

TRAINING MATTERS

Newsletter



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Who do you admire?

There have been only a few people in my professional career that I have valued and admired, and therefore tried to emulate them. They have not been people in positions of power, merely colleagues who have struck a chord with me and provided inspiration to follow their lead. I have always been intrigued about how people learn from each other & how we develop from watching what others do. Do we learn better from reading or hearing about someone's success or by rolling up our sleeves and working side by side with others and learning from first-hand experience? For mine and from feedback via our participants they tend to develop from a range of mediums provided they are inspired, provided some knowledge and strategies to move forward and then challenged on how to apply this.

It is this knowledge and experience that has developed our programs to become a blend of leadership, knowledge development and supported group activities that we have reshaped the behaviours of participants to implement new strategies into their 'kit bags' as they achieve accredited program success. Our recent accredited training programs have included interactive workshops that challenge participants to apply their new knowledge in a supportive setting yet come to solutions by utilising a range of mentors and strategies they have seen applied. "I read to gain information, I watch to learn but I do to understand." Often it takes someone you admire or hit a chord with or even a challenging circumstance to develop our own leadership style and new comfort zones.

The recent events of the Queensland floods and cyclone showed a different face for Premier Anna Bligh. Throughout the crisis she was highly visible, calm under pressure, showed appropriate emotion and allowed the 'real' Anna Bligh to shine in critical moments to help put a human face to the tragedies. Suddenly her true value as a leader

became apparent and her leadership model appealed to the layperson's experience.

Certainly in that case and in my experiences with the people I have learnt from or admired, it's been about the authenticity. As training and employment consultants' roles continue to evolve into leadership roles, it is worth considering the following: how do you come across to others who look to you as a leader? Are there areas I can improve in or knowledge to gain or even seek assistance working outside my comfort zone to better develop others and lead people? What traits or characteristics do I have that others may admire enough to emulate?

Regards, Andrew



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Productivity Places Program

Ascent Training is pleased to offer government funded training FREE to registered jobseekers in the following:

- Cert II Business: Mt Barker & Mt Gambier SA
- Cert III Business Admin: Mt Barker/Mt Gambier SA
- Cert II Retail: Mt Barker & Mt Gambier SA
- Cert II Business: Palmerston NT

Contact us via email to enquire about delivery dates & workshops.

Diploma in Management

In both SA and Vic we are offering the Diploma in Management to small groups via a combination of workshop delivery, online learning and workplace projects. This qualification is currently funded by the government to eligible employees and is aimed at developing managers and team leaders abilities to manage others, implement operational plans, budget, maintain work priorities and continuous improvement along with developing team cohesion. Specific to the employment services and social services sectors we have customised this program to include strategies to manage the mental health of colleagues or clients and deliver human services within the frameworks of government contracts.

Non Accredited Programs

We offer a range of customised non accredited training to assist the development of staff and jobseekers. Each program can be tailored to the needs of your group with content emphasis, cost & location all considered.

We are currently offering the following for small groups of 5 – 15.

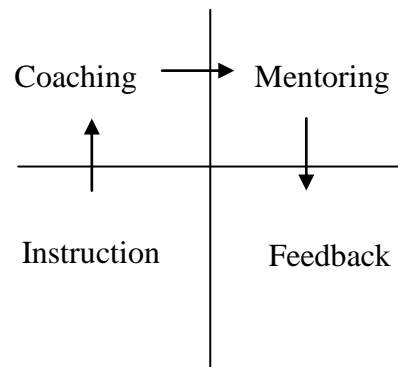
Employment Essentials: Typically a 3 day development program specifically aimed at developing job search skills, selling techniques, objection handling and stress management techniques. Goal setting and supported interactive tasks help jobseekers overcome previous barriers by providing them with new skills and strategies to achieve their goals. The group work is essential to their improved confidence and communication skills development whilst the team activities prepare their behavioural attributes for a broad range of job prospects. An assessment and goal setting plan is provided back to referring consultants for future development.

Computing: Typically 3 to 8 hours per program we customise workshops to develop skills in a range of the Microsoft suite of programs being Word, Excel, Access, Publisher, Internet & Outlook use.

What is Simulation?

Simulation or scenario training is critical to the success of developing competency, confidence and experience for the workplace.

Our training specialises in taking clients through practical scenarios where a client develops experience and confidence by learning through experience. Having rehearsed a situation (eg how to serve three customers at once, or how to sell your teamwork ability at an interview) allows the client to draw on this experience and perform better when faced with this in real life.



Our facilitation philosophy of:

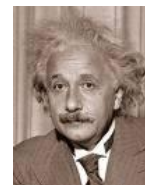
- 1) Providing clear instruction
- 2) Demonstrating & rehearsing the skill/knowledge
- 3) Supporting the client when they use this
- 4) Providing feedback and correction

allows a client to develop new skills quickly and retain the knowledge as most of our learning is kinaesthetic or practical.

Our assessment model also caters for a range of abilities and styles of conveying competence.

‘Insanity: doing the same thing over and over again and expecting different results’.

Albert Einstein.



Access programs

Intro to Customer Service & Administration is a government funded Access program we deliver over 4 weeks for eligible jobseekers. This program delivers 4 accredited units at Cert II level to jobseekers whilst also developing their skills & confidence to return to work via our integrated Employment Essentials units. A minimum group of 12 participants is required for this program that delivers 100 hours of training or work experience.



The Ascent Training Group is a nationally recognised Registered Training Organisation (RTO) with a history of 12 years throughout Victoria and South Australia.

We have experience delivering Federal and State Government contracts, along with innovative change management programs to Employment Services. We are proud to note 60% placement rate of people into work following participation in our courses.

We partner with industry to ensure our training is outcome focussed, and our workplace trainer qualified staff boast experience within the Job Services industry and other Government contracts spanning more than 40 years.

What is EI?

Emotional Intelligence or EI is the ability to manage and be aware of how your emotions impact on your behaviours and the behaviours of others.

Broken into sub categories EI is learning how to use strategies that develop our emotional competence via self awareness, empathy, self regulation, social skills and motivation. Fostering collaboration, showing leadership, building relationships and aligning teams are the attributes of those with well developed EI. Our programs utilise this knowledge to share tactics to build a person's EI which can often lead to increased chances of promotion, employability and social success.

Please contact us for further details.

Tender Writing and Strategic Development

Combining the working experiences of our team Ascent offer specialised services to assist the strategic direction of not for profit organisations & private businesses. Our consultants that combine experience across human resources, employment services, mental health and government training contracts bring a wealth of knowledge to contemporary strategy to improve both employment services and human service organisations.

With the DEEWR Employment Services tender fast approaching Andrew leads a team that has proven

success in winning 5 regions in the previous JSA allocation along with numerous training contracts via tender.

Professional development & reading

We recommend **Leadership at Work, Letting the Apes Go Free** by Robert J Re. This short read provides practical tips on managing people and understanding your leadership style.

Our Success....our people



Michael Struth
Mental Health Consultant

What is your philosophy re quality training?

I firmly believe that everyone has a right to accessing quality training, with outcomes that are relevant to their lives. The role of a quality trainer is to facilitate this – providing engaging delivery and assessment tools suited to the individual.

What is your background? *I have a vast background in health care management & particularly psychiatric services. I now direct my own company Australian Mental Health Services & provide training to professionals regarding mental health best practice.*

If there is a message (cliché) or two that you hammer home what are they? *I love my sport & people reaching their potential so a change management message I do like is 'There are two ways of meeting difficulties: you alter the difficulties, or you alter yourself to meet them'.*

Favourite holiday spot? *Definitely anywhere within Europe & the cuisine that goes with it. Also the Sunshine Coast of Australia.*



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