



Empower to Profit



Powering business by empowering people.

CORPORATE DEVELOPMENT

IMPROVING TEAM PERFORMANCE

How often have you heard people say "It's all about TEAMWORK and working together"... "If only the others in the team would...."!!

How often – especially at interviews do you get asked "Are you a team-player??"

Teams have become a principle building block of successful organizations. Teambuilding is a process by which a group of people are encouraged and guided to learn about themselves, each other and their leader(s) and about how these components fit together to maximise team success

Our one/two/three day workshops are designed to focus on the characteristics of an effective team player and the elements of an effective team.

Managers, team leaders & team members will learn to:

- Get better acquainted with each other, the team leadership and the team culture
- Get to the root problem that is currently holding back team development in your organization
- Get your people to work TOGETHER
- Improve organizational productivity
- Improve communication & problem solving
- Build "leadership" skills
- Find the barriers that prevent creativity
- Tap into the hidden potential of your people
- Achieve goal congruence
- Improve job security
- Form new teams or revitalise existing teams

A critical element of this program is the use of popular instruments such as Myers Brigg Type Indicator (MBTI®), FIRO B® and other cutting edge tools and techniques such as Neuro Linguistic Programming (NLP) that will help you identify your primary team player style, help you increase your personal effectiveness in team situations, and help you effectively develop your group into a high performing team.

EFFECTIVE COMMUNICATION SKILLS

(Also recommended for personal development)

The dictionary definitions make 'communication' sound so simplistic and in theory so it should be. But when you add language, personality, culture, emotions, upbringing, attitudes, values and intentions into the mix – it becomes a word that becomes far more complex to define.

How you acquire the skill of effective communication (whether naturally or through study) does not matter – if you have it – you are at an advantage.

Our Effective Communication Skills workshop will take you through:

- Building instantaneous rapport with others
 - Understanding communication dynamics – the filters people use
 - Nonverbal Communication
 - Dealing with assumptions
 - Working with differing points of view
 - Developing outstanding listening and responding skills
 - Using positive reinforcement
 - Managing conflict
 - Being more in charge
 - Gaining confidence
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THE LEADERSHIP ADVANTAGE

- Leadership Development Training

Have you ever met someone who has instantly captivated you? Whatever the reason – their charismatic manner... Their sense of humour... Their communication style.... Their confidence... Tact.... Ability...

Successful companies don't just have great employees – they have great leaders. They have great managers & supervisors – managers & supervisors who know how to motivate employees to perform at their peak to get things done ... People who know how to get employee commitment – managers who can lead & guide workers through the winds of change.

In this workshop you will gain an insight into the principles of leadership. You will explore the basics of planning, organising and executing to achieve maximum impact. You will develop powerful communication and mentoring skills – a leader who inspires and motivates teams to perform to their highest capabilities.

The essential 'must have' management skills you will take away from this workshop are tried & proven within successful organisations the world over.

Learn how to:

- Identify the qualities of 4 leadership styles
- Analyse and assess your own leadership style and techniques
- Apply the principles of leadership
- Motivate employees to work more productively
- Build a solid foundation for approaching the challenges of management roles
- Walk the fine line between coach & counsellor & how to switch roles
- Utilize attentive listening skills
- Make decisions based on values and principles
- Engage and empower your team
- Lead succession planning

CONFLICT RESOLUTION

(Also recommended for personal development)

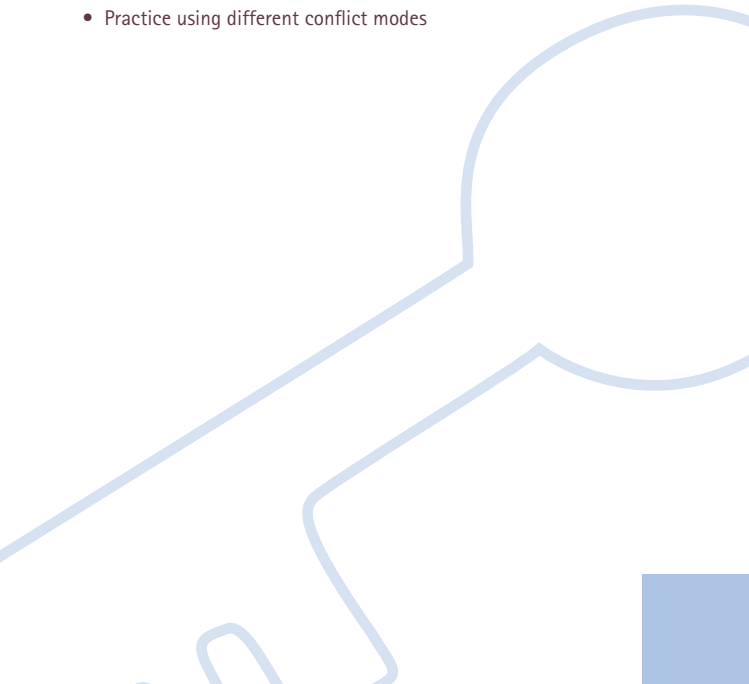
If not handled effectively conflict can lead to strained relationships, anger, resentment and stress. Productivity falls.... And the effect on that all important "bottom line" is far from satisfactory.

If handled properly, conflict can have far greater positive results than you might have ever imagined. It can increase productivity, innovation and creativity as different ideas and attitudes are acknowledged – and of course that "bottom line" will reflect this collaborative approach.

This workshop is a must do for those looking for a conflict–management model that works.

It provides an in-depth focus on the five conflict handling modes– avoiding, competing, accommodating, compromising & collaborating.

In this workshop you will:

- Understand and identify sources of conflict.
 - Become more aware of your own conflict style
 - Recognise the conflict styles of others
 - Assess conflict situations
 - Understand each of the different conflict handling styles/modes
 - Learn when to use each style/mode
 - Practice using different conflict modes
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THE ART OF SUCCESSFUL SELLING

What is selling? Selling is really about serving—it is all about getting win-win outcomes for both the customer and the salesperson.

Selling is not about "closing a deal". It is about "opening relationships"... and this workshop will teach you all about doing just that!!!

This is a highly interactive workshop where using some powerful techniques (including NLP) you will develop the confidence and enthusiasm that turns you from an average sales person to an **OUTSTANDING** one!!!

We can assist you to:

- Exceed your sales targets and close more sales in less time
- Develop a positive mental attitude
- Learn how to build Rapport with your customers easily & effortlessly
- Identify your customers' needs
- Communicate effectively using proven techniques
- Master essential non-verbal communication
- Develop those vital questioning skills
- Develop the right questions to use and when to use them
- Learn the essential art of listening
- Learn how to build all-important desire
- Gain the confidence to sell yourself
- Understand why people buy
- Discover how to handle and counter objections with ease
- Develop a selling style that will guarantee improved performance

And much more!!!!

EFFECTIVE RECRUITMENT TRAINING

– Hiring the right person for the job

Recruitment decisions are almost always made on APTITUDE – can the candidate DO the job. And surprise surprise – most recruitment problems are down to ATTITUDE – is the candidate the right person for the job. Such recruitment mistakes can be very costly to growing businesses.

The cost of recruiting is far too high as it is – imagine what it would cost if you recruit the wrong person for a particular role? If you consider the actual cost of recruitment, below average/average performance, wasted management time etc, it is rather frightening!

So why take chances?

We can work with your managers to show them how to identify and recruit the person most suited for the role. We will show them how to use advanced questioning techniques to identify whether the candidate is suitable for the role you have – very quickly and easily

This training prepares you to conduct a competency based interview which enables you to hire the right person on both their aptitude AND their attitude

You will learn:

- To identify the causes of poor recruitment
- Build rapport with the candidate
- Effective Communication skills – verbal & non verbal
- Active listening skills
- Effective questions to ask your candidate

If you are an organisation that prides itself in always hiring the right person for the right job then this is probably the most cost effective program you could wish for!

Empower

SUCCESSFUL PUBLIC SPEAKING

Public Speaking is often said to be the number one fear of most people. What people fail to understand is that this fear is easily overcome.... All it takes is a few simple techniques and strategies.....

These sessions will help you overcome nervousness, get rid of the butterflies, stop the shaky hands, and eliminate the sweaty palms. They will help you feel as comfortable presenting to a group as you are talking to a friend in the office.

Explore how to:

- Adopt the beliefs and attitudes of master presenters
- How to become calm, centred and confident
- Connect with your audience, grab their attention and keep it
- Structure presentations to fit everyone's learning style
- How to use metaphors/stories
- Structure your language for optimum effect
- Master how to eliminate performance anxiety
- Create instant and unconscious rapport with groups and connect with your audience
- Skilfully handle questions, objections and hecklers
- Use and own the stage

EFFECTIVE TIME MANAGEMENT

(Also recommended for personal development)

Is there never enough time in the day? In today's demanding, fast paced environment we are increasingly confronted with increasing responsibilities and less time to fulfil them.

Behind schedule? Overworked? Stressed out? A state of continuous rush?

Do you struggle to fit everything in.... does every day feel like an uphill battle to get everything done....Do you wish to take greater control of your time and be more productive?

You will be able to:

- Say "no" to new commitments without feeling guilty.
- Analyse your time utilisation
- Identify and control major time wasters
- Achieve a balance between work and other commitments
- Set short and long term goals and commit to an action plan.
- Get important things done – including taking care of YOU!!...

TRAIN THE TRAINER – FACILITATE LIKE A PRO

THE ART AND SCIENCE OF TRAINING PEOPLE

Keeping participants interested and involved and reinforcing new learning is a constant challenge to today's trainer.

How do you make sure your participants are not bored? How do you assess their existing level of knowledge and experience? How do you choose activities that fun, creative and related to the course? Is there a secret for creating a successful training session?

Find out during The Art and Science of training people.

Whether you are an inexperienced trainers or a seasoned professional looking for some inspiration energy program will teach participants how to

Learn how to become a truly charismatic and compelling communicator... Learn how to determine the needs of your audience, handle hecklers, use interactive activities effectively, and more.

You will learn to:

- Identify the characteristics of an exceptional trainer.
- Understand and identify different behavioural styles and utilise this knowledge to adapt training as necessary.
- Understand the differences between the way adults and children learn.
- Conduct a needs analysis and identify learners' needs before designing a training program.
- Identify and design a solid training program.
- Discover methods for making lecture-based programs active.
- Develop strategies for handling hecklers, bullies, and other disruptive participants.
- Learn the pros and cons of various types of training resources and methods.
- Present information in a clear, concise, engaging manner.

SMALL BUSINESS TRAINING

BASIC BOOK-KEEPING (MANUAL)

Are you planning to start your own business? Do you want to learn how to use a computerised accounting package? Do you want to converse with your accountant/book-keeper more effectively??

Then this 6 week course is for you.

This course is an introduction to bookkeeping fundamentals and will suit those with no bookkeeping experience or knowledge. You will cover manual bookkeeping concepts and processes. After learning the basic accounting concepts you will be introduced to important book keeping terminology and manual book keeping techniques.

The course covers the accounting equation and the rules of debit and credit, specialised journals (cash receipts and cash payments journals, sales & purchases journals, returns journals and the general journal.), general ledger accounts, trial balances and preparing basic final reports.

ADVANCED BOOK-KEEPING (MANUAL)

Have you have done our basic book-keeping course (or have a knowledge of basic book-keeping)? Would you like to know more... save yourself some money by maintaining your own books... maybe even open your own book-keeping business???

This 6 week course covers important areas such as:

Balance day adjustments, Bank reconciliation statements, correction of errors, accounting for inventories and petty cash

BASIC BUDGETING

Are you a small business owner?? Would you like to know be able to control and monitor all aspects of your business more effectively???

Would you like to match your actual performance with your plans for the year???

This basic budgeting course covers all major aspects of business budgeting. Understand how budgets are developed and used in businesses...

Understand the various components that make up an annual budget... Find out which budget needs to be prepared first....

This 3 week course covers:

- Cash Budgets
- Sales Budgets
- Production Budget
- Direct Materials Budget
- Direct Labour Budget

INTRODUCTORY COST ACCOUNTING

Are you a small business owner?? Would you like to know be able to control and monitor costs of your business more effectively???

Would you like to learn to price your products more accurately???

This basic budgeting course covers all major aspects of business budgeting. Understand how budgets are developed and used in businesses...

Understand the various components that make up an annual budget... Find out which budget needs to be prepared first....

This 6 week course covers:

- Cost terms and concepts
- Cost Behaviour, Cost Drivers and Cost estimation
- Product Costing Systems
- Process Costing
- Service Costing
- Basic Introduction to Activity Based Costing



PERSONAL SKILLS DEVELOPMENT

IMPROVE SELF-CONFIDENCE

Do you wake up dreading the day? Do you feel you are not good enough? Do you feel discouraged with what you've accomplished in life? Do you want greater self esteem and enthusiasm and joy in daily living?

This workshop is a guide to building your self esteem to new levels... and powerfully changing your life for the better....

In this powerful life changing workshop you will learn to:

- Feel more confident in personal and professional relationships.
 - Understand and overcome your limitations from the past.
 - Gain self-acceptance and a sense of achievement and self worth.
 - Deal with mistakes, "should have's" and criticism....
 - Break through limiting beliefs and self defeating behaviour....
- And much more...

UNDERSTANDING YOURSELF & OTHERS

Have you ever wondered why you get along so well with some people, yet some others annoy you?

Do you always assume that we all share the same goals, instincts, desires?

Ever wondered if there was a practical way to understand our basic differences?

Learn to:

- Connect with that special person in your life –the only one who will always be with you till the end—YOU!!!
- Here's an opportunity to discover your personality type, using the Myers Brigg Type Indicator (MBTI®).
- Use this practical tool for achieving an understanding of the differences in others; gain an understanding of how we like to gather information, make decisions, derive our energy and deal with our environment.
- Enlarge & deepen your self-knowledge.
- Open new doors in work & social settings.
- Build better relationships.
- Improve communication ... and much more.....

LIVE YOUR VISION

Do you feel it is time for you to step up to your true potential & live the life you know you deserve ... yet you have no clue where to start.. Or how to do it???

Then it's time to LIVE YOUR VISION!!!

Learn to:

- Create your personal Vision, Mission & Purpose.
- Make step-by-step plans to get from "where you are" to "where you want to be"
- Set goals using a specific technique that makes their fulfilment almost effortless.
- Program your unconscious mind to solve problems while you sleep.
- Use proven tools and techniques (like NLP) for ultimate achievement.
- Learn how to utilise "obstacles" to your advantage.
And much more!!!



ASSISTANCE FOR UNIVERSITY STUDENTS

TUTORING FOR UNDERGRADUATE ACCOUNTING

Group classes (maximum 10 per group) available for:

- Introductory Accounting
- Cost Accounting
- Management Accounting

We also conduct seminars on:

- Effective Study and Examination techniques
- Effective communication skills (How to get your message across to others)
- Effective Public Speaking Skills



PSYCHOMETRIC INSTRUMENTS

We are accredited administrators of the following psychometric tools and use them in workshops as well as on an individual basis upon request.

- MBTI[®] - Myers Briggs Type Indicator
- FIRO-B[®] - Fundamental Interpersonal Relations Orientation – Behaviour
- CPI[™] and CPI 260[®] - California Psychological Instrument
- STRONG Interest Inventory[®]
- Benchmarks[®] and Skillscope

WHAT ARE PSYCHOMETRIC TOOLS?

Psychometric tools are questionnaires or tests that help businesses to select the right people, facilitate individual and team development, and increase organisational effectiveness. Some should only be used for the development of individuals, while others are designed and validated for selection. They fall mainly into the following categories:

Personality: a powerful method of predicting how someone will typically behave.

Ability: measure aptitudes such as how someone will perform when solving problems or reasoning with verbal information; many try to measure potential rather than current level of knowledge.

Interest Inventory: helps to identify the types of work to which someone would be suited.

360o feedback: gather feedback on an individual's performance or personal attributes from many sources, typically their peers, superiors and direct reports

WHY USE PSYCHOMETRIC TOOLS

Individual tests are among the best single predictors of job performance and are even more powerful when combined with other tests or interviews. They provide an objective and fair method of selecting and developing staff and help to remove bias and discrimination.

The proven benefits of using psychometric tools include:

- Increased objectivity in staff selection and development
- Improved individual and interpersonal effectiveness
- Enhanced teamwork and organisational performance
- Improved staff performance, morale and retention

They can be used in many contexts, including:

- Selection and assessment
- Individual and leadership development
- Team building
- Organisational change and development

PRODUCT BENEFITS

Source: CPP Asia Pacific website and Product Guide 2009

MBTI[®] – Myers Briggs Type Indicator

This tool helps:

- Improve individual & team performance
- Nurture & retain top talent
- Develop leadership at every level of an organisation
- Reduce workplace conflict
- Explore the world of work
- Create an atmosphere of understanding and clear communication

FIRO-B[®] – Fundamental Interpersonal Relations Orientation – Behaviour

The FIRO-B Assessment offers the following benefits:

- Helps individuals understand their behaviour and the behaviour of others
- Measures interpersonal needs in three areas – inclusion, control and affection
- Identifies options for increasing job satisfaction and productivity
- Is effective in one on one coaching, team building and leadership development activities

CPI[™] and CPI 260[®] – California Psychological Instrument

The assessment offers the following benefits

- Provides an ideal tool for one on one or group coaching
- Offers real life applications and practical insights for training and development
- Addresses the needs of human resource managers

STRONG Interest Inventory®

The STRONG assessment offers the following benefits:

- Empowers you to discover your true interests so you can expand and explore various career options that will keep you engaged
- Relates your interest patterns to those of satisfied workers within an organisation

Benchmarks® and Skillscope

These instruments compare managers to similar people in successful companies and evaluates them on the following:

Meeting Job Challenges

- Resourcefulness
- Doing whatever it takes
- Being a quick learner
- Decisiveness

Leading People:

- Leading employees
- Confronting problem employees
- Participative management
- Change management



REGISTRATION

Name: _____

Address: _____

Phone Numbers

BH _____ AH _____ Mobile _____

Email address: _____

Payment details

Card Type Visa Master card

Payment amount _____

Card Number _____

Expiry date _____

Workshop details

Corporate Development Psychometric Instruments

Personal Skills Development Train The Trainer

Small Business Training

Assistance For University Students

Please tick the section you would like, then write the sub category on the line below;

Special Dietary Requirements

Date: ____/____/____

Signer: _____



REGISTRATION INFORMATION AND TERMS & CONDITIONS OF REGISTRATION

Who can enrol?

Our courses are open to everyone. Age restrictions may apply to some courses, please inquire for details.

Pricing

Course Prices depend on the course selected and the duration of the course. All process quoted are GST inclusive.

How to enrol

By Mail: Please print out and complete the enrolment form and send with full payment and a stamped, self-addressed envelope. We will mail you a confirmation of enrolment and full course details. Please complete your full card details if paying by credit card. Cheques and money orders should be made payable to 'Redac Pty Ltd'.

By Phone: Please ensure you have read all the enrolment conditions, then call our bookings line on 1300 738 770 with your credit card details to enrol over the phone. Confirmation of enrolment and your receipt will be posted out to you.

Online: Please complete our online enrolment form and we will contact you to confirm your booking. As our web site is being updated at present we currently do not have facilities for secure online transactions, so your credit card details will not be requested until we contact you to confirm your booking. Online enrolments are only available if you intend to pay by credit card and your details will be required when we contact you to confirm your booking.

Late Enrolments

Enrolments should be received at least ten days before the date of a session. Please contact us if you would like to submit a late enrolment. Please contact us to confirm enrolment details if a letter of confirmation has not been received. Please note that late enrolments will be accepted subject to availability of places .

Refunds and Transfers

Please check all dates, times, location, and course details carefully before you enrol. Applications for Refunds & Transfers must be received in writing at least 7 days prior to the scheduled date of the workshop.

An administrative charge of \$33.00 applies to all transfers. All transfers must be taken within a 12 month period. An administrative charge of \$66.00 applies to all refunds.

All refund and transfer fees and conditions apply to each and every workshop from which you withdraw.

Please note: With less than 7 days written notice, transfers or refunds will not be issued under any circumstances

Course Cancellations

We regret that workshops with low enrolments may be cancelled. Participants will be given at least 3 days notice in the event of a course being cancelled or postponed. In the event of this happening, enrollees will be eligible for a full refund.

Code of behaviour

Participants who do not comply with our Code of Behaviour may be excluded from class. In such instances, refunds/transfers will not be available. Please refer our website for our code of behaviour.

Please refer our website for our Privacy Statement