

# Learning & Development Calendar 2024

## FEBRUARY

- [Excellent Customer service \(Melbourne\)](#)
- [Leader As Coach](#)
- [Mental Health First Aid \(Ararat\)](#)
- [Guide to Injury Management VIC \(Manager session\)](#)
- [Emotional Intelligence](#)
- [Guide to Injury Management NSW \(Manager session\)](#)
- [Incident Investigation Training](#)
- [Mental Health First Aid \(Melbourne\)](#)
- [PROSAFE – General Overview & Navigation Training](#)
- [Personal Effectiveness](#)
- [Guide to Injury Management QLD \(Manager session\)](#)
- [Mental Health First Aid \(Burswood\)](#)

## MARCH

- [Risk and Compliance](#)
- [Power BI \(HSE\)](#)
- [Cyber Security](#)
- [Mental Health First Aid \(Melbourne\)](#)
- [Guide to Injury Management NSW \(Manager session\)](#)
- [Incident Investigation Training](#)
- [Social Inclusion Training & Workshop](#)
- [Psychological Safety Management](#)
- [Review & Reflection Workshop](#)
- [PROSAFE – General Overview & Navigation Training](#)
- [Risk Management \(HSE\)](#)
- [Anxiety Awareness](#)
- [Depression Awareness](#)
- [HR@Programmed – Performance & Conduct Management](#)
- [Mindfulness and Breathwork](#)
- [Cultural Awareness & Workshop](#)

## APRIL

- [Mental Health First Aid \(Sydney\)](#)
- [Getting Results Through Others](#)
- [Power BI \(HSE\)](#)
- [Procurement@Programmed](#)
- [Review & Reflection Workshop](#)
- [Guide to Injury Management VIC \(Manager session\)](#)
- [Guide to Injury Management NSW \(Manager session\)](#)
- [Social Inclusion Training & Workshop](#)
- [Incident Investigation Training](#)
- [PROSAFE – General Overview & Navigation Training](#)
- [Guide to Injury Management QLD \(Manager session\)](#)
- [Risk Management \(HSE\)](#)
- [Managing Conflict](#)
- [Cultural Awareness & Workshop](#)
- [Upskill Using MS Teams](#)
- [Mental Health First Aid \(Burswood\)](#)

## ACTIVITIES AVAILABLE EVERY MONTH:

- [Welcome to Programmed](#)
- [Onboarding New Employees](#)

Click on the links for more information or to book your place.

If you would like to know more, please email [training@programmed.com.au](mailto:training@programmed.com.au)

# Learning & Development Program Guide

PROGRAM	OUTLINE
<b>Welcome to Programmed</b>	Excellent for a new starters' successful onboarding. Overview of Programmed, our people, values, systems and processes.
<b>HR@Programmed</b>	Suite of online webinars focusing on HR 101 – Performance & conduct management, Employee Dispute resolution, Recruitment & Selection Unconscious Bias.
<b>Leader As Coach</b>	Understand the coaching style of leadership, characteristics of good coaches; providing effective feedback.
<b>Mental Health First Aid</b>	Gain an Understanding of the Risk factors, prevalence and impact of mental illnesses in Australia. Apply the Mental Health First Aid Action Plan for anxiety, depression and possible psychosis.
<b>Managing Conflict</b>	Understand different approaches to managing conflict, identify how you approach conflict, and how to identify the approaches of others, how to generate positive conflict and navigate negative conflict.
<b>Social Inclusion@Programmed</b>	Empower your team to be more socially minded and inclusion; to build social outcomes in our communities, create inclusive employment, engage and partner with our vendors and suppliers more effectively
<b>Risk &amp; Compliance</b>	Managing risk and compliance is fundamental to modern organisations to minimise or eliminate potential exposure to legal penalties, reputational damage and/or financial loss. Programmed has a formal approach to Risk and Compliance in place so join this session to hear more about our activity in this area and how we all have a role to play in supporting this important function.
<b>Cyber Security</b>	Cybersecurity is the practice of protecting systems, networks, and programs from digital attacks. This is becoming increasingly difficult given the number of devices we all interact with and also because attackers are becoming far more innovative and sophisticated. Join this session to learn more about the cybersecurity measures Programmed has in place and given 95% of successful of cyber-attacks are the result of human error, learn how you can assist to protect our information and data.
<b>PowerBI Training (HSE)</b>	This training sessions it to help navigate your way around the HSEQ portion of Power BI run reports and bookmark your favourite pages to ensure the next time you want to access the information it is in the same format in which you left it last time using the web page.
<b>Risk Management</b>	In a broad sense Risk Management is the identification, assessment and control of factors that may have a negative impact on an organisation's targets and objectives.

PROGRAM	OUTLINE
<b>Onboarding New Employees</b>	Overview of the onboarding process from a Manager's perspective. Benefits of a good onboarding process & manager responsibilities.
<b>Cultural Awareness</b>	Webinar covering historical data, key events, understanding of the Aboriginal and Torres Strait Islander culture and traditions as First Nations People.
<b>Emotional Intelligence</b>	Why Emotional Intelligence is important in the workplace, what EI 'is' and the seven skills of effective EI, how to be a better communicator at work using EI.
<b>Upskill Using MS Teams</b>	Learn more about the features and functionality of MS Teams? Use breakout rooms and whiteboards confidently in meetings, collaborate on live documents, share presentations.
<b>Personal Effectiveness</b>	Examines your personal priorities; understand the importance of mindset and language in being "proactive", assess the effective use of your time and understand the importance of 'Sharpening the Saw.'
<b>Excellent Customer Service</b>	Create a positive image of Programmed with every conversation Project a professional image over the phone; Master a professional, effective & reassuring telephone voice; Gain client's trust using proven communication techniques; Learn to qualify & question effectively over the phone and other telephone techniques; Master proven techniques to professionally manage angry or challenging clients.
<b>Anxiety &amp; Depression Awareness</b>	Overview and awareness of anxiety & depression, Signs and symptoms, interventions, and providing further support to colleagues, family, friends.
<b>Incident Investigation Training</b>	Learn how to conduct an incident investigation at Programmed. Facilitated by the HSEQ team, this session will cover incident reporting, and the process and protocols of incident investigation.
<b>PROSAFE – General Overview &amp; Navigation Training</b>	This training session is a general session providing an overview for users, as well as sharing how to navigate ProSafe using the desktop or phone app; functions, quick tips and handy hints!
<b>Psychological Safety</b>	Like physical safety hazards, psychosocial hazards also need to be identified and controlled. This session provides an outline of psychosocial hazards and the processes and tools in place for identifying these and managing risk.