, its success.

Why attend?

- Better understand your role and responsibilities as a project manager
- Discover ways to involve internal and external staff in the project’s performance
- Oversee the performance and engagement of people involved in the project
- Explore innovative ways of improving processes
- Develop a project culture which champions constant improvement
- Manage and work within a project budget.

Who should attend?

Those who are currently filling the role of project manager on one or more projects, or are soon to take up this position.

Pre-requisite:

You must have completed the Applied Project Management course prior to attending this course.

Note: You may also be interested in our Microsoft Project courses from page 103.

Course details:

3 days
9.00am – 4.30pm
January 27-29 August 10-12
April 12-14 October 27-29
June 21-23 December 1-3

$4348 Non Member
$3653 Corporate Bronze
$3562 Corporate Silver
$3470 Corporate Gold

Fee includes the cost of assessment for the Diploma of Project Management.

Course can link via assessment to:

BSB51415 Diploma of Project Management on page 120.

Book at aimwa.com/114
YOUR PATHWAY TO A CONTRACT MANAGEMENT QUALIFICATION

Organisations are seeing the benefits of having staff trained in contract management and administration. This minimises the risks and increases the chances of the contracts achieving their objectives.

AIM WA offers a clear four-step pathway to gaining the skills and knowledge required to succeed at contract management. While on that learning journey, you could also apply to enrol in a nationally recognised qualification (10833NAT Diploma of Contract Management).

Step One: We highly recommend you attend the 2 day Contract - Law and Risk Management course first

Step Two: Attend the 2 day Contract - Planning and Procurement course

Step Three: Attend the 2 day Contract - Execution and Close-out course

Step Four: Complete the assessment requirements.

To enrol, call +61 8 9383 8000 or visit aimwa.com

CONTRACT – LAW AND RISK MANAGEMENT

Minimise risk through an understanding of contract law

A contract gone wrong can cost organisations an enormous amount in people, time, money and reputation. This course explores the legal framework and the most significant risks within a contract to help offset the exposure of the organisation to potential losses.

Why attend?

• Gain understanding with an introduction to contract law
• Identify legal obligations for existing contracts or when entering into a new contract with contractors and clients
• Prepare a contract management plan to mitigate the risks and manage relationships with key stakeholders, including negotiation of terms
• Explore a range of approaches to risk management and learn techniques and control systems to minimise the impact
• Discover ways to minimise OHS risk within the implementation of the contract.

Who should attend?

Project managers, site supervisors, mine managers, line managers, engineers, senior administrators and other professionals who engage contractors or who are contractors themselves.

Course details:

2 days
9.00am – 4.30pm
February 4-5 August 2-3
April 6-7 October 7-8
June 3-4 November 29-30

$1290 Non Member
$1097 Corporate Bronze
$1032 Corporate Silver
$968 Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:

10833NAT Diploma of Contract Management on page 118.

Book at aimwa.com/188
CONTRACT – PLANNING AND PROCUREMENT

The essentials of planning, negotiation and construction of contracts

The likelihood of a successful, conflict-free contract grows significantly when successful planning, negotiation and set up of contracts occurs. You will be given practical tools and techniques, using real contract examples, to maximise the learning and transfer of knowledge to your own contracts.

Why attend?
- Acquire skills to prepare comprehensive contract budgets, including forecasts and ways to monitor agreed performance against budget
- Planning, bringing together and leading the performance and development of your contract team
- Gain a thorough understanding of procurement to effectively plan requirements, establish processes and monitor performance
- Implement and negotiate contract terms, conditions and performance criteria.

Who should attend?
Project managers, site supervisors, mine managers, line managers, engineers, senior administrators and other professionals who engage contractors or who are contractors themselves.

Course details:
- 2 days
- 9.00am – 4.30pm
- March 11-12
- July 1-2
- November 2-3
- $1290 Non Member
- $1097 Corporate Bronze
- $1032 Corporate Silver
- $968 Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:
10833NAT Diploma of Contract Management on page 118.

Book at aimwa.com/189

CONTRACT – EXECUTION AND CLOSE-OUT

Get the most out of your contracts

In order to maximise the full benefits available from a contract, close monitoring and performance management are essential. This course works through the steps to ensure the agreed contract terms and conditions are delivered and any variations are identified early and, if necessary, renegotiated. You will also learn the process of closing-out a contract.

Why attend?
- Plan the implementation and execution of a contract covering purchasing agreement terms and conditions
- Discover contract management techniques that cover how to run effective contract meetings, review supplier performance, maintain stakeholder relationships and report on contract performance
- Identify and negotiate contract variations and learn how to resolve disputes that may arise
- Work through the closure, renewal, transition and termination of contracts
- Learn how to conduct thorough contract reviews.

Who should attend?
Project managers, site supervisors, mine managers, line managers, engineers, senior administrators and other professionals who engage contractors or who are contractors themselves.

Course details:
- 2 days
- 9.00am – 4.30pm
- April 15-16
- August 16-17
- December 1-2
- $1290 Non Member
- $1097 Corporate Bronze
- $1032 Corporate Silver
- $968 Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:
10833NAT Diploma of Contract Management on page 118.

Book at aimwa.com/190

PROJECT, CONTRACT AND PROCESS MANAGEMENT
**LEAN**

The philosophy and implementation of Lean concepts

Lean systems improve process flow, eliminate waste, reduce delays and improve productivity. The principles of Lean apply across all industries and within both the public and private sectors. Effective implementation of the Lean concepts can help your organisation achieve just-in-time delivery and shorten lead times.

Why attend?
- Gain an understanding of Lean concepts; how to identify and eliminate those activities within your organisation that consume resources but add no value
- Explore the five principles of Lean and how they interrelate to create a continuous cycle of improvement
- Define value from the customer perspective then learn the art of value stream mapping and how to apply it to your organisation
- Diagnose the main areas of waste in your business processes and develop practical approaches to eliminate the waste
- Use Lean concepts to speed up the delivery of goods and services to the market and reduce time delays in responding to customers.

Who should attend?
Business process owners, production and operational personnel and other managers responsible for overseeing processes and operations that need improvement.

Course details:
- 2 days
- 9.00am – 4.30pm
- 1 day
- January 21-22
- March 30-31
- May 6-7
- July 1-2
- November 4-5

V = Virtual Classroom.

$1290  Non Member
$1097  Corporate Bronze
$1032  Corporate Silver
$968   Corporate Gold

Book at aimwa.com/166

**SIX SIGMA FUNDAMENTALS**

The business improvement methodology of Six Sigma

Six Sigma has proved to be a long-lasting and effective business improvement methodology still in use by major corporations around the world. This course gives you a deep understanding of the origins of Six Sigma and how to use it successfully in your own organisation. You will be exposed to the well-regarded DMAIC (Define, Measure, Analyse, Improve and Control) philosophy and essentials of continuous improvement.

Why attend?
- Explore the evolution of continuous improvement methodologies, focusing on Six Sigma methodology and how it applies to your organisation
- Provoke thought and offer a framework to ‘challenge the process’ to determine if there is a better way of doing things
- Understand the benefits of using DMAIC for the purpose of gaining measurable financial results
- Learn when to use Six Sigma and make base decisions on fact rather than on a ‘gut feel’ or past experience.

Who should attend?
Managers or those seeking a sound business improvement methodology to generate a culture of continuous quality improvement in their team or organisation. Anyone wanting to understand what Six Sigma can do to deliver better outcomes for their organisation.

Course details:
- 1 day
- 9.00am – 4.30pm
- March 19
- July 19
- November 30

$755  Non Member
$642  Corporate Bronze
$604  Corporate Silver
$566  Corporate Gold

Book at aimwa.com/140
LEAN SIX SIGMA GREEN BELT

Make continuous improvement a reality

The variety of business improvement methodologies available in today’s market can be confusing for businesses looking to improve. Which methodology should the business choose? Which will suit their current environment and goals? This course takes away the confusion of choosing by covering the core business improvement methodologies.

The course provides the fundamentals of Lean, Six Sigma and business process management.

You will also have the opportunity to undertake the Six Sigma Green Belt Certification which is through submission of an assignment after attending the course (additional fees apply for the certification).

Why attend?

- Explore a variety of business improvement methodologies, the fundamentals of Lean and how to apply them within your organisation
- Gain a thorough understanding of the Six Sigma DMAIC (Define, Measure, Analyse, Improve and Control) business process and problem solving methodology
- Learn how to accurately measure current and improved performance
- Identify the root cause of problems and find potential solutions and strategies to implement them.

Who should attend?

Business improvement leaders looking for a toolkit of methodologies to help them address varied business problems.

Note: The course will draw on case studies and examples from organisations that are already managing business improvement programs. You are encouraged to bring along your own examples and projects so that these may be discussed as part of the course.

Course details:

- 5 days
- 9.00am – 4.30pm
- March 8-12
  June 14-18
  September 13-17
  November 22-26
- $3537  Non Member
  $3007  Corporate Bronze
  $2829  Corporate Silver
  $2652  Corporate Gold
  Additional fee applies for assessment, see page 125.

Optional/additional Green Belt certification fee:

- $570  Non Member
  $515  Corporate Member

Course can link via assessment to:


Book at aimwa.com/142
BUSINESS PROCESS IMPROVEMENT FOR SUPERVISORS AND MANAGERS

Champion business improvement within your organisation

As the business environment becomes tighter and demands on the organisation increase, business improvement methodologies can assist in delivering more from the assets we currently have. This course helps supervisors and managers determine which methodologies to apply to their business and how to advocate and implement a business improvement program.

Why attend?
- Define process management fundamentals
- Review various business improvement methodologies and acquire an understanding of Lean and Six Sigma DMAIC (Define, Measure, Analyse, Improve and Control) problem solving methodology and where they are best applied
- Identify lean waste and how to run a lean waste reduction project
- Understand the key success factors for launching, championing and maintaining a business improvement program.

Who should attend?
Supervisors, managers and team leaders looking to understand the core skills of business improvement and leaders looking to understand the various methodologies and when to apply them.

Course details:
- 1 day
- 9.00am – 4.30pm
- April 19
- October 20
- $755 Non Member
- $642 Corporate Bronze
- $604 Corporate Silver
- $566 Corporate Gold

PROCESS MAPPING FOR IMPROVEMENT

Understand, simplify and improve your business activities

Process mapping is a powerful way of organising and managing work activities to create value for your customers and other interested parties. The process approach introduces horizontal management, crossing the barriers between different functional units and unifying their focus to the main goals of the organisation.

Why attend?
- Examine process mapping tools for Six Sigma, ISO 9001 and continuous improvement
- How to select the right process to map
- Construct organisational process maps and flow charts to assist in the elimination of unnecessary activities
- Identify team members and responsibilities for process mapping projects in the workplace.

Who should attend?
All managers, frontline managers, supervisors and employees involved in quality assurance and business improvement.

Course details:
- ½ day
- 9.00am – 12.30pm
- February 1
- August 31
- $376 Non Member
- $320 Corporate Bronze
- $301 Corporate Silver
- $282 Corporate Gold

Book at aimwa.com/173
RISK MANAGEMENT

Minimise risks to maximise opportunities

Risk management is essential for good management performance. This practical guide to risk management will provide managers with effective skills and tools to enable them to identify, analyse, evaluate and manage risks.

Why attend?
• Define risk management and its unique context within your organisation
• Learn to identify, analyse, evaluate and treat risks for an organisation or project
• Discover how to prepare a risk management plan and apply risk management processes
• Gain an understanding of how to monitor and review risks
• Improve risk management through effective communication and consultation.

Who should attend?
Managers, senior executives and business owners who wish to improve risk management in their organisations and in project management. The risk management tools are applicable to both daily business operations and project management.

Course details:

1 day
9.00am – 4.30pm
March 17
July 23
October 27

$755 Non Member
$642 Corporate Bronze
$604 Corporate Silver
$566 Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:
BSB41419  Certificate IV in Work Health and Safety on page 123,
BSB51615  Diploma of Quality Auditing on page 124.

Book at aimwa.com/112

AGILE WITH SCRUM PROJECT MANAGEMENT

Apply a Scrum framework to Agile project management

Agile project management is an approach that sees solutions evolve through collaboration over the life of the project. Rigorous and accountable milestones occur at key points along the way, whilst the final outcomes of the project unfold as learning occurs and budgets allow. Although originally used in software development or IT projects, it is now embraced across a wide range of disciplines. This course explores the benefits and application of the Agile approach in the workplace.

Scrum is a popular and widely used process framework or set of practices for Agile development and this course links these two approaches.

Why attend?
• Determine which project management methodology is most appropriate to your organisation’s needs
• Discover what Agile project management is, and what it is not as well as when to use the Agile approach through an analysis of its strengths and weaknesses
• Obtain an understanding of the full Scrum methodology, key tools in its use and how to scope an Agile project with a Scrum framework
• Find ways to create stories that translate to sprints, then move from sprints to tasks
• Develop and implement Scrum methods to achieve project success
• Learn how to work effectively with project leaders who use the Scrum methodology of Agile.

Who should attend?
Project leaders, marketers, product developers, team leaders and business improvement specialists wanting to learn about where, when and how to use the Scrum methodologies of Agile project management.

Course details:

2 days
9.00am – 4.30pm
February 1-2
May 25-26
September 16-17

$1290 Non Member
$1097 Corporate Bronze
$1032 Corporate Silver
$968 Corporate Gold

Book at aimwa.com/432
LEAD AUDITOR TRAINING

Learn to lead an audit team

This course provides specific auditing skills, enabling you to operate as a lead auditor for audits of management systems at all levels throughout an organisation.

Why attend?

- Identify the interpersonal skills and characteristics of effective auditors to better understand your own roles and responsibilities as a lead auditor
- Discover how to successfully select appropriate audit team members to facilitate effective and factual reporting
- Learn the steps in scheduling, planning and preparing audits
- Conduct an audit findings evaluation and complete an audit report
- Examine the most effective ways of communicating audit findings and conducting audit follow-up.

Who should attend?

Those wishing to upgrade their qualification as an auditor to achieve the competencies necessary to qualify as a lead auditor. Auditors wishing to enhance existing skills and those people who are responsible for leading teams or pools of auditors.

Pre-requisite:

You must complete Internal and External Auditor Training before attending the Lead Auditor Training course.

Course details:

1 day
9.00am – 4.30pm
March 5
September 15

$755 Non Member
$642 Corporate Bronze
$604 Corporate Silver
$566 Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:

BSB51615 Diploma of Quality Auditing on page 124.
BSBSS00090 Auditing Skill Set.
Refer to aimwa.com/qualifications

Book at aimwa.com/158
SERVICE, SALES AND MARKETING

Regardless of the quality of your product or service, nothing matters until a sale is made. Talented marketing, sales and service staff enhance your reputation with your clients and stakeholders, boosting the chance of sales success.
LEADING CUSTOMER SERVICE

Gain competitive advantage through exceptional customer service

For today’s marketplace, it’s not only what we offer, but how we deliver it that determines success. This course will provide you with the knowledge and skills to ensure that products and services are delivered to standards agreed by the organisation and the customer. Using practical examples and case studies, this course will revitalise your approach to service.

Why attend?
• Create customer focus and value through the analysis of the expectations and satisfaction levels of your internal and external customers (touchpoint and value chain analysis)
• Explore service to both retail and B2B distribution channels and how to deal effectively with customer complaints
• Explore existing service standards and styles, enhancing current practices through improvement coaching and processes and correctly aligning to the strategic plans and operations of your organisation
• Harness the power of social media, online content and CRM (Customer Relationship Management) systems
• Monitor, review and evaluate customer service and implement processes and strategies to lead teams responsible for delivering service.

Who should attend?
Every leader whose team provides a service to either internal or external customers.

Course details:
1 day
9.00am – 4.30pm
March 3
June 28
September 3
December 8
$755 Non Member
$642 Corporate Bronze
$604 Corporate Silver
$566 Corporate Gold

Course can link via assessment to:
BSB42015 Certificate IV in Leadership and Management on page 119,
BSB51918 Diploma of Leadership and Management on page 119.

Book at aimwa.com/236
BUILDING CLIENT RELATIONSHIPS

Maximise your Return on Relationship (ROR)

Building relationships and effective account management form the basis of successful sales strategies. This course focuses on ways to build successful stakeholder engagements, close sales, retain business and increase referrals through the effective servicing and management of one-on-one relationships with clients. The interpersonal aspects of developing mutually beneficial relationships are covered with reference to relationship management models designed to maximise the Return on Relationship.

You will explore ways on how to be proactive with existing and new relationships by engaging in authentic interactions that are seen as valuable to the client. This will involve interpersonal skills as well as gaining a deeper understanding of the needs of clients. These genuine, high integrity relationships provide the maximum potential to gain sales from clients or positive interactions with key stakeholders.

Why attend?

- Define client relationships and the importance of communication and relationship building
- Develop plans to build relationships and strengthen client loyalty using tools such as mapping and prioritising, social media and CRM (Customer Relationship Management)
- Discover ways to increase your accessibility and flexibility to better manage the preferences of clients and stakeholders
- Identify and improve your NQ (Network Quotient) through self-assessment
- Learn how to accurately measure customer satisfaction and to value and act on client criticism for positive outcomes
- Build and maintain client relationship and communication networks.

Who should attend?

Account managers, client relationship/liaison managers, sales executives/representatives and technical people who support the sales process in a client-facing role.

Course details:

- 2 days
- 9.00am – 4.30pm
- February 3-4
  May 6-7
  August 25-26
  December 7-8
- $1290 Non Member
- $1097 Corporate Bronze
- $1032 Corporate Silver
- $968 Corporate Gold

Book at aimwa.com/206
DESIGNING YOUR CUSTOMER SERVICE STRATEGY

Set your customer service standard with deliberate strategic planning

How do you want your customers to experience your organisation? This key question is at the heart of your customer service strategy and helps define the way your staff make decisions and build customer facing systems and processes. This course will take you through the steps of designing and implementing a customer service strategy that aligns with the purpose and ambitions of your organisation.

Why attend?

• Define and map the existing customer experience to identify where there may be shortcomings in meeting customer needs
• Identify appropriate data to gauge customer expectations and learn how to articulate the experience you want customers to enjoy
• Outline a customer service strategy, with measurable service standards, that complement the overall strategy of the organisation
• Learn effective ways to communicate the plan to staff within your workplace
• Develop ways to monitor service performance against the strategy.

Who should attend?

Employees with responsibility for designing, shaping, influencing or implementing the customer service strategy of their organisation. This could include sales and marketing executives, office managers, operations managers or other professionals whose staff have direct contact with the customer.

Course details:

2 days
9.00am – 4.30pm
January 19-20
May 13-14
September 6-7
$1290 Non Member
$1097 Corporate Bronze
$1032 Corporate Silver
$968 Corporate Gold

ONLINE WRITING

Write effectively in an online environment

This course helps you to recognise the subtleties and differences of writing in an online environment and creating effective online content such as web pages, email newsletters and PDF documents.

Why attend?

• Explore the difference between online and offline documents and understand how people read online documents differently
• Define your purpose for writing and learn to choose the most appropriate content to meet the needs of your readers
• Review guidelines for preparing online content
• Learn methods to effectively engage and persuade your readers
• Practice editing techniques to achieve clarity and quality.

Who should attend?

Anyone who contributes to Intranet or Internet sites and/or those who write other documents that will be read online. This course is essential for web designers, people who write email newsletters or for people who are responsible for their organisation’s web content.

Course details:

1 day
9.00am – 4.30pm
March 29
September 24
$755 Non Member
$642 Corporate Bronze
$604 Corporate Silver
$566 Corporate Gold

Book at aimwa.com/126
INTRODUCTION TO SELLING

Sell customer focused solutions to meet customer needs

Every business needs to ‘sell’ in order to succeed, and not everyone understands how selling is a way of enabling the customer to achieve what they want. This course will introduce you to the principles of selling in a way that removes the fears that you may have about being seen as high pressure or manipulative. You will learn how selling is a customer focused, solutions driven process as you increase your skill and comfort at selling your organisation’s products and services.

Why attend?
- Examine the principles of selling and how they can be used to assist in your development as a professional salesperson
- Practice effective questioning techniques and listening skills to better understand the needs of your customer
- Use engaging sales techniques that build relationships
- Learn how to gain respect and a commitment to buy from your customer through accurate demonstration of features and benefits of a solution, promoting products and services based on value rather than price
- Understand the importance of follow through to ensure customer satisfaction.

Who should attend?
Non-salespeople or those new to selling who are required to promote their organisation and sell their products and services. Also suited to people who need to understand how selling benefits the customer as much as their own organisation.

Course details:
- 1 day
- 9.00am – 4.30pm
- January 20, April 1, July 5, September 10, November 26
- $755 Non Member
- $642 Corporate Bronze
- $604 Corporate Silver
- $566 Corporate Gold

Book at aimwa.com/205

DRIVING YOUR MARKETING STRATEGY

Your ‘game plan’ to respond to the needs of your customer

Organisations are challenged to survive financially and even thrive in a dynamic economic environment. Marketing plays a key role in addressing these challenges through identifying and meeting human and social needs. This course blends proven marketing approaches with a focus on contemporary challenges, resources and tools.

Why attend?
- Identify, evaluate and review marketing opportunities to align marketing strategy to organisational strategy
- Learn effective ways to evaluate the customer experience and research the market for current trends
- Find out how to interpret market research to create targeted value propositions
- Plan your marketing strategy and discover the best way to communicate your plan to key stakeholders to maximise the likelihood of success
- Learn how to put your strategy into action within your workplace.

Who should attend?
Managers who wish to increase and improve their knowledge and skills in the marketing arena. Also, participants who are new to marketing, but have the support of their organisation to implement marketing initiatives.

Course details:
- 2 days
- 9.00am – 4.30pm
- February 4-5, June 21-22, October 28-29
- $1290 Non Member
- $1097 Corporate Bronze
- $1032 Corporate Silver
- $968 Corporate Gold

Book at aimwa.com/220
THE SALES PROFESSIONAL

Sharpen your effectiveness in an ever-changing sales environment

While product, process and service offerings are continuously changing, all successful salespeople still focus on two things; the pipeline of prospects and maintaining relationships. In this course, you will explore and practice the skills to continuously move your prospects forward.

“Salespeople exist to discover where the desire is and then deliver on that desire.”

Seth Godin

Why attend?
• Examine the eight stages of the sales process and how you can sharpen and refine your approach to increase sales through the correct identification of key and growing accounts
• Understand the ever-changing sales environment and how to recognise and respond to buying signals and effectively manage buyer resistance
• Learn to manage self, time and territory
• Employ prospecting methods, qualify prospects and manage prospect information
• How to set objectives, develop strategies and take actions to increase your share with the customer
• Apply positive influencing skills to improve relationships
• Build a strategy for developing business
• Learn how to deliver business-winning sales presentations.

Who should attend?
Salespeople consolidating the skills of relationship and solutions based sales outcomes.

Course details:

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$1748 Non Member
$1486 Corporate Bronze
$1398 Corporate Silver
$1311 Corporate Gold

Book at aimwa.com/213
MANAGING A SALES TEAM

Optimise success with a high performing team

The role of the contemporary sales manager is complex. It frequently involves a balancing act between pushing hard to achieve personal and team goals whilst also supporting, developing and coaching individual team members. In addition, the sales manager may also have their own sales target to achieve. All of these differing elements will be covered in this comprehensive course designed to deliver the essential knowledge and skills required to succeed.

You will be taken through the discipline of identifying individual and team targets, forecasting, planning and client allocations. This includes navigating the sometimes difficult conversations with team members to negotiate objectives and targets. Equally important, the course will guide you through the strategies to coach and develop team members to give them the maximum opportunity to achieve their targets. This course offers aspiring and current sales managers a rich and intensive course to help them build a champion team.

Why attend?

- Understand the key result areas of a sales manager and how to build a successful sales team
- Plan sales operations, including forecasting and budgeting
- Evaluate sales team effectiveness by measuring and monitoring performance and acquire skills in counselling, discipline and appraisal interviews
- Examine incentives and compensation and how it relates to motivation
- Learn how to prepare memorable sales presentations and coach others who are in a similar role
- Learn how to review current business performance and capability.

Who should attend?

Current and aspiring sales managers who want to develop a high performing sales team, and who want to learn how to maximise the sales from their market segments.

Course details:

- 3 days (1 day per week for 3 weeks)
- 9.00am – 4.30pm
- April 14, 21 & 28
- October 4, 11 & 18
- $1748 Non Member
- $1486 Corporate Bronze
- $1398 Corporate Silver
- $1311 Corporate Gold

Book at aimwa.com/210
**EFFECTIVE STAKEHOLDER ENGAGEMENT**

The importance of collaboration to deliver results

Stakeholder engagement is integral to the success of all projects and major organisational change initiatives, regardless of the size of the project. Too often, relationships with stakeholders are managed in an informal or intuitive way. This casual approach to stakeholder engagement is one of the most common causes of project failure which could easily be prevented with better planning.

Why attend?

- How to take a strategic approach to stakeholder management to maximise your chances of success
- Define the needs and objectives of your stakeholders
- Develop a planned approach to connect with each of the most significant stakeholders
- Set up performance measures to determine the success or failure of your approach when engaging stakeholders
- Align the stakeholder engagement plan with the overall strategy for the project, responding accordingly to any changing interests of your stakeholders.

Who should attend?

Project managers, coordinators, community workers or other staff who are responsible for projects with a number of diverse stakeholders.

Course details:

- 2 days
- 9.00am – 4.30pm
- March 22-23
- September 9-10
- $1290 Non Member
  $1097 Corporate Bronze
  $1032 Corporate Silver
  $968 Corporate Gold

**NEGOTIATION SKILLS**

Negotiate your way to solutions

This course focuses on the skills required to achieve positive results through negotiation. It equips you with the tools, techniques and concepts that are required to manage negotiations successfully in a variety of situations including contracts, sales, project management and teams.

Why attend?

- Establish a comprehensive negotiation planning process
- Apply the most appropriate negotiation tactics for the situation
- Manage the negotiation process through the five negotiation phases
- Practice negotiation techniques to develop and refine your skills
- Evaluate and improve the negotiation process.

Who should attend?

Anyone whose role requires negotiation with others, including managers, team leaders and supervisors, sales and account managers, senior customer service representatives and project or change managers.

Course details:

- 2 days
- 9.00am – 4.30pm
- February 11-12
- April 27-28
- June 9-10
- August 16-17
- October 11-12
- December 2-3
- $1290 Non Member
  $1097 Corporate Bronze
  $1032 Corporate Silver
  $968 Corporate Gold

Book at aimwa.com/127

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**SERVICE, SALES AND MARKETING**

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By aligning key support functions like HR, finance and administration to the organisation's strategic direction, these areas are able to provide essential expertise to the core business units.
**The pathway to professional HR management**

This program has been designed in consultation with Western Australian HR leaders and has a strong focus on Australian and local business issues and challenges.

**Pre-requisite:**
You will require a sound theoretical knowledge base in HR management and should be able to demonstrate a range of managerial skills to ensure that HR functions are effectively conducted in your organisation or business area.

**Content:**
The key content of this program will be delivered as follows:

**Topic 1**  Manage employment relations

**Topic 2**  Manage people performance and development

**Topic 3**  Manage resourcing

**Topic 4**  Manage workplace safety, health and wellbeing strategies

**Topic 5**  Manage, develop and improve HR services.

**Why attend?**
- Assess the current position of HR services within your organisation with a view to improving its efficiency
- Gain advice on how best to manage employee relations
- Design and implement an effective performance management and development system
- Learn how to support the organisation’s safety, health and wellbeing strategies
- Develop strategies to manage resource requirements.

**Who should attend?**
HR professionals, administrators and advisors seeking formal recognition of their work experience, knowledge and skills.

**Program details:**

- 6 days (1 day per month over 6 months)

**Intake 1 (Thursday):**

| Session 1: February 25  
| Session 2: March 25  
| Session 3: April 22  
| Session 4: May 20  
| Session 5: June 17  
| Session 6: July 15 |

**Intake 2 (Tuesday):**

| Session 1: June 1  
| Session 2: June 29  
| Session 3: July 27  
| Session 4: August 24  
| Session 5: September 21  
| Session 6: October 19 |

**Fee includes the cost of assessment.**

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Program can link via assessment to:

BSB50618  Diploma of Human Resources Management on page 121.

Book at aimwa.com/535
STRATEGIC HUMAN RESOURCE MANAGEMENT

Decisive planning for the HR Professional

A successful HR strategy enables an organisation to achieve their goals. Learn the necessary skills and knowledge to build this all important strategy whilst gaining an understanding of the influential behaviours HR professionals need in order to make a strategic impact within the organisation.

Why attend?

• Develop a successful HR strategy that considers all aspects of your organisation
• Articulate the role HR can play in aligning people strategies to organisational objectives
• Understand how to better connect with and influence key stakeholders to support the strategy
• Learn how to plan for change and discover effective ways to involve and empower people in the change process
• Gain essential skills to effectively handle trends and issues in HR.

Who should attend?

This course has been designed for HR professionals who would like to develop their ability to have a strategic impact within their organisation. It is for anyone who is responsible for the design and development of HR strategies and who is interested in exploring new ideas in a practical way.

Course details:

1 day
9.00am – 4.30pm
April 9
October 1
$755 Non Member
$642 Corporate Bronze
$604 Corporate Silver
$566 Corporate Gold

Book at aimwa.com/542

FOUNDATIONS OF HR

The fundamental principles of HR management

The effective HR specialist needs to be a skilled practitioner, negotiator and adviser. This course will develop the skills and knowledge which must be acquired by HR professionals early in their careers, and provides the opportunity for line managers to broaden their knowledge.

Why attend?

• Identify the main organisational planning activities of HR management
• Write job descriptions, develop selection criteria and conduct effective recruitment interviews
• Understand how to handle the task of termination legally and tactfully
• Appreciate the basic implications of legislation that applies to the HR management area
• Identify the main features and structures of performance management
• Learn how to work with diverse internal stakeholders.

Who should attend?

Newly appointed HR officers, people seeking a career in HR or managers and line managers/supervisors who need to increase their knowledge of the HR function.

Course details:

2 days
9.00am – 4.30pm
February 2-3
June 23-24
October 25-26
$1290 Non Member
$1097 Corporate Bronze
$1032 Corporate Silver
$968 Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:
BSB41015 Certificate IV in Human Resources on page 121.

Book at aimwa.com/505
BUILDING A TALENT DEVELOPMENT STRATEGY

Cultivate the capability of people

Attracting, developing and retaining talent is a compelling source of competitive advantage, and creating a rigorous talent development strategy is one of the key components in achieving this outcome. During this course, you will be challenged to define and articulate the unique elements of a talent development strategy that meets the needs of your organisation. You will also explore the process of engaging the rest of the organisation in this strategy to increase the likelihood it will be implemented.

Why attend?
- Define what ‘talented’ means within your organisation and identify the essential elements of a talent development strategy
- Build a case for a whole of organisation approach to developing talent, aligning it with other HR strategies within your organisation to gain the support of stakeholders
- Recommend a range of approaches to developing individuals, including tailored development plans
- Objectively identify those with talent and appropriately respond to those who don’t make the list
- Successfully implement, monitor and review the strategy.

Who should attend?
Human resource and organisation development professionals who have responsibility for ensuring their organisation has the pool of talent and skills to prosper in the years ahead.

Course details:
- 2 days
- 9.00am – 4.30pm
- February 4-5
  June 17-18
  October 21-22
- $1290 Non Member
  $1097 Corporate Bronze
  $1032 Corporate Silver
  $968 Corporate Gold

INTRODUCTION TO EMPLOYMENT LAW

Uncover the essentials of employment law

This course provides an essential introduction to the intent and application of employment law in Australia. You will have the opportunity to explore and examine the latest issues and implications of this legislation.

Why attend?
- Explore a range of legislative requirements such as Fair Work Act 2009, full time vs contracted workers, terminations and dismissals, enterprise agreements and industrial relations, equal employment opportunities and occupational health and safety
- Identify gaps between legislative requirements and your organisation’s current practices
- Develop a plan of action to address these gaps
- Cultivate relevant networks and relationships.

Who should attend?
HR practitioners, managers, office managers, administrators and others responsible for overseeing the HR functions in their organisation.

Course details:
- 2 days
- 9.00am – 4.30pm
- February 17-18
  June 8-9
  October 11-12
- $1290 Non Member
  $1097 Corporate Bronze
  $1032 Corporate Silver
  $968 Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:
BSB41015 Certificate IV in Human Resources on page 121,
BSB40215 Certificate IV in Business on page 122.

Book at aimwa.com/503
MANAGING WORKPLACE INQUIRIES AND INVESTIGATIONS

Lead workplace investigations with integrity

Conducting a workplace inquiry or investigation is often a period of great stress, but it can also be one of great opportunity. Such stress often comes from the highly charged emotional environment and the sense of loss felt by many of the people involved. Opportunity arises from the chance to fix a problem and to gain credibility through an approach that is conscientious and demonstrates integrity. This course offers a systematic approach to managing the process and highlights some of the pitfalls for those who have responsibility for the outcome.

Why attend?

• Develop a plan for implementing a workplace inquiry or investigation
• Define the legal issues as well as organisational and personal obligations in the inquiry
• Complete the work whilst maintaining a high level of integrity and respect for all parties
• Gather and sort evidence discreetly and objectively whilst interviewing key stakeholders
• Prepare a report of your findings with recommendations to avoid recurrences.

Who should attend?

Individuals who have, or who are likely to be given, the responsibility for initiating, completing and reporting on a workplace inquiry or investigation. Prior experience of investigations into employee behaviour such as inappropriate conduct, discrimination, harassment or a reported bullying allegation is not required.

Note: Those interested in incident or accident investigation should refer to our Preventing and Responding to WHS Incidents course on page 59.

Course details:

1 day
9.00am – 4.30pm
March 2
September 24
$755 Non Member
$642 Corporate Bronze
$604 Corporate Silver
$566 Corporate Gold

Book at aimwa.com/352

PERFORMANCE MANAGEMENT

Discover the lasting impact of effective performance reviews

Performance management that is done well has the potential to contribute to improved job satisfaction and work output of employees. Learn how to review and improve performance management systems within your organisation to better support employees through the process.

Why attend?

• Understand the performance management cycle including the legal aspects of performance management
• Review and improve performance management systems within your organisation
• Articulate learning and development strategies and individual performance goals
• Learn how to work through poor performance and provide constructive feedback
• Provide coaching support to line managers, enabling them to effectively conduct discussions about performance.

Who should attend?

HR officers, advisers, line managers, supervisors and other people seeking to acquire the skills involved in these roles.

Course details:

2 days
9.00am – 4.30pm
March 15-16
September 28-29
$1290 Non Member
$1097 Corporate Bronze
$1032 Corporate Silver
$968 Corporate Gold

Book at aimwa.com/514
HIRE AND KEEP THE RIGHT PEOPLE

Find the right fit for your organisation

The war for talent can be won by developing a brand and a proposition for your target candidates. The high cost of making the wrong decision makes this an important course for managers and HR professionals. This course focuses on strategic hiring, branding and creating an attractive Employer Value Proposition (EVP).

Why attend?
• Accurately define the job to attract the right candidate
• Create an attractive employer brand and EVP
• Employ robust interview skills and strategic selection processes
• Understand your post-interview, induction and onboarding responsibilities.

Who should attend?
Managers and supervisors who wish to develop their skills in staff selection and HR professionals who would like to improve their technical skills in recruiting and selection methods.

Course details:
• 2 days
• 9.00am – 4.30pm
• March 25-26
  July 26-27
  November 8-9
• $1290 Non Member
  $1097 Corporate Bronze
  $1032 Corporate Silver
  $968 Corporate Gold

Book at aimwa.com/506

MENTORING SKILLS

Champion people to fulfil their potential

In-house mentoring is increasingly seen as playing an important part in the development of staff within organisations. The role of senior staff, technical experts or trusted individuals in the development of employees is very significant. This course introduces the key components of mentoring and the skills required of those who take up the mentoring role.

Why attend?
• Differentiate between mentoring and coaching
• Explore various mentoring models and identify the components of a rewarding mentoring scheme
• Learn the essential skills and knowledge that successful mentors and mentees draw upon
• Practice skills and build confidence to engage staff in a mentor/mentee relationship
• Support other people involved as mentors or mentees.

Who should attend?
Individuals, managers, supervisors or HR professionals who are being asked to mentor other key staff within the organisation, or who wish to implement a mentoring program within an organisation.

Course details:
• 1 day
• 9.00am – 4.30pm
• February 24
  June 30
  October 6
• $755 Non Member
  $642 Corporate Bronze
  $604 Corporate Silver
  $566 Corporate Gold

Book at aimwa.com/133
BUILDING YOUR COACHING SKILLS

The building blocks for successful coaching practice

This practical course offers valuable insight into the skill set of a successful coach. You will gain exposure to the models and frameworks which are essential to the toolkit of any coach. The content is delivered in an immersive and interactive way, enabling you to acquire skills and expertise that can be applied as soon as you return to work.

Why attend?

• Unpack a range of coaching models and frameworks and determine the appropriate coaching model to meet the needs of your client
• Define structured and unstructured approaches to coaching
• Acquire coaching communication skills akin to adult development theories
• Agree and implement an appropriate contract for coaching
• Support individuals to work with change.

Who should attend?

Internal consultants, HR professionals, learning and development executives, consultants, existing coaches and line managers wanting to enhance their skills and knowledge to coach their staff one-on-one.

Note: Attendance on this course is required prior to attending Coaching Masterclass.

Course details:

- 2 days
- 9.00am – 4.30pm
- March 29-30
  - July 6-7
  - November 1-2
- $1290 Non Member
  - Corporate Bronze: $1097
  - Corporate Silver: $1032
  - Corporate Gold: $968

Optional/additional coaching package:

- $900 Non Member
- $800 Corporate Member
  - (3 x 1 hour)

Book at aimwa.com/550

COACHING MASTERCLASS

Take your coaching skills to the next level

If you have attended our Building Your Coaching Skills course and are seeking greater coaching expertise, this masterclass offers advanced skills development. You will be challenged to demonstrate your competence and confidence when dealing with a variety of coaching scenarios and clients.

Why attend?

• Take your coaching to the next level with advanced coaching skills and approaches
• Learn the art of powerful listening and questioning techniques
• Make observations and provide meaningful feedback that enhances personal development
• Overcome blocks and resistance to change
• Support the client to identify and address barriers to effectiveness.

Who should attend?

Internal consultants, HR professionals, learning and development executives, consultants, existing coaches and line managers wanting to enhance their skills and knowledge to coach their staff one-on-one.

Pre-requisite:

Prior to attending this course, you are required to have attended Building Your Coaching Skills.

Course details:

- 1 day
- 9.00am – 4.30pm
- December 1
- $755 Non Member
  - Corporate Bronze: $642
  - Corporate Silver: $604
  - Corporate Gold: $566

Optional/additional coaching package:

- $900 Non Member
- $800 Corporate Member
  - (3 x 1 hour)

Book at aimwa.com/551
ON-THE-JOB TRAINING TECHNIQUES

Practical tools for the workplace trainer

Given the relevance to a specific industry or job, on-the-job training can be highly effective. If you are required to coach, train or deliver training to others within your organisation, this course will provide the practical tools to help you effectively deliver inductions, new work practices, soft skills or other instruction either to individuals or small groups.

Why attend?

• Explore adult learning principles to identify the most appropriate ways to get your message across
• Identify the needs of your learner and deliver information with defined outcomes
• Examine the components of a presentation and learn how to create engaging skills demonstrations
• Plan effective review processes and discover ways to measure learners’ progress.

Who should attend?

Anyone from a non-training background who is required to coach, train or deliver learning in a one-to-one or group setting.

Course details:

📅 2 days
🕒 9.00am – 4.30pm
📅 April 29-30
📅 August 19-20
📅 December 6-7
💲 $1290 Non Member
💲 $1097 Corporate Bronze
💲 $1032 Corporate Silver
💲 $968 Corporate Gold

Book at aimwa.com/524

FACILITATE GROUP PROCESSES

Bring out the best in people through effective facilitation

As communication among staff, community and clients becomes increasingly important, managers need to draw on their facilitation skills. This course will assist you to develop the people skills and group process strategies to effectively facilitate meetings and focus groups.

Why attend?

• Gain an understanding of the fundamentals of facilitation
• Develop self-awareness and explore a range of communication styles
• Take a client brief and plan the facilitation session accordingly
• Choose and use a range of appropriate group process techniques to facilitate a successful outcome
• Participate in facilitated peer review.

Who should attend?

Facilitators, managers and change agents required to facilitate an outcome.

Course details:

📅 3 days
🕒 9.00am – 4.30pm
📅 April 14-16
📅 July 28-30
📅 November 17-19
💲 $1748 Non Member
💲 $1486 Corporate Bronze
💲 $1398 Corporate Silver
💲 $1311 Corporate Gold

Book at aimwa.com/546
**TRAIN THE TRAINER**

**Equip your staff to train with impact**

If you want to learn how to deliver high impact training sessions within your workplace, this is the course for you. Applicable to training in all areas, this course provides an introduction to the general principles of learning and development and insight into the training cycle. It is highly interactive and will equip you on how to prepare, deliver and review effective training sessions which appeal to adult learners.

**Why attend?**

- Identify learning needs and achieve an understanding of diversity to create an engaging learning environment
- Design programs and workshops with purpose and discover ways to deliver training with impact
- Analyse and review content to refine your training for the best possible outcome
- Develop effective evaluation tools and learn how to provide post-workshop support.

**Who should attend?**

Trainers, HR officers, managers, supervisors, team leaders and safety officers accountable for designing and delivering workplace inductions, formal classroom training and on-the-job training. This course is also suitable for those who have not previously been trainers and would like to develop skills to deliver effective training sessions.

**Course details:**

- **4 days**
- **9.00am – 4.30pm**
- **February 23-26**
  - June 1-4
  - September 20-23
- **$2025** Non Member
- **$1721** Corporate Bronze
- **$1620** Corporate Silver
- **$1519** Corporate Gold

[Book at aimwa.com/516](http://aimwa.com/516)
WHICH ACCOUNTING/FINANCE COURSE IS BEST FOR YOU?

Accounting Essentials
For those who have had little or no exposure to accounting concepts and want to gain an introductory level of financial awareness.
• Learn accounting basics with a fun, interactive board game approach
• What is the difference between profit, cash flow and a balance sheet?
• Is our financial performance getting better or worse?
• Improve communication with finance specialists.

Finance for Non-Finance Managers
For those who need an understanding of finance in order to make sound commercial decisions.
• How can financial information help me understand the business?
• Improve the budgeting process within my team
• What are the tax implications of business structures?
• What questions should I ask the accountant?

Accounting for Non-Accountants
For those seeking to use financial information to build their business acumen.
• Understand financial information
• Learn to link financial objectives to people, operational and marketing strategies
• How can I use financial acumen to make better decisions?
• What is break even or NPV?
• Communicate with and engage others to continually improve business performance.

Financial Forecasting and Modelling
For those needing to use financial tools to support business planning.
• Use graphs, charts, means and standard deviations to describe financial data
• Increase the accuracy of forecasts using seasonality and trends
• Consider tangible and intangible costs and benefits when modelling
• Use break even analysis to determine the full financial impact of pricing decisions
• Determine the optimum cost for financing your business.

ACCOUNTING ESSENTIALS
Learn accounting basics in a fun, interactive way
What do you think when you see a profit and loss statement, a balance sheet or a set of budget figures? Are you confused or intimidated? Does your finance department seem to be speaking another language? If so, this course is for you. You’ll come to grips with the basic language and concepts of accounting through a fun and interactive method.

Why attend?
• Take the mystery out of common accounting terms and better understand linkages between cash, revenue, expenses, assets, liabilities and equity
• Learn simple accounting equations and rules that underpin financial statements and reports
• Translate balance sheets, profit ratios and profit and loss statements to identify quality of financial outcomes
• Gain a greater understanding of how past actions determine present financial results and the importance of setting financial targets
• Become better equipped to have more meaningful discussions about the organisation’s finances.

Who should attend?
Staff at all levels from marketing, technical, administrative and management areas who need to grasp a basic awareness of accounting.

Course details:
• 1 day
• 9.00am – 4.30pm
• April 14
• October 15
• $875 Non Member
• $762 Corporate Bronze
• $724 Corporate Silver
• $686 Corporate Gold

Book at aimwa.com/407
FINANCE FOR NON-FINANCE MANAGERS

Understand the finances underpinning your business

Improving your business performance requires an understanding of terms like profit, liquidity and value. This practical guide to financial information will provide managers and business owners with effective commerce skills, enabling them to identify improvements in the financial performance of their business.

Why attend?
• Gain an understanding of accounting and business finance basics
• Determine what’s driving revenue and costs and put together a budget
• Recognise short term financial outcomes that can be improved
• Develop financial projections and create meaningful finance targets
• Analyse the impact of decisions on cash, revenue, expenses, assets, liabilities and equity
• Learn to ask insightful questions about your organisation’s finance.

Who should attend?
People who wish to have a general understanding of business finance which will enable them to improve the profits and value of their business, including managers, senior executives and business owners.

Course details:
• 2 days
• 9.00am – 4.30pm
• January 28-29, March 22-23, May 27-28, July 29-30, September 20-21, November 18-19

$1290 Non Member
$1097 Corporate Bronze
$1032 Corporate Silver
$968 Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:
BSB61015 Advanced Diploma of Leadership and Management on page 118.

Book at aimwa.com/405
ACCOUNTING FOR NON-ACCOUNTANTS

Use financial acumen to make better business decisions

This course will assist managers, executives and board members, from a non-financial background, to develop their financial acumen enabling them to make more informed, better business decisions.

Why attend?
- Gain a better understanding of financial information to make sound business decisions using financial ratios, break even analysis and net present value techniques
- Learn effective ways to align people, marketing, operational and financial strategies
- Set business objectives for cash, revenue, expenses, assets, liabilities and equity
- Forecast the financial performance needed to bridge gaps between current reality and future desire through long term business planning and the budgeting process
- Set the direction for financial discussions within the organisation.

Who should attend?
People who need to better integrate financial information and outcomes into their decision making.

Course details:
- 3 days
- 9.00am – 4.30pm
- March 10-12
- June 8-10
- September 13-15
- November 9-11
- $1748 Non Member
- $1486 Corporate Bronze
- $1398 Corporate Silver
- $1311 Corporate Gold

Book at aimwa.com/415

FINANCIAL FORECASTING AND MODELLING

Financial tools to support business planning

In a fast moving, ever changing business environment, organisations need to be skilled at forecasting and anticipating their financial future. This analysis enables leaders at all levels to plan and respond positively to changes as they occur. On this course, you will work through a series of case studies to demonstrate some of the most useful methods for forecasting and identifying potential scenarios. Then, using your own information you will be able to apply the techniques to your own organisation or project.

Why attend?
- Analyse meaningful financial data through the use of statistics, graphs and charts
- Understand the mechanics of building operating budgets
- Improve the quality of financial forecasts
- Identify meaningful actions by comparing actual results to forecasts
- Assess and understand the full implications of pricing and financing decisions
- Consider past results, current strategies and likely future conditions in producing long term financial projections.

Who should attend?
Finance, accounting and business analysts charged with the responsibility of preparing some predictive models for their whole organisation or for major projects. Participants should have a basic knowledge of accounting and Microsoft Excel.

Course details:
- 2 days
- 9.00am – 4.30pm
- April 20-21
- September 1-2
- $1290 Non Member
- $1097 Corporate Bronze
- $1032 Corporate Silver
- $968 Corporate Gold

Book at aimwa.com/416
PROFESSIONAL RECEPTIONIST

Create positive impact from the first point of contact

Do you deal with people face-to-face or over the telephone? This course will improve your capacity to service customer and client needs in a professional and caring manner by using proven methods of communication and quality service.

Why attend?
- Address the responsibilities of the receptionist in servicing customer and client needs, including skilful use of the telephone and introducing people correctly
- Understand the importance of a positive attitude and public image also reflecting on personal qualities and self-image
- Practice effective communication skills
- Learn techniques to effectively handle difficult people and sensitive situations
- Find ways to assist in coping with stress.

Who should attend?
First point of contact staff who may or may not be full-time receptionists. Also, receptionists, front-counter personnel, telephone operators and others who communicate with their customers by telephone and would like to improve their skills.

Course details:
- 1 day
- 9.00am – 4.30pm
- January 22
- May 31
- September 9

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Book at aimwa.com/420

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BUDGETING AND BUSINESS PLANNING

Achieve your goals through budgeting and business planning

Managers, supervisors and staff are held accountable for achieving their organisation’s outcomes. This highly practical and interactive course will provide you with the tools to prepare successful budgets and business plans, helping you to achieve your organisation’s goals.

Why attend?
- Examine the purpose of a budget and a business plan, how they interrelate and what impact they can have on the goals of the organisation
- Conduct a SWOT (Strengths, Weaknesses, Opportunities and Threats) Analysis
- Learn how to set objectives and goals
- Plan and budget for resource requirements and capital expenditure
- Gain the necessary skills to assess and manage risk
- Discover ways to implement the plan and monitor performance against the plan and budget using Key Performance Indicators (KPI’s).

Who should attend?
Managers, supervisors and staff in the private and public sector who need to prepare, understand or evaluate budgets and/or business plans. This course is also suitable for not-for-profit organisations.

Note: If you are looking for a course focused on business planning, we recommend our Writing Successful Business Plans course on page 43.

Course details:
- 2 days
- 9.00am – 4.30pm
- January 21-22
- May 18-19
- September 29-30

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Book at aimwa.com/403

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TOP PERFORMER

HR, TRAINING, FINANCE AND ADMINISTRATION
PROFESSIONAL EXECUTIVE ASSISTANT

Better anticipate the needs of your manager

Executive assistants can play a vital role in the effectiveness of their managers. This course improves your awareness of day-to-day managerial needs and will develop your planning and organisational skills.

Coordinated manager/assistant teams can be extraordinarily productive. The manager’s time is freed to tackle more strategic, longer term thinking, whilst the assistant has a more interesting job fulfilling the tasks and activities of the work area.

Why attend?
• Learn how to better plan and set objectives on a daily basis
• Discover 30 different ways to save time
• Understand effective communication and how it can have a positive effect on working relationships
• Resolve conflicts in a professional manner and learn techniques to cope with stress
• Appreciate the process and rewards of team building.

Who should attend?
Administrative assistants who are seeking a better understanding of the many requirements of their support position and those about to be promoted to a personal assistant position.

Course details:
2 days
9.00am – 4.30pm
February 23-24
May 24-25
August 11-12
November 29-30

$1290 Non Member
$1097 Corporate Bronze
$1032 Corporate Silver
$968 Corporate Gold

Book at aimwa.com/419

PROFESSIONAL OFFICE MANAGER

Achieve the smooth day-to-day running of your organisation

Effective office managers are valuable employees in any organisation. In the modern era, they do more than just keep the systems ‘ticking over’. They take a proactive role in managing systems that support the organisation’s goals and objectives. This course provides the skills and knowledge for you to take charge of the office environment and make a positive contribution to the management of resources, information and systems.

Why attend?
• Analyse the information and resource needs of the organisation and the provision of those needs
• Acquire skills in record management, maintenance and retrieval
• Learn how to diagnose and respond to the needs of internal customers
• Understand how to support and implement customer service strategies
• Learn how to select, manage and motivate office staff
• Gain practical knowledge and skills in problem solving.

Who should attend?
New office managers, project managers, administrators and others responsible for leading the effective and efficient running of an office environment. The content is applicable to office environments in any industry or sector.

Course details:
2 days
9.00am – 4.30pm
February 23-24
May 24-25
August 11-12
November 29-30

$1290 Non Member
$1097 Corporate Bronze
$1032 Corporate Silver
$968 Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:
BSB40215 Certificate IV in Business on page 122.

Book at aimwa.com/409
PREPARE AGENDAS AND MEANINGFUL MINUTES

Streamline meeting records
Meetings are an established part of organisational life, but that doesn’t mean they are always done well. This course explores the essential aspects of preparing for and recording the outcomes of efficient and effective meetings.

Why attend?
• Set, agree upon and prepare meaningful agendas for distribution
• Undertake skills practice on note taking
• How to establish what the key points are to turn notes into a meaningful record of the meeting
• Explore timing factors for distribution of minutes
• Learn record management skills for referencing and legal purposes.

Who should attend?
Anyone responsible for preparing meetings, taking minutes and recording the outcomes of meetings.

Course details:
1 day
9.00am – 4.30pm
January 25    September 1
April 15     November 1
June 24
$755  Non Member
$642  Corporate Bronze
$604  Corporate Silver
$566  Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:
BSB40215   Certificate IV in Business on page 122,
BSB41015   Certificate IV in Human Resources on page 121,
BSB41515   Certificate IV in Project Management Practice on page 120.

LEADING PRODUCTIVE MEETINGS

Maximise the impact of meetings
A good chairperson controls a meeting so that its purpose is achieved as efficiently, fairly and effectively as possible. This course teaches you to chair with confidence, maximising the input of the attendees and achieving the desired outcome.

Why attend?
• Explore the role of the chairperson, understanding the essential tasks they must undertake to chair a meeting with confidence
• Understand the duties and power of the chairperson
• Run shorter, more effective meetings with meaningful agendas
• Learn how to deal with conflict and manage issues that arise.

Who should attend?
Anyone who is asked to be a chairperson for an internal committee or project group, or wants to know more about the meeting process.

Course details:
1 day
9.00am – 4.30pm
January 25    September 1
April 15     November 1
June 24
$755  Non Member
$642  Corporate Bronze
$604  Corporate Silver
$566  Corporate Gold

Additional fee applies for assessment, see page 125.

Book at aimwa.com/162
DEVELOPING AN EYE FOR ACCURACY

Make no mistake – accuracy pays off

Clerical errors occur because of the way our eyes and brain interpret information; your brain sees what it expects to see, not what’s really there. These natural tendencies can be addressed. For each employee, tens of thousands of dollars can be lost every year from the actual cost of errors, plus the additional costs of tracking down and fixing those errors.

This course enables you to read, check and transfer information quickly and accurately.

Why attend?
• Concentrate and be consistent
• Check your work whilst working at optimum speed
• Be aware of your personal error pattern which will assist your accountability
• Learn clustering techniques, retraining your brain to read data differently to how you read words
• See and hear numbers as single digits and never guess
• Undertake pre and post-course measurement to see immediate results.

Who should attend?
This course is highly relevant to people who spend 25% or more of their working day reading, entering data, checking information, transferring data, processing orders and taking details over the telephone.

Course details:
• 1 day (2 x ½ days - consecutive)
• 9.00am – 12.30pm
• March 9-10
• September 15-16
• $887 Non Member
• $774 Corporate Bronze
• $736 Corporate Silver
• $699 Corporate Gold

We are proud to partner with Scott Bradbury in providing this course to develop people’s accuracy skills and reduce the cost of error.
In an increasingly technology driven world, digital literacy and competency is critical. Every worker needs core skills across a range of programs and then advanced skills in areas key to their role.
EXCEL – ESSENTIALS

Level - Fundamental

This course introduces you to the most important features of Microsoft Excel. You will learn how to design, format and print spreadsheets, how to create charts and how to develop formulas and functions.

Why attend?
• Use the most important Excel commands
• Design and construct spreadsheets
• Use simple functions and formulas
• Format and print spreadsheets
• Create and print charts.

Course details:

1 day
9.00am – 4.30pm
January 18 - 1 day
February 2 - 1 day
March 15 - 1 day
April 13 - 1 day
May 10 - 1 day
June 10 - 1 day
July 5 - 1 day
August 13 - 1 day
September 3 - 1 day
October 4 - 1 day
November 1 - 1 day
December 10 - 1 day

$459  Non Member
$390  Corporate Bronze
$367  Corporate Silver
$344  Corporate Gold

Book at aimwa.com/940

EXCEL – INTERMEDIATE

Level - Intermediate

This course provides you with further skills in Microsoft Excel. You will learn how to identify ranges with names, protect worksheets and files, apply functions, link worksheets, audit files and create templates.

Why attend?
• Use Excel time savers
• Create advanced charts and sparklines
• Attach comments to cells
• Create efficient formulas with functions, relative and fixed cell references and range names
• Troubleshoot formulas with worksheet auditing
• Use data validation for data accuracy
• Work with multiple worksheets
• Create calculations across worksheets and workbooks
• Protect cells, worksheets and workbooks
• Create worksheet templates.

Course details:

2 days
9.00am – 4.30pm
January 21-22 - 2 days
February 11-12 - 2 days
March 17-18 - 2 days
April 20-21 - 2 days
May 17-18 - 2 days
June 14-15 - 2 days
July 15-16 - 2 days
August 16-17 - 2 days
September 9-10 - 2 days
October 7-8 - 2 days
November 2-3 - 2 days
December 1-2 - 2 days

$918  Non Member
$780  Corporate Bronze
$734  Corporate Silver
$689  Corporate Gold

Book at aimwa.com/933
**EXCEL – ADVANCED**

**Level - Advanced**

This course introduces additional skills to develop your knowledge of Microsoft Excel by focusing on advanced functions and productivity tools.

**Why attend?**

- Use advanced functions and productivity tools to assist in developing worksheets
- Manipulate data lists using outline, autofilter and PivotTables
- Use consolidation to summarise and report results from multiple worksheets
- Record repetitive tasks by creating macros
- Use Hyperlinks to move around worksheets.

**Course details:**

- **2 days**
- **9.00am – 4.30pm**
- **January 28-29**  **July 20-21**
- **February 16-17**  **August 26-27**
- **March 22-23**  **September 15-16**
- **April 22-23**  **October 12-13**
- **May 20-21**  **November 8-9**
- **June 21-22**  **December 8-9**
- **$918**  **Non Member**
- **$780**  **Corporate Bronze**
- **$734**  **Corporate Silver**
- **$689**  **Corporate Gold**

Book at aimwa.com/987

**EXCEL – FORMULAS AND FUNCTIONS**

**Level - Intermediate**

This course focuses on expanding your knowledge of Microsoft Excel’s functions and understanding how to write well-structured formulas.

**Why attend?**

- Create well-structured formulas using relative and absolute referencing and named ranges
- Understand and use various functions in formulas, including the Insert Function feature
- Troubleshoot formula errors using formula auditing.

**Course details:**

- **1 day**
- **9.00am – 4.30pm**
- **March 12**
- **June 23**
- **September 17**
- **December 3**
- **$459**  **Non Member**
- **$390**  **Corporate Bronze**
- **$367**  **Corporate Silver**
- **$344**  **Corporate Gold**

Book at aimwa.com/980
EXCEL – POWERPIVOT

Level - Advanced

This course focuses on the main features of Microsoft Excel PowerPivot; a very fast, space-saving, columnar add-on database that can handle vast amounts of data far beyond the limits of an Excel worksheet. It introduces PowerPivot’s calculation language, Data Analysis Expressions (DAX) and explains how to use PivotTables with the PowerPivot data. You will also explore visualisation in Excel of PowerPivot’s data.

Why attend?
• Gain an understanding of PowerPivot
• Import well-structured data into PowerPivot
• Work with Calculated Columns
• Create DAX formulas and functions to analyse the data in Excel PivotTables
• Present the PowerPivot data in reports.

Course details:
1 day
9.00am – 4.30pm
February 4
May 28
August 30
November 26
$459 Non Member
$390 Corporate Bronze
$367 Corporate Silver
$344 Corporate Gold

Book at aimwa.com/975

EXCEL – DATA ANALYTICS

Level - Advanced

This course outlines analytic tools of Microsoft Excel which can be very useful for business planning and modelling.

Why attend?
• Understand the different types of analytics techniques
• Use advanced sorting for descriptive analysis
• Use advanced conditional formatting for descriptive analysis
• Work with advanced analytic functions such as SUMPRODUCT and analytic database functions such as DSUM and DAVEVERAGE
• Learn how to use What-if Analysis tools:
  - Goal Seek to calculate a single value needed to achieve a known outcome
  - Scenario Manager to switch between different calculations with different variables
  - Data Tables to view multiple results from one or two variables
  - Solver to calculate multiple values needed to achieve a known outcome
• Gain an understanding of the Excel Analysis ToolPak.

Course details:
1 day
9.00am – 4.30pm
January 29
April 30
July 27
October 29
$459 Non Member
$390 Corporate Bronze
$367 Corporate Silver
$344 Corporate Gold

Book at aimwa.com/934
**MICROSOFT – POWER BI DESKTOP**

**Level - Advanced**

This course introduces the visualisation layer of Microsoft’s Power BI Desktop called Dashboards. This report creation feature provides the means of creating reports that provide dynamic perspectives and insight into your data.

**Why attend?**
- Learn about the components of Power BI Desktop
- Understand the data model
- Discover visualisation models
- Understand the Report View canvas
- Add fields to create a new visualisation
- Create different visualisations.

*Note: You may also be interested in our How to Turn Data into Compelling Visual Presentations course on page 28.*

**Course details:**
- 1 day
- 9.00am – 4.30pm
- March 29
  - June 1
  - September 24
  - November 30
- $459 Non Member
  - $390 Corporate Bronze
  - $367 Corporate Silver
  - $344 Corporate Gold

Book at aimwa.com/962

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**EXCEL – PIVOTCHARTS AND PIVOTTABLES**

**Level - Advanced**

This course concentrates on creating PivotTables and PivotCharts to present business data for analysis. It also focuses on how best to manage the underpinning business data using List Management techniques.

**Why attend?**
- Set up the data to be analysed using Tables
- Create PivotTables and PivotCharts
- Learn to group items and filter data
- Build formulas to better analyse the business data
- Format PivotCharts.

**Course details:**
- ½ day
- 9.00am – 12.30pm
- January 18
  - May 26
  - September 22
- $275 Non Member
  - $234 Corporate Bronze
  - $220 Corporate Silver
  - $206 Corporate Gold

Book at aimwa.com/962
**EXCEL – MACROS WITH VBA PROGRAMMING**

**Level - Advanced**

This course will introduce and extend VBA programming within Microsoft Excel to enable you to create and manage complicated macros.

**Why attend?**
- Gain an understanding of the Visual Basic Editor (VBE)
- Create and edit macros by writing VBA code in the VBE
- Understand concepts of object oriented programming
- Build user-defined functions in Excel
- Learn how to resolve errors
- Use events to trigger VBA procedures.

**Course details:**
- 2 days
- 9.00am – 4.30pm
- March 11-12
  - July 7-8
  - November 10-11
- $918  Non Member
- $780  Corporate Bronze
- $734  Corporate Silver
- $689  Corporate Gold

[Book at aimwa.com/936](http://aimwa.com/936)

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**EXCEL – ADVANCED MACROS WITH VBA PROGRAMMING**

**Level - Advanced**

This course provides instruction in the more advanced use of Microsoft Excel Macros. It will take you beyond our course, Excel - Macros with VBA Programming, and will introduce techniques for high-end Excel users to better utilise the power of Excel.

**Why attend?**
- Gain a deeper understanding of the Visual Basics Editor (VBE) environment
- Work with variables
- Understand scoping
- Pass values between procedures
- Work with arrays and different event types
- Create more advanced functions
- Import data from external sources
- Create better user forms and code to operate them
- Use debug techniques
- Use other objects.

**Course details:**
- 2 days
- 9.00am – 4.30pm
- April 27-28
  - August 23-24
  - December 6-7
- $918  Non Member
- $780  Corporate Bronze
- $734  Corporate Silver
- $689  Corporate Gold

[Book at aimwa.com/937](http://aimwa.com/937)
EXCEL – ADVANCED FUNCTIONS

Level - Advanced

This course concentrates on Microsoft Excel’s advanced functions that will allow you to work more efficiently with business data.

Why attend?
• Build well-structured, complex formulas to work more efficiently with data
• Use Lookup and Reference functions
• Understand how to use Date functions to calculate date data
• Understand how to use TEXT functions to clean up and manipulate text data imported from external databases
• Build complex formulas with nested functions
• Use formula auditing tools to troubleshoot errors in formulas.

Course details:
1 day
9.00am – 4.30pm
February 19
June 24
October 1
$459 Non Member
$390 Corporate Bronze
$367 Corporate Silver
$344 Corporate Gold

Book at aimwa.com/985

EXCEL – KPI DASHBOARDS

Level - Advanced

Microsoft Excel is the main tool for many people working with financial information and this course introduces the financial tools and formulas available in Excel.

Why attend?
• Gain an understanding of what type of data is required to be collected and how best to format in order to create useful KPI Dashboards
• Learn how to access, construct and order nested and concatenated formulas in order to turn simple collated data into suitable KPI Dashboard data
• Learn how to convert KPI Dashboard data into effective reporting graphs and PivotTables which can be used in forecasting and performance review meetings.

Note: You may also be interested in our Driving Outcomes to Get Results course on page 57.

Course details:
2 days
9.00am – 4.30pm
February 4-5
June 28-29
October 20-21
$918 Non Member
$780 Corporate Bronze
$734 Corporate Silver
$689 Corporate Gold

Book at aimwa.com/902
EXCEL – POWER QUERY

Level - Advanced

With Power Query, discover, connect to and import data into Microsoft Excel. Then, using PowerPivot, remodel and enhance the imported data by writing queries through Power Query M language.

Why attend?
• Connect to a variety of data sources and extract data
• Group and summarise data
• Transpose and unpivot complex data
• Automate refreshing
• Understand basic Power Query formulas and the M language.

Course details:

📅 ½ day
⏰ 9.00am – 12.30pm
📅 February 22
📅 May 4
📅 August 11
📅 November 12

($) $275  Non Member
($) $234  Corporate Bronze
($) $220  Corporate Silver
($) $206  Corporate Gold

Book at aimwa.com/976
PROJECT – CREATE, RESOURCE AND TRACK PROJECTS

Level - Fundamental

This course highlights the concepts of project management and introduces Microsoft Project’s key features of how to set up a schedule and a resource pool, how to assign resources to tasks and how to track a project.

Why attend?
• Navigate the Project environment and understand project management terminology
• Understand the Critical Path
• Set up the project plan environment including calendars
• Understand Summary Tasks, Outlining and the Work Breakdown Structure (WBS)
• Add, edit and create links between tasks
• Allocate and manage resources and costs
• Set a baseline against which to compare actual performance to planned performance to track projects and present basic reports.

Course details:
- 2 days
- 9.00am – 4.30pm
- January 27-28
- March 8-9
- May 6-7
- July 1-2
- September 1-2
- November 22-23

- $918 Non Member
- $780 Corporate Bronze
- $734 Corporate Silver
- $689 Corporate Gold

Book at aimwa.com/970

PROJECT – COMPLEX OR MULTIPLE PROJECTS

Level - Intermediate

This course concentrates on managing complex or multiple projects using a master project and subprojects. It covers Microsoft Project’s key features of building schedules, managing resources and tracking multiple projects.

Why attend?
• Understand the project database
• Create a master project and manage subprojects through the master project
• Create a shared resource pool
• Set up the project plan environment and work with task and resource calendars
• Learn how to set multiple baselines
• Format the Gantt Chart to display scheduling information.

Course details:
- 1 day
- 9.00am – 4.30pm
- February 15
- June 30
- October 22

- $459 Non Member
- $390 Corporate Bronze
- $367 Corporate Silver
- $344 Corporate Gold

Book at aimwa.com/972
PROJECT – FOR SCHEDULERS

Level - Intermediate

This course focuses on key tools of Microsoft Project needed by schedulers and planners; the Work Breakdown Structure (WBS) and the Critical Path Method (CPM). In addition, key features of building a schedule, managing resources and tracking a project are also covered.

Why attend?
- Understand key principles of scheduling
- Create a schedule and input, edit and create links between tasks
- Create a resource pool and assign resources to tasks
- Build a robust WBS
- Interpret and report on the critical path
- Set a baseline against which to compare actual performance to planned performance to track projects and present basic reports.

Course details:
- 1 day
- 9.00am – 4.30pm
- May 3
- October 6
- $459 Non Member
- $390 Corporate Bronze
- $367 Corporate Silver
- $344 Corporate Gold

Book at aimwa.com/956

PROJECT – CUSTOMISE PROJECTS

Level - Advanced

This course examines Microsoft Project’s ability to store custom data and to prepare the data for presentation to clients and other stakeholders using customised views and reports.

Why attend?
- Use the Global Template and Organiser
- Customise formatting
- Create and modify tables, views, filters and groups
- Use customised fields such as text, lookup and calculated fields
- Apply graphical indicators to show task status
- Calculate data using functions
- Report on progress using Visual Reports.

Course details:
- 1 day
- 9.00am – 4.30pm
- March 5
- July 20
- November 15
- $459 Non Member
- $390 Corporate Bronze
- $367 Corporate Silver
- $344 Corporate Gold

Book at aimwa.com/974
PROJECT – TRACK PROJECTS USING EARNED VALUE MANAGEMENT

Level - Advanced

This course focuses on how to analyse project progress using an advanced technique called Earned Value Management (EVM) and to report on that progress with PivotTables and PivotCharts in Excel and Visio, using Visual Reports.

Why attend?
• Set up the building blocks to facilitate using EVM
• Create a robust Work Breakdown Structure (WBS)
• Use advanced tracking techniques to capture actual performance
• Analyse progress using EVM.

Course details:

1 day
9.00am – 4.30pm
May 11
October 19

$459 Non Member
$390 Corporate Bronze
$367 Corporate Silver
$344 Corporate Gold

Book at aimwa.com/957
WORD – CREATE SIMPLE DOCUMENTS

Level - Fundamental

This course introduces you to those skills in Microsoft Word that are essential to create, modify and format simple documents.

Why attend?
- Understand the Word screen layout
- Create, edit and save documents
- Move and copy text
- Produce well-formatted documents
- Add lines and borders to headings
- Use paragraph formatting including alignment, spacing, indents, borders, bulleted and numbered lists
- Insert page breaks
- Add page numbers to simple multipage documents.

Course details:
- 1 day
- 9.00am – 4.30pm
- March 5
  June 30
  September 13
  December 6
- $459 Non Member
  $390 Corporate Bronze
  $367 Corporate Silver
  $344 Corporate Gold

Book at aimwa.com/944

WORD – PROFESSIONAL DOCUMENT DESIGN

Level - Fundamental

This course introduces you to techniques for effective document design using text, graphics and other visual elements. During this course you will use Microsoft Word but the design concepts apply to documents created in any software application.

Why attend?
- Explore essential design concepts
- Examine the design process
- Organise text, pages and headings
- How to choose fonts and other type options
- Work with space and lines
- Add images
- Work with colour
- Apply design concepts in a range of publications
- Review common design problems.

Course details:
- 1 day
- 9.00am – 4.30pm
- February 19
  June 28
  October 25
- $459 Non Member
  $390 Corporate Bronze
  $367 Corporate Silver
  $344 Corporate Gold

Book at aimwa.com/901
WORD – WORK WITH TABLES, IMAGES AND MAIL MERGE

Level - Intermediate

This course shows you how to use Microsoft Word more effectively by introducing features such as tables, diagram options, picture formatting and mail merge.

Why attend?
• Create and format tables
• Sort lists of information alphabetically or numerically
• Copy information from other Word documents
• Copy information from other programs
• Use mail merge to create personalised standard letters or emails
• Print address labels
• Use text columns to enhance document layout
• Insert graphics
• Use shapes and text boxes
• Create diagrams with SmartArt.

Course details:
1 day
9.00am – 4.30pm
February 18
May 6
August 23
November 8
$459 Non Member
$390 Corporate Bronze
$367 Corporate Silver
$344 Corporate Gold

Additional fee applies for assessment, see page 125.

Course can link via assessment to:
BSB40215 Certificate IV in Business on page 122,
BSB41015 Certificate IV in Human Resources on page 121.

Book at aimwa.com/951

WORD – FORMAT PARAGRAPHS AND PAGES

Level - Intermediate

This course introduces the most important formatting features in Microsoft Word, focusing on paragraph and page formatting.

Why attend?
• Use indents and hanging indents
• Use automatic and multilevel paragraph numbering
• Set, move and delete tabs
• Change margins and paper orientation
• Use page and section breaks
• Use headers and footers in simple and complex documents
• Add page numbers and file names to headers and footers.

Course details:
1 day
9.00am – 4.30pm
February 18
May 12
August 18
November 8
$459 Non Member
$390 Corporate Bronze
$367 Corporate Silver
$344 Corporate Gold

Book at aimwa.com/945
WORD – WORK WITH LONG DOCUMENTS

Level - Advanced

This course assists you to efficiently create, modify and manage long documents in Microsoft Word and shows how to develop consistency of layout in complex documents.

Why attend?
- Use the Navigation Pane to find, move and add text efficiently
- Create templates
- Create headers and footers in complex documents
- Use styles to format headings and paragraphs
- Create a Table of Contents and insert an Index
- Link various documents
- Insert footnotes or endnotes
- Cross-reference information within a document
- Add captions to tables and graphics
- Track and manage changes made to a document.

Course details:
- 1 day
- 9.00am – 4.30pm
- February 9
  - June 18
  - September 1
  - December 7
- $459 Non Member
  - $390 Corporate Bronze
  - $367 Corporate Silver
  - $344 Corporate Gold

Book at aimwa.com/953

WORD – TEMPLATES, FORMS AND MACROS

Level - Advanced

This course highlights useful time savers in Microsoft Word. It introduces skills to create forms and other easy-to-use standard documents, shows how to create pre-formatted elements and teaches you how to customise Word.

Why attend?
- Create and edit templates
- Create templates and forms with content controls
- Use date and reference fields
- Insert user information fields
- Create and use Quickparts for frequently used text
- Create and use pre-formatted elements (standard cover pages, headers and footers)
- Record macros
- Customise the quick access toolbar.

Course details:
- 1 day
- 9.00am – 4.30pm
- March 16
  - June 8
  - September 14
  - December 3
- $459 Non Member
  - $390 Corporate Bronze
  - $367 Corporate Silver
  - $344 Corporate Gold

Book at aimwa.com/952
POWERPOINT – CREATE AND ENHANCE SLIDES

Level - Fundamental
This course introduces skills to prepare clear, simple and effective presentations with Microsoft PowerPoint.

Why attend?
• Create a new presentation
• Enhance slides by adding pictures, objects and drawings
• Create simple charts to present data
• Globally format changes with the master slide
• Move, copy and delete slides
• Run a slide show using transitions and basic animations.

Course details:
1 day
9.00am – 4.30pm
March 3
July 28
October 15
$459 Non Member
$390 Corporate Bronze
$367 Corporate Silver
$344 Corporate Gold

Book at aimwa.com/954

POWERPOINT – CREATE MULTIMEDIA PRESENTATIONS

Level - Intermediate
This course provides you with the skills needed to create highly professional slides and presentations with Microsoft PowerPoint.

Why attend?
• Explore design considerations for a PowerPoint presentation
• Import and link slides and data from other applications
• Insert sound and video clips
• Modify the master and create templates
• Develop notes pages for the presenter and audience handouts
• Use Hyperlinks to link to other slides, presentations, files and web pages
• Add advanced animations to a presentation
• Package a presentation to be viewed on another computer.

Course details:
1 day
9.00am – 4.30pm
April 16
September 29
$459 Non Member
$390 Corporate Bronze
$367 Corporate Silver
$344 Corporate Gold

Book at aimwa.com/955
PHOTOSHOP

Level - Fundamental

This course is an introduction to Adobe Photoshop showing how to create professional looking images. It explores the different uses of images and you will become familiar with the Photoshop environment and with raster and vector graphics.

Why attend?
• Learn how to customise the Photoshop environment
• Work with image layers
• Practice image selection techniques
• Use adjustment layers
• Modify and manipulate selections
• Retouch and improve images.

Course details:

1 day
9.00am – 4.30pm
March 24
June 11
September 21

$459 Non Member
$390 Corporate Bronze
$367 Corporate Silver
$344 Corporate Gold

Book at aimwa.com/920

INDESIGN

Level - Fundamental

This course teaches the fundamental concepts, terminology and basic features of Adobe InDesign. You will learn how to produce documents, place text or graphics and how to create custom colour swatches. You will also format text, work with layers, print documents and package documents for printing.

Why attend?
• Explore the InDesign screen
• Change preferences and defaults
• Create documents with text and graphics
• Format text frames
• Work with colour swatches
• Create and edit styles
• Create and work with layers
• Prepare documents for printing.

Course details:

1 day
9.00am – 4.30pm
April 19
July 30
November 30

$459 Non Member
$390 Corporate Bronze
$367 Corporate Silver
$344 Corporate Gold

Book at aimwa.com/919
ACROBAT – CREATE AND EDIT PDF FILES

Level - Fundamental

With Adobe Acrobat you can create PDF files from electronic documents and different file formats, preserving the original document layout and content. This course provides the skills needed in Acrobat to create, edit and secure files.

Why attend?
- Understand the Portable Document Format (PDF) and Acrobat screen
- Use Acrobat to create PDF files
- Add and edit text, images and pages to PDF files
- Add bookmarks, links and comments to PDF files
- Add enhancements to PDF files
- Add security to PDF files.

Course details:
- 1 day
- 9.00am – 4.30pm
- May 11
- September 7
- $459 Non Member
- $390 Corporate Bronze
- $367 Corporate Silver
- $344 Corporate Gold

Book at aimwa.com/917

ACROBAT – CREATE FILLABLE FORMS

Level - Intermediate

This course introduces the more advanced features of Adobe Acrobat and shows you how to create forms, work with groups of PDF files and add multimedia elements to PDF files.

Why attend?
- Create and edit interactive forms using Acrobat form fields
- Send electronic forms and compile responses
- Insert comments and share reviews
- Create and index collections of PDF files for fast and easy searching
- Secure files using digital signatures
- Add measurement indicators to plans or maps
- Create interactive PDF files with multimedia elements
- Use batch processing to perform actions to a group of files.

Course details:
- 1 day
- 9.00am – 4.30pm
- February 25
- June 3
- October 27
- $459 Non Member
- $390 Corporate Bronze
- $367 Corporate Silver
- $344 Corporate Gold

Book at aimwa.com/918
MICROSOFT – VISIO
FLOWCHARTS AND DIAGRAMS

Level - Fundamental

This course shows you how to use Microsoft Visio to create and manipulate drawings, diagrams, flowcharts and organisational charts. It introduces you to the Visio drawing tools and stencils.

Why attend?
• Understand the Visio screen layout
• Draw a variety of illustrations using the drawing tools, shapes and connectors
• Learn how to use guides, ‘snap’ to points on a page and manipulate objects
• Insert text into shapes and manipulate text and text blocks
• Create ‘drill-down’ and multiple page illustrations
• Develop illustrations that contain Hyperlinks to documents prepared in other applications
• Create documents that span more than one page.

Course details:

1 day
9.00am – 4.30pm
March 2
August 3
November 19
$459  Non Member
$390  Corporate Bronze
$367  Corporate Silver
$344  Corporate Gold

MICROSOFT – OUTLOOK
ESSENTIALS

Level - Fundamental

This course provides you with the skills to maximise the use of Microsoft Outlook, manage the flow of emails, develop good email habits and keep track of tasks and time.

Why attend?
• Manage the flow of emails
• Keep track of time with the Calendar
• Organise and manage meetings
• Access information quickly with Contacts
• Create an electronic to-do list with Tasks
• File and archive emails.

Course details:

1 day
9.00am – 4.30pm
March 31
July 23
December 8
$459  Non Member
$390  Corporate Bronze
$367  Corporate Silver
$344  Corporate Gold

Book at aimwa.com/905

Book at aimwa.com/966
QUALIFICATIONS

Gaining recognition for having acquired important knowledge and skills is best achieved by completing an accredited qualification. Multiple pathways are available from vocational education through to a full Masters degree.
Your pathway to an AIM Business School MBA is now even more relevant through the addition of five specialist Graduate Certificate qualifications. By completing your Graduate Certificate in your particular field of interest, you can signal your expertise to the market and still have a direct link to the Graduate Diploma of Management and the full Master of Business Administration.

<table>
<thead>
<tr>
<th>Stage One</th>
<th>Stage Two</th>
<th>Stage Three</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graduate Certificate in Management</td>
<td>Graduate Diploma in Management</td>
<td>Master of Business Administration</td>
</tr>
<tr>
<td>Graduate Certificate in Project Management (NEW)</td>
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<tr>
<td>Graduate Certificate in Leadership and Strategy (NEW)</td>
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<td>Graduate Certificate in Human Resources Leadership (NEW)</td>
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<tr>
<td>Graduate Certificate in Marketing Management (NEW)</td>
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</tbody>
</table>
WHY DO YOUR POST GRADUATE STUDY WITH US?

- **Practical, work-related** qualification aimed at experienced professionals
- **No exams.** Assessment is based on assignments aligned to your workplace
- **A four-term structure** enables you to complete your qualification quickly
- **Expert faculty** with experience in the real world of work
- **Small class sizes**
- **Highly competitive fee structure**
- **WA’s best higher education venue**, free parking and coffee on arrival
- **Evening classes.** Each unit is 3 hours per week for 10 weeks
- **Exit options.** You can exit with a Graduate Certificate or a Graduate Diploma if you are not able to commit to the full MBA.

2021 TERM DATES

- **Term 1** commences January 27
- **Term 2** commences April 20
- **Term 3** commences July 19
- **Term 4** commences October 12

For more information call +61 8 9383 8000 or go to info.aimwa.com/mba

*Note: Those interested in writing at an academic level should attend our Academic Writing Skills course, see page 23.*
GETTING ASSESSED FOR YOUR VET QUALIFICATION

To the average person, the language of Vocational Education and Training (VET) is confusing and foreign. As a result, many people don’t pursue the idea of gaining a qualification or they give up half way through; frustrated at the apparent complexity of the process.

Recognising this dilemma, AIM WA has developed a way to support you throughout the journey, from the initial application, to selecting the most appropriate assessment pathway and on to the completion of the formal assessment.

You don’t need to know the intricacies of the TBA, RPL, USI or BSB. We have an expert team of assessors who know enough about these acronyms for both of you, and they can translate this knowledge into practical advice to steer you through the process of gaining your nationally recognised qualification.

We won’t do the assessment for you, but we will clear the path to allow you to do what you do best – demonstrate your competence in the workplace.
FREQUENTLY ASKED QUESTIONS

What are the entry requirements?
To be eligible to enrol in any of the Advanced Diploma, Diploma or Certificate qualifications on the following pages, you need to have the following:

• A minimum of 2 years experience in your chosen field
• Significant leadership and management responsibilities as part of your current role
• The support of an employer, manager or supervisor who can provide opportunities for you to demonstrate your competence and collect evidence from the workplace.

What happens next?
- Upon successful enrolment, you’ll be given online access to the assessment documents
- Every aspect of the assessment must be completed successfully, in order for you to achieve the qualification.

How long does it take?
Typically, people take 6-24 months to complete the qualification.

How much does it cost?
Refer to page 125 for the Schedule of Assessment Fees.

ENQUIRE TODAY
Call Assessment Services on +61 8 9383 8080 or email assessments@aimwa.com
BSB61015 ADVANCED DIPLOMA OF LEADERSHIP AND MANAGEMENT

This qualification addresses the strategic level leadership and management competencies required by those who have responsibilities for contributing to and implementing those activities which are directly linked to the strategic intent of an organisation.

Participants who enrol on this qualification typically use a broad range of cognitive, communication and interpersonal skills to analyse and respond to complex problems. Of equal importance is the ability to think creatively to bring innovative ideas to meet the changing needs of the customer.

Who will benefit:
The qualification will benefit individuals who have been identified as having senior management potential as well as those individuals who currently occupy such roles. It is for those seeking formal recognition of their work experience, knowledge and skills.

Recommended professional development courses:

<table>
<thead>
<tr>
<th>No.</th>
<th>Course name</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>101</td>
<td>Executive Development Course (EDCO)</td>
<td>33</td>
</tr>
<tr>
<td>405</td>
<td>Finance for Non-Finance Managers</td>
<td>89</td>
</tr>
<tr>
<td>112</td>
<td>Risk Management</td>
<td>69</td>
</tr>
</tbody>
</table>

Enrol at aimwa.com/qualifications

10833NAT DIPLOMA OF CONTRACT MANAGEMENT

The importance of having staff with a thorough knowledge and understanding of contract management has grown significantly in recent years. It is no longer just the contract manager or lawyer who needs this knowledge. All staff who are involved in the delivery or oversee the contract need an understanding of the impact of their decisions or actions on the contract.

Who will benefit:
Project managers, site supervisors, mine managers, line managers, engineers, senior administrators and other professionals from either the supplier or customer side of the contract. It is for those seeking formal recognition of their work experience, knowledge and skills.

Recommended professional development courses:

<table>
<thead>
<tr>
<th>No.</th>
<th>Course name</th>
<th>Page</th>
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</thead>
<tbody>
<tr>
<td>188</td>
<td>Contract – Law and Risk Management</td>
<td>64</td>
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<tr>
<td>189</td>
<td>Contract – Planning and Procurement</td>
<td>65</td>
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<tr>
<td>190</td>
<td>Contract – Execution and Close-out</td>
<td>65</td>
</tr>
</tbody>
</table>

Enrol at aimwa.com/qualifications

For more information on gaining a qualification, refer to pages 116-117.
BSB51918 DIPLOMA OF LEADERSHIP AND MANAGEMENT

This qualification will form the basis for those seeking to extend their leadership and management skills and knowledge. It will enable them to be involved in the effective management of teams and desired outcomes. Participants who obtain this qualification will have a thorough understanding of the planning, organising, leading and controlling dimensions of the people management role.

Who will benefit:
This qualification will provide essential leadership and management skills and knowledge to those individuals who have line responsibilities for individuals and/or teams. Typical job roles include mid-level managers, supervisors and senior team coordinators. It is for those seeking formal recognition of their work experience, knowledge and skills.

Enrol at aimwa.com/qualifications

BSB42015 CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT

This qualification has a strong focus on leadership and the essential skills and knowledge required by those on the frontline who have people management responsibilities.

Who will benefit:
Individuals who have been identified as potential leaders as well as those who currently supervise or manage individuals or a team. In most instances this would include leading hands, supervisors or team leaders. It is for those seeking formal recognition of their work experience, knowledge and skills.

Enrol at aimwa.com/qualifications

Recommended professional development courses:

<table>
<thead>
<tr>
<th>No.</th>
<th>Course name</th>
<th>Diploma</th>
<th>Cert IV</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>650</td>
<td>The Frontline Leader (5 days face-to-face training)</td>
<td>●</td>
<td>●</td>
<td>46</td>
</tr>
<tr>
<td>617</td>
<td>Personal Work Priorities and Professional Development</td>
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</tr>
<tr>
<td>618</td>
<td>Creating a High Performance Team</td>
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<td>●</td>
<td>51</td>
</tr>
<tr>
<td>627</td>
<td>Effective Workplace Relationships</td>
<td>●</td>
<td>●</td>
<td>51</td>
</tr>
<tr>
<td>614</td>
<td>Operational Plans</td>
<td>●</td>
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</tr>
<tr>
<td>620</td>
<td>Leading a Diverse Workforce</td>
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<tr>
<td>236</td>
<td>Leading Customer Service</td>
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</tr>
<tr>
<td>625</td>
<td>Continuous Improvement</td>
<td>●</td>
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<td>50</td>
</tr>
<tr>
<td>612</td>
<td>Manage Projects</td>
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<tr>
<td>605</td>
<td>Workplace Leadership</td>
<td>●</td>
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<td>53</td>
</tr>
<tr>
<td>160</td>
<td>Introduction to Emotional Intelligence</td>
<td>●</td>
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</tr>
<tr>
<td>611</td>
<td>Manage People Performance</td>
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</tr>
<tr>
<td>626</td>
<td>Building and Sustaining Innovation</td>
<td>●</td>
<td>●</td>
<td>53</td>
</tr>
</tbody>
</table>

For more information on gaining a qualification, refer to pages 116–117.
BSB51415 DIPLOMA OF PROJECT MANAGEMENT

Skilled project managers are a valuable resource for every organisation. They deliver results that have a direct impact on organisational performance and productivity. This qualification provides recognition of skills and knowledge for people entrusted with this important responsibility.

Who will benefit:
This qualification is designed specifically for people who have direct responsibility for the management of one or more projects. Participants may come from any industry or sector. It is for those seeking formal recognition of their work experience, knowledge and skills.

Recommended professional development courses:

<table>
<thead>
<tr>
<th>No.</th>
<th>Course name</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Applied Project Management</td>
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<tr>
<td>114</td>
<td>The Project Manager</td>
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</tr>
</tbody>
</table>

Enrol at aimwa.com/qualifications

BSB41515 CERTIFICATE IV IN PROJECT MANAGEMENT PRACTICE

Training in project management delivers direct returns to both the participant and their organisation. By contributing to delivering projects on time and on budget, individuals enjoy a more rewarding and fulfilling role and their organisation achieves business outcomes. This qualification provides recognition to project team members who are able to demonstrate expertise and understanding of the project management process.

Who will benefit:
This qualification is designed specifically for people who are members of one or more project teams, but don’t have overall responsibility for the management of the project. Participants may come from any industry or sector. It is for those seeking formal recognition of their work experience, knowledge and skills.

Recommended professional development courses:

<table>
<thead>
<tr>
<th>No.</th>
<th>Course name</th>
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</thead>
<tbody>
<tr>
<td>106</td>
<td>Applied Project Management</td>
<td>62</td>
</tr>
<tr>
<td>162</td>
<td>Prepare Agendas and Meaningful Minutes</td>
<td>93</td>
</tr>
</tbody>
</table>

Enrol at aimwa.com/qualifications

For more information on gaining a qualification, refer to pages 116-117.
BSB50618 DIPLOMA OF HUMAN RESOURCES MANAGEMENT

This qualification reflects the role of individuals working in a variety of roles within the human resources sector who have a sound theoretical knowledge base in human resources management and demonstrate a range of managerial skills to ensure that human resources functions are effectively conducted in an organisation or business area.

Who will benefit:
HR professionals, administrators and advisors seeking formal recognition of their work experience, knowledge and skills.

Recommended professional development courses:

<table>
<thead>
<tr>
<th>No.</th>
<th>Course name</th>
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</thead>
<tbody>
<tr>
<td>535</td>
<td>The HR Professional</td>
<td>80</td>
</tr>
</tbody>
</table>

Enrol at aimwa.com/qualifications

BSB41015 CERTIFICATE IV IN HUMAN RESOURCES

This qualification is suitable for individuals working in a range of human resources management positions.

Who will benefit:
HR managers, advisors or administration staff seeking formal recognition of their work experience, knowledge and skills.

Recommended professional development courses:

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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>625</td>
<td>Continuous Improvement</td>
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<tr>
<td>951</td>
<td>Word – Work with Tables, Images and Mail Merge</td>
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<tr>
<td>130</td>
<td>Professional Presentations</td>
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<tr>
<td>503</td>
<td>Introduction to Employment Law</td>
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<tr>
<td>505</td>
<td>Foundations of HR</td>
<td>81</td>
</tr>
</tbody>
</table>

* = Mutual courses aligned to dual certificate pathway  
  = Fundamental course aligned to Certificate IV in Human Resources

Note: A dual certificate pathway is available for this qualification and Certificate IV in Business on page 122.
Ask us how on +61 8 9383 8080.

Enrol at aimwa.com/qualifications

For more information on gaining a qualification, refer to pages 116–117.
BSB50215 **DIPLOMA OF BUSINESS**

If you wish to develop and create further educational or employment opportunities, this qualification will draw upon participant skills and experience across an array of business functions.

**Who will benefit:**
This qualification will suit individuals from a variety of job roles including executive officers, office managers, business unit heads and other senior administrators. It is for those seeking formal recognition of their work experience, knowledge and skills.

**Recommended professional development courses:**

<table>
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<td>Creating a High Performance Team</td>
<td>51</td>
</tr>
</tbody>
</table>

For more information on gaining a qualification, refer to pages 116-117.

BSB40215 **CERTIFICATE IV IN BUSINESS**

This qualification offers a solid platform for office managers and professionals to gain a nationally recognised qualification.

**Who will benefit:**
Administrators, office managers and others in operational support roles seeking formal recognition of their work experience, knowledge and skills.

**Recommended professional development courses:**

<table>
<thead>
<tr>
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<td>Workplace Safety</td>
<td>59</td>
</tr>
<tr>
<td>409</td>
<td>Professional Office Manager</td>
<td>92</td>
</tr>
</tbody>
</table>

- = Mutual courses aligned to dual certificate pathway
- = Fundamental course aligned to Certificate IV in Business

Note: A dual certificate pathway is available for this qualification and Certificate IV in Human Resources on page 121. Ask us how on +61 8 9383 8080.
BSB51319 DIPLOMA OF WORK HEALTH AND SAFETY

This qualification allows OHS/WHS practitioners to formalise their skills and knowledge while maintaining the OHS/WHS requirements in their organisation.

Who will benefit:
OHS/WHS managers, officers and practitioners seeking formal recognition of their work experience, knowledge and skills.

Pre-requisite:
Participants must hold all core units in BSB41419 Certificate IV in Work Health and Safety or equivalent competencies.

- BSBWHS412 Assist with workplace compliance with WHS laws
- BSBWHS413 Contribute to implementation and maintenance of WHS consultation and participation processes
- BSBWHS414 Contribute to WHS risk management
- BSBWHS415 Contribute to implementing WHS management systems
- BSBWHS416 Contribute to workplace incident response.

Equivalence is determined through a credit transfer application process, using your previously awarded units of competence. An administration fee may apply.

Recommended professional development courses:

<table>
<thead>
<tr>
<th>No.</th>
<th>Course name</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>348</td>
<td>Shaping Your Organisational WHS Culture</td>
<td>58</td>
</tr>
<tr>
<td>349</td>
<td>Implementing Safety Risk Management</td>
<td>57</td>
</tr>
<tr>
<td>320</td>
<td>Preventing and Responding to WHS Incidents</td>
<td>59</td>
</tr>
<tr>
<td>605</td>
<td>Workplace Leadership</td>
<td>53</td>
</tr>
</tbody>
</table>

For more information on gaining a qualification, refer to pages 116-117.
BSB51615 **DIPLOMA OF QUALITY AUDITING**

This specific qualification allows participants to formalise their skills and knowledge in their role as auditor.

**Who will benefit:**
Participants will be those responsible for internal and/or external auditing of organisational management systems or those who work on behalf of regulatory bodies. They may work as quality assurance managers, quality facilitators, quality and improvement consultants or service quality system support analysts. It is for those seeking formal recognition of their work experience, knowledge and skills.

**Recommended professional development courses:**

<table>
<thead>
<tr>
<th>No.</th>
<th>Course name</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>157</td>
<td>Internal and External Auditor Training</td>
<td>70</td>
</tr>
<tr>
<td>158</td>
<td>Lead Auditor Training</td>
<td>70</td>
</tr>
<tr>
<td>112</td>
<td>Risk Management</td>
<td>69</td>
</tr>
<tr>
<td>618</td>
<td>Creating a High Performance Team</td>
<td>51</td>
</tr>
<tr>
<td>625</td>
<td>Continuous Improvement</td>
<td>50</td>
</tr>
</tbody>
</table>

Enrol at [aimwa.com/qualifications](http://aimwa.com/qualifications)

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**MSS40316 CERTIFICATE IV IN COMPETITIVE SYSTEMS AND PRACTICES**

Don't be deceived by the title of this qualification. It is actually about implementing business process improvements and being on the lookout for ways to do what you do better every day.

**Who will benefit:**
This qualification is suitable for participants from a wide range of industries and environments including manufacturing enterprises, mining and service organisations, office environments, distributors, warehouses, transport suppliers, other logistics support organisations, professional service suppliers, Government departments and healthcare providers. It is for those seeking formal recognition of their work experience, knowledge and skills.

**Recommended professional development courses:**

<table>
<thead>
<tr>
<th>No.</th>
<th>Course name</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>142</td>
<td>Lean Six Sigma Green Belt</td>
<td>67</td>
</tr>
</tbody>
</table>

Enrol at [aimwa.com/qualifications](http://aimwa.com/qualifications)

For more information on gaining a qualification, refer to pages 116-117.
Customise your qualification:

The selection of units offered in our qualifications is based on consultation with industry. We also appreciate that our selection will not meet everyone’s needs.

Contact us to discuss alternate packaging options on +61 8 9383 8080 or email assessments@aimwa.com

Assessment fees:

Assessment fees are additional to the course fees, unless indicated on the relevant course outline page. Fees are calculated on the number of units of competency within each qualification.

### Total assessment fee by qualification

<table>
<thead>
<tr>
<th>Qualification</th>
<th>No. of units of competency in this qualification</th>
<th>Non Member</th>
<th>Corporate Member</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSB40215 Certificate IV in Business</td>
<td>10</td>
<td>$2100</td>
<td>$1750</td>
<td>122</td>
</tr>
<tr>
<td>MSS40316 Certificate IV in Competitive Systems and Practices</td>
<td>12</td>
<td>$2520</td>
<td>$2100</td>
<td>124</td>
</tr>
<tr>
<td>BSB41015 Certificate IV in Human Resources</td>
<td>10</td>
<td>$2100</td>
<td>$1750</td>
<td>121</td>
</tr>
<tr>
<td>BSB42015 Certificate IV in Leadership and Management</td>
<td>12</td>
<td>$2520</td>
<td>$2100</td>
<td>119</td>
</tr>
<tr>
<td>BSB41515 Certificate IV in Project Management Practice</td>
<td>9</td>
<td>$1890</td>
<td>$1575</td>
<td>120</td>
</tr>
<tr>
<td>BSB41419 Certificate IV in Work Health and Safety</td>
<td>10</td>
<td>$2100</td>
<td>$1750</td>
<td>123</td>
</tr>
<tr>
<td>BSB50215 Diploma of Business</td>
<td>8</td>
<td>$1680</td>
<td>$1400</td>
<td>122</td>
</tr>
<tr>
<td>10833NAT Diploma of Contract Management</td>
<td>12</td>
<td>$2520</td>
<td>$2100</td>
<td>118</td>
</tr>
<tr>
<td>BSB50618 Diploma of Human Resources Management</td>
<td>9</td>
<td>$1890</td>
<td>$1575</td>
<td>121</td>
</tr>
<tr>
<td>BSB51918 Diploma of Leadership and Management</td>
<td>12</td>
<td>$2520</td>
<td>$2100</td>
<td>119</td>
</tr>
<tr>
<td>BSB51415 Diploma of Project Management</td>
<td>12</td>
<td>$2520</td>
<td>$2100</td>
<td>120</td>
</tr>
<tr>
<td>BSB51615 Diploma of Quality Auditing</td>
<td>8</td>
<td>$1680</td>
<td>$1400</td>
<td>124</td>
</tr>
<tr>
<td>BSB51319 Diploma of Work Health and Safety</td>
<td>10</td>
<td>$2100</td>
<td>$1750</td>
<td>123</td>
</tr>
<tr>
<td>BSB61015 Advanced Diploma of Leadership and Management</td>
<td>12</td>
<td>$2520</td>
<td>$2100</td>
<td>118</td>
</tr>
</tbody>
</table>

### Total assessment fee by skill set (refer to aimwa.com)

<table>
<thead>
<tr>
<th>Skill Set</th>
<th>No. of units of competency in this skill set</th>
<th>Non Member</th>
<th>Corporate Member</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBSS00033 Aspiring Supervisor Skill Set</td>
<td>4</td>
<td>$840</td>
<td>$700</td>
</tr>
<tr>
<td>BSBSS00090 Auditing Skill Set</td>
<td>4</td>
<td>$840</td>
<td>$700</td>
</tr>
<tr>
<td>BSBSS00043 Key Management Skill Set</td>
<td>3</td>
<td>$630</td>
<td>$525</td>
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<tr>
<td>BSBSS00063 Team Leader Skill Set</td>
<td>4</td>
<td>$840</td>
<td>$700</td>
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</tbody>
</table>

### Other services

<table>
<thead>
<tr>
<th>Service</th>
<th>Non Member</th>
<th>Corporate Member</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment per unit of competency</td>
<td>$210</td>
<td>$175</td>
</tr>
<tr>
<td>Six Sigma Green Belt Certification fee</td>
<td>$570</td>
<td>$515</td>
</tr>
<tr>
<td>One-on-one coaching fee (per hour)</td>
<td>from $310</td>
<td>per hour</td>
</tr>
<tr>
<td>Credit transfer and other administration fees</td>
<td>Visit aimwa.com</td>
<td></td>
</tr>
</tbody>
</table>

Fees are correct at time of printing.

Visit aimwa.com for full terms and conditions of assessment.

For more information on gaining a qualification, refer to pages 116-117.
PROUDLY CONTRIBUTING TO THE COMMUNITY

As a private, not-for-profit, membership based organisation, we are proud to be able to make a substantial contribution to the WA community.

A significant scholarship program supports learning in workplaces in the not-for-profit, charitable and civic sectors, plus a recognition program rewards leadership excellence, whilst shaping and influencing workplace conversations that matter.

By choosing AIM WA, you are not only receiving first-class learning and development services, you are also supporting the growth of leadership and management capability across the wider community.
MEMBERS AT OUR CORE

For over 60 years, Members have been at the core of AIM WA.

Thousands of Professional Members stand out by enhancing their skills, building their networks and being recognised by employers, customers and stakeholders as leaders.

Corporate Membership also signals a commitment to learning, to developing staff, to innovation and to making Western Australia a better place to live and work. Every employee of a Corporate Member organisation can access the substantial discounts indicated in this Program Guide.

Please visit our website at aimwa.com to learn more about how Membership of AIM WA can help you become a better leader by joining as a Professional Member, how your organisation can prosper by signing up as a Corporate Member and finally, how both memberships contribute to the wider WA community.

JOIN TODAY
AIM WA membership opens doors. Lead yourself to aimwa.com to find out more.
TERMS AND CONDITIONS

Registration and fees
• AIM WA open program fees are due for payment seven days from date of invoice
• Payment can be made by credit card online at aimwa.com
• All registrations are acknowledged by email at the time of booking. Program information is emailed up to two weeks prior to the program start date
• In case of late registration, confirmation will be emailed or phoned through to the nominated person
• Individuals or organisations must be current, financial members at the time of training for members rates to apply.

Transfer fees and cancellation conditions

AIM WA open training
We recognise that plans can change and our objective is to support our leaders and managers in their investment in personal and organisational development. Before the program begins, we incur substantial administrative costs related to your registration, therefore the following fees apply:

<table>
<thead>
<tr>
<th>Number of days before program</th>
<th>Substitution allowed</th>
<th>Transfer fee*</th>
<th>Cancellation fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beyond 5 working days</td>
<td>Yes</td>
<td>No fee</td>
<td>No fee</td>
</tr>
<tr>
<td>3-5 full working days</td>
<td>Yes</td>
<td>$150.00</td>
<td>100% of program fee</td>
</tr>
<tr>
<td>Less than or 2 full working days (including non-attendance)</td>
<td>Yes</td>
<td>50% of program fee</td>
<td>100% of program fee</td>
</tr>
</tbody>
</table>

*100% of the program fee is non-refundable if the participant transfers more than twice on the same program.

Note: A small number of AIM WA's programs have cancellation conditions which differ from the above. These are indicated on the full program outline at aimwa.com

If AIM WA cancel a program
In the event a program is cancelled by AIM WA, all participants will be offered a place on the next available program. Alternatively, a full refund of the program fee will be offered.

Goods and Services Tax (GST)
AIM WA open programs are GST free.

COLLECTION PRIVACY STATEMENT

The primary purpose of collecting information you supply is to process your registration. We may also use these details to keep you informed of services, products, programs and upcoming events either directly or through third parties who we partner with. The collection, storage, use and disclosure of your personal information will be handled in accordance with our Privacy Policy which is available online at aimwa.com. AIM WA reserves the right to change its Privacy Policy at its sole discretion by posting a new or revised Privacy Policy online.

Please note:
1. If your employer has paid for the training program, it is a condition of your enrolment that AIM WA may disclose details of your attendance and assessment to your employer, and
2. If an organisation representative has booked you on the program, the organisation warrants that it has obtained your consent to disclose your personal information to AIM WA and for AIM WA to disclose details of your attendance and assessment to that organisation.

VISITOR FACILITIES

For your convenience while at AIM WA, free parking is available onsite for 160+ vehicles. Bicycle racks are located outside the Management Centre and Leadership Centre buildings. Showers, change rooms and lockers are also available in the Katitjin Centre.

All information correct at time of printing.
Experience our new suite of eLearning courses; a quick, simple and cost effective way to help you learn.

Busy schedules are unavoidable! When you need to learn and learn fast, our Accelerators eLearning courses will provide you with valuable knowledge, as well as save you time and money. Each course typically takes between 30 to 60 minutes to complete and costs just $49.00.

Once completed you will receive a Certificate of Completion – reward for your time and effort. Better still, you will also have identified what you need to do next which may include setting some short term goals and actions to complete, or even attending a more in-depth face-to-face course to enhance your new knowledge and skills.
ENROL TODAY
Find and book programs at aimwa.com
or call +61 8 9383 8000.

CUSTOMISE YOUR PROGRAM
Programs can be tailored to your organisation’s needs. Call +61 8 9383 8000 to find out how.

BETTER FOR MEMBERS
AIM WA membership opens doors. Lead yourself to aimwa.com to find out more.

CONNECT WITH US ON SOCIAL
76 Birkdale St, Floreat WA 6014
aimwa@aimwa.com
aimwa.com