



All Training Packages

MAKE IT COMMUNICATIONS

SaraGunning.Training@gmail.com

0416 599 279

Training | Facilitation | Professional Development



Understanding Leadership

This is the first part of the five-day Leadership series, designed to prepare organisational leaders to understand their roles, manage teams, use their time productively and manage stress in themselves and their staff.

In many organisation managers have or are trained in the key skills required by the job, but they lack the ability to inspire others with a vision for the future, to motivate people or make tough decisions. In this session, we explore how to rise above being merely a manager to becoming a leader who can inspire others to achieve great things for themselves and unlock team creativity.

What does this training cover?

- Identifying leadership characteristics
- Understanding leadership styles
- How to practice servant leadership
- Avoiding common management pitfalls
- Engaging in transformational leadership
- Goal setting for lasting change

The Leadership Series includes the following sessions:

- **Day 1:** Understanding Leadership
- **Day 2:** Leading People
- **Day 3:** Self-Management
- **Day 4:** Key Business Skills
- **Day 5:** (Part 1) Developing Social Contracts; (Part 2) Psychological Safety

Who is this training for?

Managers, Supervisors, Coordinators, Project Managers and Team Leaders in social and community services, regional and local government organisations and small business.

9:15am-3:30pm

5 days \$750 per person or \$180 per day*

Morning tea and lunch provided

Group rates available

*(excludes GST)

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Leading People

This is the second part of the five-day Leadership series, designed to prepare organisational leaders to understand their roles, manage teams, use their time productively and manage stress in themselves and their staff.

At work, our emotions can be triggered by criticism, judgement, hostility, change and rejection and depending on our personality and history we all react differently. Understanding how others are feeling and managing work relationships is key to having a successful career. Excelling in this area lifts people out of the realm of management into the realm of leadership. In this session we explore how to manage our own emotions at work and develop trust and loyalty in our teams.

What does this training cover?

- Emotional intelligence in the workplace
- Measuring emotional capital
- Achieving buy-in from your colleagues and team
- Motivating your team
- Managing off-site and remote workers
- Managing multi-generational teams

The Leadership Series includes the following sessions:

- **Day 1:** Understanding Leadership
- **Day 2:** People Management
- **Day 3:** Self-Management
- **Day 4:** Key Management Skills
- **Day 5:** (Part 1) Developing Social Contracts; (Part 2) Psychological Safety

Who is this training for?

Managers, Supervisors, Coordinators, Project Managers and Team Leaders in social and community services, regional and local government organisations and small business.

9:15am-3:30pm

5 days \$750 per person or \$180 per day*

Morning tea and lunch provided

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Self-Management

This is the third part of the five-day Leadership series, designed to prepare organisational leaders to understand their roles, manage teams, use their time productively and manage stress in themselves and their staff.

Self-management skills help improve workplace performance by enabling us to set goals independently and take initiative to achieve them. In addition, people with good self-management skills increase their employability and better manage their career paths. This session explores skills such as planning, goal setting, time management and prioritising and helps participants to develop capabilities which help them excel in their work and careers.

What does this training cover?

- Achieving personal and professional mastery
- How to plan
- Developing goals and strategies
- Time-management and prioritising
- Exploring time-management systems
- Developing an individual time-management system

The Leadership Series includes the following sessions:

- **Day 1:** Understanding Leadership
- **Day 2:** Leading People
- **Day 3:** Self-Management
- **Day 4:** Key Business Skills
- **Day 5:** (Part 1) Developing Social Contracts; (Part 2) Psychological Safety

Who is this training for?

Managers, Supervisors, Coordinators, Project Managers and Team Leaders in social and community services, regional and local government organisations and small business.

9:15am-3:30pm

5 days \$750 per person or \$180 per day*

Morning tea and lunch provided

Group rates available

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Key Business Skills

This is the fourth part of the five-day Leadership series, designed to prepare organisational leaders to understand their roles, manage teams, use their time productively and manage stress in themselves and their staff.

Successful managers inspire people and lead by example. They make tough decisions, take risks and encourage a positive attitude among staff even during difficult times. They are excellent communicators and endeavour to achieve team consensus when feasible. This session helps managers brush up on key skills to ensure that they operate with a high degree of professionalism in all their workplace activities, building trust and loyalty in their teams.

What does this training cover?

- Introducing and managing change
- Assessing competency in your team
- Leading effective meetings
- Developing social capital in teams
- Creating trust and loyalty in team members
- How to delegate effectively

The Leadership Series includes the following sessions:

- **Day 1:** Understanding Leadership
- **Day 2:** Leading People
- **Day 3:** Self-Management
- **Day 4:** Key Business Skills
- **Day 5:** (Part 1) Developing Social Contracts; (Part 2) Psychological Safety

Who is this training for?

Managers, Supervisors, Coordinators, Project Managers and Team Leaders in social and community services, regional and local government organisations and small business.

9:15am-3:30pm

5 days \$750 per person or \$180 per day*

Morning tea and lunch provided

Group rates available

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Psychological Safety

This is the first half of day five in the Leadership series, designed to prepare organisational leaders to understand their roles, manage teams, use their time productively and manage stress in themselves and their staff.

This session helps participants to build psychologically healthy work environments and explores common conditions which damage mental and physical health and adversely affect workplace performance. It helps professionals recognise symptoms in themselves, their staff and colleagues and strategies for dealing with them.

What does this training cover?

- Creating psychologically healthy workplaces
- Recognising and dealing with stress
- Dealing with bullying and harassment
- Managing fatigue when working shifts
- Dealing with anxiety and depression
- Overcoming vicarious trauma

The Leadership Series includes the following sessions:

- **Day 1:** Understanding Leadership
- **Day 2:** Leading People Management
- **Day 3:** Self-Management
- **Day 4:** Key Business Skills
- **Day 5:** (Part 1) Psychological Safety; (Part 2) Developing Social Contracts

Who is this training for?

Managers, Supervisors, Coordinators, Project Managers and Team Leaders in social and community services, regional and local government organisations and small business.

9:15am-3:30pm

5 days \$750 per person or \$180 per day*

Morning tea and lunch provided

Group rates available

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Social Contract Workshop

This is the first part of day five in the Leadership series, designed to prepare organisational leaders to understand their roles, manage teams, use their time productively and manage stress in themselves and their staff.

Teams need rules above and beyond those that govern work roles and responsibilities – rules that determine how team members behave and interact with each other. A social contract captures the team's shared values and commitment to work together and hold each other accountable to their mutually agreed standards. This creates a safe space for honest communication and helps foster a safe and healthy working environment.

What does this workshop cover?

- How to create a social contract
- Discovering and defining team values
- Deciding what is important to the team
- Strengthening team bonds
- Investigating ways to build team resilience
- Establishing accountability from team members

The Leadership Series includes the following sessions:

- **Day 1:** Understanding Leadership
- **Day 2:** Leading People
- **Day 3:** Self-Management
- **Day 4:** Key Business Skills
- **Day 5:** (Part 1) Psychological Safety; (Part 2) Developing Social Contracts

Who is this workshop for?

Managers, Supervisors, Coordinators, Project Managers and Team Leaders in social and community services, regional and local government organisations and small business.

9:15am-3:30pm

5 days \$750 per person or \$180 per day*

Morning tea and lunch provided

Group rates available

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Enquiry Sales

This training helps those who answer telephone enquiries to build business by converting callers into customers. It trains staff to capture the right information from callers, builds understanding of the customer journey and offers strategies for sticking to your price!

What does this training cover?

- Develops sales confidence in front-line staff
- Enables people with no sales experience to convert enquires into customers
- Builds understanding of the customer journey
- Provides strategies for capturing the right information on the phone
- Teaches strategies for not dropping your price
- Advises on how to establish a robust sales enquiry process

Who is this training for?

This training is suited to teams of professionals, administrators and front-line staff working with settlement agents, lawyers, accountants, architects, builders, engineers, community services & any organisation, small business or sole-trader who receives telephone enquiries about their business-to-consumer services.

Other business training includes

- Five-day Leadership Series
- Introduction to Strategy Development
- Strategy Development Workshop
- Identifying & Managing Risk

9:15am-3:30pm

\$180 per person *

Morning tea and lunch provided

Group rates available

*excludes GST

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Managing Risk

Risk management is essential for all businesses and organisations. While it is impossible to completely eliminate all business risks, it is possible, with good risk management, to deal with issues in a calm and disciplined manner, even in the midst of a crisis. A good risk management plan ensures that all risks are identified at the beginning of a project and can be potentially resolved without derailing the overall objectives of the project.

What does this workshop cover?

- ❖ Identify external and internal business risks
- ❖ Assess probability and impact of identified risks
- ❖ Prioritise risks for treatment
- ❖ Develop actions to mitigate risks

Who is this training for?

This training is designed for managers, supervisors, coordinators, project managers and team leaders in social and community services, regional and local government organisations and small business.

Other business training includes

- Five-day Leadership Series
- Strategy Development Workshop
- Enquiry Sales Training

8:45 - 1pm

\$90 per person

Morning tea provided

Group rates available

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Strategy Development Introduction

In our fast-moving economic, social and political environment, a three-yearly strategic plan is no longer feasible. This session is designed to introduce CEOs, board members, senior managers and key staff to a framework which helps organisations develop strategy on an ongoing basis. Participants will learn how to clarify competitive advantage, develop criteria for evaluating strategies on an ongoing basis allowing them to respond to new opportunities quickly and confidently. Learn how to develop and test new strategies and continuously probe for new opportunities – not just every three years!

During this two-hour introductory session, learn why it is so important to make strategy development a part of your organisational culture and how to start doing this immediately.

What does this workshop cover?

- ❖ The principles of this strategic planning framework
- ❖ Learn the essential steps of the process
- ❖ An overview of the tools that will be used
- ❖ Understand roles and responsibilities
- ❖ Prepare to devise effective strategies in an ever-changing landscape

What is the process?

1. Two-hour introductory session precedes the workshop to help participants understand the principles behind the strategy development framework and prepare for the session
2. A strategy development group comprising employees from all levels of the organisation attend a full-day workshop (recommended 8 – 12 people including at least 2 board members, CEO, CFO, senior managers, managers/coordinators/team leaders, support workers/administrators)
3. All data collected during the full-day workshop will be presented to the organisation in electronic format. This can be used to form the basis of a strategic plan.

Two-Hour Introductory Session plus

Full-day workshop 8:30am-4:30pm

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Strategy Development Workshop

This full-day workshop is designed to help management committees, CEOs, senior managers and relevant organisational staff to develop strategy on an ongoing basis. It will help clarify your organisation's competitive advantages, develop criteria for evaluating strategies on an ongoing basis allowing you to respond to new opportunities quickly and confidently.

During this facilitated workshop you will learn how to analyse your current market position, develop and test new strategies and how to continuously probe for new opportunities. You will learn to make strategy development a part of your organisational culture.

What does this workshop cover?

- ❖ Clarify your business model
- ❖ Build awareness around the market you operate in and wish to serve
- ❖ Discover your competitive advantages
- ❖ Investigate the issues facing your organisation currently and in the near future
- ❖ Learn to create competitive advantage where none exists
- ❖ Strengthen competitive advantage where it already exists
- ❖ Discover how to deliver real value to the community
- ❖ Imagine new ways to develop both collaborative and competitive relationships

What is the process?

4. Two-hour introductory session precedes the workshop to help participants understand the principles behind the strategy development framework and prepare for the session
5. A strategy development group comprising employees from all levels of the organisation attend a full-day workshop (recommended 8 – 12 people including at least 2 board members, CEO, CFO, senior managers, managers/coordinators/team leaders, support workers/administrators)
6. All data collected during the full-day workshop will be presented to the organisation in electronic format. This can be used to form the basis of a strategic plan which may be necessary for funding bodies or grant applications.

Two-Hour Introductory Session plus

Full-day workshop 8:30am-4:30pm

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Understanding Complex Trauma



Professional development for anyone working with children, young people and adults who have experienced complex trauma.

This two-day training program aims to give workers and carers a toolbox of 'trauma-informed' strategies starting with knowledge of the impact of trauma on brain development and the psychobiology of trauma. Based on this understanding, workers and carers will recognise the need for well-developed skills in using a range of positive behaviour support strategies which avoid re-traumatisation and assist a person to heal from trauma, in their homes, schools and the community.

What does this training cover?

- Define complex trauma and discuss the impact of trauma on brain development and memory
- Discuss impact of trauma on brain development and memory
- Understand the relationship between complex trauma and behaviours and emotional responses
- Trauma re-enactment and the importance of safe environments and relationships
- Learn to apply a range of positive behaviour support strategies in support work

Who is this training for?

This training program assists workers and carers in social and community services, schools, out of home care, health services, youth justice etc. to understand and meet the needs of children, young people and adults who have experienced complex trauma.

2 days 9:15am-3:30pm

\$360 per person *

Morning tea and lunch provided

Group rates available

*(excludes GST)

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Trauma Informed Care



Professional development for anyone working with children, young people and adults who have experienced complex trauma.

This two-day training program is designed to introduce participants to the eight principles of trauma-informed practice and discuss practical strategies to implement these in various contexts (e.g. schools, foster care, residential care, office-based workplaces etc.)

What does this training cover?

- Define complex trauma and discuss the immediate and long-term impact of Adverse Childhood Experiences (ACE's)
- Identify the impact of trauma on brain development, attachment and memory
- Define Trauma-Informed care and discuss its eight principles
- Apply an understanding of trauma-informed care to support workers, including self-care strategies to manage secondary traumatic stress (vicarious trauma) responding appropriately to traumatic stress responses
- Identify resources & further professional development to implement trauma-informed practices in your workplace.

Who is this training for?

This training program is designed for professionals working in community services, health & education who provide services to children, youth, adults & families who have experienced trauma.

2 days 9:15am-3:30pm

\$360 per person *

Morning tea and lunch provided

Group rates available

*(excludes GST)

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Complex Trauma & Managing Challenging Behaviours



Professional development for anyone working with children, young people and adults who have experienced complex trauma.

This workshop aims to educate managers, social & community services professionals, support workers and direct carers in a variety of settings to understand the link between unresolved childhood trauma and violent & aggressive behaviours in youth & adults. Workers & carers of younger children will also find this workshop relevant.

What does this training cover?

- Describe the psychobiology of violent & aggressive behaviours
- Explain the relationship between early childhood traumatic experiences, disorganised attachment and trauma re-enactment in adolescence and adulthood
- Discuss confrontation avoidance techniques & practical strategies for deescalating violence & aggression in a variety of settings.
- Apply the 'Restorative Practices' approach to promote healing relationships in a range of settings.

Who is this training for?

This training program assists workers and carers in social and community services, schools, out of home care, health services, youth justice etc. to understand and meet the needs of children, young people and adults who have experienced complex trauma.

2 days 9:15am-3:30pm

\$360 per person *

Morning tea and lunch provided

Group rates available

*(excludes GST)

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Complex Trauma & Disability

Two days of professional development designed to increase understanding of how complex trauma affects people with disabilities, offering strategies to recognise and deal with challenging behaviours in the people we support.

Some people with disability are exposed to multiple and/or chronic and prolonged traumatic events which often occur within the child's caregiving system and can include physical, emotional, and educational neglect and maltreatment beginning in early childhood. This session is designed to increase knowledge in this area and offers strategies to recognise and respond appropriately to traumatic stress responses in people with disability.

What does this training cover?

- Learn why people with disability are at risk of experiencing complex trauma
- Discover how complex trauma and disability disrupt typical development
- Learn how complex trauma affects the brain
- Recognise and understand the effects of childhood trauma
- Learn to recognise traumatic stress responses in people with disabilities and their families
- Discover strategies for responding appropriately to traumatic stress responses

Who is this training for?

- Social and community services professionals, managers, coordinators, support workers
- Teachers, education assistants
- Foster parents and carers
- Anyone who assists people with disabilities to achieve their goals

2 days 9:15am-3:30pm

\$360 per person *

Morning tea and lunch provided

Group rates available

*(excludes GST)

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Support Worker

This two-day training is designed to give support workers and those who work in community services an understanding of the support role and the principles of customer-focussed care in people's homes and in the community.

These sessions build understanding of the disability sector, with a strong focus on developing good teamwork and communications skills. Learn about common medical conditions and how to support people to take medications. We also explore strategies to build bridges into community, and how to create safe spaces for people in and outside the home.

What does this training cover?

- Disability Core Skills and Knowledge
- Teamwork & Communications
- How to Provide Individualised Support
- How to Support Independence & Wellbeing
- Following Safe Work Practices
- Person-Centred Behaviour Supports
- Supporting Community Participation and Social Inclusion
- Working Legally and Ethically
- Supporting People to take Medications
- Supporting Different Conditions Including Autism, ABI, Diabetes, Epilepsy and Dementia

Who is this training for?

- Disability support workers who want to brush up on current skills
- Those working or hoping to work in the disability sector
- People who work in community services who need to understand the complexity of the support worker role to better perform their own roles (e.g. administrators, HR officers, on-call/rostering staff etc.)

2 days 8:30am-4:30pm

\$480 per person*

Morning tea and lunch provided

Group rates available

*(excludes GST)

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Successful Mentoring

Half-day training for those working in the disability sector which teaches how to develop meaningful relationships and empower people with disability to devise solutions to challenges and take responsibility for their own actions.

What does this training cover?

- Understanding what mentoring is and how it can be used effectively to support people with disabilities
- Recognising characteristics of customers suitable to be mentored
- Building image, skills and competencies in mentees
- Managing the mentoring role

Who is this training for?

- Support workers, team leaders, group leaders and coordinators in disability services
- Teachers, education assistants and anyone teaching people with disability
- Foster parents and carers
- Anyone who assists people with disabilities to achieve their goals

Half day 8:45am-1pm

\$100 per person *

Morning tea provided

Group rates available

*(excludes GST)

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