



2012

Professional Development and Training Directory

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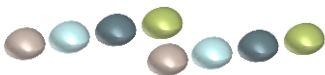
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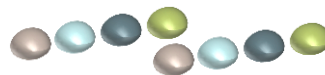
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About Amovita

Behind every successful organisation and business is the desire to ensure the staff are well trained, possess a positive mindset and are committed to continuing professional development to drive high performance and best practice.

Amovita Consulting is a leading management & HR consulting, mediation and training business that provides a range of services and programs aimed at supporting businesses, organisations and companies to develop and maintain high performance outcomes in the workplace.

Known for our unique business approach incorporating a Blue Ocean 'philosophy', we provide all of our services and products based on high performance principles. Working with over forty businesses spanning the Government, Corporate, Not for Profit and Business sectors and including a portfolio of over seventy clients throughout 2011, this is testament to winning the 2011 Australian Business Award for Service Excellence.

Amovita's vision has been to move into uncontested market space to provide a creative service in the market place. We quickly found that having a team with a business and human services background resonated with our clients and we have become a leading boutique consultancy business providing services and programs both in Australia and internationally.

Our team are the best in their field. They are proven leaders and selected to be part of our dynamic team for their commitment to providing the highest quality of service, their dedication to their own ongoing professional development for their entrepreneurial mindset and aptitude.

Our focus is our clients and customers. Our success is because of their belief in our high quality services and programs. We pride our business on a partnership model, providing our clients with a range of business, organisational and training solutions.

Our Culture and Leadership

Amovita has excelled in its service delivery principles through its high performance framework. We have a culture that ensures all our Consultants and Operational Support team are high performance thinkers, entrepreneurial in nature and not risk adverse.

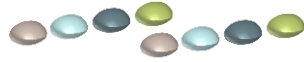
Our positive mindset is focused on the client and providing solutions and support to meet their needs. We find a way to make the impossible, possible, and our clients are the reason Amovita exists.

We are aware of our language framework and choose to use language that reflects high performance thinking filtering through our services, our programs and our conversations.

This is reflected across our promotional and marketing domains, our website, our services and programs and our strategic canvas. High performance principles play an important part in our recruitment and retention framework ensuring we strive to build our team in this way as well. We lead by example and through being a positive example.



Executive Director Welcome



On behalf of the Amovita Consulting team, I am delighted to bring you our 2012 Professional Development and Training Directory.

Amovita continues to provide high quality professional development and accredited training across the corporate, government and non-government sectors. Our 2012 Training Directory outlines our range of training programs from half day seminars to one and two day workshops.

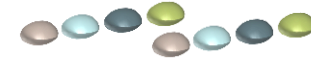
Our training program is reviewed annually and is in line with current best practice, research and development in the specific training topic area. We are also in the process of developing many of our e-modules and training seminars including webinars and direct access through our new website login area. This supplements our in-person training and is a welcome addition to the array of training programs we have to offer. We offer group enrolment savings to all of our programs and seminars.

Whilst Amovita offers a full calendar of seminars and training workshops, we also encourage you to contact us to discuss ways we can partner with you to develop and customise specific training that meets your needs and business or organisational solutions. We can customise a program that suits your needs.

Whether we see you at one of our public seminars or training programs or training in your organisation or business, the team at Amovita Consulting look forward to working with you to ensure high performance in the workplace.

Tracey Harris
Executive Director

Vision & Mission



Vision Statement

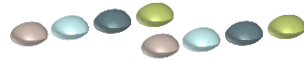
Inspiring people and business excellence

Mission Statement

We work as a partner to design and maintain organisational and business solutions to create a high performing workplace



Our Award Achievements



In July 2011 Amovita's success was recognised as the recipient of the Australian Business Industry Leaders Awards for Service Excellence and then again in August 2011 as the recipient of the Quest Newspaper Professional Services Award.

Australian Business Award – Service Excellence

Now in its sixth year, the Australian Business Awards program recognises organisations that demonstrate the core values of business excellence, product excellence, corporate responsibility, sustainability and commercial success in their respective industries. A total of 103 recipients were honoured across Australia.



The Australian Business Award for Service excellence recognizes organisations that deliver outstanding customer service. From a field of 1,016 applications in all categories and 236 applicants in the Service Excellence category, Amovita was awarded as the leading business for service excellence in its field.

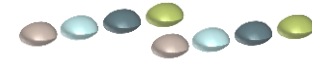
Quest Newspaper Award – Professional Services

The Quest Business Achiever Awards are supported by a valued array of corporate and government sponsors with the goal to empower readers in recognising and rewarding local businesses for providing top quality service. The Awards offer small business a marketing edge and conversely offer sponsors the opportunity to be directly involved with potential clients in a positive and celebratory atmosphere.



"These awards reinforce our commitment to professional service excellence. We value and appreciate our customers and clients. Amovita is a relatively young business and we have a zealous and high performance approach to provide a professional service to our clients and in 2011 we were delighted to be recognised for this commitment and attention to our most important asset – our clients" Tracey Harris, Executive Director

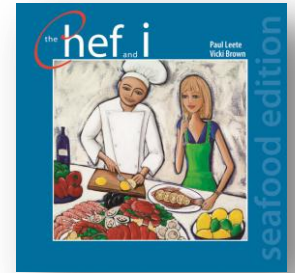
2011 Client Awards



In November Amovita held its inaugural 2011 Amovita awards. Amovita showcased ten of our client organisations recognising their valued work and support of Amovita Consulting.

Held at the Story Bridge Hotel in Brisbane, we focused on our clients from the human and community services sectors that have supported Amovita and have been part of our success.

Vicki Brown from Mooloolaba, a successful business woman and accomplished successful best-selling author inspired our guests as she spoke about her career and success behind her recently published book, "The Chef and I". Her enthusiasm and positive professional style was inspiring and motivating.



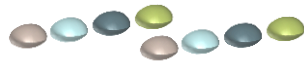
During the evening we acknowledged:

1. Open Minds
2. Youth Care Support Services
3. Uniting Care Community
4. Youth Emergency Services
5. North West Youth Accommodation Service
6. Gold Coast Employment Services
7. St Barts, Nathanael House
8. Qld Community Housing Coalition
9. Salvation Army, Glenhaven
10. Bayside Family Day Care



Thank you to our event sponsors **Alyte Creative, Kersley Financial Services and Real Media Productions.**

The Amovita Team



Tracey Harris – Executive Director

BSW DipSoc MAASW (Acc) FRDP (Acc) BSZ MPhil (Current)



Tracey is the Executive Director of Amovita and is a leading speaker and professional on how to develop and maintain high performance in the

workplace.

Tracey has worked in the field of human services specialising in organisational and business excellence, leadership and executive performance for over 25 years. Tracey has worked in senior ministerial policy positions, senior management and clinical practice. Tracey leads the Management Consultancy Division of Amovita providing management and executive consulting, strategic and business canvassing, training, public speaking, professional supervision, staff performance and business coaching.

She has previously worked in Tasmania in Housing Tasmania, for the Federal Member of Braddon Peter Sidebottom and in NSW for the Minister for Housing and Mental Health. She was instrumental in heading up the policy reform for West Dubbo whilst working in NSW.

Tracey provides lectureship to the Australian Catholic University in the areas of public and social policy and student field education and mediation. Tracey is currently undertaking her MPhil/PhD study in the area of supervision and mentoring for high performance in the workplace.

Sally Cooper – Senior Consultant

Ma Couns, Ba Soc Sci: PACFA & QCA (Acc)



Sally is a Senior Consultant with Amovita and leads the HR Division of Amovita Consulting. She is a leading clinical Family and Employee Support Program counsellor in the fields of grief and loss; depression and anxiety; addictions, self-esteem and life skills training.

Sally's skills and knowledge are instrumental in providing effective workplace counselling, workplace investigations and facilitation of workshops strengthening employee's skills and resiliency to workplace and environmental challenges.

Sally's counselling expertise has included working with carers who dedicate their lives to loved ones with mental, cognitive and physical health impairments. Sally's professional rapport with General Practitioners and Medical Specialists in Brisbane is an integral aspect in her framework with individuals and families, as they journey through the grief process.

Some of Sally's career highlights have included working in the Far North Queensland communities providing counselling and community recovery post Cyclone Larry and for the various communities in central Queensland devastated by floods in recent years.

Rebecca Stephens – Senior Consultant

MA (Education & Training), BSW (Aust) AASW & PTASW (UK) MAASW



Rebecca is a Senior Consultant with Amovita and has a wealth of experience and expertise both internationally and

here in Australia through consultancy services, education and training.

As a social work professional, Rebecca specialises in organisational development and consultancy for high performance. She is a leading speaker and professional on workforce design, planning and performance, and is widely recognized and appreciated across businesses and organisations for her multi-media training mediums.

She consults and trains organisations the art of interactional high performance activities in the organisational or corporate workplace. Rebecca also provides clinical and professional supervision to staff across human services. Rebecca has extensive experience in Australian and in the UK working in government, non-government, community and private sector organisations.

Rebecca is a Lecturer in the social work program with both the Australian Catholic University and Griffith University lecturing in the area of social work theory and practice, group work and field education.

As a Senior Consultant with Amovita Consulting, Rebecca develops and facilitates a range of professional development and training programs and professional practice supervision.

Lara Denman – Senior Consultant

BSW TAA



Lara is a Senior Consultant with Amovita and has an extensive knowledge and expertise in a wide range of professional areas including health, mental health and training arenas. She has worked across a number of

high level governmental projects and has been instrumental in orchestrating and sustaining change at the senior and executive level.

Lara expertise lies within high level project management; educational design and facilitation (accredited and non-accredited); initiating, planning and evaluating structured approaches to service improvement and orchestrating sustainable change in a way that assists individuals, teams and organisations to become more resilient and productive. She also provides professional supervision, coaching and mentoring.

Lara guest lectures at the Qld University of Technology, Griffith University and the University of Qld on a wide range of topics relating to Mental Health and Social Work. With a creative, innovative and professional approach, Lara supports individuals, organisations and corporate clients in professional mastery using resources and providing a toolkit of skills, knowledge and programs.

Some of her career highlights so far have included contributing to the development of the Queensland Transcultural Mental Health Centre's District Partnership model, establishment of Australia's only operational deafness and Mental Health Centre of Excellence and has been the recipient of international film industry awards as a Creative Director in Special Effects.

Nicola Payne – Senior Consultant Marketing & Communications



As Amovita's Senior Marketing and Communications Consultant, Nicola has extensive in marketing, communications, media, public relations, publications,

grant writing, sponsorship and copy writing, spanning her 16-year career.

She has worked beside and within government, private, corporate and not for profit sectors and has a passion for supporting the human services industry by providing high level and professional marketing and communication solutions and strategies, assisting organisations to evolve and grow.

Nicola's expertise lies in the multimedia, communications and marketing areas including creating websites, development of strategic plans and presentations, creating television and radio commercials, designing corporate publications and brochures and managing high profile events for a virtual who's who of Queensland government and community sectors, including Tourism Queensland, Queensland Health, The Coffee Club, The Endeavour Foundation, The Smith Family and Open Minds.

Her career highlights have included completing marketing re-branding for three organisations and businesses, event management of the QLD Tourism State Conference and International Rotarian Golfing Championship and Australia Day Ceremony and awards.

Andrew Purcell – Consultant - Media & Videography, Real Media Productions



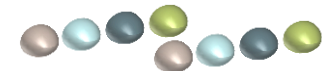
Andrew commenced his career in the Human Services and has worked throughout Australia and the United Kingdom where he began event photography and videography.

Returning to Australia in 2008 to work as a Program Manager for a not for profit organisation he branched into media and videography starting Real Media Productions in 2010.

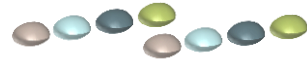
Andrew partners with Amovita Consulting to provide media, photography and videography across Amovita's services and programs.

Andrew provides services including:

- Videography
- Photography
- Editing
- Presentations



Our Programs and Services



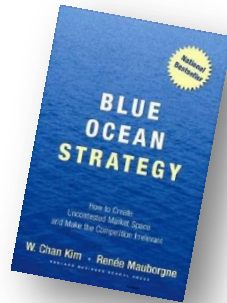
Amovita Consulting provides a range of services and programs through our three Divisions:

1. **Corporate & Management Consulting Division**
2. **HR Consulting Division**
3. **Professional Development & Accredited Training Division**

Amovita Consulting provides a valuable range of services and programs across corporate, business, government and not for profit sectors that includes:

1. Corporate & Management Consulting Division

- ~ Business and management consulting
- ~ Blue Ocean Strategic Canvassing
- ~ Policy review and development
- ~ Executive professional coaching
- ~ Program evaluation
- ~ Business and organisational change
- ~ Professional supervision and coaching



2. HR Consulting Division

- ~ Activate & Engage Programs – Employee & Family Support Support Programs
- ~ Workplace dispute resolution (Mediation)
- ~ Psychological First Aid – Critical Incident Debriefing
- ~ Performance consulting
- ~ Performance appraisal development & facilitation
- ~ Transitions and exiting of staff

3. Training Division

- ~ Customised in company and organisational training
- ~ **Amovita's public training program includes:**
- ~ Mediating Conflictual Situations
- ~ 'YES Minister'
- ~ Professional Supervision for High Performance
- ~ Leading for Excellence and High Performance Outcomes

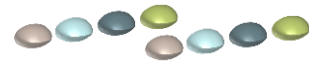


SuperVISION for High Performance Testimonial

"I've just enjoyed two of the most AMAZING days of training I've ever had! Amovita exceeded my expectations and took me to places I never thought I could go as a professional. You guys are just amazing.

Thank you, Tracey. Absolutely BRILLIANT! Thanks also to Sally for her insight and support! You guys are awesome."

Professional Development



Ongoing professional development and training is one of the key drivers of excellence and high performance in the workplace, high productivity, less stress and cost savings. It also contributes to staff satisfaction and feeling valued and appreciated.

We often find that whilst training is useful and targeted for staff to engage in best practice and the most up to date information, when the new learning is transferred and integrated back into the workplace, it gradually becomes something that sits on the 'shelf'. Research suggests that only 10-13% of new learning in training is transferred back into the workplace.

The Amovita Difference

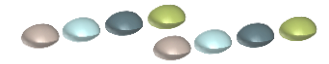
At Amovita, we have a training program that ensures you and your staff integrate the new learning from our training for the longer term where it can really make a difference to the workplace. We understand learning theory and the important elements of maximising the transfer of learning back into the workplace.

Amovita is a provider of a range of professional development and accredited training presentations for the corporate and business world and specific presentations for the human and community services sector.

Our presentations are designed for organisations who engage in ongoing staff training as well as individuals who are committed to their ongoing personal and professional development. Our trainers are fully accredited and some of our trainers provide lectureship in the University sector as a way of continuing to contribute to best practice curriculum.

Flexible in our services to you we can deliver training for you and your organisation during the week, after hours and on the weekends. Amovita delivers training throughout Queensland and interstate, we also can tailor training to suit your organisational or business needs.

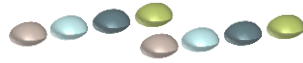
Benefits of Engaging Amovita



- ✓ Our professionals are highly qualified specialists
- ✓ You have access to professionals in between meetings and sessions
- ✓ We support your progress in the new skills you are learning
- ✓ We save you time and money by travelling to you, or we can provide training onsite
- ✓ We can customise a program to suit your needs and budget
- ✓ We travel interstate to ensure you receive a responsive service
- ✓ We can observe your staff in the workplace to ensure training is integrated into their workspace and role
- ✓ We can evaluate the integration of training into the workplace to ensure you are getting value for your return
- ✓ Engage in research and development to ensure the latest research on the topic area
- ✓ Explore your area of interest targeting training that best hits the mark



Your Investment and Registration



You will receive:

1 Day \$348	2 Days \$672
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- A certificate of attendance (professional development training)
- Opportunity to meet with other professionals
- All manuals, tools and training materials
- Access to our online resources
- Great food (morning tea, lunch and afternoon tea)
- Positive and high performing presenters
- A 15% discount gift voucher to use towards another Amovita program, presentation or service (valid for 12 months)
- Discount of 15% if sending 3 or more people

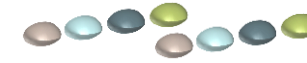
Registration

To register your attendance at one of Amovita's engaging and dynamic training presentations please complete a Training Presentations Registration Form located on the Amovita Website.

"I have attended two Amovita workshops – Collaborative Case Management, and the Accidental Counsellor. I got a lot out of both the workshops, and found the training highly enjoyable.

I felt that Tracey and Rebecca really made the experience more fulfilling. The information and resources provided were fantastic. I would recommend it to anyone who works in any type of counselling."

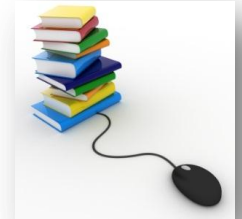
Customised Learning



Amovita Consulting's customised learning programs offer high quality training that can be developed or tailored to meet the specific needs of your organisation or company.

Our customised learning ensures:

- ~ We travel to you, reducing lost work time and reduces the cost for your business or company
- ~ We can provide training and presentations in a retreat setting maximizing the energy of the team or re-energising the team
- ~ We survey your team prior to the training to maximize the learning opportunity and to engage even before we meet your team on the day of the training
- ~ Our knowledge and expertise of the topic area, how learning is transferred back into the workplace and include these elements in your training program
- ~ Programs that are developed to ensure learning has the most effective impact on your team or workplace
- ~ Presentations are interactive and discussion can occur in depth regarding specific topics related to the workplace
- ~ A partnership between the workplace and Amovita to develop the training requirements for your organisation or company that aligns with the strategic and or operational needs
- ~ A team of highly specialist presenters that have the background, qualifications and mindset to be integral in the learning process for your business or company
- ~ Further discounts for larger teams participating in the training
- ~ We can develop presentations of any time or day length



Why Choose to Train In-house

Customised Meetings

- Amovita's specialists will meet with you prior to developing or customising the presentation information to meet your needs
- Customised training provides you organisation or company with solutions and educational needs
- We can specifically meet your objectives in mind
- A Professional Certificate of Completion or Attendance to maintain currency of ongoing professional development demonstrating your committed to staff development
- Accredited and professional development presentations
- Follow to ensure service excellence

Cost Effective and Convenience

- Amovita offers discounts for group bookings when delivering customized training in house
- Savings as we travel to you
- We save you valuable time
- Minimises disruption to the team
- A choice of highly qualified professionals to deliver your objectives and business and organisational solutions

Our Training Calendar

Amovita is proud to deliver our training presentations throughout Queensland and across Australia. A detailed and current version of our 2012 Training Presentation calendar can be found on our website. www.amovita.com.au



Alternative Dates and Locations

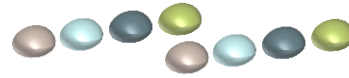
All our training presentations can be delivered on alternative dates and location.

Please contact Amovita if you would like an alternative date or location; or if you would like a training presentation to be facilitated in your business or organisation (discounts may apply).

“Over the years supervision has worn many guises and been used by many supervisors for various HR professional development related activities. The Amovita “inspiring High performance’ SuperVISION training I attended placed the goal of supervision firmly back into back into its professional mold; that is of a tool to meet the needs of practitioners in highly complex service delivery world.

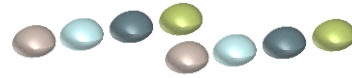
I have found the PASE model of supervision to be an extremely practical model to implement and one that contains the basics for effective and developmental supervision of students and staff. PASE can be manipulated and is reflexive to the needs of individuals and groups. Thanks Amovita – well worth the time.”

2012 Training Presentations Calendar



May		
Wednesday 16	Tender Writing: A Way With Words	Brisbane
Thursday 24	SuperVISION for High Performance	Gladstone, QLD
July		
Monday 23	YES Minister!	Sunshine Coast
August		
Monday 6	Mediating Conflictual Situations	Brisbane
Tuesday 21	Introduction to SuperVISION	Brisbane
September		
Monday 10	Tender Writing: A Way With Words	Brisbane
October		
Monday 8	Yes Minister!	Toowoomba
Monday 15 & Tuesday 16	SuperVISION for High Performance	Brisbane
Monday 29 – Friday 2 November	Leadership for Excellence Program	Brisbane
November		
Monday 12	Mediating Conflictual Situations	Toowoomba
Monday 26 & Tuesday 27	SuperVISION for High Performance	Tasmania

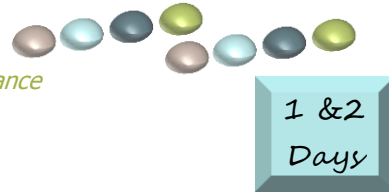
Our Training Presentations



	<ul style="list-style-type: none">• Professional Supervision for High Performance	1 & 2 Days
1 Day	<ul style="list-style-type: none">• Mediating Conflictual Situations	
	<ul style="list-style-type: none">• Yes Minister	1 Day
1 Day	<ul style="list-style-type: none">• Tender Writing	
	<ul style="list-style-type: none">• Exercising Mastery in Assertive Interactions	1 Day
1 Day	<ul style="list-style-type: none">• The Accidental Counsellor	
	<ul style="list-style-type: none">• Captivate your Audience - Presentations with Impact	2 Days
5 Days	<ul style="list-style-type: none">• Leadership for Excellence and High Performance Outcomes	

Professional SuperVISION for High Performance Presentation

Engaging in Professional SuperVISION for High Performance



Introduction

Many professionals work in often stressful, complex and busy work environments. Providing and receiving quality professional supervision and support is vital to being able to maintain high performance in the workplace, reduce sick leave, increase productivity and ensures staff feel valued and appreciated

Presentation Overview

This presentation provides you with a professional framework for providing and receiving high quality supervision. You will be guided through an integrated model of supervision which provides the necessary framework, process and techniques to ensure staff feel supported, and high performance is maintained achieving great outcomes. Participants observe a LIVE supervision session using the PASE model and have the opportunity to engage in an observational supervision process in the work environment.

From this presentation you will gain valuable information, skills and tools about how to feel more confident and effective in the role as a professional supervisor, work to achieve great success, ensure high standards of practice, how to reinvigorate supervision and deal with tricky issues. If you provide supervision, or if you are receiving supervision yourself, then this training is for you. It is interactive, thought provoking and practical. Amovita's professional supervision model is one of the leading models in supervision practice today and is one of the key highlights of the presentation.

Should I Attend?

If you supervise staff, engage in and receive your own supervision or would like to know what high performance supervision is all about, this presentation is for you. It is suitable for all levels of team leaders, managers, directors and CEO's.

Learning Outcomes

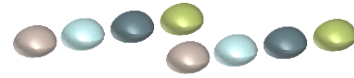
Upon completion of this presentation, participants will have gained the following learning:

- ~ Understand the role of professional supervision for best practice outcomes
- ~ How previous experiences in supervision impact on the way supervision is conducted and received
- ~ Shows how to implement a reflective model of thinking
- ~ Understand what factors enhancing effective and high performance supervision
- ~ Understand how limiting beliefs can intercept and influence the supervision process
- ~ Develop an ethical decision making framework
- ~ Explore a range of supervision models and styles
- ~ Develop your own supervision framework, technique and process
- ~ Be clear in giving feedback
- ~ Learn how to implement the PASE Model as an effective tool in your supervision
- ~ Learn how to evaluate and measure the effectiveness of your of own supervision
- ~ Engage in and observe a 'LIVE' supervision session using the PASE model

Format

- ~ Interactive learning discussion and presentation, observational analysis
- ~ This training is accredited for social workers 2 CPE for each presentation hour.

Mediating Conflictual Situations Training Presentation



Working Positively to Resolve Difficult Situations and Conflict



Introduction

Conflict is an inevitable part of our working and personal lives. We experience and observe conflict situations frequently in today's workplace. Research suggests there is a huge cost of unresolved conflict in lost work time productivity, sick leave, toxicity and an unhappy workplace.

Many supervisors and managers have to deal with conflictual situations and often find it challenging, time consuming and the outcome is not often positive or effective.

Presentation Overview

Having a high quality set of skills, techniques and a solid framework for resolving conflict is a must in today's workplace. It is important to have a framework in which you can maximize the situation for a positive outcome and restore the relationship between parties, the team and the workplace culture.

This presentation provides a theoretical overview of conflict and we look at how and why conflict occurs. We explore the layers of conflict and how our thoughts and feelings influence how we respond to conflictual situations.

The presentation will also take you through styles of conflict and you will learn skills for how to deal with particular types of conflict in different situations with confidence and finesse. We will also focus on how conflict is defined and responded to in the organisational context.

The second part of the presentation provides you with the necessary skills and a high quality framework for mediating conflictual situations. The presentation explores the philosophy of mediation, role of the mediator the skills and attributes of a high quality mediator. You will learn the steps in a mediation process, types of mediation to match with particular conflict situations and observe a LIVE mediation session with an accredited mediator. You will also get to practice these steps and skills yourself.

Should I Attend?

If you are involved in managing staff, working with clients, manage disputes or would like to add mediation skills to your professional tool belt, come along to this interactive presentation.

Learning Outcomes

Upon completion of this presentation, participants will have gained the following learning:

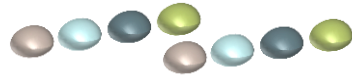
- ~ Refresh your knowledge and understanding of styles and types of conflict
- ~ Learn how limiting beliefs can influence or impact when you are mediating conflict
- ~ Communicate clearly, understanding different questioning frameworks that work well in the mediation process
- ~ Negotiate for success
- ~ Develop and implement your own mediation framework for high performance
- ~ Develop a mediation agreement that is sustainable and fair
- ~ Practice mediation skills for confidence
- ~ Undertake a positive pre-mediation process

Format

- ~ Interactive learning discussion and presentation
- ~ Observational analysis

YES Minister! Training Presentation

Strategic Communications with Government



Introduction

Knowing how to get your message across, write for policy success and promote your organisation in the policy environment is vital to organisational and sector success. Having the necessary skills to participate in the policy arena is part of participating in operational and strategic discussions about social issues.

The aim of the presentation is to equip you with the necessary information, skills and tools to be a key proactive policy player in today's policy and political environment.

Presentation Overview

Being an avid player in today's policy environment is a must for all leaders. Being able to communicate strategically with government means understanding what is currently on the policy agenda, following the political environment and participating proactively.

We show you the necessary tools of engagement with key policy players, understand how you can complement the work of your Peak organisation, who to talk to when, how to prepare for that all important meeting, engaging in Community Cabinet forums and understand the political process. You will develop a common language framework for getting your message across, getting your business or organisation into Hansard and know how to effectively engage verbally and in written communication with MP's, Ministers or Shadow Ministers.

You will be able to successfully build a framework for engagement and build a strategic canvass for policy making. The presentation is designed to be interactive exploring real life policy issues and how they were responded to.

Should I Attend?

This program is suitable for those professionals who are leaders in their field. You may be involved in developing policy, be a Manager, Coordinator

Learning Outcomes

Upon completion of this presentation, participants will have gained the following learning:

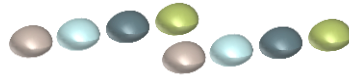
- ~ Understand the contextual machinations of government
- ~ Define strategic communication within different contexts & with different key players
- ~ The role and importance of strategic communication in the political and social environment
- ~ Writing your own media release to get your message across
- ~ Understand why strategic communication skills are important as a leader in the sector
- ~ Develop necessary strategic communication skills required to put your organisation or business into Hansard
- ~ Understand how strategic communication intersects in the political environment

Format

- ~ Interactive learning discussion and presentation
- ~ Both facilitators have worked in the strategic policy and political environment

Tender Writing Training Presentation

A Way with Words



Introduction

Amovita Consulting is delighted to partner with Enhancing Community Business (ECB) to present with our Tender Writing presentation. The presentation is highly interactive and is designed to provide participants with a clear “ideas scaffold” in preparing their next tender bid, submission or professional proposal.



Presentation Overview

Do you need to know how to write a tender, proposal or submission? We show you how to be a highly proficient competitor. Do you want to write a proposal that isn't the standard template? If you answered yes to just one of these questions, then this presentation is for you.

During the presentation we identify frameworks to develop a competitive response and explore practical ways to strengthen your future tender or proposals.

We'd like you to think of this presentation as the necessary toolkit you need for writing, managing and improving your approach to tender and proposal writing to ensure your team makes every bid, tender and proposal the best it can be.

Enhancing Community Business has extensive experience and success in writing and developing winning tenders. Success has been in the areas of:

- ~ HACC (the broad spectrum of service types)
- ~ Disability Services;

- ~ ACAR (Commonwealth Aged Care Approval Rounds)
- ~ Out of Home Care and Family Services
- ~ A wide range of Federal and State funded programmes
- ~ Homeless Services (SAAP state based)
- ~ Nursing and Community Health (labour force outsourcing)

Should I Attend?

Individuals who are involved in writing tenders, grant submissions, funding submissions and fundraising strategies would benefit from this presentation.

Learning Outcomes

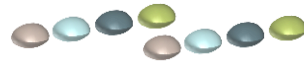
Upon completion of this presentation, participants will have gained the following learning:

- ~ List key areas that define a tender document
- ~ Describe aspects that need to be considered in deciding whether to submit a bid or not
- ~ Use the unique P.E.K.S. Framework to demonstrate their capacity as an organisation
- ~ Articulate models of service delivery in simplistic “readable” terms
- ~ Adapt two styles of innovation in designing service models within not-for-profit community service tenders
- ~ Identify ways in which a bid can be financially competitive
- ~ Identify key ways a bid can “stand out from the crowd”
- ~ Describe and use some simple quality control processes on the final draft of a bid

Format

- ~ Interactive learning discussion and presentation

How to Become a Lion Tamer



Training Presentation

Exercising Mastery in Assertive Interactions



Introduction

Being equipped with high level communication skills to effectively promote positive and productive working relationships has the ability to diffuse hostile situations, respond appropriately to confrontations and successfully resolve misunderstandings.

Roles that work in the 'front line' with clients, families and carers are expected to perform their role in a context of high level stress and competing demands often resulting from the conflicting values, opinions and beliefs of those they work with. Knowing how to be assertive in your own personal life is important for success.

Presentation Overview

This presentation will engage you in an experiential learning journey that will enable you to reflect and consider the impact that certain communication and behavioural approaches can have on relationships both professionally and personally.

You will be guided through a five tiered model that will develop your understanding and appreciation of the different levels of assertiveness.

How to Become a Lion Tamer will provide many opportunities for participants to reflect on and analyse different practice examples of when, where, how and why you may find yourself in challenging or confronting situations.

Being able to then practice some of the techniques in the presentation will build your confidence and competence to utilise the strategies for promoting positive and productive interactions.

Should I Attend?

Front line staff or roles that work in the front line with clients and their families, administration staff and individuals who would like to learn assertive techniques and skills. Professionals that would like to become a Lion Tamer in their own life.

Learning Outcomes

Upon completion of this presentation, participants will have gained the following learning:

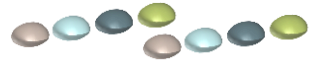
- ~ Identify behaviour styles and how they can impact on relationships.
- ~ Identify your natural assertive style and apply techniques in a range of situations to promote positive relationships.
- ~ Identify appropriate communication strategies and utilize specific techniques in situations that require assertiveness.
- ~ Manage conflict and challenge others with empathy and sensitivity.
- ~ Negotiate to achieve mutually beneficial outcomes.
- ~ Utilise effective ways of advocating on behalf of others.
- ~ Influence others using positive language.
- ~ Motivate others through effective persuasion.

Format

- ~ Interactive learning discussion and presentation

The Accidental Counsellor

Training Presentation



Engaging Appropriately with People in Distress when it's Beyond the Call of Duty



Introduction

Knowing what to say and do when you are approached by someone in distress can feel overwhelming when you are not equipped with the specialist knowledge and skills to respond efficiently and effectively.

Presentation Overview

In our workplace and in our personal lives we often fall into the role of the 'Accidental Counsellor' without a professional framework in which to work with. Even without a formal qualification in counselling it is important to have a tool kit of counselling techniques and questioning frameworks to provide the necessary support when others are anxious, angry, experiencing grief and loss or a challenging time in their life.

In this presentation, we guide you on a journey of self-awareness to reflect on your personal values and beliefs and how they influence your own practice and interactions with others. It is important to be aware of where your core values and beliefs derive from and how your thinking can influence how you communicate with others in distress or crisis because how you respond will create an impact. One of the aims of the presentation is to provide you with a framework to respond in a way that leaves you and the person in need of support or assistance feeling satisfied with the process and outcome of your interactions.

This presentation will provide you with all the necessary skills and tools to be able to respond appropriately, efficiently and effectively to people in crisis or

distress either when you are the first point of contact or when there may not be a professional immediately available to refer to.

You will learn general counselling techniques including different questioning frameworks in a given situation and how to de-escalate anxiety.

Should I Attend?

The presentation is targeted at Receptionists, Administration Officers, Call Centre staff and other positions that provide a 'front line' service.

Learning Outcomes

Upon completion of this presentation, participants will have gained the following learning:

- ~ Be aware of the impact that your personal values and beliefs can have when communicating with others and how you respond to their needs
- ~ Determine the urgency of a situation by utilising appropriate assessment skills and a crisis intervention model
- ~ Engage empathetically with others using specific counselling and communication skills
- ~ Identify and respond appropriately to ethical dilemmas as they arise
- ~ Maintain an appropriate level of involvement within clearly defined boundaries
- ~ Be ethical in your approach when dealing with sensitive information
- ~ Appreciate the importance of debriefing and seeking support after emotionally charged interactions
- ~ Develop and implement specific questioning frameworks to suit different situations

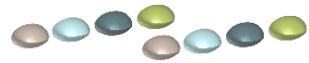
Format

- ~ Interactive learning discussion and presentation

Captivate your Audience

Training Presentation

Delivering Presentations with Influence



Introduction

Would you like the opportunity to share your knowledge with others in a way that exudes finesse and creativity? Would you like to speak with greater confidence in front of colleagues, managers, executives or board members? Would you like to create an impact using presentation techniques that will inspire others? This presentation covers all of this and much more! Once you complete this presentation, there will be no such thing as stage fright!

Presentation Overview

Planning a well-structured presentation and delivering it with confidence and within high performance principles is vital for today's workplace. Being able to develop and deliver a presentation for impact takes skill and talent. This presentation will engage you in a process to plan a well-structured presentation, to deliver it with confidence and evaluate your performance through the acquisition of new knowledge and skills in presenting. It will enable you to confidently and competently speak formally to others in inspiring and motivating ways that will facilitate a successful transfer of knowledge to your audience.

Day 1 of this presentation will incorporate the theoretical dimensions associated with adult learning with a wealth of information, tools, tips and techniques to plan, deliver and evaluate a presentation that will inspire and motivate others.

Day 2 of this presentation will give you the opportunity to shine in the spotlight! You will deliver a presentation to the group and be rewarded with some specific

constructive and invaluable feedback. Please note that Day 2 follows one week after Day 1 to provide you sufficient time to prepare for your presentation.

Should I Attend?

This presentation will benefit people who may be considering a professional development activity that involves training others either in the workplace or externally, for those who have to speak at stakeholder, committee or Board meetings and provide presentations in those contexts and for people who often find themselves facilitating and leading meetings.

Learning Outcomes

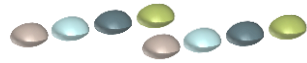
Upon completion of this presentation, participants will have gained the following learning:

- ~ Understand the principles of being an effective and ethical presenter
- ~ Identify different learning styles and approaches
- ~ Use your existing strengths to your advantage
- ~ Choose and use different methods to facilitate a successful learning transfer
- ~ Present information and learning materials in creative and innovative ways
- ~ Make an impact and retain interest during a presentation
- ~ Utilise strategies to effectively manage difficult situations that may arise during presentations
- ~ Adopt a presentation style that will project confidence and stimulate thought
- ~ Harness nervous energy to motivate yourself
- ~ Ask for, graciously receive and evaluate constructive feedback on your presentations

Format

- ~ Interactive learning discussion and presentation

Leading for Excellence & High Performance Outcomes



Introduction

Organisations & businesses are increasingly operating and competing in a competitive environment. There are a number of elements to exceptional high performance. Amovita's Leading for Excellence & High Performance Program is offered as a 5-day intensive program for those professionals and executives that want the edge in their field of expertise. Drawing on research, the presenters expertise and other business and corporate leaders as guest speakers, we provide you with powerful and synergistic tools that assist you to be a leader in your field or industry.

Presentation Overview

Conducted in a setting that will enhance your learning and experience, we explore other company successes, show you how to increase and maintain your performance, competitive edge, and attract the staff and workforce you really need to get the job done.

We provide you with experiential learning and there will be opportunities to explore your learning back in the workplace and present to your colleagues. Best the best in the field through our unique program with experts in the field.

Please request a proposal and quotation for our 5 day intensive program

Should I Attend?

This presentation is for those who wish to be the best in their field. If you are a manager, CEO, executive, Director or Board Director and wish to participate in something special this 5 day intensive program is for you.

Learning Outcomes

Upon completion of this presentation, participants will have gained the following learning:

- ~ Develop an integrated organisational & business management framework
- ~ Develop and maintain a strategic canvas that does not get left on the shelf – 'Blue Ocean Red Ocean philosophy'
- ~ Understand the art of strategic communications (learn from the best)
- ~ Assess your own leadership style and understand the art of change
- ~ Develop a learning style for your business or organisation
- ~ Change for high performance outcomes
- ~ Using supervision and support as a tool for excellence in the workplace
- ~ Maladaptive culture
- ~ Human synergistics in the workplace
- ~ A framework to develop and maintain a healthy and positive workplace
- ~ Developing high performance thinking across the team
- ~ Learn from other high level executives who have been there done that!
- ~ Exemplary Leadership Practice

Format

- ~ Interactive learning discussion and presentation
- ~ Pre-intensive interview, assessment for suitability for the program, pre reading and activities.
- ~ Post intensive interview, assessment and report



Question: I'd like to attend a training presentation, but there isn't a date on your calendar that suits me. Can I ask for a date?

Answer: Yes, please contact us with your date of preference and location. We will wherever possible schedule training on dates and locations outside of those listed in our training calendar if there are 10 or more people interested in attending.

Question: I have a dietary requirement, can you cater for me and will there be a surcharge?

Answer: YES, we can cater for your dietary requirement, please advise us of your requirements when you register. In most cases there will not be an additional cost.

Question: What do I need to bring with me?

Answer: Please bring with you pen, paper, business cards, water bottle and anything else you may need during the day.

Question: How do I know if my place has been confirmed for a training presentation?

Answer: You will receive a confirmation email with all the details of the training.

Question: Will my training presentation be cancelled or postponed?

Answer: Amovita is committed to our customer service and are committed to delivering our training presentation according to our training calendar; however there may be circumstances when we have to cancel or postpone our training. If this occurs, we will notify you as soon as possible and you will not be charged any cancellation fees.

Question: Are there any pre-training papers or articles to read or documents to complete?

Answer: Generally, No. If there are any pre-training requirements, we will advise you at the time of your booking and pre training contact from the presenter.

Question: How do I pay for the training?

Answer: Upon receipt of your completed Training Presentation Expression of Interest form; and confirmation of your attendance, you can pay through our website. We are unable to accept cash or cheque on the day of the presentation.

Question: Will I receive a certificate of attendance?

Answer: Yes, all of our training participants will receive a certificate of completion the conclusion of the training presentation.

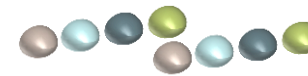
Question: Do I have to arrive on time for the training?

Answer: Absolutely. We want to ensure you receive the maximum benefit you can from our presentations, so please arrive approximately 10 minutes prior to the commencement of the presentation.

Question: I've had something come up and I need to cancel my training. Will there be a cancellation fee.

Answer: We would love to see you at training, but we understand plans sometimes change. As we have contracts with venue's and suppliers, our cancellation fees are:

- 31 calendar days prior: no cancellation fee
- 21 to 30 calendar days prior: 30% cancellation fee
- 8 – 20 calendar days prior: 40% cancellation fee
- 4 – 7 calendar days prior: 75% cancellation fee
- Under 3 days prior: 100% cancellation fee
- Non arrival: 100% cancellation fee





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