

Certificate and Diploma Courses

Certificate IV in Frontline Management

BSB40807*

You will develop skills in managing people by professionally addressing the challenges that your team presents. Learn strategies to coach and motivate individuals for effective work performance. Gain confidence, and excel in your role as a leader.

Date TBA | **Time** 9am-5pm | **Cost** price on application

Diploma of Management BSB51107*

This qualification is designed for people in the workplace who are in positions that either supervise or influence other employees. This qualification is ideal for new supervisors, managers, and team leaders who want to develop their managerial skills and abilities and have their day-to-day skills formally recognised.

Date Ongoing enrolments, monthly workshops (fast track) or evening classes) | **Cost** price on application



All seminars are held at The Valley's Restaurant, **Wodonga TAFE, 87 McKoy Street, Wodonga.**

Registrations close seven days prior to commencement. Please note that a minimum of 10 people per seminar is required to run each course.

Call 02 6055 6000 | **Email** bcsi@wodongatafe.edu.au

Courses run subject to minimum enrolments.

*Leads to an AQF qualification or statement of attainment.

Maximum cost may be affected by prior or current enrolments.

Enquire about concessions which may apply to you.



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Wodonga Institute of TAFE

Business and management professional series

Semester 2 2010

Wodonga TAFE offers business and management seminars to give you the injection of motivation and energy you need to take action in specific content areas. Each seminar showcases effective strategies that you can implement immediately in the workplace. Our teachers have direct links with business and industry because workplace relevance is a high priority.

July

MYOB basics units from BSB30407*

This unit covers the set up and ongoing operation of the MYOB accounting system. Students will learn to enter data, set up new businesses, process day-to-day transactions and complete the payroll function. You will not require any previous accounting experience to do this course as the basics will also be covered in early weeks. The course currently offers training on MYOB Version 18.

Date Fridays, 16 July-12 November 2010 (18 sessions) | **Time** 9am-12.30pm | **Cost** \$258#

Managing your time effectively NA09MYTE

The increased pace of life in the workplace and at home places pressures on us all. This seminar looks at how to organise your workload while you achieve a work-life balance. Time, energy, and focus are the three factors addressed during this practical seminar.

Date Friday 16 July 2010 | **Time** 9am-12.30pm | **Cost** \$125

Manual accounting basics unit from FNS30304

Students will look at the basics, from identifying account types and accounting principles, leading to the preparation of journals, ledgers and financial reports such as balance sheet and profit and loss statements.

The course will also look at more complex issues such as depreciation and provide the knowledge required to understand manual accounting to be used for further study.

Date Thursday 29 July 2010 | **Time** 4pm-7pm | **Cost** \$266 (plus \$110 textbook). Concessions would be available as part of enrolment in the Certificate III in Financial Services (Accounts Clerical).



August

The emerging leader NA09TEL

Leadership and management are essential aspects of successful business performance. How can you demonstrate leadership in all that you do? This seminar will develop your knowledge of your own style, strengths, and weaknesses; a skill that is of paramount importance if you want to lead others effectively.

Date Tuesday 3 August 2010 | **Time** 9am-12.30pm | **Cost** \$125

Finance for small business units from BSB40407*

This course covers the basics of developing a financial plan for small business operations, including financing, costing, cash flow and the all-important profit and loss and balance sheets. These accredited units will allow you to obtain credit towards a Certificate IV in Small Business or Business Management and will provide operators with tangible reports and strategies to implement their own financial plans and record-keeping systems.

Date Wednesdays, 4 August-8 September 2010 (6 sessions) | **Time** 6pm-9pm | **Cost** \$200



Communication skills for leaders - part 1

NA09CSL

Effective communication forms the basis of all relationships at work and at home. To be a successful leader, you need effective communication skills in the workplace to make sure that your messages are understood and interpreted as you intended. Part one of this topic will focus on communication in the context of relationship building and covers topics such as body language, tonality, and language patterns.

Date Tuesday 31 August 2010 | **Time** 1pm-4.30pm | **Cost** \$125

September

Communication skills for leaders - part 2

NA09CSL

This seminar covers strategies about how to use language patterns effectively. The models of communication will be from the study of neuro-linguistic programming (NLP). In essence, NLP is the study of excellence in communication. We focus on how to implement some highly effective communication techniques in the workplace.

Date Tuesday 7 September 2010 | **Time** 1pm-4.30pm | **Cost** \$125

Coaching and mentoring - part 1 NA09CM

This seminar is for people who want to learn what is involved in mentoring other people. The transition from manager to mentor will be reviewed, as will mentoring activities and styles that are appropriate for the workplace. Ethical issues and emergent obstacles to mentoring in the workplace will also be discussed.

Date Thursday 9 September 2010 | **Time** 9am-12.30pm | **Cost** \$125

Exceed sales targets NA09EST

Understand your customers and their requirements and know your product. Develop the skills and techniques required to satisfy the customer's immediate needs at the point of purchase while identifying opportunities to 'add value'. This seminar is ideal for account managers, sales personnel, area sales managers, and customer service representatives.

Date Friday 10 September 2010 | **Time** 9am-12pm | **Cost** \$125

Managing people - part 1 NA09MP

Personal insight is critical for effective and productive interaction with colleagues and employees. This seminar is ideal if you want to improve your interpersonal skills in a managerial, team leader, or supervisory role.

Date Tuesday 14 September 2010 | **Time** 9am-12.30pm | **Cost** \$125

October

Managing people - part 2 NA09MP

Performance management can be a very effective tool to support and encourage employees to thrive in the workplace. This seminar examines how to manage people effectively and respectfully, the key objective being employees working at their best.

Date Tuesday 5 October 2010 | **Time** 9am-12.30pm | **Cost** \$125

Dealing with conflict NA09DWC

Conflict can arise at the workplace in many different forms. This seminar will focus on applying effective strategies to deal with conflict. We will discuss strategies for agreement management, negotiation, and conflict management with an emphasis on workplace effectiveness.

Date Friday 15 October 2010 | **Time** 9am-12.30pm | **Cost** \$125

Coaching and mentoring - part 2 NA09CM

This seminar builds the knowledge and skills gained in part 1 of the coaching and mentoring seminar. Part 1 is a prerequisite for this seminar. The focus of this seminar will be the development of mentoring skills and understanding the mentoring process.

Date Thursday 7 October 2010 | **Time** 9am-12.30pm | **Cost** \$125

Customer service NA09CS

What are you doing to meet your customers' needs and exceed their expectations? This seminar will examine cost-effective strategies that can really make a difference to your service delivery. You will actively engage in a review of your customer service strategies and devise a plan to improve your customer service.

Date Friday 8 October 2010 | **Time** 9am-12.30pm | **Cost** \$125

Change and innovation NA09CI

This seminar will focus on understanding the psychology of change and the importance of innovation. Strategies for effective implementation of change and facilitating innovation in the workplace will be discussed.

Date Tuesday 12 October 2010 | **Time** 9am-12.30pm | **Cost** \$125

Effective marketing NA09EM

Strategies for marketing your product or service will be discussed. A marketing health check will be conducted, and suggestions raised about how to maximise your marketing opportunities. In this practical seminar, you will discover the elements of a strong marketing plan, learn about today's core online and traditional marketing activities, and equip yourself with a range of marketing tools.

Date Tuesday 26 October 2010 | **Time** 9am-12.30pm | **Cost** \$125

November

Emotional intelligence NA09EI

Increasing your understanding of your social and emotional behaviours and learning how to adapt and manage your responses to particular situations will improve your effectiveness when you work with others. This seminar will show you how to develop and implement strategies for the five core competencies of emotional intelligence: self-awareness, self-regulation, motivation, empathy, and interpersonal skills.

Date Friday 5 November 2010 | **Time** 9am-12.30pm | **Cost** \$125

Business forecasting and planning NA09BFP

Apply business forecasting and planning processes to your business and reap the rewards of having the right products available at the right time. 'Availability' is paramount to meeting customer expectations and achieving business goals. Understand the importance of accurately forecasting requirements that flow through to the planning for availability. This seminar is ideal for people who are in a manufacturing/production or wholesale/retail environment.

Date Friday 19 November 2010 | **Time** 9am-12pm | **Cost** \$125