



Public Courses

1. Workplace Communication
2. EQ Smarter Leadership & Management Thinking
3. Creative Problem Solving
4. Building Sustainable Trust-Based Relationships with Clients / Staff
5. Performance & Talent Management
6. Growing your Business
7. Everyday Project Management
8. Interview Skills for All Occasions - (Incorporating Think On Your Feet™)

The Allsorts Team led by Karen Borgelt

Karen Borgelt has more than twenty-five years experience in delivering high quality, insightful training and consulting services to national and international clients. Educated in Australia and the USA, she holds a Dip. Ed, an MBA and has all but completed her PhD in Business.

Karen and her Team hold numerous accreditations including TAA (Training & Assessment) and Prince2 (Project Management) and are some of the country's most experienced exponents of the Herrmann Brain Dominance Instrument (HBDI). The Allsorts Team is popular, down-to-Earth trainers who have a wealth of knowledge and experience and who are passionate about helping others to reach their potential. Each trainer has previously delivered training through providers such as AIM, various Universities and TAFEs and are regular contributors to National and International Journals and Publications.

What makes the Allsorts Team different from many other trainers in their field is that they disseminate their knowledge of all things organisational in a way that is both personal and meaningful to each individual. The team works with Government Departments, Corporates and SMEs from entry level to Board Members/Owners. They have also worked with the long-term unemployed and have worked on many reforms to improve the lives of people with physical and intellectual disabilities.

For more information about the trainers or our courses please visit our website.



Workplace Communication

Overview

This course covers the skills that are needed in the workplace and which are often quite different from everyday communication.

Designed For

Anyone wanting to improve their communication skills.

On this course you will learn how to:

- 1 Understand how you prefer to give and receive communication;
- 2 Understand the strengths and weaknesses of the 4 most common communication styles;
- 3 Discover the ways in which workplace communication is different from everyday communication;
- 4 Understand the 7 communication basics;
- 5 Understand how to build a good first impression in any communication and how to build and maintain rapport with others;
- 6 Refine your communication skills with seniors, colleagues and subordinates;
- 7 Develop your skills to communicate with clients, suppliers and vendors;
- 8 Understand the shifting organisation and how communication assists and hinders productivity;
- 9 Understand the nature and communication of anti-social personalities and workplace trouble makers and what to do about them.

Learning Outcomes

- 1 Become more aware of communication in the workplace and know what is and is not appropriate;
- 2 Be able to communicate with people in any situation in a more professional manner;
- 3 Be able to more confidently communicate with a wide range of people.

"The problem with communication is the *illusion* that it has been accomplished." George Bernard Shaw

Course Details

Cost: \$790

Length: 2 day, Face-to-Face

Includes: Workbook, morning and afternoon tea, and lunch.

Dates and Venues

Contact AllsortsCT for next available course.

Phone: **07 55464950**

Email: **info@allsortsct.com.au**

What CLIENTS Have to Say...

"I highly recommend this course. The presentation was informative and on occasions entertaining creating a friendly atmosphere and promoting learning. I can't wait to try what I have learned back in the workplace".

I. Lancaster LPE

"Why didn't they teach us this at High School? It should be compulsory for everyone who holds a job".

L. Croke SME



EQ: Smarter Leadership & Management Thinking

Overview

This two-day workshop is a must for every business. It demystifies the differences between leadership and management and explains exactly when and how to use each. It also explains why it is even more important that a leader uses EQ (Emotional Intelligence) than IQ in the workplace. Finally this course covers how to develop and implement EQ in the workplace for the benefit of the leader and staff.

Designed For

This course is an absolute MUST for any supervisor, manager or leader, in any business whether large or small, in any Government or Private Industry.

On this course you will learn how to:

- Discover what emotional intelligence is and why it matters
- Learn how to manage behaviours that hold you back from optimal performance
- Understand the key strategies for building and maintaining energy levels at work
- Develop more effective communication and influencing skills
- Learn the difference between management and leadership and when and how to use each
- Learn how to leverage emotional strengths that build effective market driven relationships
- Discover how to read people accurately and hear what they are "really" saying

Learning Outcomes

Participants will learn how to use the ten aspects of EQ for the benefit of themselves, their staff and their organisation.v

"We can't solve problems using the same kind of thinking we used when we created them" Albert Einstein

Course Details

Cost: \$960

Length: 2 day Face-to-Face

Includes:
Workbook, Emotional Intelligence profile, morning & afternoon tea and lunch

Dates and Venues

Contact AllsortsCT for next available course.

Phone: **07 55464950**

Email: info@allsortsct.com.au

This EQ component of this course was developed by Dr Martyn Newman world leader on EQ and is licensed to AllsortsCT

Clients include:

Boeing
ExxonMobil
Fosters Group
Jarra Consulting
Maxxium
National Australia Bank
Quiksilver
Tanner Menzies
The University of Melbourne
Vedior



Creative Problem Solving

Overview

This one-day Creative Problem Solving course will challenge you to expand your currently thinking. It will give you new ways of identifying and addressing problems in order to generate new and original solutions to existing problems.

Designed For

Anyone who is currently facing a business problem and/or who wants to know how to solve problems creatively in a structured and well-thought out manner.

On this course you will learn how to:

- 1 Identify your own thinking preferences and understand how they can both support and hinder problem solving;
- 2 Understand the nature of a problem and how to find its underlying cause;
- 3 Understand how problems can be perpetuated through incorrect identification;
- 4 Apply techniques to recognise, identify and define problems correctly;
- 5 Use a range of thinking processes to solve problems.

Learning Outcomes

- 1 Expand your thinking to address various situations;
- 2 Solve problems methodically;
- 3 Find solutions to problems quickly and easily;
- 4 Contribute new ideas and original solutions.

"We can't solve problems using the same kind of thinking we used when we created them" Albert Einstein

Course Details

Cost: \$395

Length: 1 day, Face-to-Face

Includes:

Workbook, morning tea, lunch and afternoon tea

Dates and Venues

Contact AllsortsCT for next available course.

Phone: **07 55464950**

Email: info@allsortsct.com.au

What CLIENTS Have to Say...

"I realised that my own thinking style has stopped me from solving problems in the past! By understanding how to think in a different way and how to define a problem correctly I now feel more confident about implementing the right solution that will also save us money and time. Thank you Karen!"
Marketing Manager, Australia Post



All sorts of solutions for all sorts of people

Building Sustainable, Trust-Based Relationships with Clients

Overview

Customers and clients are better educated than ever before. If your business relies on retaining and / or building customer / client base or if you want to keep your best clients then this two-day course is for you. Learn how to build sustainable trust based relationships with customers / clients and staff to engender loyalty and repeat business.

Designed For

Anyone who has a product or service for sale and who wants to build and keep their clients or their staff in the face of increasing competition.

On this course you will learn how to:

- Understand your own behaviour in business situations;
- Read the client's behaviour and match yours accordingly;
- Understand how to continuously improve your relationship with clients;
- Open meetings to give a positive impression;
- Work with 4 different types of clients;
- Appropriately engage and communicate with your client;
- Co-develop solutions with your client in a way that fosters trust and credibility;
- Communicate between meetings;
- Present your ideas and solutions with impact;
- Create ongoing trust and loyalty with your client.

Learning Outcomes

Learn how to build a sustainable, ongoing level of trust which means the customer / client will return or staff member will remain without price being a key part of their decision.

"You don't close a sale, you open a relationship if you want to build a long-term, successful enterprise" Patricia Fripp

Course Details

Cost: \$790

Length: 2 day, Face-to-Face

Includes:

Workbook, morning tea, lunch and afternoon tea

Dates and Venues

Contact AllsortsCT for next available course.

Phone: **07 55464950**

Email: info@allsortsct.com.au

What CLIENTS Have to Say...

"I no longer fear the economic recession. I realise that I can have all the business I need if I keep my current customers. "
L.G. Insurance Industry

"I used the questioning techniques and it stopped one of our client's suiciding. I've only been in the job a year."
M.H Prison Officer



Performance and Talent Management

Overview

Did you realise that the average person spends 50% of their time at work on non-productive activities? This course covers what you need to know to manage performance and enhance and keep talent in your business.

Designed For

Anyone who has to manage and / or develop others and is responsible for achieving productivity outcomes.

On this course you will learn how to:

- Improve goal alignment;
- Increase cooperation;
- Strengthen accountability;
- Boost employee engagement;
- Streamline your workflow;
- Improve review quality;
- Get everyone focused on the work that's most critical to your business;
- Improve the efficiency of your operations;
- Hold onto your top performers;
- Weed out your underperformers.

Learning Outcomes

- Manage performance in an appropriate and timely fashion.
- Know how to foster and keep talent in your business.

"Management must manage!"

Harold S. Geneen

Course Details

Cost: \$790

Length: 2 day, Face-to-Face

Includes:

Workbook, morning tea, lunch and afternoon tea

Dates and Venues

Contact AllsortsCT for next available course.

Phone: **07 55464950**

Email: info@allsortsct.com.au

What CLIENTS Have to Say...

"Our managers saw this as a great time-saving vehicle... (and a) very important process for all our employees."

K C Director, HR

"As a small business, I need to maximize the productivity of our people and increase communication in order to operate as a focused and agile organisation. I now know the best way to do this. Thank you!"

S M Director, SME



Growing your Business

Overview

Most businesses hit a ceiling and have difficulty growing beyond a certain point. Owners and managers in particular find themselves having to work longer hours to stop their businesses from faltering. Find out how to implement the 10 steps that will take your business to its next level of sustainable growth by working smarter rather than by working harder.

Designed For

Any business owner or staff member wanting to grow their business.

On this course you will learn how to:

- Understand your how your thinking preferences both help and hinder business growth;
- Learn about the organisation / productivity balance;
- Learn the 10 steps to make your business stable and able to grow to the next stage;
- Discover how to troubleshoot your business;
- Become aware of the key areas in your business to monitor from afar;
- Learn how to build talent within your organisation;
- Learn the 5 most common mistakes that small businesses make and how to avoid them.

Learning Outcomes

- Become more confident in your ability to lead your business into sustainable growth or stability;
- Build a more stable company that is better able to meet the challenges of the current economic climate.

"You will either step forward into growth or you will step back into safety". Abraham Maslow

Course Details

Cost: \$395

Length: 1 day Face-to-Face

Includes:

Workbook, morning tea, lunch and afternoon tea

Dates and Venues

Contact AllsortsCT for next available course.

Phone: **07 55464950**

Email: info@allsortsct.com.au

What CLIENTS Have to Say...

"These are the missing pieces of the picture. I highly recommend this course to any small business". KJ Retail Industry

*" Best training money I have spent"
LL Mechanic*

"You don't have to own a business to do this course. I picked up a lot of things that will help me in my job." M.D. Property Manager, Real Estate Industry



Everyday Project Management

Overview

Everyday we are involved in projects whether we realise it or not. Statistically 85% of all projects fail because of poor project management. On this three-day course learn how to make projects work for you.

Designed For

People who want to understand project management; who want to up-skill prior to undertaking a qualification in project management or related professions or who believe that some understanding and more specialised skill sessions can enhance their employment opportunities.

On this course you will learn how to:

- **Feasibility Phase**
 - Identifying the business case;
 - Defining the scope of the project;
- **Planning Phase**
 - Coordinating and implementing project planning activities;
 - Constructing the project timeline;
 - Implementing risk management;
 - Determining a communications strategy;
- **Implementation Phase**
 - Monitoring & Performance;
 - Reporting;
 - Change Management;
 - Determining a communications strategy;
- **Action & Control Phase**
 - Reviewing outcomes and
 - Sign off

Learning Outcomes

- An understanding of the project management phases
- Ability to work through a project in a systematic manner

"A project is complete when it starts working for you, rather than you working for it." Scott Allen

Course Details

Cost: \$1,185

Length: 3 day, Face-to-Face

Includes:

Workbook, morning tea, lunch and afternoon tea

Dates and Venues

Contact AllsortsCT for next available course.

Phone: **07 55464950**

Email: info@allsortsct.com.au

What CLIENTS Have to Say...

"Project management doesn't seem as daunting now" LF Manager

"I really enjoyed this course. It was practical, fun and gave me tools which I can use in the workplace". MF Correctional Services



Interviewing Skills for All Situations – Incorporating *Think on Your Feet™*

Overview

This fun, insightful two-day course gives you the skills and knowledge needed to be fully prepared for any interview situation.

Designed For

Anyone who wants to improve their interview techniques.

On this course you will learn how to:

- Understand what companies are looking for in an applicant
- Understand how to prepare for a face-to-face or phone interview
- Understand the interview process and format
- Handle nervousness
- Know about interview 'do's' and 'don'ts'
- Be able to confidently answer interview questions
- Know how to respond to different personalities on an interview panel
- Know how to address difficult questions
- Know how to leave a positive lasting impression
- Understand what to do after the interview

Learning Outcomes

- Confidently be able to prepare for and apply techniques during an interview
- Be able to think on your feet and readily able to address tricky interview questions

"Riches, mediocrity and poverty begin in the mind." Remez Sasson

Course Details

Cost: \$790

Length: 2 day, Face-to-Face

Includes:
Workbook, morning tea, lunch and afternoon tea

Dates and Venues

Contact AllsortsCT for next available course.

Phone: **07 55464950**

Email: info@allsortsct.com.au

What CLIENTS Have to Say...

"Even though this is a serious topic, I have never laughed so much on a course. I feel confident that I can use what I learned and get the promotion I am going for". DS Admin Services

"Very informative, well structured". WR Job Seeker