

# BARAKA TRAINING & MANAGEMENT



## Workshop Outlines January 2012 – December 2012



**baraka**  
TRAINING & MANAGEMENT

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## TABLE OF CONTENTS

CERTIFICATE IV TRAINING & ASSESSMENT NEW TAE40110 PROGRAM.....	1
CERTIFICATE IV UPGRADE TAA40104 TO NEW TAE40110 PROGRAM .....	1
HIGH IMPACT TRAINING (H.I.T) .....	2
MASTERING COMMUNICATION.....	2
MASTERING CONFLICT RESOLUTION.....	3
MASTERING CUSTOMER SERVICE .....	3
MASTERING LEADERSHIP WITH NLP .....	4
MASTERING NEGOTIATION.....	5
MASTERING PERFORMANCE MANAGEMENT .....	5
MASTERING PERSONALITY PROFILING.....	6
MASTERING STRESS MANAGEMENT.....	6
MASTERING TIME MANAGEMENT .....	7
THE NEW SUPERVISOR.....	7
BARAKA COURSE ENROLMENT FORM.....	8

**Peter & Kate use NLP in the design, content and facilitation of all of their Seminars.**

**NLP is the study of brilliance and quality – how outstanding individuals and organisations get their outstanding results. This process is called modelling. NLP studies experience from the inside then provides a method to implement these strategies on a personal level.**

**N = Neurology (how the mind works)  
L = Linguistics (how we use language and how it effects us)  
P = Programming (how we sequence our actions to our goals)**

*“We are constantly striving to improve our products and service delivery and by incorporating the principles of NLP and weaving the richness of our experiences into our product design, our aim is to provide a multi faceted learning experience that will prove to be food for the mind and also for the soul.” – Kate Reilly NLP Master Practitioner*

## Certificate IV Training & Assessment New TAE40110 Program

Baraka Training and Management provide the pinnacle of excellence in training the trainers of Central Queensland. The Baraka Training and Management/AAMC Training Group – Certificate IV in Training & Education TAE40110 is conducted over five jam-packed, fun-filled days. Facilitated by Mr. Peter Reilly, a full time professional in the field of training and consultancy, with over 20 years experience in training and development in the Private and Public sectors as well as the Armed Forces is well positioned to provide an excellent program based on the principles of adult learning.

### TAE40110 is designed for:-

The TAE40110 Certificate IV Training and Education replaces the Certificate IV in Training & Assessment TAA40104 as the new formal qualification for those wishing to work as a trainer/assessor at TAFE, private training organizations, various industry contexts or as independent contractors.

### Who will benefit from this course?

- Anyone planning, delivering, or assessing training
- Anyone involved in accredited training and assessment in the workplace
- Anyone wanting to increase their prospects for advancement and promotion
- Anyone involved in the employment services, recruitment, and human resources fields
- Employers/managers wishing to undertake staff development
- Coaches and trainers wishing to facilitate and/or assess sports programs

### Competency may be achieved through:-

- Delivery including formal training sessions (Workshop Based)
- Recognition of Prior Learning (RPL)
- Recognition of Current Competency

### Course Details:

Duration 5 days

Investment \$1750.00



## Certificate IV Upgrade TAA40104 to New TAE40110 Program

### Prerequisite for this Course

TAA40104 – Certificate IV Assessment & Workplace Training

### New Qualification

TAE40110 – Certificate IV Training & Education

This is an information session on how participants who hold a TAA40104 – Certificate IV Assessment & Workplace Training can complete an upgrade to the new TAE40110 – Certificate IV Training & Education. The upgrade program uses RPL, RCC processes in most cases.

New material will be delivered to bridge the gap between TAA40104 and TAE40110.

Assessment criteria will be in the form of short answer and provision of a supporting evidence portfolio.

An RPL/RCC evidence checklist will be provided to each participant.

### Course Details:

Duration ½ day

Investment \$500.00



## High Impact Training (H.I.T)

This workshop takes you well above the basic delivery skills covered in TAA and TAE programs and it unleashes a wide range of design and delivery strategies to improve all facilitation and presentation expertise.

### Designed for:

Anyone looking to improve their presentation and group management skills, and of course, abandon the “Death by PowerPoint approach” to learning.

### Course Content:

- Preparing yourself and your environment for success
- Design using NLP concepts
- Story telling and creating tangible links
- Audience connection strategies
- Adult learning styles and personality filters
- Innovative use of props and stage craft
- Designing, observing and diagnosing group process
- Adjusting delivery process on the run
- Mind Mapping for learning retention
- Designing Flip Chart walls
- Using video, audio and props for maximum effect
- Facilitating meetings (for problem-solving and decision-making), learning, and/or change
- Intervening in difficult situations
- Handling objections and dealing with resistance or difficult people in the audience
- Ending powerfully for effect

### Learning Outcomes

Participants will be able to:

- Prepare and create stimulating learning environments
- Design delivery strategies with NLP and personality filters in mind
- Deliver successfully to all learning styles
- Utilise a wide range of delivery media
- Confidently adjust their delivery processes on the run to suit the group
- Handle a wide range of challenging behaviours and apply proven strategies to establish rapport.
- Create tangible links for meeting or seminar participants.

### Course Details:

Duration	2 days
Investment	\$850.00

## Mastering Communication

It is without doubt that communicating effectively is the most powerful tool available to all leaders and managers across all industries. This workshop addresses the key principles that have underpinned the skill sets displayed by powerful communicators over the centuries and will give you an insight into your personal communication style, thus enabling you to understand the communication style of others. Upon completion of this workshop, learners will have identified a range of communication techniques and strategies that will lift their confidence and drive them to more effective communication across a wide range of mediums.

### Designed for:

Teams, team members, leaders and managers at all levels within an organisation who wish to enhance their communication skills and gain a higher understanding of the interactions they have with others.

### Course Content:

- Analyse the modern communication cycle
- Identify effective communication styles
- Communication barriers and their controls
- Empathic listening techniques
- Powerful questioning techniques
- How to deliver and receive the gift of feedback
- Communicating with difficult people in difficult times
- Reading and using the signs of body language
- NLP & Hypnotic Language Patterns

### Learning Outcomes

Participants will be able to:

- Understand the modern communication cycle
- Analyse your F.O.E. (Field of Experience)
- Use powerful questioning skills
- Identify and develop your own personal communication style
- Deliver and receive the gift of feedback
- Utilise and apply effective communication techniques when placed in difficult situations
- Identify barriers and control strategies to enhance effective listening.
- Understand and work with the ‘theory of intent’

### Course Details:

Duration	1 day
Investment	\$475.00

## Mastering Conflict Resolution

This course is designed to give you practical approaches in dealing with conflict and confrontation and restoring calm in both personal and professional environments.

### Designed for:

Managers, Leaders and Supervisors who deal with a wide range of complex people & situations. The content is also applicable to people performing a customer service role.

### Course Content:

- The Three "C's" - Crisis, Confrontation and Calm
- Stimulus Response Theory
- Self Image - Self Esteem Model
- Persecutor-Victim-Rescuer Roles
- Laws of Power & Influence
- Rock Logic - Fight or Flight Flow
- Strategies to handle difficult behaviour

### Learning Outcomes

Participants will be able to:

- Understand the underpinning psychology that drives difficult behaviour in self and others
- Select and implement appropriate strategies to deal with difficult behaviour sets
- Identify and control 'workplace psychopaths'
- Apply masterful responses to handle difficult situations with professionalism, confidence and poise

### Course Details:

Duration	1 day
Investment	\$475.00

## Mastering Customer Service

This course is designed to assist those in a Customer Service role to maximise their positive impact in any transaction and create highly effective levels of customer service.

### Designed for:

Leaders and Specialists who deal with a variety of internal and external customers. The content is also applicable to people performing a traditional customer service role.

### Course Content:

- Improving customer service
- Being a customer service professional
- The customer's perception
- Telephone protocols
- Communication skills
- The importance of the words you use
- Email etiquette
- Managing emotions both customer's and yours
- Working through conflict and dealing with difficult customers
- Dealing with International clients

### Learning Outcomes

Participants will be able to:

- Identify and leverage positive moments of truth
- Pace and lead the customer
- Understand the underpinning psychology that drives difficult behaviour in self and others
- Identify strategies for dealing with difficult customers and clients
- Establish high levels of rapport through verbal and non-verbal communication.

### Course Details:

Duration	1 day
Investment	\$475.00



## Mastering Leadership with NLP

This workshop will change your model of the world and assist you to unleash your full potential!!! It will be facilitated jointly by Kate & Peter Reilly NLP Master Practitioners. NLP is a framework through which you can discover, appreciate, translate and apply the differences in human performance, motivation and function to achieve personal excellence and to utilise this knowledge in the pursuit of excellence for others.

Essentially, NLP is about modelling excellence - identifying the thinking strategies and emotional states that provide the means by which individuals achieve success in any endeavour. Once you can identify the process of how an individual does something well, that same success strategy can be learned and used by others including yourself.

Allow 'Mastering Leadership with NLP' to unlock your future.

### Course Content:

- Understanding the Power of NLP
  - Understanding the relationship between your Conscious and Unconscious mind
  - NLP presuppositions or foundational principles
  - My Model of the World and your Model of the World
- Application models
  - Personal, family and team outcome planning
  - Reframing past events and disposing of personal baggage
- Personality typology
  - MBTI – Expanded Interpretive Report
  - The Enneagram and its application
  - How personality filters operate and methods to flex within them
  - Representational systems – how we take in, process, store and retrieve everyday data
- The power of language
  - Understanding our language patterns
  - How to ask powerful questions of ourselves and others
  - Eliciting change with suggestive language patterns

- Application techniques and tools
  - The modelling of excellence and strategies to achieve personal excellence
  - Future pacing for success - for self and others
  - Development of personal NLP Leadership action plans



- Leadership Actions
  - Review of application plans and coaching for further improvement
  - Discuss success stories
  - Strategies to overcome road blocks
  - Models of Excellence - working examples
  - Linking the power of NLP to the leadership equation

### Course Details:

Duration 5 days

Investment \$2000.00



## Mastering Negotiation

This course will guide participants through a range of problem-solving techniques and methods of communication, and how to apply them in the negotiation process. By using a series of mini negotiation role-plays to simulate practical experience, you will develop a greater understanding of your personal strengths, then how to apply those skills in practical negotiation scenarios.

### Designed for:

Anyone who wishes to learn the art of negotiation. Leaders who wish to gain successful outcomes from negotiation with employees, suppliers and customers.

### Course Content:

- Settings under which negotiations commonly occur
- 20 steps in successful negotiations
- Top 10 negotiation strategies
- The negotiating team approach
- Planning for effective meetings
- The BARAKA framework and guide for preparation
- Rapport – content and process
- Alternatives to negotiation
- Negotiation planning templates

### Learning Outcomes:

Participants will be able to:-

- Understand negotiations and common negotiation processes
- Familiarity with different negotiation strategies and tactic selection
- Enhanced communication & problem-solving skills with NLP rapport strategies
- Experience in real negotiations across a variety of interesting subjects
- Greater self confidence in approaching negotiations in a variety of contexts.

### Course Details:

Duration 1 day

Investment \$475.00

## Mastering Performance Management

This course will provide participants with solid skills and understanding of how to guide and enable high levels of performance within their staff.

### Designed for:

Leaders, supervisors and managers who want to develop the skills and techniques to effectively manage and enhance the performance of their staff.

### Course Content:

- The role of the leader in performance management
- Defining performance
- Potential causal factors of poor performance
- The magic formula for excellence
- Problem solving human behaviour
- Productive performance discussions
- Performance management systems overview
- Managing high performers
- What to do if it all goes wrong!

### Learning Outcomes:

Participants will be able to:-

- Identify their role requirements within the performance management framework
- Measure performance and identify factors contributing to high or low levels
- Identify the components of a productive Performance Management system
- Conduct formal & informal Performance Management interviews
- Problem solve behavioural issues.

### Course Details:

Duration 1 day

Investment \$475.00

## Mastering Personality Profiling

This course will heighten the participant's observation skills and provide the underpinning knowledge to profile a range of personality traits that drive behaviour within and outside the workplace.

### Designed for:

Leaders, managers or team members who wish to understand the behavioural preferences of others and their responses to those behaviours. If you desire the skill to be able to read and understand others, this course is for you

### Course Content:

- Why do this for yourself and for others
- Powerful observation skills
- Enneagram of Personality
- D.I.S.C.
- MBTI (EIR) – Step II
- 20 Powerful NLP Meta Programs (personality filters)
- Team Management Systems – TMS
- What to do with this data
- How to flex behavioural preferences and assist others to do the same

### Learning Outcomes:

Participants will:-

- Gain a wide insight into the theory and application of effective personality profiling tools.
- Gain a greater understanding of themselves and the behaviours of others
- Find ways to leverage this insight and understanding into effective leadership styles.
- Develop strategies to enhance their Visual, Auditory and Kinaesthetic sensory input and heighten their observation skills.

NB:- this course provides excellent levels of information and useful tools but is not a qualification program.

### Course Details:

Duration            2 days  
Investment            \$1000.00

## Mastering Stress Management

This course will enable participants to identify and manage a range of stressors and stress management techniques for themselves and others they may lead or influence.

### Designed for:

People seeking to improve their personal stress management skills or wanting to assist others with the identification and selection of stress management techniques, including individual participants, team leaders and team members.

### Course Content:

- Symptoms of stress in teams and individuals
- Causes & drivers of stress
- Understanding the costs associated with poor stress management
- Stress management techniques
- Relaxation techniques
- NLP Reframing
- Emotional Intelligence
- How to maintain personal stamina and resilience
- Personality preferences and stress

### Learning Outcomes:

Participants will be able to:-

- Recognise signs and sources of stress
- Use appropriate techniques effectively to manage stressful situations
- Develop & implement stress reduction plans for others
- Reframe a wide variety of stressful situations
- Develop personal change action plans
- Learn to give a higher priority to health & well being

### Course Details:

Duration            1 day  
Investment            \$475.00

## Mastering Time Management

Have you ever felt a little overwhelmed by the hectic pace at which our lives pass by? Developing & polishing our time management/choice management skills is critical in achieving successful outcomes in both our career and family life. This innovative program pulls no punches and drives straight to the heart of what is required to achieve excellence in the area of time management and control of habitual practices that steal our time from us.

### Designed for:

This program is designed for anyone wishing to enhance their ability to achieve more in all areas of their life, from the office environment to the coal face and within the home environment.

### Course Content:

- Utilising time logs and identifying time wasters
- Slaying procrastination and 'Eating the Frog'
- Peter's Perfect Planning Process
- Handling interruptions and Saying 'no'
- Designing and managing your own work space
- Controlling the paper and email monsters
- Prioritising goals and decision making using the 80/20 rule
- Powerful delegation – using the CPORT model
- Strategic and Operational Goal setting
- Developing individualised action plans

### Learning Outcomes:

Participants will be able to:-

- Recognise the effects of our current time management habits
- Analyse our choices in relation to our time management practices
- Identify and control major time wasters in our lives
- Apply the 80/20 rule (Pareto Principle) to leverage our time and choices
- Achieve sustainable balance between work, family and personal commitments.
- Develop and implement a personalised time management system
- Develop goals and supporting action plans

### Course Details:

Duration	1 day
Investment	\$475.00

## The New Supervisor

This workshop focuses on the unique and difficult role of the new supervisor and introduces the fundamental skill-set required in these roles. Participants will develop new ways to influence, convince and motivate people through rapport and coaching. Learn how to create and inspire powerful teams, and deal with a range of common leadership problems.

### Designed for:

New supervisors, relief supervisors, team leaders, leading hands and frontline managers. Experienced supervisors who wish to update and reenergise their skill set will benefit from this content.

### Course Content:

- Understanding and managing the transition from team member to supervisor or frontline manager
- Understanding your leadership style
- Principles of trust and rapport building
- What is the real role and expectations of supervision and management
- Top 10 tips for new leaders
- Maintaining & enhancing employee motivation
- Common problem solving strategies
- Delegation techniques and strategies
- Foundational team building principles
- Managing positive and negative performance of team members effectively

### Learning Outcomes:

Participants will be able to:-

- Identify expectations of their supervisory role and their leadership style
- Apply foundational skills of planning, communication, motivation, delegation and performance management
- Apply appropriate leadership skills to a wide variety of common work related situations
- Motivate employees to increase productivity
- Formulation of a personal leadership development action plan

### Course Details:

Duration	2 days
Investment	\$850.00

# Baraka Course Enrolment Form

Please complete all sections on this form and return by fax or email  
 Phone 07 49782168 Fax: 07 49781543 Email: [kate@btm.com.au](mailto:kate@btm.com.au)  
 PO Box 1797 Gladstone Q 4680

## Participant Contact Details

Given Name:		Surname:	
Home Address:			
Town/City:		State:	PCode:
Phone:	Fax:	Mobile:	
Email:			

## Authorising Officer Signature – please ensure this is signed.

Signature:	Name in Print:
Organisation:	

## Employer Details (as applicable)

Organisation:			
Contact Name:			
Street Address:			
Town/City:		State:	PCode:
Phone:	Fax:	Mobile:	
Email:			

## Course Details

Course Name:	
Date:	Location:

## Payment/Invoice Details

Organisation:		
Postal Address:		
Town/City:	State:	PCode:
Contact Name:	Phone:	
Cost of Course: \$		
Method of Payment:	<input type="checkbox"/> Purchase Order Number	<input type="checkbox"/> Cheque Attached

We do not provide facilities for Credit Card Payment.

Cancellations are unavoidable at times; however, we do ask that you notify us as soon as possible if this is the case. Cancellation penalties will not apply in most cases.

