



Corporate Training

Tailored Innovative Training
Solutions for your Business



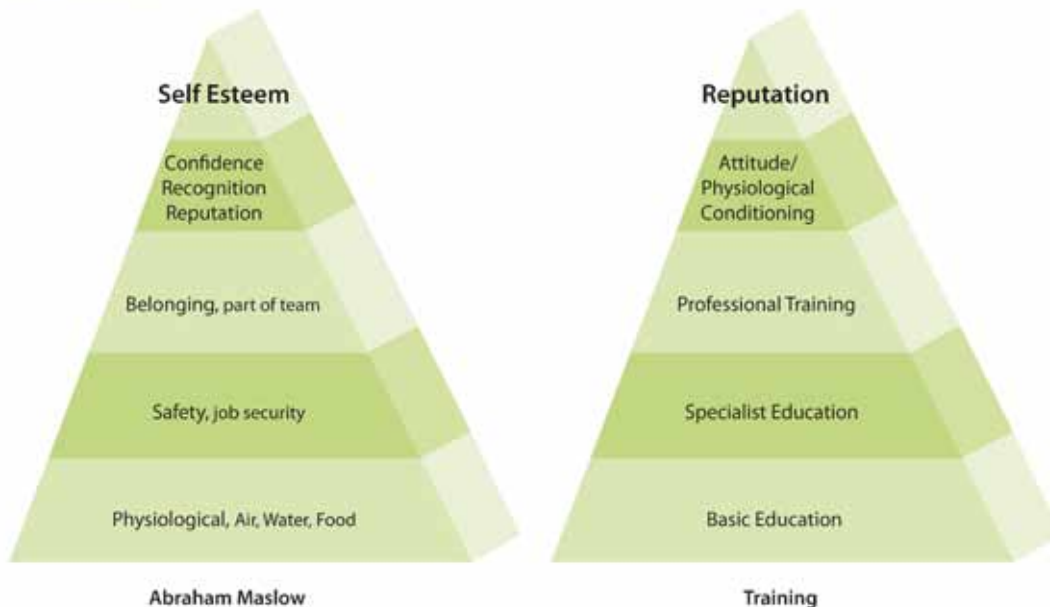
MAXIMUS

MAXNetWork

MAX EMPLOYMENT
Building your working life

MAXIMUS
EMPLOYMENT AND TRAINING
United Kingdom

Corporate Training Model



Who we are:

MAXimusSolutions Australia (MSA) is a National Registered Training Organisation with an extensive network of state-based offices.

Our Training Business is represented in every state and territory in Australia, both in capital cities as well as regional and remote locations.

Our Training Business is three fold:

- 1) A Registered Training Organisation (RTO);
- 2) A Corporate Training Specialist
- 3) A specialist in providing non accredited industry skills training and pre vocational employment skills

We have an international capacity, as a subsidiary of MAXIMUS Inc (USA), and we operate as the Training business arm of MAXNetWork Australia.

Our parent company MAXIMUS Inc (USA) is a leading provider of information technology, program management, and consulting and research services to federal, state and local government agencies in the United States. With over 500 offices worldwide and over 8000 staff we can bring a wealth of talent, training experience and project management that will exceed the training and/or needs analysis requirements of your business.

What we do:

Providing national, state and local Training solutions for Government and business, MSA has established a reputation for providing quality services including:

- Corporate Management Training solutions
- Project and Change management through tailored workshops
- Effective work readiness training packages through to end solution facilitation
- Corporate strategic management solutions linked from training outcomes
- Health management solutions
- Delivering practical total recruitment, selection and retention solutions.

We are Training Specialists in developing and delivering adult learning workshops. We understand that there are four (4) critical elements of adult learning that must be addressed to ensure that participants achieve individual outcomes and satisfaction. These elements are:

1. Motivation – participants need to feel relevance and the need for the training
2. Reinforcement – encourages participation and reinforces good behaviours
3. Retention – participants need to know the meaning and purpose of the training
4. Transference - use the information provided in future settings (such as on-the-job)

This brochure contains a list of the versatile Training Library of MSA Training. All courses can be tailored to suit your specific training requirements.





Our Courses

Administrative Support

Target Audience

This is a suitable workshop for anyone in an administrative support role who wishes to improve or enhance their communication, organisation and customer service skills.

Administrative assistants are a key part of most office environments. They work quietly in the background, ensuring that the business runs smoothly and efficiently. This workshop will give administrative assistants tools that will make them the person that the office can not live without. Experienced administrative assistants will learn new tools that will make them more efficient and valuable than ever.

Anger Management

Target Audience

A course for people who develop patterns of anger that are unhelpful and interfere with their relationships with others or their ability to get on with people at work.

Anger can be an incredibly damaging force, costing people their jobs, personal relationships and even their lives when it gets out of hand. However, since everyone experiences anger, it is important to have constructive approaches to manage it effectively. This workshop will help teach participants how to identify their anger triggers and what to do when they get angry.

Assertive and Self Confidence

Target Audience

Lacking confidence to ask for what you want? Feeling unsure about how to assert yourself? People taking advantage of your easy-going nature? Being reluctant to speak up, if it will cause conflict? This is the professional development workshop for you.

Self confidence and assertiveness are two skills that are crucial for success in business and life. This workshop will give participants an understanding of what assertiveness and self-confidence each mean (in general and to themselves personally) and how to develop those skills in their day-to-day lives.

Business Etiquette

Target Audience

This course is specifically designed for clients who want to polish their skills and improve their professional image. Information is presented in a humorous and relaxed style that cuts to the heart of today's etiquette concerns. Our facilitators use hands-on activities to reinforce valuable learning points.

Business etiquette is so much more complex than knowing table manners like which fork to use at a business lunch. This course examines the basics, most importantly to be considerate of others, dress and appearance, the workplace versus social situations, business meetings, proper introductions and 'the handshake', conversation skills and small talk, cultural differences affecting international business opportunities, dealing with interruptions, and proper business email and telephone etiquette.

Business Writing

Target Audience

This workshop will assist those who are new to writing business documents or who have experience and wish to fine tune their skills. Participants will review examples of their written work in this course and see how to make improvements.

Writing is a key method of communications for most people, and it's one that many people struggle with. This workshop will give participants a refresher on basic writing concepts (such as spelling, grammar, and punctuation) and an overview of the most common business documents (Such as proposals, reports, and agendas), giving you that extra edge in the workplace.

Change Management

Target Audience

We provide training and coaching to build the capabilities of change managers, project managers, executives, managers and teams. All workshops build on people's existing experience and skills, work with people's 'live' issues and focus on outcomes relevant to the group. Our approach is engaging, lively and participatory.

Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods are often changing, affecting the way we perform daily tasks and live our lives. This workshop will give any leader tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give participants an understanding of how change is implemented and some tools for managing their reactions to change.

Coaching and Mentoring

Target Audience

A workshop for managers, specialist staff and professionals who manage, lead and support others who need to improve and sustain their performance by using coaching skills. A workshop for anyone wishing to implement a mentoring program within an organisation, whether as managers, coordinators or participants.

This workshop focuses on how to better coach your employees to higher performance. Coaching is a process of relationship building and setting goals. How well you coach, relates directly to how well you are able to foster a great working relationship with your employees through understanding them and strategic goal setting.

Communication Strategies

Target Audience

This course is designed to help you improve your interaction with other people in your workplace or at home. This workshop gives participants the opportunity to improve the critical communication skills of listening, asking questions and being aware of nonverbal messages. This course can also help participants who are struggling to find that middle ground between being too aggressive and too passive, and how to counter the manipulative tactics of difficult people.

For the better part of the day, we are communicating to and with others. Whether it's the speech you deliver in the boardroom, or the level of attention you give your spouse when they are talking to you, it all means something. This workshop will help participants understand the different methods of communication and how to make the most of each of them.

Conflict Resolution

Target Audience

MAXimusSolutions Australia Conflict Resolution workshop is ideal for those who require additional skills in resolving conflict or dealing with difficult people. Front line staff, managers and even in your personal life this workshop can help you.

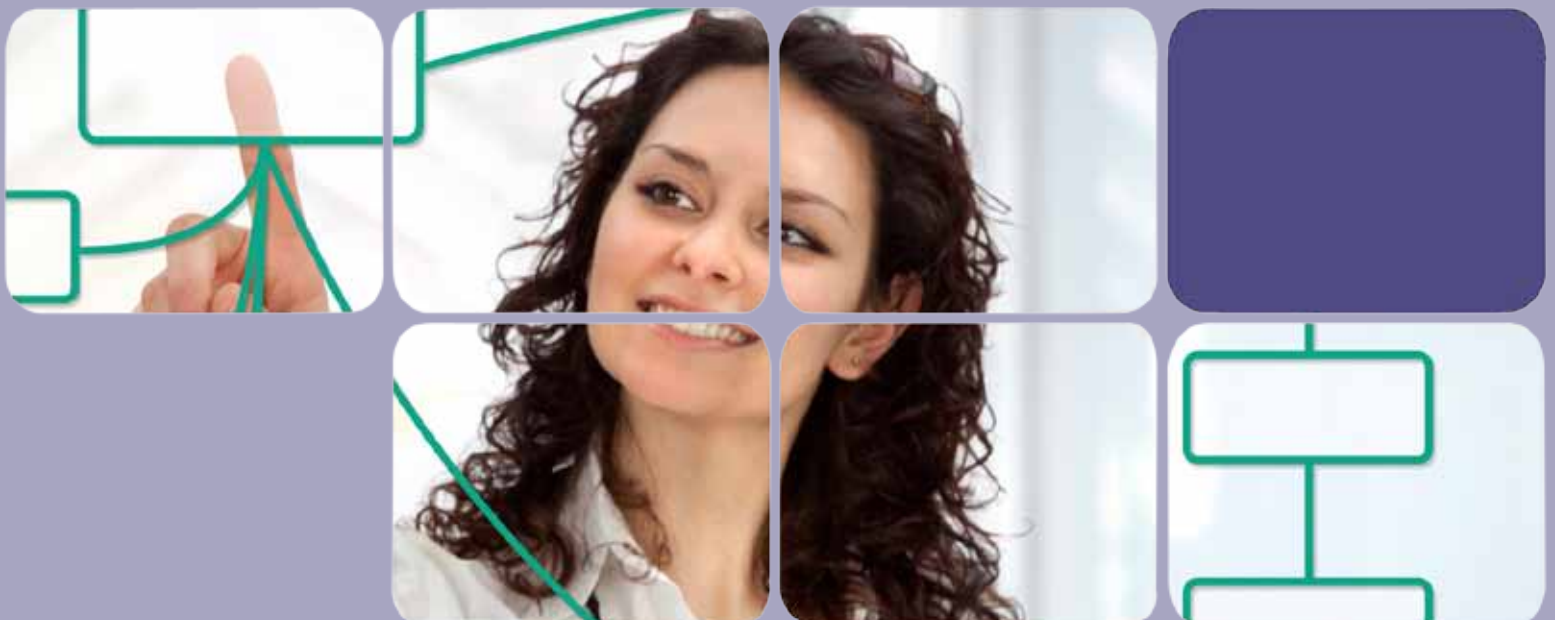
Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size. Participants will also learn crucial conflict management skills, including dealing with anger and using the Agreement Frame.

Customer Service

Target Audience

A practical workshop specifically developed for people who need to improve their skills in communicating directly or on the telephone. An ideal program for administration, customer service or sales staff, or anyone needing to develop their communication skills in any customer service environment.

Each and every one of us serves customers externally and/or internally. Maybe you're on the frontline of a company, serving the people who buy your products. Perhaps you're an accountant, serving the employees by producing their pay cheques and keeping the company running. Or maybe you're a company owner, serving your staff and your customers. This workshop will look at all types of customers and how we can serve them better and improve ourselves in the process.



Facilitation Skills

Target Audience

This workshop is aimed at those who need to facilitate workshops or meetings.

Facilitation is often referred to as the new cornerstone of management philosophy. With its focus on fairness and creating an easy decision making process, facilitation can help any organisation make better decisions. This workshop will give participants an understanding of what facilitation is all about, as well as some tools that they can use to facilitate small meetings.

Human Resource Management

Target Audience

This workshop is designed for people who want to develop practical human resource skills as line managers, administration or human resource officers.

In recent years, tasks that we originally thought to 'belong' to the human resources department have become a part of many managers' job descriptions. This workshop will give managers the basic tools to handle numerous human resource situations such as interviewing, orientation, safety, harassment, discrimination, violence, discipline and termination.

Interpersonal Skills

Target Audience

This workshop is for individuals, team leaders and managers who need to and want to ensure that they are maximising their ability to communicate and work with others, avoiding conflict and disharmony.

We've all met the dynamic, charismatic person that just has a way with others and has a way of being remembered. This workshop will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations.

Interview coaching

Target Audience

A high energy workshop for Executives, professionals, administrators, lawyers, administrative assistants, new graduates, pre-med students, re-entry people.

Feeling nervous about your next job interview? Been to several interviews and keep missing out? Coaching takes the form of a discussion about the process, question types, your responses and can include role playing interview response. This program offers highly practical interview support. Find out first hand how to present yourself and frame your answers for maximum scores and impacts.

Leadership and Influence

Target Audience

A workshop designed for the newly assigned leaders and managers, to enable them to deal with all the demands of leadership. Program includes, influential communication, personal style, leadership models and dealing with various difficulties.

There is a major difference between the people who lead our world and Leaders. What separates the good from the great? This workshop will explore several different types of leadership theories and show participants who to get on the path to great leadership.

Lean Six Sigma

Target Audience

A two day program designed for individuals and work groups who have responsibility for overseeing improvement in process and wish to embed Lean Six Sigma techniques.

Henry Ford advocated Lean Ideas in the 1920's, and Sakichi Toyoda (the founder of Toyota) developed some of the basic principles of Lean, which were published in 1935, five years after his death. This course will provide an introduction to this way of thinking that has changes so many corporations around the world. You will understand how to start your company on the journey to becoming lean – more efficient, less wasteful, and more flexible.

Measuring Results from Training

Target Audience

Managers, Supervisors, Trainers and Team Leaders would benefit most from this workshop and the importance of developing business intelligence tools that will help companies improve the measurement of training effectiveness.

Although we all know that training can have many amazing benefits, sometimes it can be hard to prove those benefits and attach a dollar value to training. Some topics, like sales training or time management, might have direct, tangible benefits. Other topics, like communication or leadership might have benefits that you can't put a dollar value on. In this course, we will learn about the different ways to evaluate training progress, and how to use those results to demonstrate the results that training brings.

Meeting Management

Target Audience

A fast and focussed one day workshop for staff and managers who are limited on time and need to learn how to make their meetings more productive.

Consider the average hourly wage and this equates to a staggering amount of dollars on perhaps wasted time. So how do you reduce waste and make your meetings more efficient? Take this workshop to find out!



Motivating Employees

Target Audience

Managers, Supervisors, Senior Managers, Project Manager and Team Leaders are most times the leader when it comes to motivating employees.

When you think of staff motivation, many things may come to mind: more money, a bigger office, a promotion, or a better quality of life. The truth is, no matter what we offer people, true motivation must come from within. This workshop will give each participant several types of tools to become a great motivator, including goal setting and influencing skills. Participants will also learn about five of the most popular motivational models, and how to bring them together to create a custom program.

Negotiation Skills

Target Audience

Employees, Supervisors, Team Leaders, Senior Management or CEOs are all valuable players in the negotiation field and all would gain new knowledge by attending this workshop.

Although people often think of boardrooms, suits, and million dollar deals when they hear the word 'negotiation', the truth is that we negotiate all the time. This workshop will give participants an understanding of the phases of negotiation, tools to use during a negotiation, and ways to build win-win solutions for all those involved.

Personal Productivity

Target Audience

This personal productivity training content is ideal for individual learners interested in broadening their knowledge-base or for those seeking to instruct others how to maximise their personal productivity.

Most people find that they wish they had more time in the day. This workshop will show participants how to organise their live and find those hidden moments. Participants will learn how to establish routines, set goals, create an efficient environment, and use time-honoured planning and organisational tools to maximise their personal productivity.

Presentation Skills

Target Audience

If you're presently a speaker or presenter and want to develop your presentation skills; If you are in a sales or a sales management position in your organisation and you wish to step up to the next level of presentation and performance; If you are in management and have to present to groups of any size, this workshop is for you.

Many studies have found that public speaking is the number one fear amongst most people, out ranking flying, snakes, insects, and even death. This workshop will give participants some presentation skills that will make speaking in public less terrifying and more enjoyable. Topics that participants can look forward to include: creating a compelling program, using various types of visual aids, and engaging the audience.

Project Management

Target Audience

Increase your performance and productivity by tapping into the skills used by Project Managers. Meet targets, achieve goals and ensure success. If you and your team need to increase overall performance and productivity and want to raise the benchmark for success then book your place into this powerful two day workshop.

In the past few decades, organisations have discovered something incredible: the principles that have been used to create enormous successes in large projects can be applied to projects of any size to create amazing successes. As a result, many employees are expected to understand project management techniques and how to apply them to projects of any size. This workshop gives participants an overview of the entire project management process, as well as key project management tools that they can use every day.

Proposal Writing

Target Audience

The Proposal Writing courses will be of benefit to new and experienced sales staff, key account managers, bid and tender managers, marketing departments, and senior staff who wish to brush up on their proposal writing skills.

A good proposal doesn't just outline what product or service you would like to create or deliver. It does so in such a way that the reader feels it is the only logical choice. This course will take participants through each step of the proposal writing process, from understanding why they are writing the proposal; to gathering information; to writing and proofreading; through to creating the final, professional product.

Public Speaking

Target Audience

Our programs provide you and your personnel with the skills necessary to achieve their maximum potential when speaking in public or delivering a corporate speech or presentation.

Forget small spaces, darkness, and spiders – standing up in front of a crowd and talking is far more terrifying for most people. However, mastering this fear and getting comfortable speaking in public can be of great benefit to your career. This workshop will give participants some basic public speaking skills, including in-depth information on developing an engaging program and delivering their presentation with power.

Sales Fundamentals

Target Audience

New or experienced sales people have much to gain from attending this sales fundamentals workshop.

Although the definition of a sale is simple enough, the process of turning someone into a buyer can be very complex. This workshop will give participants a basic sales process, plus some basic sales tools that they can use to seal the deal, no matter the size of the sale.

Selection Criteria and Resumes

Target Audience

More and more employers in both the private and public sector are using your ability to address selection criteria to assist them to short-list applicants for interview. Each applicant is rated on how closely they meet each of the criteria and then ranked accordingly. This workshop covers all the critical aspects of addressing selection criteria.

Are you new to selection criteria and not sure if what you have written will work for you? Have you written statements to selection criteria before and not been short-listed for interview? Selection criteria are the skills, attributes, experience and education that the employer has defined as being essential or desirable for satisfying the requirements of the job. This workshop will assist you to unlock your talent and potential.

Stress Management MSA Health

Target Audience

All managers and employees need the opportunity to understand how to best manage stress to ensure their lives are productive and under control.

Positive and negative stress is a constant influence on all our lives. The trick is to maximise the positive stress and minimise the negative stress. This workshop will give participants a three-option method for addressing any stressful situation, as well as a toolbox of personal skills.

Supervising Others

Target Audience

This workshop will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can fill up before you know it. This workshop will help participants manage the juggling act of being a supervisor and provide the tools needed to be a great supervisor.



Teamwork and Team Building

Target Audience

We work with managements of organisations to improve the performance of their staff and to address poor motivation symptoms. We use a simple process, with simple techniques to transform performance and motivation. This workshop will provide solutions for you to address the underlying reasons behind poor performance and engagement.

For most of us, teamwork is a part of everyday life. Whether it's at home, in the community, or at work, we are often expected to be a functional part of a performing team. This workshop will encourage participants to explore the different aspects of a team, as well as way that they can become a top-notch team performer.

Time Management

Target Audience

This workshop will benefit managers or supervisors who wish to enhance their time management skills; corporate of Government organisations that want to increase the effectiveness of their teams; individuals and small groups; organisations who have teams and individuals who need to improve their time management to improve productivity.

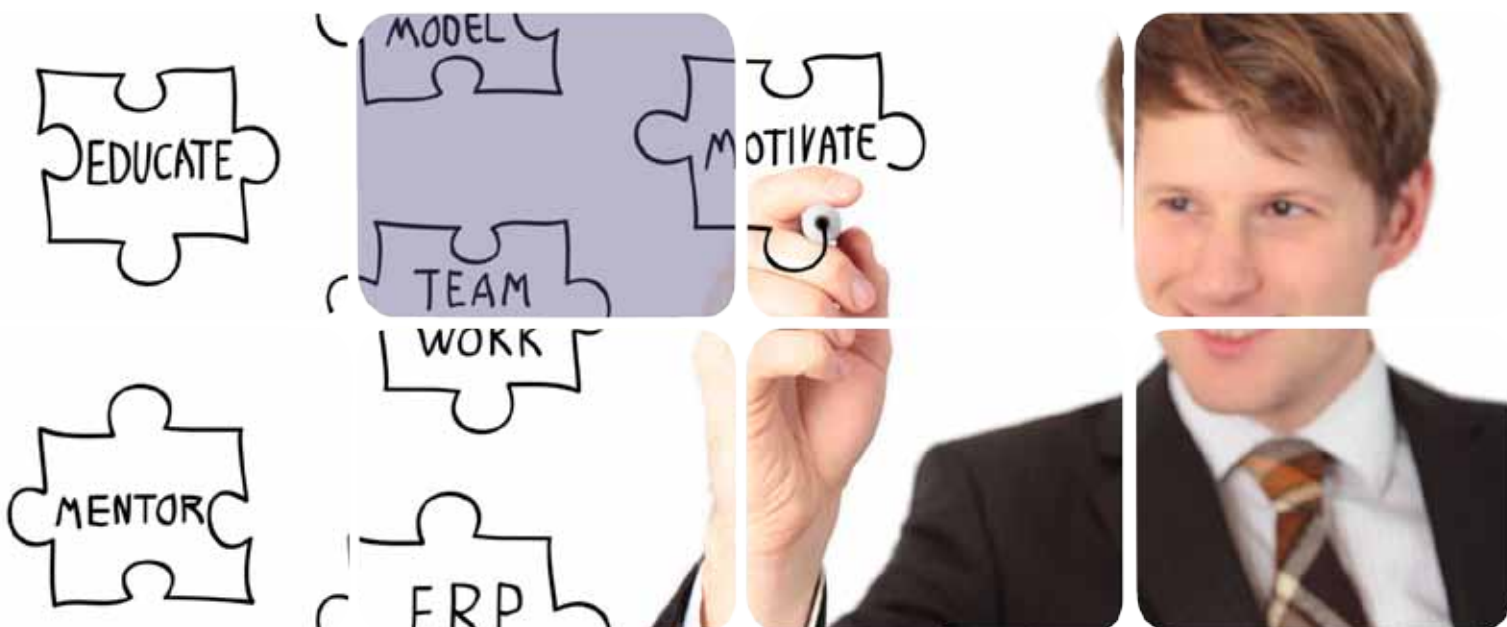
Personal time management skills are essential for professional success in any workplace. Those able to successfully implement time management strategies are able to control their workload rather than spend each day in a frenzy of activity reacting to crisis after crisis – stress declines and personal productivity soars! These highly effective individuals are able to focus on the tasks with the greatest impact to them and their organisation.

Workplace Diversity

Target Audience

A facilitated training program for managers and staff looking to gain information and skills for interacting with colleagues and customers from a wide range of cultural and language backgrounds. All participants are encouraged to accept the fact that there is diversity and how best to embrace the positive opportunities.

With the world becoming more mobile and diverse, diversity has taken on a new importance in the workplace. This workshop will help participants understand what diversity is all about, and how they can help create a more diverse world at work and at home.



Contact MSA Training for further information relating to our range of Accredited Courses and Software application courses.

All our training packages can be delivered in a multitude of flexible training methods, half and full day workshops or longer periods as required.

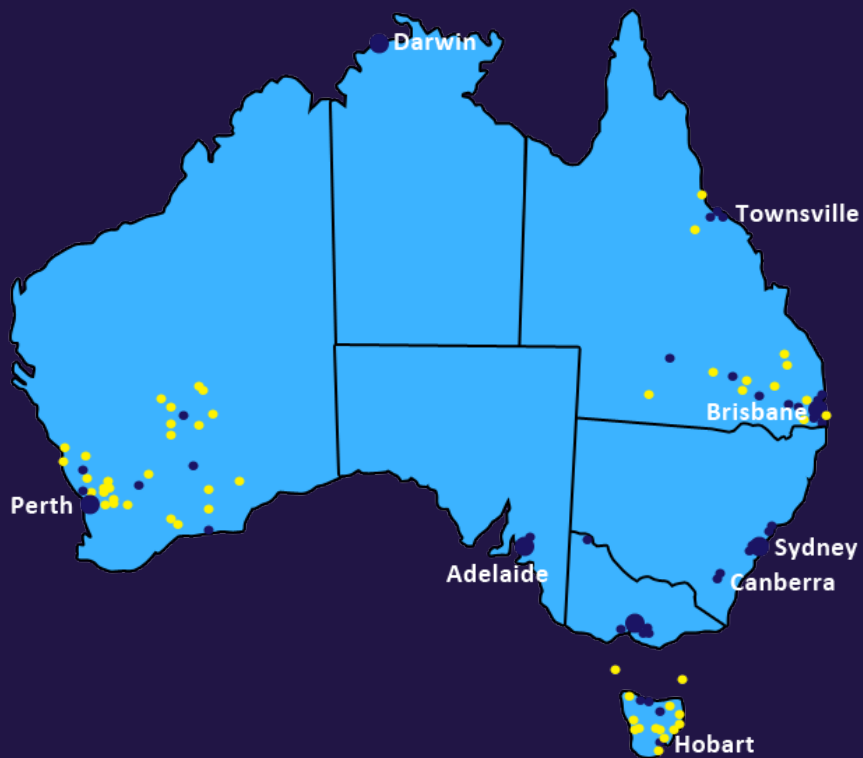
All courses can be tailored to meet your individual requirements and, with 74 offices nation wide MAXimusSolutions Australia Training has a network of qualified trainers to assist your business with all of our training options.

Free Call with your enquiries today on 1800 021 560 or email us your enquiry training@maximussolutions.com.au

We look forward to working with you.

MAXimusSolutions Australia Training





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A U S T R A L I A

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