

Training Courses Outline



About us

Organising Place provides unique workshops and learning programs in workplace organisation and personal efficiency. **Our courses and training programs** assist people to become more organised, efficient and productive and best of all less stressed within their workplaces. All of our programs have been designed for organizations who would like to improve the overall workflow and personal efficiency of a small or large group of individuals within a team, branch office or department.

Organising Place's inclusion in the Australian Public Service Commission's **Leadership, Learning and Development Panel** is a reflection of our professionalism and specialist experience in providing our services to various entities in the federal and state government.

Why are our training programs so successful?

We offer much more than time management training. Our core workshop, **Completely Organised at Work** teaches an overall workplace organisation, including paper and electronic workflow systems, ergonomics, effective time management techniques and working within a team environment. Our workshop groups are kept small so we can attend to each participant's unique issues. We believe in making our programs interactive and relevant to the participants so we can ensure they experience real long term results in their workplace efficiency and are able to achieve a shift in behaviour.

Organising Place

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Our programs achieve an extremely high delegate satisfaction rating and have been very successful for past participants. After attending one of our training programs and implementing our methodology, participants spent less time accessing documents and managing their emails and more time on important daily tasks. **They also found up to 1.5 hours a day** which they could allocate to more important tasks instead of urgent activities which did not align them to their work goals. The organisation benefits from a more productive workforce, a decrease in employee absenteeism.

Our in- house programs

Our in-house programs are cost effective with a notable return on investment. They can be delivered as the standard workshop or customized to suit any industry and organization. We design all of our programs following a detailed consultation and analysis with our client so that we are able to achieve a positive and measurable result for them. All of our programs can be delivered in a classroom training format or in a blended learning format which could include face to face, coaching and online training components. We can also deliver any of our programs concurrently within an organization in various locations.

Our facilitators

We have a team of experienced and highly skilled practitioners who have been trained in **our unique Organising Methodology**. In addition to the Cert IV qualification held by all of our facilitators, they also hold Masters degrees in Adult Learning, Human Resources Management, Coaching and Mentoring. They employ an interactive learning method and maintain their expertise by keeping up with the latest techniques in adult learning. Their knowledge of a variety of industry sectors enables them to adapt to the needs of any organisation whether it be a corporate or government organisation. Our facilitators can also be available to attend consultation meetings with you to discuss the program and course material.

Our clients

Our clients come from a variety of organisations within the public and private sectors, including federal and state government agencies and corporate enterprises. Our past participants have come from all types of occupations including high level Executives, middle managers, operations, administration and support personnel, sales and marketing, HR, front line customer service and technical professionals.

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Completely Organised at Work

Program overview

Do your people struggle with the volumes of emails, interruptions and unfinished projects which lead to unproductive days? This program will show participants how to increase their workplace productivity by implementing efficient workflow systems, making the most of their work space, managing their time and stress effectively and by working in an organised manner with their colleagues. The practical techniques presented can be applied immediately.

Learning outcomes

- Creating an efficient and systemised document workflow system.
- How to manage your inbox and deal with emails effectively.
- Establishing a productive and less cluttered workplace.
- Tips on running effective meetings that produce outcomes.
- Establishing patterns with co-workers to keep you organised.
- How to work with disorganised colleagues and stay efficient.
- Using existing tools to manage your email, tasks and calendar.
- How to plan and set realistic goals using SMART method.
- How to schedule and deal with competing priorities effectively.
- Recognizing and managing what's urgent and what's important.
- Practical techniques for reducing interruptions and combating procrastination.
- How your physical workspace can affect your productivity and what can be done.
- Managing and reducing work related stress.
- How effective communication can keep you organised.
- Strategies for being organised and productive within a team.
- Maintaining the new systems in the long term.

Who Should Attend?

This program is suited for any individual who would like to improve their personal efficiency skills and currently works in an office environment. It is highly recommended for groups who work together in the same department or office or individuals who need to be highly organised such as Executive Assistants. This program is also relevant for individuals who manage teams and would like to improve their organisational management skills.

Format

Our training programs are practical with lots of interaction and discussion between the participants. During the workshop, participants are encouraged to develop and work on individual action plans in a consultative and controlled environment. Participants return to work with a clear understanding of how to apply the techniques learnt so they are able to improve their productivity. In addition to the workshop, participants undertake a pre and post course survey (to determine individual needs and measure improved efficiencies), receive an organising tips booklet, motivational cards, access to our online toolkit and a follow up coaching call two weeks after the course.

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Complete Time Management

Program overview

Are your people constantly running late, cannot meet project deadlines and just don't have the appropriate skills to manage their time? This program will show them how **to effectively make the best use of their time** and manage stressful situations, so they are able to meet their work goals. The practical strategies presented can be applied immediately.

Learning outcomes

- Making the best use of your time.
- How to manage your inbox and deal with emails effectively.
- How to deal with information overload effectively.
- Strategies on communicating assertively with your colleagues.
- How personality affects how we deal with time.
- Tips for being effective not just busy.
- Tips on running effective meetings that produce outcomes.
- How to work with disorganised colleagues and stay efficient.
- Using existing tools to manage your email, tasks and calendar.
- How to plan and set realistic goals using SMART method.
- How to schedule and deal with competing priorities effectively.
- Recognizing and managing what's urgent and what's important.
- Practical techniques for reducing interruptions and combating procrastination.
- Time management and combating work related stress.
- How to achieve team goals and outcomes in time efficient manner.
- Maintaining your new time management habits.

Who Should Attend?

This program is suited for any individual who would like to improve their time management skills and currently works in an office environment. It is highly recommended for groups who work together in the same department or office or individuals. This program is also relevant for individuals who manage teams and would like to improve their organisational management skills.

Format

Our training programs are practical with lots of interaction and discussion between the participants. During the workshop, participants are encouraged to develop and work on individual action plans in a consultative and controlled environment. Participants return to work with a clear understanding of how to apply the techniques learnt so they are able to improve their productivity. In addition to the workshop, participants undertake a pre and post course survey (to determine individual needs and measure improved efficiencies), receive an organising tips booklet, motivational cards, access to our online toolkit and a follow up coaching call two weeks after the course.

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Working Efficiently Within a Team

Program overview

Would you like your team to learn how to work efficiently, maximise their productivity and achieve great results? This program will show you and your team how to stay organised while achieving great team outcomes and results.

Learning outcomes

- Learn strategies for being organised and productive within a team.
- Team systems, procedures and methods of document control.
- Sharing software – address books, electronic documents and the intranet.
- Project planning, team goals and outcomes.
- How to overcome barriers to success and goal attainment.
- Delegating effectively to achieve project goals.
- Group dynamics and effective communication skills.
- Working with disorganised team members.
- Tips on running effective meetings that produce outcomes.
- Roles and responsibilities within the team and holding team members accountable.
- Listening skills and motivating the team and monitoring team effectiveness.
- How differences in background and personality affects interpersonal communication.
- Develop strategies for effective team leadership and giving and receiving feedback.
- Understand conflict, its benefits and strategies for negotiation and mediation.
- Managing and reducing team and project related stress.

Who Should Attend?

This program is suited for any individual who would like to improve their personal efficiency skills and works within a team environment. It is highly recommended for groups who work together in the same department or office. This program is also relevant for individuals who manage teams and would like to improve their organisational management skills.

Format

Our training programs are practical with lots of interaction and discussion between the participants. During the workshop, participants are encouraged to develop and work on individual action plans in a consultative and controlled environment. Participants return to work with a clear understanding of how to apply the techniques learnt so they are able to improve their productivity. In addition to the workshop, participants undertake a pre and post course survey (to determine individual needs and measure improved efficiencies), receive an organising tips booklet, motivational cards, access to our online toolkit and a follow up coaching call two weeks after the course.

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Complete Stress Management

Program overview

Is too much stress at work affecting your productivity, your health and your overall enjoyment of your job and life? This program will prompt the participants to assess their stress triggers and to learn how to manage their stressful situations more effectively. Participants will also learn stress control and relaxation techniques to help them function more productively at work and at home. The practical techniques presented can be applied immediately.

Learning outcomes

- What are the causes of stress.
- The differences between useful and harmful stress.
- What are the long and short-term effects of stress.
- How your personality affects how you react to stressful situations.
- The physical symptoms of stress.
- What are your stress triggers.
- How to take control of your emotions.
- Workplace disorganization, time management and stress.
- Assertive communication skills and stress management.
- Dealing with stressful situations and negative co-workers.
- Identifying burnout and what to do about it.
- How to effectively manage and deal with your own stress.
- How to manage others in stressful situations.
- Practical relaxation techniques that will calm you in any situation.

Who Should Attend?

This program is suited for any individual who is finding it hard to cope with stressful situations at work. It is highly recommended for teams and individuals who manage a variety of personalities and high pressure situations in their daily work.

Format

Our training programs are practical with lots of interaction and discussion between the participants. During the workshop, participants are encouraged to develop and work on individual action plans in a consultative and controlled environment. Participants return to work with a clear understanding of how to apply the techniques learnt so they are able to improve their productivity. In addition to the workshop, participants undertake a pre and post course survey (to determine individual needs and measure improved efficiencies), receive an organising tips booklet, motivational cards, access to our online toolkit and a follow up coaching call two weeks after the course.

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Email Etiquette

In this program participants will learn how to write professional effective emails that convey appropriate messages clearly and succinctly.

Learning outcomes

- Writing online versus on paper
- Understanding when to avoid using e-mail
- Achieving the objective of the message
- Are attachments are good idea?
- Using headers and signature files
- Using proper tone - formal or informal writing
- Language grammar and punctuation
- Constructing sentences and paragraphs
- Including a proper greeting
- Sent in error - What to do
- Handling delicate or diplomatic situations
- General - Dos and Don'ts
- Closing an e-mail message

Who Should Attend?

This half day program is suited for any individual who would like to improve their email etiquette and communication. It is highly recommended for all staff levels from a variety of backgrounds, including junior staff.

Format

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Complete Electronic File Management

Program overview

Do your people struggle with their inbox and a constant barrage of emails? 80-95% of the information we work with daily is generated by email and electronic files so essentially we have created additional responsibilities to monitor and manage. In this program participants will learn effective electronic workflow techniques that can be implemented immediately.

Learning outcomes

- How technology has changed the way we work.
- The five step electronic workflow system.
- How to manage your inbox and deal with emails effectively.
- Strategies for dealing with information overload efficiently.
- How to manage documents within shared drives and team projects.
- Using existing tools to manage your email, tasks and calendar.
- Tips for electronic folder structures and naming documents.
- Storing and disposal of electronic records.
- How people commonly misuse email.
- How to combat interruptions and time wasters.

Who Should Attend?

This half day program is suited for any individual who would like to improve their electronic document management, especially the management of their inbox. It is highly recommended for groups who work together in the same department or office or for staff who manage large volumes of electronic documents.

Format

Our training programs are practical with lots of interaction and discussion between the participants. During the workshop, participants are encouraged to develop and work on individual action plans in a consultative and controlled environment. Participants return to work with a clear understanding of how to apply the techniques learnt so they are able to improve their productivity. In addition to the workshop, participants undertake a pre and post course survey (to determine individual needs and measure improved efficiencies), receive an organising tips booklet, motivational cards, access to our online toolkit and a follow up coaching call two weeks after the course.

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Complete Paper File Management

Program overview

Do you and your staff struggle with files, folders and other loose papers in and around their work area? Paper is one of the biggest burdens in the workplace. 80% of paper filed is either lost or never referenced again which increases the need for duplication. In this half day program you and your team will learn effective paper workflow and filing techniques that will keep your paperwork organised and create an efficient work environment.

Learning outcomes

- The five step paper workflow system.
- How to sort files efficiently and effectively.
- How to improve the ability to locate a document.
- Dealing with physical clutter in the workplace.
- Tips on creating innovative storage for documents.
- Tips on creating an effective filing system.
- Archiving and disposal of paper based documents.
- Maintaining and managing paper based files.

Who Should Attend?

This half day program is suited for any individual who handles large volumes of paper based documents and works within a team environment. It is highly recommended for groups who work together in the same department or office.

Format

Our training programs are practical with lots of interaction and discussion between the participants. During the workshop, participants are encouraged to develop and work on individual action plans in a consultative and controlled environment. Participants return to work with a clear understanding of how to apply the techniques learnt so they are able to improve their productivity. In addition to the workshop, participants undertake a pre and post course survey (to determine individual needs and measure improved efficiencies), receive an organising tips booklet, motivational cards, access to our online toolkit and a follow up coaching call two weeks after the course.

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Complete Workspace Management

Program overview

Is your work area limiting your staff's efficiency? Are they less productive because the work area is cluttered and does not utilise space effectively? In this half day program participants will receive strategies for maximizing their workspace and storage tips that will transform the office into a pleasing and efficient work environment.

Learning outcomes

- Determining what clutter is and what to do with it.
- How colour and furniture choices affect productivity.
- How to transform the space into an organised and productive workspace.
- Space design tips for closed offices and for work areas with limited space.
- Space design tips for open plan offices and space saving storage techniques.
- Simple ideas for equipment and furniture layouts within all types of office environments.
- Ergonomic principles and OH&S compliance.

Who Should Attend?

This half day program is suited for any individual or organisation who would like to achieve a work area that is organised, productive and pleasing for the people that work within it. It is highly recommended for groups who work together in the same department or office.

Format

Our training programs are practical with lots of interaction and discussion between the participants. During the workshop, participants are encouraged to develop and work on individual action plans in a consultative and controlled environment. Participants return to work with a clear understanding of how to apply the techniques learnt so they are able to improve their productivity. In addition to the workshop, participants undertake a pre and post course survey (to determine individual needs and measure improved efficiencies), receive an organising tips booklet, motivational cards, access to our online toolkit and a follow up coaching call two weeks after the course.

For further information about any of our training programs or to discuss how we can customise an appropriate solution for your organisation, **please contact us on 1300 783 987** or email programs@organisingplace.com.au

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