



CIT Solutions
**PROFESSIONAL
DEVELOPMENT
WORKSHOPS**

Semester 1 | Jan - Jun 2017

**Transformation
through
learning**

CIT SOLUTIONS



F I V E **GREAT REASONS** *to take a* **PROFESSIONAL DEVELOPMENT** **WORKSHOP**

INVEST IN YOURSELF

Investing in your personal and professional development can open the door to amazing opportunities.

LEARN A NEW SKILL

Learning a new skill or broadening your knowledge can improve your overall productivity.

STAY AHEAD OF THE COMPETITION

A savvy workforce not only helps your business run better, it puts you ahead of your competitors.

REACH YOUR GOALS

Finally tick that goal off the list and you're guaranteed to feel good about it.

BE INSPIRED

Be inspired by industry experts and collaborate with peers in an informal learning environment.

CIT Solutions can customise all professional workshops to organisations for groups of 6 or more, allowing you to tailor your training to best suit your organisational needs and goals.

We also offer flexible timeframes with 1/2 day, one-day or two-day options available.

Contact us for more information.

TAILOR
YOUR TRAINING

**DID YOU
KNOW?**

LEARN MORE & ENROL

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DEVELOP YOUR WORKFORCE

www.citsolutions.edu.au/training-solutions-australia

CONTACT US

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COMMUNICATION & ENGAGEMENT

CONFIDENT NEGOTIATIONS

Contrary to popular belief, good negotiators aren't aggressive or pushy people. They are usually likable, friendly and willing to discuss a solution for the greater good. It's all about avoiding argument or dispute and coming to a mutual agreement. This workshop will teach you how to confidently persuade and navigate intense conversations towards a win-win.



Tue 4 Apr | CSCP1001
Fri 16 Jun | CSCP1053



9:00am - 4:30pm | 1 Session



CIT Bruce



\$ \$495

DEVELOPING AND DELIVERING PRESENTATIONS

Great presentations demand thoughtful planning, rigorous structure and attention to detail. Blow away the audience at your presentation with this course, dedicated to providing you with the right tools and strategies.



Tue 14 Feb | CSCP1002
Wed 10 May | CSCP1054



9:00am - 4:30pm | 1 Session



CIT Bruce



\$ \$495

DIFFICULT CONVERSATIONS

NEW

We have many interactions each day and it's reasonable to expect that some of them are going to be difficult. There are things you can do to make these conversations go smoothly. This course is specifically designed for people working in ACT Government and will give you the tools to manage difficult conversations and get the best results possible out of them.



Fri 7 Apr | CSCP1003
Wed 31 May | CSCP1055



9:00am - 4:30pm | 1 Session



CIT Bruce



\$ \$495

EFFECTIVE MEETINGS

NEW

The purpose of this course is to provide participants with the knowledge and skills to enable them to plan and conduct highly effective meetings. Meetings are an important facet of business operation, and for them to run smoothly and deliver the intended outcome, workers need to be skilled in the various elements crucial to an effectively facilitated meeting.



Wed 8 Feb | CSCP1004
Thu 22 Jun | CSCP1056



9:00am - 1:00pm | 1 Session



CIT Bruce



\$ \$330

TAILORED WORKSHOPS

We offer standard, adapted or custom built workshops // 02 6207 4441

NEW WORKSHOPS WITH MEG SALTER


Meg Salter brings close to 20 years experience in retail sales and service industries in Australia and the UK. Meg has motivated countless delegates at national and international conferences for a diverse range of companies. She is committed to empowering individuals to change their behaviours and mindsets in order to achieve success.

COURAGEOUS CONVERSATIONS


MEG SALTER

This workshop will change the way leaders look at communicating with their team, and teach them strategies to have the necessary conversations to bring about positive and productive working relationships. It will enable them to be more honest and balanced, and as a result, gain the respect of their team and achieve sustainable results.

 **Tue 19 Jun | AUR1002**

 **9:00am - 1:00pm | 1 Session**

 **CIT Bruce**


 **\$625**

MAINTAINING MOTIVATION


MEG SALTER

Motivation is not just about rewards; you have to know how to inspire people to motivate themselves, because motivation from within is more powerful than any external incentive. Imagine a team which buzzes with excitement and positivity, where people come to work because they want to excel. You can create this team by igniting and maintaining motivation.

 **Wed 5 Sep | AUR1003**

 **9:00am - 1:00pm | 1 Session**

 **CIT Bruce**


 **\$625**

PRODUCTIVE HABITUDES


MEG SALTER

Positive habits and attitudes are critical to the success of an individual, the sustainability of a business and the achievement of balance. This workshop will assist you in gaining greater control, give you skills to create effective routines and habits, encourage stronger self-discipline, and ultimately enable you to manage your time more productively.

 **Thu 15 Mar | AUR1001**

 **9:00am - 1:00pm | 1 Session**

 **CIT Bruce**

 **\$625**

FLEXIBLE APPROACH

6 Our workshops can be delivered in a 1/2 day, full day, or two day format // 02 6207 4441

MINUTE TAKING

This course will provide you with core skills for developing a record of formal and informal meetings. Fundamental principles of organisation and listening beyond the spoken work will be reinforced through a number of interactive activities, including a mock meeting.



Mon 13 Feb | CSCP1006
Mon 26 Jun | CSCP1058



9:00am - 4:30pm | 1 Session



CIT Bruce



\$495



The tutor was a world of knowledge! The workshop was very informative and all round it was a great course that will help further my skills.

Workshop participant



PERSUASIVE COMMUNICATION

Strong communication skills are essential in every workplace regardless of your role or level. Poor communication leads to confusion, frustration and wasted effort. Persuasive communication is efficient, effective and productive. Become your most persuasive self with this one day workshop.



Thu 2 Mar | CSCP1007
Wed 24 May | CSCP1059



9:00am - 4:30pm | 1 Session



CIT Bruce



\$495

RESPECT, EQUITY AND DIVERSITY (RED) GENERAL

Working together to build a work environment that is respectful, courteous and fair lies at the heart of the ACT Public Service and its Respect, Equity and Diversity (RED) framework. Learn how you can contribute to the creation of a positive workplace culture with this half-day course.



Mon 20 Mar | CSCP1009
Thu 1 Jun | CSCP1061



9:00am - 1:00pm | 1 Session



CIT Bruce



\$330

TAILORED WORKSHOPS

We offer standard, adapted or custom built workshops // 02 6207 4441

RESPECT, EQUITY AND DIVERSITY (RED) CONTACT OFFICER

Prepare for your role as RED Contact Officer with this one-day course, specially designed to assist you in providing support to ACT Public Service members who are experiencing unacceptable workplace behaviour. Learn how to have sensitive conversations while managing your own welfare.



Fri 31 Mar | CSCP1008
Thu 4 May | CSCP1060



9:00am - 4:30pm | 1 Session



CIT Bruce



\$495

WORKPLACE RELATIONSHIPS

NEW

Enhance your interpersonal skills and foster positive workplace relationships with this one-day course. Focusing on communication and behaviour, this course will teach you strategies to be more responsive to others and become a more effective communicator.



Wed 1 Mar | CSCP1010
Tue 27 Jun | CSCP1062



9:00am - 4:30pm | 1 Session



CIT Bruce



\$495



The tutor was excellent and really knew his stuff. It was really valuable learning about other peoples experiences and feeling validated, as well as learning new suggestions and tips.

Workshop participant



ESSENTIAL WRITING SKILLS FOR THE PUBLIC SECTOR

NEW

This course will improve your ability to write for government. You will learn about modern grammar, punctuation and convention preferences in the public sector. You will learn to analyse the reading ability and time tolerance of your audience and to assess documents against reading levels. You will also learn about strategic context, purpose statements and the construct of recommendations in government documents.



Tue 7 Feb | CSCP1005
Mon 1 May | CSCP1057



9:00am - 4:30pm | 1 Session



CIT Bruce



\$495

FLEXIBLE APPROACH

8 Our workshops can be delivered in a 1/2 day, full day, or two day format // 02 6207 4441

WRITING FOR GOVERNMENT (CORRESPONDENCE)

Workshop 1 of 4

Would you like to improve your ability to write effective emails and letters in a government context? Learn how to draft documents that are easy to read and simple to use. Write clearly and concisely using the government's style in this one day course.



Tue 28 Feb | CSCP1012
Tue 9 May | CSCP1064



9:00am - 4:30pm | 1 Session



CIT Bruce



\$495

WRITING FOR GOVERNMENT (BRIEFS)

Workshop 2 of 4

Briefs impart information to an individual and often assist in the decision-making process. The ability to write clear and concise briefs is an important skill in government, and this one-day course will teach you how to write dynamic briefs.



Wed 8 Mar | CSCP1011
Thu 15 Jun | CSCP1063



9:00am - 4:30pm | 1 Session



CIT Bruce



\$495

WRITING FOR GOVERNMENT (REPORTS)

Workshop 3 of 4

This course covers short-form reports, which are also known as simple reports. It will improve your ability to develop content for a structured and readable short-form report. You will consider the information needs of the report reader, typical structure and content of short-form reports, and improve your skill in selecting focussed and usable information.



Fri 17 Mar | CSCP1014
Tue 20 Jun | CSCP1066



9:00am - 4:30pm | 1 Session



CIT Bruce



\$495

WRITING FOR GOVERNMENT (REFINING DOCUMENTS)

Workshop 4 of 4

Releasing poor quality documents can cause reputational damage, reduce effectiveness and have a negative impact on productivity. Avoid these problems by editing and proofreading documents to ensure they are fit for purpose with this one-day course.



Tue 28 Mar | CSCP1013
Fri 30 Jun | CSCP1065



9:00am - 4:30pm | 1 Session



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TAILORED WORKSHOPS

We offer standard, adapted or custom built workshops // 02 6207 4441



COMPUTER SKILLS

EXCEL FOR BEGINNERS

Are you a spreadsheet novice? Does =SUM mean nothing to you? Learn the basics of Microsoft's popular worksheet program with this thorough one-day course. Engage with basic navigation and worksheet management techniques so that you can approach new and existing workbooks with confidence.



Tue 31 Jan | CSCP1016
Thu 11 May | CSCP1068



9:00am - 4:30pm | 1 Session



CIT Bruce



\$455

EXCEL INTERMEDIATE - BUILDING FORMULAS, FUNCTIONS AND ANALYSING DATA

Go beyond basic budgeting and experience some of the analytical heavy-lifting Excel is capable of with this course designed for users with existing skills. Manage complex formulas and functions, convert data to tables to enable querying and perform analyses of large tables.



Thu 9 Feb | CSCP1017
Fri 26 May | CSCP1069



9:00am - 4:30pm | 1 Session



CIT Bruce



\$455

EXCEL ADVANCED - FUNCTIONS, CONTROLLING AND ANALYSING DATA

This course is designed for more advanced users and will provide you with the skills to construct complex automated spreadsheets. Learn to control the input of data through Data Validation and record and edit simple macros.



Thu 16 Mar | CSCP1015
Wed 21 Jun | CSCP1067



9:00am - 4:30pm | 1 Session



CIT Bruce



\$455

WORD INTRODUCTION/ INTERMEDIATE

Learn the basics of Microsoft Word and gain an understanding of how to create professional-looking documents in this one-day course.



Mon 27 Feb | CSCP1020
Thu 18 May | CSCP1072



9:00am - 4:30pm | 1 Session



CIT Bruce




\$455


TAILORED WORKSHOPS

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MICROSOFT PROJECT INTRODUCTION

This course is designed to introduce you to Microsoft Project and give you the knowledge and skills to use this tool to manage projects using all elements such as task, resources, and cost associated with projects.

 Thu 9 Feb – Fri 10 Feb | CSCP1019
Wed 7 Jun – Thu 8 Jun | CSCP1071

 9:00am - 4:30pm | 2 Sessions


 CIT Bruce

 \$845


WRITING ACCESSIBLE DOCUMENTS

This one-day course will help you to increase the accessibility and impact of your organisation's web content by writing text that is clear, relevant and compliant with mandated standards.

 Mon 6 Mar | CSCP1021
Tue 23 May | CSCP1073


 9:00am - 4:30pm | 1 Session


 CIT Bruce

 \$455


IPAD FUNCTIONALITY IN THE OFFICE

Feel empowered to use your iPad effectively in or out of the office by understanding its core functions. Find the best apps to make you more productive and innovative at work.

 Mon 20 Mar | CSCP1018
Tue 20 Jun | CSCP1070

 9:00am - 12:30pm | 1 Session

 CIT Bruce

 \$290



Thank you for such a well put together course that was full of sound advice, plentiful information and tips. The tutor was excellent and gave us clear explanations. The day was hugely enjoyable!

Workshop participant



FLEXIBLE APPROACH

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MANAGEMENT & LEADERSHIP




MANAGING AND FACILITATING CHANGE


NEW

Change is something that excites those who love opportunities for growth. Some changes, however, are harder to adjust to and can lead to resistance and anger. In this course you'll learn how to understand people's hesitation, enlist the help of others, set up plans, and manage stressors. These steps can also ensure that desired changes are implemented successfully.

 **Mon 6 Mar | CSCP1024**
Tue 20 Jun | CSCP1076


 **9:00am - 4:30pm | 1 Session**


 **CIT Bruce**

 **\$495**


MANAGING OFFICE CONFLICT

Navigating serious or sensitive issues in the workplace is a major challenge for any supervisor, especially when you need to deal directly with the staff members involved. Learn your legal obligations and develop a plan of action with this full-day workshop.

 **Fri 10 Feb | CSCP1025**
Thu 29 Jun | CSCP1077

 **9:00am - 4:30pm | 1 Session**


 **CIT Bruce**


 **\$515**

PERFORMANCE MANAGEMENT


NEW

This workshop will empower you with the foundation skills to be involved in performance management, either as an employee or a supervisor. To build and establish a work environment that embraces and leverages individual diversity in order to maximise effectiveness. To develop the capability to clarify expectations, establish goals and communicate consistently and clearly.

 **Mon 3 Apr | CSCP1026**
Mon 15 May | CSCP1078


 **9:00am - 4:30pm | 1 Session**


 **CIT Bruce**

 **\$495**


RESPECT, EQUITY AND DIVERSITY (RED) MANAGER

This half-day course provides supervisors and managers with essential knowledge about the RED framework. It will heighten their awareness of potentially unacceptable workplace behaviour, while giving them the confidence to confront and manage problems in the workplace.

 **Mon 20 Feb | CSCP1027**
Mon 22 May | CSCP1079

 **9:00am - 1:00pm | 1 Session**

 **CIT Bruce**

 **\$330**

TAILORED WORKSHOPS

We offer standard, adapted or custom built workshops // 02 6207 4441


NEW WORKSHOPS WITH CHRIS MORRIS-BARROW


ISO 9001 is the world's most widely recognised Quality Management System. It was developed by the International Organisation for Standardisation (ISO) to increase customer satisfaction through the delivery of quality products and services. Both ISO 9001 courses are aimed at Quality Assurance Representatives and Internal Auditors who are required to operate either independently or as part of an integrated audit team.

ISO 9001 ADVANCED


CHRIS
MORRIS-
BARROW

This course is aimed at Quality Assurance Representative and Internal Auditors who have a comprehensive understanding of Quality Management principles. You'll learn an in-depth outline of the standard and the mandatory changes to ISO 9001:2015, and given guidance on the transition and the new requirements.

 **Fri 24 Mar | CBMS1003**
Wed 21 Jun | CBMS1004

 **9:00am - 4:30pm | 1 Session**


 **CIT Bruce**


 **\$545**

ISO 9001 INTRODUCTION


CHRIS
MORRIS-
BARROW

Transitioning from ISO 9001:2008 to ISO 9001:2015? This one-day course will provide guidance on the migration of your Quality Management System in a timely and cost effective manner.

 **Thu 23 Feb | CBMS1001**
Tue 9 May | CBMS1002


 **9:00am - 4:30pm | 1 Session**


 **CIT Bruce**

 **\$545**


DEVELOPING EMOTIONAL INTELLIGENCE

Take greater emotional and social control by mastering key skills designed to equip you with tools for professional and personal success. Increase effectiveness, build strong interpersonal relationships and learn how to recognise and respond to the emotional strengths of others.

 **Thu 30 Mar | CSCP1022**
Fri 9 Jun | CSCP1074

 **9:00am - 4:30pm | 1 Session**

 **CIT Bruce**

 **\$495**

FLEXIBLE APPROACH

16 Our workshops can be delivered in a 1/2 day, full day, or two day format // 02 6207 4441

THE NEW SUPERVISOR

UPDATED

Becoming a supervisor is an exciting and challenging stage in your career. Draw on current best practice and practical examples to explore your options for interacting with team members and working to meet business outcomes during this one-day course.



Wed 15 Feb | CSCP1028
Fri 19 May | CSCP1080



9:00am – 4:30pm | 1 Session



CIT Bruce



\$495

HIGH CAPABILITY LEADERSHIP

Following on from “The New Supervisor” this course aims to build a strong sense of the attributes and associated behaviours of highly capable leadership understanding. Topics include; encouraging effective performance, rewarding and motivating, communicating complex change and the support and nurturing of individuals.



Thu 9 Mar | CSCP1023
Mon 29 May | CSCP1075



9:00am - 4:30pm | 1 Session



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www.training.citsolutions.edu.au

CITS SOLUTIONS


SELF DEVELOPMENT




CAREER DEVELOPMENT


NEW

Gain the confidence to reach your career aspirations. During this one-day course you will learn how to identify your current skill set and establish an understanding of what skills you may need to achieve your career goals.

 Tue 28 Feb | CSCP1029
Tue 6 Jun | CSCP1081

 9:00am - 4:30pm | 1 Session


 CIT Bruce


 \$495

JOB APPLICATIONS AND INTERVIEWING SKILLS


NEW

For every job advertised, there is a stack of great applications. How are you going to stand out from the pack? Unfortunately, a successful application isn't as easy as cutting and pasting your best attributes, you need to sell yourself! Prove to prospective employers that you're the right fit for the position and do justice to the skills and abilities you possess.

 Tue 14 Mar - Wed 15 Mar | CSCP1030
Thu 25 May - Fri 26 May | CSCP1082

 9:00am - 4:30pm | 2 Sessions


 CIT Bruce


 \$880

RESILIENCE AND WELLBEING


NEW

This one-day course will teach you how to build resilience. You'll learn strategies focused on being adaptable and flexible to challenging situations. You'll also gain a clear awareness of your emotional state and how you can maintain motivation and positivity in your life.

 Fri 24 Feb | CSCP1031
Wed 3 May | CSCP1083


 9:00am - 4:30pm | 1 Session


 CIT Bruce

 \$495


TIME MANAGEMENT AND WORKLOADS

Do you want work-life balance? Are you always busy at work, yet never seem able to meet those deadlines without a lot of stress? This course offers skills and strategies to better manage your workload and your life. You will learn about yourself and how to develop positive habits to support success.

 Fri 24 Mar | CSCP1032
Mon 8 May | CSCP1084

 9:00am - 1:00pm | 1 Session

 CIT Bruce

 \$330

TAILORED WORKSHOPS

We offer standard, adapted or custom built workshops // 02 6207 4441





**WORK SAFETY
& RISK**

ACT SMART CLEANERS COURSE*


This ACT Government funded training course is designed to support the ACT Government's commitment to improving sustainability and reducing the cities carbon footprint. This program provides training on the collection and disposal of waste and recyclable material ensuring compliance with regulatory requirements, occupational health and safety.

** Participants must be working within the cleaning industry to attend this course.*

 **Tue 7 Feb | CSCP1033**
Thu 23 Mar | CSCP1034
Fri 12 May | CSCP1085
Mon 5 Jun | CSCP1086


 **See website for times | 1 Session**


 **CIT Bruce**

 **No cost**


SOCIAL MEDIA ETIQUETTE **NEW**

Our interactions on social media can be a direct reflection on the organisation or business we work for. This one-day course will teach you how to maintain credibility while being honest, respectful and fair. You'll also learn what situations may pose a risk to your business that you should avoid.

 **Fri 7 Apr | CSCP1042**
Fri 5 May | CSCP1094


 **9:00am - 1:00pm | 1 Session**


 **CIT Bruce**

 **\$330**


BEHAVIOURAL DE-ESCALATION

It's an unfortunate reality that many of us either have or will encounter aggressive or confronting behaviour at work. Control your reaction to these incidents by responding with the appropriate communication skills that you'll learn during this thorough one-day course.

 **Fri 10 Feb | CSCP1035**
Fri 2 Jun | CSCP1087


 **9:00am - 4:30pm | 1 Session**


 **CIT Bruce**

 **\$495**


HEALTH & SAFETY REPRESENTATIVE

This program is designed for participants who are stepping into the role of Workplace Health and Safety Representative in their organisation. Be prepared for the unexpected by learning about the latest legislation, how to establish and maintain a safety management system and the process of motivating your colleagues or staff.

 **16 - 17 Feb & 20 - 22 Feb | CSCP1036**
5 - 7 Jul & 10 - 11 Jul | CSCP1088

 **9:00am - 4:30pm | 5 Sessions**

 **CIT Bruce**

 **\$995**


TAILORED WORKSHOPS

We offer standard, adapted or custom built workshops // 02 6207 4441


HEALTH AND SAFETY REPRESENTATIVE REFRESHER

This short refresher course will keep existing WHS Officers up-to-date with the latest changes to the Work Health and Safety Act. Explore the role of a WHS committee, develop a deeper understanding of the types of consultation mechanisms available to you and decide which communication techniques are more suited to your workplace.

 **Mon 6 Feb | CSCP1037**
Thu 15 Jun | CSCP1089

 **9:00am - 4:30pm | 1 Session**


 **CIT Bruce**


 **\$455**

HLTWHS005 CONDUCT MANUAL TASKS SAFELY*


Those who have a manual handling element in their workplace are required to learn the correct manual handling techniques. This unit is concerned with the workers ability to carry out their work in a safe manner. Training will usually be performed within a prescribed range of functions involving known routines and procedures.

**This workshop is delivered in conjunction with Allens Training, RTO 90909*

 **Thu 16 Feb | CSCP1038**
Fri 12 May | CSCP1090


 **9:00am - 1:00pm | 1 Session**


 **CIT Bruce**

 **\$295**


INTRODUCTION TO FRAUD CONTROL

Fraud prevention starts with the creation of a positive and honest workplace culture. Foster these ethics and values by learning what fraud is, how it presents itself and how to use fraud control and risk management plans to prevent incidents in your organisation.

 **Fri 3 Mar | CSCP1039**
Tue 23 May | CSCP1091


 **9:00am - 4:30pm | 1 Session**


 **CIT Bruce**

 **\$495**


INTRODUCTION TO RISK MANAGEMENT

Uncertainty is inevitable in many organisations or projects. Identify risks, communicate effectively with stakeholders, and assess internal and external contexts with this one-day workshop designed to teach you the fundamentals of successful risk management.

 **Fri 3 Feb | CSCP1040**
Wed 10 May | CSCP1092

 **9:00am - 4:30pm | 1 Session**

 **CIT Bruce**

 **\$495**

FLEXIBLE APPROACH

22 Our workshops can be delivered in a 1/2 day, full day, or two day format // 02 6207 4441

**10340NAT SAFE
HANDLING OF SHARPS
& INFECTIOUS WASTE***

NEW

Working in an environment where you may encounter hazardous material carries special risks, and it's vital to develop the knowledge for handling waste safely. Identify and evaluate risks, implement control measures, and facilitate the removal of sharps with this one-day course.

**This workshop is delivered in conjunction with Allens Training, RTO 90909*



**Fri 31 Mar | CSCP1041
Wed 14 Jun | CSCP1093**



9:00am - 3.00pm | 1 Session



CIT Bruce



\$395



The tutor was outstanding. He was easy to understand, managed the time and students effectively to keep everyone learning and moving and somehow kept everyone on track – those that are slower are still supported.

Workshop participant



CIT SOLUTIONS

International Language Training

At CIT Solutions we're fluent in your every need, offering training in over 50 languages for individuals or groups.

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**W. [citsolutions.edu.au/training-solutions-australia](https://www.citsolutions.edu.au/training-solutions-australia)
E. citsollanguages@cit.edu.au | T. 02 6205 2619**

A close-up photograph of two hands shaking in a firm grip, symbolizing agreement or partnership. The hands are in sharp focus, while the background is blurred, showing several people in business attire (suits and blouses) standing in a line, suggesting a professional or corporate setting. A dark blue horizontal band is overlaid across the middle of the image, containing the text.

WORKING IN GOVERNMENT

BUDGETING AND FORECASTING ESSENTIALS

Better understand the Government Financial Framework and budgetary processes with this one-day course designed for those with new responsibilities. Develop internal budgets and forecasts in line with ANAO and ACT Auditor-General best practice.



Wed 19 Apr | CSCP1043
Tue 11 Jul | CSCP1095



9:00am - 4:30pm | 1 Session



CIT Bruce



\$ 495

CONTRACT MANAGEMENT **NEW**

Looking to secure procurement or project outcomes? This short course will provide you with an understanding of contract management and its role in project and procurement management.



Wed 5 Apr | CSCP1044
Wed 17 May | CSCP1096



9:00am - 4:30pm | 1 Session



CIT Bruce



\$ 495

DECISION MAKING SKILLS

NEW

Decision making is hard. Do you usually listen to your intuition or leave it up to reason? This one-day course will provide strategies to help you weigh up the pros and con so you can make the best decision for the desired outcome.



Tue 14 Mar | CSCP1045
Mon 29 May | CSCP1097



9:00am - 4:30pm | 1 Session



CIT Bruce



\$ 515

DEVELOPING A BUSINESS CASE

NEW

A business case tells a story. It translates ideas into a clear, logical recommendation that succinctly describes why and how a proposal should be implemented. It's purpose is to persuade the reader that your solution is the best option. This one-day workshop will enable you to answer these questions and give you the methodology to allow you to explore and cost alternative proposals and justify a recommended business solution.



Mon 3 Apr | CSCP1046



9:00am - 4:30pm | 1 Session



CIT Bruce



\$ 515

TAILORED WORKSHOPS

We offer standard, adapted or custom built workshops // 02 6207 4441

ENGAGEMENT WITH STAKEHOLDERS

NEW

In this one-day course you will understand the importance of stakeholder engagement, including the benefits and the challenges. As well as learn how to successfully engage stakeholders to achieve better outcomes through a systematic approach.



Mon 27 Mar | CSCP1047
Thu 29 Jun | CSCP1098



9:00am - 4:30pm | 1 Session



CIT Bruce



\$495

FINANCE FOR NON-ACCOUNTANTS

NEW

We all play a role in our organisation's financial health whether we realise it or not. Understanding the cycle of finance will help you figure out where you fit into your company's financial structure and how to achieve transparency, accountability and compliance. This one-day course will equip you with the knowledge and insight to make decisions that will lead to better financial results.



Fri 17 Feb | CSCP1048
Mon 5 Jun | CSCP1099



9:00am - 4:30pm | 1 Session



CIT Bruce



\$495

INTRODUCTION TO PROCUREMENT

Grow your procurement process knowledge and gain a deeper understanding of governance and probity requirements with this one-day course. You'll go through the procurement process and discuss tenders, procurement requirements and ethical behaviour.



Thu 6 Apr | CSCP1049
Mon 15 May | CSCP1100



9:00am - 4:30pm | 1 Session



CIT Bruce



\$495

PRIVACY PRINCIPLES IN PRACTICE

Gain a practical understanding of obligations and responsibilities for handling personal information in an ACT public sector service delivery role.



Mon 27 Mar | CSCP1050
Fri 2 Jun | CSCP1101



9:00am - 1:00pm | 1 Session



CIT Bruce



\$330

FLEXIBLE APPROACH

26 Our workshops can be delivered in a 1/2 day, full day, or two day format // 02 6207 4441

PROJECT MANAGEMENT BASICS

Gain hands-on Project Management experience by using templates to support delivery during this thorough one-day course. Develop a work breakdown structure, present a business case and learn to close off projects upon their completion.



Thu 23 Feb | CSCP1051
Fri 23 Jun | CSCP1102



9:00am - 4:30pm | 1 Session



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