# **COURSE LIST**

## WORKPLACE EXPERIENCE

Elevate everyday performance and culture through core workplace skills.

### SHORT COURSES

(20-40 min micro-modules • From AUD \$9.99 ea • Self-paced)



Not sure whether Workplace or Customer Experience is right for your team?

Use **Workplace Experience** to enhance internal collaboration.

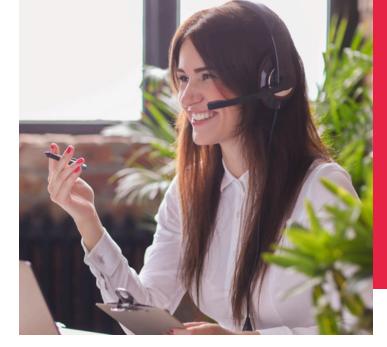
Use **Customer Experience** to support external clients.

#### Personal Effectiveness & Growth

- Improving Performance Seeing Change as an Opportunity to Improve Performance
- Making Judgements Critical Thinking in All Areas of Your Role
- Making the Most of Feedback
- Managing and Analysing Performance Seeing Change as an Opportunity for Growth
- Managing Stress Keeping Focused in High Pressure Situations
- Monitor Own Performance Understanding How Your Performance Impacts and Influences Others
- Optimising Feedback
- Organising Your Thoughts Coping in Changeable Environments
- Understanding Problems and Change Contributing Positively to the Change Process

#### **Teamwork & Leadership**

- Delegation Coaching Employees to Succeed in Their Roles
- Developing Your Team Creating and Maintaining a High Performing Team
- Team Lead Session Guide Developing a Team Purpose
- Working as a Team Player Contributing to the Team



#### **Technology & Vendor Management**

- Anticipating and Mitigating Issues Vendor Management
- Assisting Technology for Communication in the Workplace
- Logistics Management Monitoring Vendors and Suppliers
- Quality Assurance Managing Quality of Service from Vendors and Suppliers
- Quality Control Detecting Variations in Supply or Service

#### Workplace Knowledge & Foundations

- Common Office Models
- History of Office Environments
- Planning Your Resources
- Preparing Workplace Documents
- Understanding Changes Change Factors in Knowledge Management
- Understanding Workplace Policy and Procedures

#### **Workplace Operations, Safety & Facilities**

- Access Coordination & Security
- Cooperation in the Workplace Preventive & Predictive Maintenance
- High Level Building Code Safety
- Key Office Safety Controls
- Space Activation of the Community Building
- Space Management Workplace Management in the FM Industry