

Online Courses Available

Accredited Qualifications

Leadership & Management

BSB51915 Diploma of Leadership and Management

BSB42015 Certificate IV in Leadership and Management

BSB50615 Diploma of Human Resource Management

BSB41015 Certificate IV in Human Resources

Community Services

CHC41115 Certificate IV in Employment Services

CHC41215 Certificate IV in Career Development

CHC42015 Certificate IV in Community Services

Accredited Skill Sets

BSBSS00043 Key management skill set

BSBSS00063 Team leader's skill set

BSBSS00064 Promoting diversity awareness in the workplace skill set

CHCSS00065 Workforce planning skill set

PD Short Online Course

Human Resource Management

Understanding and managing diversity

Conducting interviews

Developing an induction program

Recruiting & selecting

Workforce planning

Managing off site staff

Communication

Assertive communication

Communication skills

Understanding & managing conflict at work

Marketing

Customer needs

Identifying marketing opportunities

Skills for influencing and negotiating

Networking – how and why

Self-Improvement & Client Support

Managing work stress

Continuous improvement

Prioritising work

Being an advocate

Being a mentor

Time management at work

Your career pathway

Customer Service

Customer needs

Customer complaints

Developing customer loyalty

Management & Leadership

Supervising work teams

Effective meetings

Understanding & managing diversity

Developing a learning organisation

Emotional intelligence

Managing change

Leadership in work organisations

Performance management

Skills for influencing & negotiating

Effective meetings

Innovation in the workplace

Managers as coaches

Develop a budget

Delivering training at work

Strategic planning

Project management

Continuous improvement

Governance – being a board member

Organisations and sustainability

Organisations and social responsibility

Work, Health & Safety

Creating a safety culture

Health & safety leadership

Risk assessment & control

Facilitated Professional Development Workshops

Betterlink Group also provide interactive facilitated professional development workshops customised to our corporate client's needs.

A selection of workshops delivered include:

Management & Organisational Development

- Change management
- Time management
- Supervisory skills for managers
- Coaching for managers
- Communication for higher performance
- Help my staff are escaping - recruitment, retention & career progression
- Emotional resilience in staff mediation
- Conflict management, bullying and performance management
- Aliens in the workplace – understanding and managing personality types
- Human resources and industrial relations laws and how they affect you as an employer
- Good governance
- Dealing with difficult customers

Employment Services Industry Specific

- Towards better practice in employment services
- Post placement support for better outcomes
- Effective employer engagement
- Supervisory skills for managers
- Reverse marketing for opportunities
- Alcohol and other drugs in the workplace
- Dealing with difficult job seekers

**Please contact us for more detail on
08 9353 3089**