

# WORKPLACE INNOVATION & OPERATIONAL DELIVERY

## Bundle of Two

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### **Empower Teams to Thrive Through Change**

Create workplaces where people thrive and lead change that sticks —combining smart design with smooth, confident transitions.



#### **Workplace Experience**

Enhance daily performance and culture with core workplace skills.



#### **Change Management**

Equip teams to plan, communicate, and land workplace change with confidence.



# OVERVIEW

**Name:** Workplace Innovation & Operational Delivery

**Format:** Bundle of Two

## EMPOWER TEAMS TO THRIVE THROUGH CHANGE

Create workplaces where people thrive and lead change that sticks—combining smart design with smooth, confident transitions.

### IDEAL FOR:

- Workplace strategists & consultants – shaping better workplaces
- Project leads & change managers – delivering smooth transitions
- Property & facilities professionals – linking planning to delivery
- Transformation teams – embedding new ways of working
- Bid & proposal leaders – showcasing design and change expertise

### SKILLS YOU WILL MASTER:

- Master leading change initiatives that boost team engagement and productivity
- Develop skills to create workplaces that foster wellbeing and innovation
- Learn to deliver seamless transitions that minimise disruption and accelerate adoption
- Build expertise in using integrated strategies aligning workplace design with organisational goals
- Gain the ability to enhance bids with combined workplace and change management expertise

### WHAT'S INSIDE THE TOOLKIT:

- Communication and stakeholder engagement frameworks
- Employee and vendor relationship guides
- Workplace culture and experience checklists
- Change readiness assessments and impact analysis tools
- Risk and stakeholder mapping templates
- Change implementation and adoption checklists
- Transition planning and risk mitigation frameworks
- Practical case studies on workplace experience and change

### WHEN TO CHOOSE THIS COLLECTION:

- You are leading a workplace relocation, redesign, or hybrid working transition
- You need to align teams and stakeholders around new ways of working
- You're responsible for briefing internal teams or executives on workplace change
- You want to support employees through evolving workplace expectations
- You're developing a workplace experience strategy tied to successful change outcomes

# 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

# COURSE LIST

## CHANGE MANAGEMENT

*Equip teams to plan, communicate & land workplace change with confidence.*

### SHORT COURSES

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

#### Change Project Foundations

- Administration Tasks – Get Access, Get Clearances, and Get Help to Get Started
- Change Leadership – Learn About the Characteristics of a Change Leader
- Change Managers Scope of Service – What's in Your Role?
- Project Set Up Announcements – What are the Key Announcements and Who Makes Them?
- Research – Find Out How the Decisions Were Made
- What You Need to Know Before Starting a Change Project
- Workplace Change Program – Evaluate the Role

#### Change Strategy & Stakeholder Planning

- Building a Change and Communication Strategy
- Business Unit Requirements Gathering – Get to Know What's Going on in the Business
- Change and Communication Strategy Attributes – Your Key Success Factor Document
- Communication Engagement Plan – How Will You Deliver Messages to the Business?
- Effective Stakeholder Collaboration in Accommodation Projects
- Exploring Staff Needs: The Origins of "In Focus" Topics
- Stakeholder Requirements Gathering and the Communications Plan

#### Communication Tools & Information Packs

- Boost Team Collaboration with Workplace Communication Tools
- Creating Effective Information Packs for Workplace Projects



#### Operational Considerations in Change

- Car Parking Arrangements – The Change Managers Involvement and What You Need to Know
- Child Care – Challenges and Changes for Your Employees

#### Prototyping & Space Readiness

- Meeting Spaces – What are the Work Point Functionalities for All Meeting Spaces in the New Office?
- Prototype Space – Pilot Space
- Prototype Space: Setting Up Your Work Lab
- Readiness Activities – Preparing for the Relocation
- Refining Spaces: A Strategic Approach to Prototype Evaluation
- Select a Prototype Style for Your Project – The Involvement of the Project Team

#### Technology Change Management

- IT Discovery – Capturing Current and Future Requirements
- IT Testing & Feedback – Feedback on the Initiatives
- New Technology Rollouts – And User Guides
- Microsoft Teams for Business – What Staff Need to Know
- Technology Early Adopters – Getting Your Teams on Board
- Technology Testing for High End Users
- The Physical Move – Your IT Work Streams Role

#### Workshops, Feedback & Lessons Learned

- Internal Factors for Lessons Learned – Researching How Things Went in Previous Projects
- Lessons Learned Workshops – Capturing Feedback
- Leveraging Lessons Learned for Project Success
- Project Meeting Agendas



# HOW TO SIGN UP

## One Price. Immediate Results.

Choose the access plan that fits your learning goals—whether you're upskilling on your own, leading a team, or driving organisation-wide capability.

### STEP 1. VISIT THE BUNDLE PURCHASE PAGE



Scan the QR code or click the [link](#) to open the Shopify checkout page for this bundle.



### STEP 2. CHOOSE YOUR ACCESS PLAN & DURATION

#### Bundles

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Access Plan

Individual Plan (1 seat) ▾

Access Duration

Monthly Access ▾

We offer flexible options to suit individuals, teams, and organisations:

#### Access Plan:

1. Individual Plan – 1 seat with full access, ideal for professionals looking to upskill on their own.
2. Team Access – 5 seats, perfect for small teams or departments.
3. Corporate Access – 10+ seats, designed for larger teams needing organisation-wide capability building.

#### Access Duration:

1. Monthly Access – For fast, targeted upskilling with low commitment.
2. Quarterly Access – For deeper learning and steady development.
3. Annual Access – For long-term capability building and best value.

*Note: If you can't find the plan you need, please call us at 1300 231 176 or email [info@skillingseducation.com.au](mailto:info@skillingseducation.com.au) — we're here to help.*



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