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Compliance Collection

Workplace Bullying & Harassment

Workplace bullying is repeated, unreasonable behaviour directed towards a worker or group of workers that creates a risk to their health and safety. Both employers and employees have a responsibility to help prevent this from taking place. This course covers examples of bullying behaviour, the causes and effects of workplace bullying, ways to deal with workplace bullying, and legislative measures relating to workplace bullying.

Learning Objectives:

1. Identify the types of behaviour that constitute bullying and harassment
2. List the impacts bullying and harassment can have on the individual, fellow workers and the organisation
3. Identify the laws and organisation requirements that relate to bullying and harassment
4. Seek help within your organisation and externally for dealing with bullying
5. Access your organisation's bullying policy and grievance procedure

Workplace Health and Safety for Workers

All employees need to understand their rights and responsibilities under the act. This course looks at WHS legislation, how to participate in WHS, as well as how everyone can help to control hazards and risks in the workplace.

Learning Objectives:

1. Understand WHS
2. Participate in WHS
3. Control hazards and risks

Equal Employment Opportunity

Equal Employment Opportunity (EEO) is about making sure all employees and all people applying for jobs are valued and respected. This course looks at EEO principles and legislation, various types of discriminatory behaviour, the rights and responsibilities of employers and employees in relation to EEO, as well as how to respond appropriately when handling discrimination in the workplace.

Learning Objectives:

1. Define Equal Employment Opportunity
2. Identify types of behaviour that could be considered discriminatory
3. Seek help within your organisation and externally for dealing with discrimination
4. Identify the appropriate action a manager should take if presented with a complaint of harassment or discrimination.

Diversity in the Workplace

Australian workplaces are composed of people from all different cultural backgrounds. This course is about the skills and knowledge required to be culturally aware when serving clients/customers and working with colleagues from diverse backgrounds. The course covers how to communicate with clients/customers and colleagues from diverse backgrounds, as well as how to address cross-cultural misunderstandings in the workplace.

Learning Objectives:

1. Communicate with colleagues and customers from diverse backgrounds.
2. Address cross-cultural misunderstandings

Cyber Security Awareness

Cybercriminals are constantly evolving and devising new methods to exploit vulnerabilities to steal valuable data from businesses. Additionally, they look to exploit human behaviour and emotions. This course aims to educate you on how to quickly identify these threats, which can significantly reduce the risk of cybersecurity incidents and help prevent data breaches.

Learning Objectives:

1. Safe web browsing
2. Email security
3. Password security
4. Security threats
5. Mobile device security

Modern Slavery

This course is designed to help you understand that slavery is not a historical artefact, or something far removed from our daily lives. Tens of millions of people around the world are experiencing modern slavery today including Australia. It will also show you what do if you are confronted by modern slavery.

Learning outcomes

1. Understand what is modern slavery and the Modern Slavery Act
2. Explore in detail the different forms of modern slavery
3. Learn about the indicators of modern slavery
4. Understand what Australian businesses obligations are
5. Discover actions you can take to address modern slavery

Privacy Awareness

This course provides participants with an overall awareness of their legal obligations.

Learning Objectives:

1. What privacy means and why it matters to your organisation
2. The meaning of 'personal information'
3. The scope of the privacy laws in Australia
4. What the privacy principles are and how they apply in practice.

Fraud Awareness

This course looks at fraud in the workplace.

Learning Objectives:

1. Define fraud and various types of fraud
2. Identify types of behaviour that could be considered fraudulent or corrupt
3. Identify the appropriate action to take to report fraudulent activity
4. Understand how you can contribute to an ethical culture where fraud and corruption is strongly rejected.

Conduct & Ethics

Good ethical conduct in the workplace indicates that employees take pride in our company's ethical standards and have respect for other employees, customers, suppliers and partners. In this course we will prescribe a baseline of ethics and professional responsibilities. At a minimum, we expect employees to comply with applicable local laws and government regulations.

Learning Objectives:

1. Define ethics in the workplace

2. Respond appropriately when faced with an ethical dilemma
3. Identify the appropriate use of assets and resources
4. Explain how to use and release information
5. Understanding what is appropriate conduct

Management Collection

Operational Plans

This course is about business planning and the active work of managers to plan, implement, monitor and record performance to achieve the business plans of the team/organisation. This pivotal role is carried out to create safe, efficient and effective services and products to customer satisfaction within your organisation.

Learning Objectives:

1. Implement operational plan
2. Implement resource acquisition
3. Monitor operational performance

Workplace Relationships

This course explores the way managers play an important role in developing and maintaining positive relationships in the workplace with their team, their peers and their own managers, as well as customers and suppliers. This course helps participants plan and deliver effective communication, which both informs and persuades and is truly two-way communication involving effective listening, interpretation of body language and people skills. This course is excellent for developing the people skills which are a cornerstone for effective people management.

Learning Objectives:

1. Collect, analyse and communicate information ideas
2. Develop trust and confidence
3. Develop and maintain networks and relationships
4. Manage difficulties into positive outcomes

Show Leadership

This course explores the essential qualities of successful workplace leaders, and the skills and knowledge they can develop to influence teams positively. The focus with effective goal setting and decision-making on the course provides strategies to empower your people. Performance drivers and the

balanced scorecard are explored. Practical models for effective decision-making provide valuable leadership tools. This is an extremely valuable and stimulating course for anyone in a leadership role, whether experienced or moving into the role.

Learning Objectives:

1. Understand management performance and behaviour
2. Enhance organisation's image
3. Make informed decisions

Team Effectiveness

This course is about team effectiveness and the vital role of a manager to bring out the best in their team. It looks at strategies for developing team cohesion and high performance.

Learning Objectives:

1. Establish team performance plan
2. Develop and facilitate team cohesion
3. Facilitate teamwork
4. Liaise with stakeholders

Customer Service Management

This course is about customer service and the role of managers to ensure that products and services are delivered and maintained to standards agreed by the organisation and the customer.

Learning Objectives:

1. Advise on customer service needs
2. Support implementation of customer service strategies
3. Evaluate and report on customer service strategies

Manage Workplace Health & Safety

Australia's Work Health and Safety Act (2011) has replaced state-by-state Occupational Health and Safety Legislation across Australia. Employers, managers, team leaders and supervisors need to understand their rights and responsibilities under the act. This course covers the knowledge and skills required to implement and monitor an organisation's health and safety policies, procedures and programs.

Learning Objectives:

1. Inform your team about WHS

2. Involve your team in WHS
3. Coordinate WHS training
4. Control hazards and risks

Continuous Improvement

This course is about continuous improvement and the active role of managers to manage continuous improvement processes to achieve the organisation's objectives. Your position closely associated with the creation and delivery of products and services, means that you play an important part in influencing the on-going development of the organisation.

Learning Objectives:

1. Implement continuous improvement systems and processes
2. Monitor and review performance
3. Implement opportunities for further improvement

Workplace Learning

This course explores the way in which managers can effectively encourage and support workplace learning and development. With the rapid pace of change and innovation today, people must constantly update their skills and knowledge to perform effectively.

Learning Objectives:

1. Determine development needs
2. Develop individuals and teams
3. Monitor and evaluate workplace learning

Project Management

The skills to manage projects are crucial for anyone who is leading or playing a key role in a project in an organisation. It is essential to be able to plan, implement and monitor a project through its various stages. This course enables participants to understand the fundamentals of project management and to identify the key actions they must take at each stage of a project to manage it in the most effective way.

Learning Objectives:

1. Define project
2. Develop project plan
3. Administer and monitor project
4. Finalise and review project

Manage Personal Work Priorities and Professional Development

Managers need to be organised, focussed and skilled to effectively manage the work of others. In today's competitive employment workplace, they also need to be able to manage their own professional development. This course looks at how to establish clear work goals, work priorities and develop professional competence.

Learning Objectives:

1. Establish personal work goals
2. Set and meet own work priorities
3. Develop and maintain professional competence

Provide Coaching and Mentoring

This course covers the skills and knowledge required to provide on-the-job coaching or mentoring to clients or colleagues. It covers all aspects of successful workplace coaching including the role of a coach, adult learning principles, identifying coaching needs and more.

Learning Objectives:

1. Prepare for on the job coaching/mentoring
2. Coach on the job
3. Follow up coaching

Develop and Implement Diversity Policy

Organisations face numerous challenges which are characterised and influenced by diversity. Not only must they meet their compliance obligations under a range of anti-discrimination laws, they must also compete for talent, overcome skills shortages, and retain talent by meeting increased employee expectations.

Learning Objectives

1. Research diversity
2. Draft policy
3. Plan for implementation
4. Implement diversity policy.

Improve Customer Service

Many businesses want to achieve top notch customer service as it can have crucial impacts on the success or failure of your business. Do you return

to a company that provides poor customer service? Probably not! You and everyone else want better customer service, and it's one of the driving forces of why consumers look at one place over another. In this course, we'll review a four-step process to help you develop the skills needed to create an exceptional customer service environment.

Learning Objectives

1. Train employees to provide top-notch customer service
2. State methods of obtaining customer feedback
3. Explain why customer feedback is important
4. Use proven methods to create an exceptional customer service environment

Managing Diversity: Valuing Differences in the Workplace

The purpose of this course is to create an awareness of the importance of respecting, valuing, and managing the cultural and generational differences within your organization. You will learn about the benefits of understanding the differences, how to manage these differences, and thereby improve communication.

Learning Objectives

1. Define diversity
2. Describe the benefits of understanding differences in people from other cultures and generations
3. Categorise the four main generation work styles
4. Identify the barriers that hinder diversity in the workplace
5. Improve communication with people of different cultures and generations

Remote Work: Establishing the Virtual Workplace

People commute to work and other locations in cars, buses, planes, and trains on a regular basis; commuting is simply a part of our everyday lives. However, in today's virtual world marketplace, the need to actually commute into an office is becoming a thing of the past.

This course introduces the learner to Remote Work and the benefits for the organization, employee(s), and the community. The learner will also gain the necessary tools and knowledge to establish a successful Remote Work program in an organization.

Learning Objectives

1. Define Remote Work
2. Identify and learn the components of Telecommuting
3. Describe the benefits of Remote Work
4. Establish a Remote Work Program

Managing Remote Workers

Many organisations have instituted a remote work program and are reaping the benefits. However, administering such a program presents unique challenges. This course focuses on the roles and responsibilities of managers in overseeing a remote work program.

Guidance is provided for identifying which types of roles are suitable for remote working and determining which employees would likely be successful and effective participants. Finally, emphasis is placed on the skills a remote manager will need to effectively lead a team of remote workers.

Learning Objectives

1. Properly administer and manage a remote work program
2. Define the roles and responsibilities of a remote manager
3. Recognise what skills and characteristics are needed to have a proficient remote worker

Manager Responsibilities in Handling Workplace Harassment

The company is responsible for its supervisors. In such, the company is always held liable for harassment by a supervisor that results in a tangible employment action. This course will focus on the expectations and responsibilities of all supervisors and managers within our company to ensure a positive work environment.

Learning Objectives

Recognise, prevent, and report any behaviours that could be considered bullying.

Influential Leadership

Everyday individuals at all levels in all types of organizations find themselves in situations where they need to impact others by building support for their ideas. This course explores the key

characteristics of effective leaders who naturally influence and, as a result, build trust with others.

Before you can become an effective leader, you should have a good understanding of what leadership is. What does it mean to you?

One bottom line statement can be made about leadership, and that is: Leadership is influence!

Learning Objectives

1. Define leadership
2. State the difference between leadership and management
3. Identify 4 essential characteristics of effective leaders
4. Explain 3 components of influencing
5. Describe how to build trust

Goal Setting in the Organisation

In order to get things done in an organisation, leaders must rely on other people to accomplish the company's goals. In this lesson, we will discuss goal setting in relationship to the Performance Management Cycle, and explore how goals must be aligned with the overall mission or vision in each line of business, division, department and individual team. It is important to provide direct "line of sight" and answer the following question for each employee: "How do I make a difference in this company?" Further, we will explore a model for writing goals that meet specific criteria, and discuss the need to monitor performance with specific action plans at the individual level.

Learning Objectives

1. Understand company goal alignment
2. Understand the purpose of the Mission Statement
3. Develop goals that support the mission of the organization and are SMART
4. Develop specific tasks and action plans that support the goals

Emotional Intelligence

Emotions really matter, yet managers are very rarely trained how to manage emotions.

Becoming an emotionally-intelligent manager means learning to identify the data in feelings. At times, this may seem like following a planned response rather than responding spontaneously. However, by understanding and applying Emotional

Intelligence, you'll make better decisions and build better relationships both inside and outside of the workplace.

Learning Objectives

1. Describe Emotional Intelligence and Emotional Competencies
2. Recognize the benefits of EQ
3. Apply Emotional Intelligence to individuals, groups, and organizations
4. Utilize tools and resources to help increase Emotional Intelligence

Workplace Team Collection

Work Priorities

This course is about personal management and professional development. It is about managing your own performance, work priorities and time, and also taking responsibility for your own professional development within the context of the organisation.

Learning Objectives:

1. Plan and complete own work schedule
2. Monitor own work performance
3. Coordinate professional development

Delivering Successful Presentations

This course applies to individuals who may be expected to make presentations for a range of purposes, concepts and ideas, such as marketing, training, promotions, etc. The course equips learners with the skills and knowledge needed to deliver clear and memorable presentations.

Learning Objectives:

1. Prepare a presentation
2. Deliver a presentation
3. Review the presentation

Being Coached or Mentored

A mentoring/coaching relationship is a way for you to fulfil your personal and professional potential. Successful mentoring relationships work by establishing clear goals and the mentor or coach helping you achieve those goals. This course will help you build and maintain a mentoring relationship with maximum results.

Learning Objectives:

1. Arrange for coaching/ mentoring
2. Work with a coach or mentor
3. Maximise coaching/mentoring results

Give and Receive Feedback

The giving and receiving of feedback is a valuable tool for employees and can assist to improve performance, minimise disputes and transform the morale of an organisation. This course looks at how to give and receive feedback effectively. It explores the principles of feedback, constructive ways to give feedback and how to receive feedback with skill.

Learning Objectives:

1. Give constructive feedback
2. Receive feedback with skill

Effective Communication

One of the keys to professional success is the ability to communicate clearly and effectively with a wide range of people. This course covers the knowledge and skills that you need to improve your oral and written communication in the workplace. It covers a wide variety of contexts from presentations to informal meetings.

Learning Objectives

1. Use clear oral and written communication
2. Contribute to the development of effective communication within the organisation
3. Represent the organisation to an audience
4. Facilitate formal and informal discussions and meetings
5. Produce quality written material

Conflict Management

In this course you will learn how to contribute to conflict management in the workplace. It covers the interpersonal skills and analytical skills that will help you manage and resolve conflict in the workplace.

1. Identify common causes of conflict
2. Recognise and manage your own emotions
3. Overcome barriers to communication
4. Gather and examine the facts in a conflict situation
5. Determine strategies to solve problems in consultation with the other party

Promote Innovation in a Team Environment

In this course you will learn how to be an effective and proactive member of an innovative team.

Learning Objectives

1. Create opportunities to maximise innovation within the team.
2. Organise and agree on effective ways of working.
3. Support and guide colleagues.
4. Ways to reflect on how the team is working.

Influencing Others

Everyday, individuals at all levels in all types of organizations find themselves in situations where they need to impact others by building support for their ideas. This course explores a proven model for influence, key concepts, and the skills required to achieve a positive outcome for all ... without using power or authority.

Learning Objectives

1. What is Influence?
2. Types of Power
3. Principles of Influence
4. Influence Techniques
5. Obstacles to Influence
6. Influence Enablers

Best Practices for Voicemail

There are going to be times when you must step away from your phone and need your voicemail to capture your missed calls. How you present yourself to others in your greeting and in the messages you leave can speak volumes about you as a business professional. In this lesson, we explore the "dos and don'ts" of voicemail, from creating the greeting to managing your messages and leaving messages for others.

Learning Objectives

Upon completion of this course, you will be able to:

1. Identify the key elements of a voicemail greeting
 2. Leave an effective voicemail message
 3. Manage your voicemail messages
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Business Etiquette

Some employers value the right attitude, good communication and team players as much as they value technical skills. This course will teach you some practical tips on creating a professional image in the workplace, and what is appropriate. Additionally, this course will help you to understand how your image also creates your company's image. You will also be given practical tips on what to do and what not to do when it comes to personal interactions in a variety of work-related settings, business attire, phone use and voice mail, email, texting, and social media.

Learning Objectives

1. Upon completion of this course, you will be able to:
2. Describe why business etiquette is important
3. Understand how your image also creates your company's image
4. Demonstrate practical tips for creating a professional image in the workplace

Communication Styles in the Workplace

It's important to know your own communication style and that of others in order to communicate more effectively. By understanding the different styles and how to accommodate for each, you will build trust, have more productive meetings, and communicate more effectively. In this course, we will discuss the four distinct communication styles using a model titled ADEA.

Learning Objectives

Upon completion of this course, you will be able to:

1. Identify your communication style
2. Be able to recognize different communication styles
3. Adapt your communication style to that of your audience

Conflict of Interest

This course focuses on different conflicts of interest that employees might have in the workplace. The course discusses what it means and why they're an issue in organizations. It also discusses what to do if you're in that situation and ways to avoid it.

Learning Objectives

Upon completion of this course, you will be able to:

1. Discuss what it means to have a conflict of interest and why they are an issue in organisations
2. Determine whether you might have a conflict of interest and what to do if you are in that situation
3. Identify ways to avoid a potential conflict of interest

Negotiation Styles

Everyone has a negotiating style. One of the secrets of great negotiators is the ability to recognize their own style as well as that of the other party and react appropriately.

In this course, you will learn how to recognize a person's negotiating style and respond appropriately based on that knowledge. You will learn about the Negotiation Styles model, as well as determine your own personal negotiations style. All of this combined will help you achieve better negotiation success.

Learning Objectives

1. Describe the Negotiation Styles model
2. Identify your preferred Negotiation Style
3. Recognize others' Negotiation Styles
4. Determine the appropriate and inappropriate use of each style

Non-Verbal Behaviour: How to Read It and Use It

Having additional information on what the other party may be thinking in any negotiation gives you an advantage as nearly everyone gives non-verbal cues without knowing they are doing so. Some studies have indicated that over 50% of the meaning of a face-to-face meeting is communicated by non-verbal cues. Therefore, you will be more successful in every negotiation by reading non-verbal cues.

Learning Objectives

1. Describe the importance of non-verbal cues
2. Interpret non-verbal behaviour
3. Recognize key non-verbal cues
4. Respond appropriately to non-verbal cues
5. Be aware of your own non-verbal cues

Time Management

Have you ever watched the sand fall in an hour glass to keep up with time? Once the sand has reached the other side, your time is up! As in life, there are

deadlines that must be met in order to be productive in business. This course will teach you how to effectively manage time in order to be more efficient.

Learning Objectives

1. Define Time Management
2. Describe Pareto's Principle of 80/20
3. Identify Time Management Obstacles
4. Establish Time Management Tips and Techniques
5. Set Aside Time to Recharge

Working with Generations in the Workplace

Never before have so many different generations been employed in the workplace at the same time. Therefore, understanding the four generations and their corresponding work styles is essential. In this course, you will learn about the four main generational work styles and how they differ. You will also learn how to recognize when generational dynamics might interfere with work effectiveness. Finally, you will leave the course equipped to assess and adapt individual behaviours to accommodate generational differences.

Learning Objectives

1. Create an awareness of the four generational work styles
2. Understand what makes the styles different
3. Recognize when generational dynamics might interfere with work effectiveness
4. Assess and adapt individual behaviours to accommodate generational differences

Customer Service Basics

The ability to consistently provide excellent customer service is the lifeblood of a successful business. However, creating a positive customer experience doesn't just happen by accident. Skilled customer service representatives are able to interact effectively with customers, respond appropriately to their questions and concerns and diffuse situations when a customer is unhappy.

This course will help you to clearly identify who your customers are, both internal and external. It breaks down 15 key aspects of quality customer service. Strategies are covered for responding to customer inquiries empathetically and dealing with challenging situations when customers are angry.

Learning Objectives

Upon completion of this module, you will be able to:

1. Define customer service
2. Identify your customers
3. Explain key aspects of customer service
4. Respond to customers with empathy
5. Diffuse angry customers

Dealing with Difficult Negotiators

Have you ever had to deal with difficult negotiators? This course will help you identify positional negotiators and problems with those types of negotiations. This course will also explain the importance of saving face and discuss strategies for dealing with positional negotiators.

Learning Objectives

Upon completion of this course, you will be able to:

1. Identify positional negotiators
2. Identify problems with positional negotiations
3. Explain importance of saving face
4. Discuss strategies for dealing with positional negotiators

Discovering Motivations

In negotiations, a position is a stance that is strongly taken by a person on a specific issue. Many times the person will refuse to budge from his position and will strongly defend his point-of-view. When negotiating, you cannot solve a position. Instead, you have to discover the motivation behind it. In this course, you will learn to uncover the motivation behind positions for negotiation success.

Learning Objectives

Upon completion of this course, you will be able to:

1. Define Positions and Motivations
2. Explain the Relationships between Positions and Motivations
3. Uncover Motivations that Drive Positions

The 3 A's of Effective Communication: Attentiveness, Awareness, and Attitude

This course is about improving work-related communication in a one-on-one setting. It focuses on the three "A"s of effective communication: Attentiveness, Awareness, and Attitude.

Learning Objectives

Upon completion of this course, you will be able to:

1. Improve your attentiveness
2. Improve your awareness of your audience
3. Monitor your attitude

Effective Email Etiquette

It's estimated that more than 40% of our day is spent drafting, reading, filing and processing emails. With so much of our correspondence being taken care of via email, it's important to know how to compose a professional email. This course will help you to identify the six key components of an email, identify appropriate and inappropriate elements in an email, and effectively manage your emails.

Learning Objectives

Upon completion of this module, you will be able to:

1. Identify the six components of an email
2. Identify appropriate and inappropriate elements in an email
3. Effectively manage your emails

Effective Virtual Meetings

In today's fast paced world, it may be critical to have meetings with employees, business partners or customers in a moment's notice and seeing them in person is just not feasible. A cost effective and quick solution is to hold the meeting virtually.

There are some things you will want to keep in mind when delivering or attending a virtual meeting that will make the meeting effective for all in attendance. In this course, we will explore the "dos and don'ts" of Effective Virtual Meetings.

Learning Objectives

Upon completion of this course, you will be able to:

1. Define Virtual Meeting
2. Plan a Virtual Meeting
3. Set Ground Rules for a Virtual Meeting
4. Prepare the attendees
5. Engage the attendees

Employee Engagement

Successful companies rely on the focus, dedication and engagement of their workforce to thrive in today's competitive market. Employee engagement

has a dramatic effect not only on an organization's work environment but also on the bottom line.

This course will give you the tools to understand employee engagement, measure it in your organization and take action if improvement is needed. Specific strategies are presented to help you improve employees' commitment to both their job and to the organization.

Learning Objectives

1. Determine what engagement is and why it is important
2. Learn factors that drive employee performance and engagement
3. Become familiar with factors that drive commitment to the job and organization
4. Determine how to measure and improve engagement

Ethics in the Workplace

Ethics are moral values which impact our personal and professional decisions. The word "ethics" is derived from the Greek word "ethos," which means character. Ethics is much more than a set of rules. Ethics involves knowing how to apply the rules while having the strength of character to behave in an ethical manner.

In this course, you will have a clear understanding of ethics in the workplace and its benefits. You will also determine if your decisions are made on sound ethics. Finally, you'll learn to evaluate your ability to make ethical decisions using six key character traits.

Learning Objectives

1. Have a clear understanding of ethics in the workplace and its benefits
2. Determine if your decisions are made on sound ethics
3. Evaluate your ability to make ethical decisions using 6 Key Character Traits

Getting Ready for Performance Reviews

This course focuses on preparing for a performance review as an employee. It coaches an employee on questions to ask in a review. Also, how to bring closure to a performance review discussion.

Learning Objectives

1. Explain your role in the review of your performance
2. Prepare in advance for your performance review
3. Ask important questions during your review

4. Handle any awkward moments
5. Bring closure to a performance review discussion

Holding Effective Meetings

Have you ever attended a meeting that was disorganized, dragged on forever and ended with nothing to show for it? If so, you know how much people loathe them. This course will help you determine the need for a meeting, and go over steps on how to plan, set up, run and follow up on a meeting.

Learning Objectives

1. Determine the need for a meeting
2. Plan a successful meeting
3. Set up a meeting
4. Effectively run a meeting
5. Follow up on a meeting

Health & Safety Collection

Workplace Health and Safety for Workers

Australia's Work Health and Safety Act (2011) has replaced state-by-state Occupational Health and Safety Legislation across Australia. All employees need to understand their rights and responsibilities under the act. This course looks at WHS legislation, how to participate in WHS, as well as how everyone can help to control hazards and risks in the workplace.

Learning Objectives:

1. Understand WHS
2. Participate in WHS
3. Control hazards and risks

Health and Wellness

Developing a thoughtful workplace health program has the potential to transform our organisation. We hope it increases employee wellness, work satisfaction, and productivity. In this course, we'll introduce some wellness concepts to kick off our wellness journey.

Fatigue Management

This course has been designed to help you identify and manage the risks associated with fatigue in the workplace.

Learning Objectives

1. What fatigue is
2. How fatigue affects performance,
3. Some factors that contribute to fatigue, and
4. What you can do about reducing the chances of a fatigue related incident.

Fire Safety

This course has been designed to help you identify and manage the risks associated with fire safety in the workplace.

Learning Objectives

1. What is a Fire Safety Plan
2. Identifying and minimising the risk of a fire in the workplace
3. What to do in the event of a fire

Manual Handling and Workstation Ergonomics

This course will help you to understand the causes of manual handling injuries and how to prevent them. It will also provide you with assistance as to how to setup your workstation to prevent possible desk based injuries.

Learning Objectives

1. What is manual handling?
2. Manual handling principles and techniques
3. Workstation ergonomics

Hazardous Materials

This course has been designed to help people understand their responsibilities and obligations around hazardous substances and hazardous tasks encountered in the workplace.

Learning Objectives

1. What are chemical and hazardous substances at work
2. The effects of exposure to chemicals
3. Carry out risk assessments
4. Labelling hazardous substances
5. What is a hazardous manual task
6. Roles and responsibilities

7. Understanding the risks
8. Preventing and injury

Electrical Safety Awareness

Deaths occur every year as the direct result of electrocutions at work. What is even more tragic is the fact that most of these fatalities could have been easily avoided. In this training course, we will discuss how to work safely with electricity. We will focus on specific electrical hazards in the workplace and how to minimize or eliminate those hazards. This training is specifically for employees who face a risk of electric shock that is not reduced to a safe level by the electrical installation requirements. This is an awareness-level course designed for those who work regularly with electricity or who may be exposed to live electrical wiring or devices during the accomplishment of their job.

Learning Objectives

Upon completion of this module, you will be able to:

1. Define “unqualified workers” and “qualified workers”
2. Identify the basic rules of electricity
3. Specify how electricity impacts the human body
4. Identify basic electrical safety prevention methods

Sexual Harassment Prevention

The course enhances the learners general understanding of workplace sexual harassment. Learners gain a deeper awareness of the nature and prevalence of workplace sexual harassment and how they can implement strategies to prevent workplace sexual harassment and what to do if they witness any sexual harassment.

Learning Objectives

1. Define sexual harassment and offensive behaviors that can be considered harassment.
2. Identify each type of harassment.
3. Prevent harassment from happening.
4. Report sexual harassment if it does occur

Preventing Slips, Trips, and Falls

You may not be able to avoid all slips, trips, and falls, but you can prevent most of them. Preventing these types of accidents requires execution. This course will provide the necessary skills for the learner to recognise risks, eliminate hazardous conditions, and

keep an eye out for the unexpected to maintain a safe working environment.

Learning Objectives

1. Identify fall hazards in the work area
2. List injuries that can result from slips, trips, and falls
3. Specify how to set up and properly use a ladder
4. List tips to prevent injuries on stairs
5. Describe how to minimize walkway hazards
6. List factors that contribute to slips, trips, and falls

Aseptic Technique

Aseptic Technique are the methods and procedures used to create and maintain a sterile field. These techniques can either be medical asepsis which includes proper care of common patients or surgical asepsis which are techniques used during surgeries. Prevention of infection transmission is an important role for all who may have or could come into contact with infectious agents. The information in the course will help you to reduce the risk of spreading infection by knowing how to prevent it in the first place.

In this course, you will learn how to help reduce the risk of spreading infection by understanding how to prevent it in the first place.

Learning Objectives

Upon completion of this course, you will be able to:

1. Define standard precautions, infectious control, and aseptic technique
2. List the means of transmission of infectious microorganisms
3. State and describe the best form of hand hygiene
4. List other components of Standard Precautions
5. Explain the general requirements for medical and surgical asepsis

Managing Stress

Stress is a common occurrence throughout life and at times work can be a main contributor. Having a clear understanding of the varying types of stress, ways in which it presents itself and being prepared to alleviate the stress can be of great benefit.

Through this module, you will increase awareness of stress and its long lasting consequences providing opportunities to decrease overall stress. Not all stress is negative and can be used to increase performance, understanding how to utilize this type of stress can be beneficial. Being aware of the "silent

killer" distress can prevent detrimental side effects to the body and mind.

Learning Objectives

1. Define and Identify the Types of Stress
2. Discover the Causes of Stress
3. Recognise the Body's Stress Response
4. Identify the Consequences of Stress

Workplace Violence

Workplace violence can happen to anyone and in any organisation. While some jobs may have a higher risk of workplace violence, no one position is risk-free. This course provides you with the knowledge to identify and skills to prevent violence in your workplace.

Learning Objectives

1. Define Workplace Violence
2. Determine when someone may be at risk
3. Identify potential threats
4. Discover what steps you can take to help prevent violence in the workplace
5. Follow the appropriate steps in response to an act of violence

Protecting Against Bloodborne Pathogens

This module looks establishing safeguard and protect workers against the health hazards caused by pathogens. Its for employers whose workers can be reasonably anticipated to contact blood or other potentially infectious materials (OPIM), such as unfixed human tissues and certain bodily fluids.

The information in this course will help reduce your risks for occupational exposure to disease and explain what to do in the event of exposure on the job.

Learning Objectives

1. Define bloodborne pathogens or BBP
2. How to recognize how these diseases are transmitted
3. Determine your own risk of exposure
4. Protect yourself from exposure
5. Respond appropriately if you are exposed

Sales Collection

Creating and Communicating the Value Proposition

A value statement is a non-customer specific presentation of your organization's general capabilities and/or the standard features of your products and solutions. We often find value statements in product brochures and other forms of advertising. Details are not provided but seeds are planted to stimulate interest which will allow the conversation to continue.

A value proposition, on the other hand, is a commitment you make to a targeted customer to make them more successful as a result of utilizing your solution. It is the value that your solution brings to a specific customer within a specific account. Typically, value propositions need to be specific to the customer organization as well as to the individual with whom you are meeting. In this course, we'll show you the importance of a value proposition and how to create it and target it for each customer.

Learning Objectives

Upon completion of this course, you will be able to:

1. Know the difference between a value statement and a value proposition
2. Present your company's products and capabilities in a way that enhances the customer's value
3. Create a value proposition for a customer organization
4. Create a value proposition for a person in the customer organization
5. Present a value proposition that creates an incentive for a customer to do business with you

Creating Effective Proposals

There are many concepts that die at the drawing board stage because the people who have those ideas do not have the skills to execute a persuasive proposal. A convincing proposal can mean the difference between the survival or early death of a project. In this course, we will discuss how to craft a proposal that will present your idea in the most convincing and straightforward manner possible. By the end of this course, you should have the tools you need to get started making your great idea a reality.

Learning Objectives Upon completion of this course, you will learn:

1. Research the audience and requirements for building a proposal
2. Develop a compelling proposal
3. Present your proposal in an engaging and professional manner

Developing your Capabilities Presentation

Are you prepared? Meeting new people and developing new contacts in an account is a great way to improve account penetration and grow your business. These new contacts, however, often do not have the same level of knowledge about you and your company that others may have. Therefore, it is a good idea to be prepared to present a brief capabilities presentation outlining, at a strategic level, the capabilities of your organization as they relate to the customer's business.

This course will teach you how to create a good capabilities presentation that tells potential clients who you are and what you do.

Learning Objectives

1. Discover the reasons a strong Capabilities Presentation can help you develop business
2. Learn the key components of a Capabilities Presentation
3. Identify the unique capabilities of your company
4. Paint a picture of your company as you want your customers to see it
5. Differentiate your company from the competition
6. Create a Capabilities Presentation that can effectively sell your company to potential clients

Keys to Successful Negotiations

Each of us negotiates each and every day...with everyone from family members to co-workers to service providers. Each of these situations involve two or more parties whose goal is to reach agreement or obtain a specific outcome. In other words, they are negotiations.

In this course, you will take a look at some of the keys to successful negotiations. You will also learn how to avoid common barriers to successful negotiation.

Learning Objectives

1. Define negotiations
2. Define successful negotiations
3. Identify barriers to successful negotiations
4. Identify keys to successful negotiation



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bonlinelearning.com

T +61 2 9571 6888

E mail@bonlinelearning.com