

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