

PUBLIC SERVICE TRAINING GUIDE

**2025
EDITION**

EXCELLENCE IN THE PUBLIC SECTOR

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Our Public Service Training program is designed for all levels and career stages across the public service. Courses are designed to meet the training needs of the sector, and are delivered online and face-to-face, in a format that allows participants to share ideas and experiences in a professional learning environment. Members receive significant discounts off training and customised in-agency programs (*see page 9*).

This guide provides a basis to start planning your professional development for you or your staff. Courses fall into one of eight categories (*see Index on pages 6-7*), to help you easily find what you need. Each course also maps to a range of career stages, including:

- N** New Recruits/Graduates
- T** Team Members
- M** Managers
- L** Leaders



Public Service Training

***Your Professional Development
and Training Specialist***

About Us

The Institute of Public Administration Australia Western Australia (IPAA WA) established in 1945, is a not-for-profit professional association which enables those with an interest in public administration and public sector reform to exchange ideas on trends, practices and innovations.

Our Mission

As the preeminent professional body for all people in or working with the public sector, IPAA WA supports the public sector to make a difference. IPAA WA provides a constructive voice for the sector, facilitates collaboration, connects members and provides high quality professional development and training programs.

Core Services

We offer six core services to our members and the broader community:

1. Membership

Join as an Individual or Corporate member and show your dedication to building your career, knowledge and networks in the public service (*see page 9*).

2. Awards

Our awards program has been developed to promote, recognise and reward excellence in the public service. The IPAA WA Achievement Awards recognise both individual and organisational achievement across the WA public service. Our W.S. Lonnie Awards recognise excellence and transparency in State government annual reports.

3. Professional Development

We provide high quality, relevant, professional development programs for all levels of government through our Public Service Training programs and our In-Agency Organisational Development programs.

4. Resources

Members stay informed on a national level by receiving the 'Australian Journal of Public Administration'. **Subscribe to iNews** to be kept informed of new events and training programs, special offers, and the latest research and thinking in public administration. Visit the resources page of our website for presentations and photos from our past award ceremonies, seminars and events.

5. Events

The Institute is recognised for its high quality, thought-leadership events – from influential Ministers and Directors General to Young Professional and Executive lunches. **Members receive significant discounts** off events.

6. Event Administration

Specialising in the delivery of outstanding professional events, we can assist in planning, marketing and managing your next conference, information seminar, training session or awards presentation.

In-Agency Organisational Development Programs

We provide professional and high-quality organisational development solutions to public sector organisations for all levels of government.

Our In-Agency programs offer a flexible and cost effective way of delivering expert professional development solutions to groups in your organisation.

We work closely with you to design the program and develop the content to address the particular needs of your organisation. We can assist you in achieving your organisation's strategic goals and objectives by developing the skills, behaviour and expertise that your organisation requires.

Our programs are flexible in content, length and structure, and can be delivered anywhere in Australia.

Corporate member additional benefits

Corporate Members of IPAA WA receive additional benefits on our in-agency programs. Our Members receive a:

- 20% discount on all in-agency programs
- Multiple booking discount when seven or more workshops are booked at the same time
- Additional discount on registrations for the next public workshop on the same topic after the in-agency delivery

Our Approach

We design and deliver learning programs that are stimulating and challenging for workshop participants. Our programs focus on providing participants with tools and techniques that they can take back into the workplace and implement immediately.

Benefits to your organisation

We work closely with the Public Sector on a daily basis, and understand the environment they operate within. By choosing IPAA WA for your organisational development needs, you can:

- Design a program specifically to meet your needs
- Save money when you have a group needing the same professional development
- Choose a date, time and place (anywhere across WA) that suits you
- Create an opportunity for your employees to build on their internal relationships
- Customise a program from our suite of Public Service Training workshops
- Have the convenience of us coming to you

Save time and money by letting us customise or develop a tailored training solution for your organisation's specific needs and outcomes

Topics We Can Deliver

The possibilities with In-Agency Programs are endless. We deliver In-Agency Programs on all of the topics covered in our Public Training Program, plus more, including:

- o Career Development
 - o Change Management
 - o Contract Management
 - o Diversity and Inclusion
 - o Emotional Intelligence
 - o Leadership Programs
 - o Leading in an Uncertain World
 - o Management Skills
 - o Mental Wellness and Building Resilience
 - o Policy and Program Evaluation
 - o Project Management
 - o Public Policy
 - o Self-Awareness
 - o Social Outcomes
 - o Stakeholder Engagement
 - o Strategic Planning
 - o Team Development
 - o Women's Development Programs
 - o Writing and Editing
- ...Plus many more!

Program Options

We can include any or all of the following options in your training solution.

- o Case Studies
- o Co-facilitation
- o Consulting
- o Executive Coaching
- o Facilitation of Meetings and Strategic Planning Sessions
- o Guest Speakers
- o Individual / Team awareness assessments
- o Individual and/or Small Group Coaching

After something different?

Contact us to discuss your specific needs.

Contact Details

For more information, contact our training team.

P: 08 9360 1400

E: agencytraining@ipaawa.org.au



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Recommended Series

Public Service Training Prices

Several of our Public Service Training courses can work best when attended as a series:

Leadership & Management

- Leadership: What Every New and Experienced Manager Needs to Know
- Optimising Performance Through Hard Conversations
- Coaching Style of Leadership
- Negotiating with Confidence
- Intelligent Influence
- Building and Leading High Performance Teams
- Change Management for Team Leaders
- Strategic Planning

Government & Policy

- Introduction to Policy Work
- Writing Policy Documents
- Policy Evaluation

Project Management

- Getting Started in Project Management
- Project in Progress - Next Steps in Project Management

Governance & Risk

- Strategic Decision-Making for the WA Public Sector Professional
- Creating a Culture of Strategic Decision-Making: Skills, Tools and Strategies for WA Public Sector Leaders

All prices below are exclusive of GST.

Full-Day Programs (9:00am – 4:30pm)		
	FACE-TO-FACE	ONLINE
MEMBER	\$488	\$415
CORPORATE	\$535	\$462
NON-MEMBER	\$646	\$572

Half-Day Programs (9:00am – 12:30pm)		
	FACE-TO-FACE	ONLINE
MEMBER	\$336	\$305
CORPORATE	\$373	\$342
NON-MEMBER	\$440	\$410

Bite size Programs (From 1 to 3.5 hours)		
	FACE-TO-FACE AND ONLINE	
MEMBER	\$268	
CORPORATE	\$295	
NON-MEMBER	\$350	

Membership

The Professional Association for the Public Service of WA

As the peak independent professional association for public sector professionals in WA, we offer both Individual and Corporate Membership.

Members have the opportunity to participate in high-level networking and receive a host of quality products and services that enhance their career and support their professional development.

Individual Membership

The Institute has two levels of Individual Membership, and members can join at any time and receive a full 12 months of membership.

Associate Members receive benefits including the highest level of discount on training and events (up to 25% off), the opportunity to nominate for IPAA WA's Achievement Awards and the ability to join special interests groups such as the Young Professional Committee (YPC).

Personal Members receive all the benefits of Associate Members, plus priority access to free member only

events, priority invitation to member only events, discounted coaching services, a subscription to the Australian Journal of Public Administration and the right to nominate or vote for the IPAA WA Council.

Corporate Membership

Save on professional development costs for your staff by becoming a Corporate Member. The membership period is per financial year from July to 30 June. Any organisation is able to join, and fees are based on the total number of full time employees.

Become a Member Today!

If you are not a member, join today to become part of a professional community committed to connecting people and ideas and improving the capability of the public sector.

Visit wa.ipaa.org.au/Membership for more information and to join.



Individual Members receive a **further 15% discount** when booking 3 or more courses at the same time.

Contract Management Fundamentals for Government

Managing contracts effectively and efficiently requires stakeholders to have a sound understanding of the two key elements of any successful contract: the processes and the people. This program will help you improve your understanding of the key principles of sound contract management.

The subject matter in the programme is aligned to the WA government's Procurement Competency Framework. The workshop flows from procurement planning to contract formation and then contract management – all within the WA public sector context.



COURSE OUTCOMES

- Describe the fundamental elements of a contract including basic terms and conditions
- Describe the roles and responsibilities within contract management
- Analyse the importance of planning, leading, organising and controlling
- Describe the process for managing contract variations
- Identify and manage contract risk
- Have an awareness of the key legal considerations in forming and managing contracts
- Describe the key considerations involved in complying with the Procurement Act 2020 and the guidelines aligned to the WA state government's Procurement Competency Matrix.

BENEFITS TO YOU

- Encourage a common language and understanding amongst those involved in contracts
- Improve clarity of who does what when in managing contracts

BENEFITS TO YOUR ORGANISATION

- Provide a context for those involved in contract management to apply their organisation's processes and procedures diligently
- Increase the efficiency and effectiveness of delivering contract outcomes
- Minimize the risks involved in contracts

“ I feel I am better equipped in understanding overall contract management and the challenges it may bring. But also how best to get the most out of the contractor. ”

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Full-day

FACILITATOR/S

Doug Watson

PRICING

General pricing is available on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Developing a Sound Business Case

It is a frustrating process when you put a significant effort into developing your business case, only to have it returned with requests for further information or clarity regarding its content. The session will help you build a cohesive case with an appropriate level of justification and supporting data. This practical one-day highly interactive course provides you with the opportunity of working through a real life example to assist you in understanding how the process can be applied to your own situation.



COURSE OUTCOMES

- Identify stakeholders and their needs
- Align business cases with strategic needs
- Develop a robust options analysis
- State the elements required for a cohesive and persuasive argument for the business case.

BENEFITS TO YOU

- Leave the session with an outline of your Business Case
- Designed to assist you in targeting your business case to its intended audience with appropriate information
- Understand how to build a cohesive case with an appropriate level of justification and supporting data

BENEFITS TO YOUR ORGANISATION

- Development of a customised Business Case outline which is designed to suit your organisational context
- Review of why Business Cases generally fail and how to target the right level of detail
- A strong focus on risk and stakeholder management

“ *It was really useful to work through real life business case scenarios in an interactive format with plenty of opportunity for questions and discussion.* ”

COURSE DETAILS

CAREER STAGE



FACILITATOR/S

Karen Schwenke or
Doug Watson

COURSE LENGTH

Full-day

PRICING

General pricing is available
on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Introduction to Risk Appetite

Risk Appetite Statements are tricky to develop, and quite often, contradictory to organisational risk management processes. This session breaks down some of the myths and highlights how a Risk Appetite Statement can add value.

During this session, you will learn the terminology and approach to design valuable, meaningful and supportive Risk Appetite Statements. Taking guidance from international better practice guidance, content is designed to be repeatable and drive discussions towards effective decision making.



COURSE OUTCOMES

- An understanding of what a Risk Appetite Statement is and why its beneficial
- How a Risk Appetite Statement can support good risk management practices
- How to develop and articulate a Risk Appetite Statement.

BENEFITS TO YOU

- Knowing what type and how much of risk to take can be challenging
- By having a specific and explicit risk appetite statement, you can understand your organisation's risk tolerance to take risk in accordance with your organisation's risk management practices

BENEFITS TO YOUR ORGANISATION

- This session supports a complementary approach to ISO31000 risk management approaches and content, that can be applied to any department, any industry, any location
- The knowledge sharing and connection with other risk professionals supports discussion

ASSOCIATED COURSES

- Introduction to Risk Management

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Half-day

FACILITATOR/S

Teresa Riccio-Goodwin

PRICING

General pricing is available on page 8 of this guide.

Introduction to Risk Management



The success of an organisation's risk management framework is dependent on our people's ability to understand that 'managing risk is everyone's responsibility'. Effective risk management is evidenced through informed decision making and speaking about the positives and negatives of risks.

During this session, you will learn the fundamentals of risk management in accordance with ISO 31000 and how to apply it to your department. It is designed to boost your confidence around risk management terminology and concepts.



COURSE OUTCOMES

- A foundation level understanding of risk management
- How risk management supports good decision making
- Why risk is relevant to your role within the public sector.

“ *A very informative class. The facilitator was knowledgeable and the activities were engaging.* ”

BENEFITS TO YOU

- In accordance with better practice against risk management frameworks, public sector officers have risk management responsibilities
- This session will support you to understand risk management and how to effectively make decisions in accordance with your organisation's risk management practices

BENEFITS TO YOUR ORGANISATION

- This session supports a consistent approach to risk management, that can be applied to any department
- The knowledge sharing of risk management within an organisation, supports a risk lens across decision making

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Half-day

FACILITATOR/S

Teresa Riccio-Goodwin

PRICING

General pricing is available on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Mastering the Art of Hiring the Right Talent Using Best Practices

This new workshop will equip professionals with the skills and knowledge required to optimise the hiring process. Covering essential aspects such as legislative frameworks, crafting effective recruitment documents, and managing unconscious bias, the course ensures participants can attract, assess, and onboard diverse talent efficiently.

By attending the workshop, attendees will drive better hiring outcomes, build a stronger workplace culture, and confidently lead recruitment efforts with impactful results.



COURSE OUTCOMES

- Comprehensive understanding of legal requirements and compliance in the hiring process.
- Ability to create compelling recruitment documents and strategize effective advertising to attract diverse candidates
- Enhanced skills in evaluating candidates fairly and objectively, while mitigating unconscious bias and managing conflicts of interest
- Proficiency in using various assessment tools and techniques, conducting thorough referee checks, and making informed selection decisions
- Knowledge of effective onboarding practices and the importance of meticulous record-keeping to ensure smooth integration of new hires.

BENEFITS TO YOU

- Improved hiring skills leading to more effective and efficient recruitment processes
- Increased confidence in managing all stages of the hiring process, from planning to onboarding
- Enhanced ability to attract and select the best talent, ensuring better organisational fit and performance

BENEFITS TO YOUR ORGANISATION

- Better hiring outcomes, leading to higher quality hires and reduced turnover rates
- Enhanced reputation as an employer of choice, attracting top talent
- Improved compliance with legislative requirements, minimising legal risks and ensuring fairness in the hiring process

COURSE DETAILS

CAREER STAGE



FACILITATOR/S

Susan Kurtjak and
Jonathan Kurtjak

COURSE LENGTH

Full-day

PRICING

General pricing is available
on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Administrative Support for Committees



Meetings take place every day in public sector organisations but are they an effective use of time? Well-developed agendas and accurate records of decisions mean that committees function better and are more likely to achieve their objectives.

This half day course is for public sector employees whose role requires them to support committees including minute taking, meeting arrangements, agendas communication tasks, and handling routine correspondence. It is not designed for board members or chairpersons.



COURSE OUTCOMES

- Understand the importance of a governance framework
- Implement an induction process for new members
- Know how to support the chairperson to run effective meetings
- Know how to provide administrative support, such as drafting meeting agendas, taking meeting minutes, circulating papers, following-up on actions arising from meetings
- Monitor the implementation of decisions.

“ This workshop was very engaging and covered all areas I had hoped for in just the right amount of detail! ”

BENEFITS TO YOU

- Apply new knowledge to improve the quality of executive support you are providing
- Understand what is required of minute-taking, what to leave in and what to leave out
- Review agenda papers
- Confidence in dealing with the chairperson and board members

BENEFITS TO YOUR ORGANISATION

- Improved operation of committees
- Improved implementation of the governance framework
- Documentation better represents the deliberations and decisions of the board

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Half-day

FACILITATOR/S

Lesley Smith

PRICING

General pricing is available on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Brushing Up On Your Grammar and Punctuation

This simple, easy-to-understand course is aimed at those in the public sector whose job entails writing and who, though they have a working knowledge of grammar and punctuation, may feel the need to brush up and enhance their proficiency in this area. It covers the essentials of grammar and punctuation in an uncomplicated manner using many simple examples and lots of self-help exercises. You will leave with a much clearer understanding and working knowledge of all the fundamentals of English grammar and punctuation.



COURSE OUTCOMES

- Feel more self-assured in their use of correct grammar and punctuation, leading to less editing and rewriting by senior management
- Write with greater clarity and precision, leading to better understanding and less re-reading by readers
- Correct all grammar and punctuation errors when editing their own (and other people's) writing.

“The facilitator has a strong knowledge of the topic. Furthermore, he conveys the content of the program in an easy, powerful and understandable way. Very glad I participated in this session.”

BENEFITS TO YOU

- Your grasp of good grammar and punctuation is a transportable skill available to you in everything you write
- Your ability to write well and succinctly is improved
- Your self-confidence in your writing ability is greatly enhanced

BENEFITS TO YOUR ORGANISATION

- Documents will be more succinct and technically accurate reflecting well on writers and their departments
- Productivity is enhanced as the time spent by managers editing and correcting errors will be greatly reduced

ASSOCIATED COURSES

- Executive Writing Skills
- How to Develop Good Report Writing Skills

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Full-day

FACILITATOR/S

John Harman

PRICING

General pricing is available on page 8 of this guide.

Developing Good Workplace Communication and Interpersonal Skills



Effective communications are vital to the successful outcome of everything an organisation or department wishes to achieve, while good interpersonal skills help facilitate our communications at work.

Well-developed interpersonal skills create unambiguous relations between individuals, clarify perceptions, and eliminate potential misunderstandings. This course focuses on how communications and interpersonal skills in the workplace may be improved and enhanced.



COURSE OUTCOMES

- Engage in more focussed communication and communicate your messages more effectively
- Understand other peoples' communications accurately
- Know how to question and probe for clarification and deeper understanding in a thoughtful, respectful manner
- Be aware of the strengths and weaknesses of your own interpersonal communication style as well as those of others within the organisation
- Be more effective in maintaining smooth interpersonal relations with others
- Be better able to identify when, the words don't go with the 'music'
- When required, to be assertive rather than passive or aggressive.

BENEFITS TO YOU

- Have your message more accurately understood
- Have a better understanding and deeper feeling of where other people in your organisation are coming from
- Know how to adapt your communication style to suit the occasion and people you work with
- Improve your listening and questioning skills

BENEFITS TO YOUR ORGANISATION

- Save your organisation time, money and frustration that comes from poor interpersonal communications within and between departments
- Reduce inter-personal issues between staff and reduce the need for arbitration and counselling by managers
- Minimise misunderstandings and poor communications skills in the organisation

ASSOCIATED COURSES

- Presenting with Confidence

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Full-day

FACILITATOR/S

John Harman

PRICING

General pricing is available on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Effective Stakeholder Engagement Within the Public Sector

In this innovative course, you will develop high-impact strategic engagement skills to support the successful delivery of your projects and programs. This practical course will help you identify key internal and external stakeholders, build strategic relationships, effectively influence outcomes, develop important partnerships and leverage their unique communication and engagement styles.

You will learn how to create a high-impact stakeholder engagement plan, effectively manage challenging stakeholders, and enhance your critical engagement skills.



COURSE OUTCOMES

- o Identify their key internal and external stakeholders
- o Develop a stakeholder engagement plan
- o Understand their engagement and communication style
- o Develop influential stakeholder management skills.

“ This course helped me learn about myself in terms of my engagement and conflict resolution style. ”

BENEFITS TO YOU

- o Gain confidence in your stakeholder engagement skills
- o Identify your engagement strengths and challenges
- o Influence process and program outcomes
- o Build effective stakeholder relationships at all levels

BENEFITS TO YOUR ORGANISATION

- o Build effective relationships with internal stakeholders
- o Develop positive external stakeholder relations
- o Identify in-kind and financial partnership opportunities
- o Manage challenging stakeholder relationships
- o Build capacity through stakeholder engagement

ASSOCIATED COURSES

- o Developing a Sound Business Case

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Full-day

FACILITATOR/S

Dr Mel Milton-Smith

PRICING

General pricing is available on page 8 of this guide.

Excellence in Annual Reporting



Submitting an annual report to parliament, and sharing it with stakeholders is a yearly obligation. The report is a complex document and necessarily involves input from several areas of an organisation. Its development and completion are often onerous, thankless and stressful tasks that few enjoy. However, this need not be the case. If a few fundamental principles and some planning are applied, producing annual reports can be a straightforward and credible accounting of an organisation's performance.



This course is based heavily on the current PSC guidelines and Treasurer's Instructions and Guidance and is most relevant to WA public sector employees.

COURSE OUTCOMES

- Identify and interpret standard requirements
- Understand best practice principles for annual reporting
- Create a noteworthy report by fulfilling requirements and applying key principles
- Complete the annual reporting cycle.

BENEFITS TO YOU

- Greater confidence in taking on annual reporting projects
- More enjoyable experience working on annual reports

BENEFITS TO YOUR ORGANISATION

- Introduction of best practice into the annual reporting of performance
- Enhance staff capabilities in producing annual reports that meet and exceed current professional reporting benchmarks

“ This course gave me a good overview of the process and helped me feel more confident in tackling the annual report this year. ”

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Half-day

FACILITATOR/S

Lesley Smith

PRICING

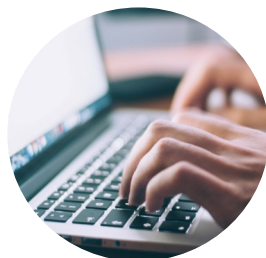
General pricing is available on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Executive Writing Skills

For us to write effectively and for our writing to achieve its purposes, we need to adopt a few simple strategies and to follow a number of plain, easily-understood principles. Participants in this fast-moving, interactive yet informal workshop will learn how they may develop their skills as effective executive writers.

They will be engaged throughout the day in interactive writing exercises designed to develop their skills and confidence and will finish the day by working on a substantial piece of their own writing.



“It’s refreshing to have someone like John, take you from reluctant writer to enthusiastic writer within a day. I can’t wait to use the tips he has armed us with.. Imagine getting the entire public service to write for the reader!”

COURSE OUTCOMES

- Write shorter, clearer more precise reports, policy documents, manuals, memos and emails
- Prepare and order and then write any piece of writing that transmits information or seeks to persuade with powerful and informative sentences
- Edit out unnecessary words and phrases to achieve greater clarity and impact in their writing
- Target writing to specific readerships
- Know how to structure, revise and rewrite quickly and competently.

BENEFITS TO YOU

- Write less but be understood more
- Mount better, more influential arguments
- Anticipate queries and questions and know how to answer them, in simple English, before they are raised

BENEFITS TO YOUR ORGANISATION

- Save executives’ time by reducing much of the editing and rewriting of documents and briefings
- Well-written, succinct and grammatical communications reflect well on departments and the organisation

ASSOCIATED COURSES

- Brushing Up On Your Grammar and Punctuation
- How to Develop Good Report Writing Skills

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Full-day

FACILITATOR/S

John Harman

PRICING

General pricing is available on page 8 of this guide.

How to Develop Good Report Writing Skills



This course is designed to assist those working in the public sector who may be required to write — reports; briefing notes; board submissions; annual reports; research papers; business proposals; planning submissions and operational procedures — in the essential skills of report writing.

It is intended as an introduction to those new to report writing, as well as a refresher for those who are seeking to improve their report writing skills.



“ I feel comfortable in my ability to put together a report which is clear and precise to the reader. ”

COURSE OUTCOMES

- Produce reports that are easily read: succinct, to-the-point and crystal clear
- Gather and organise information effectively
- Structure information that makes it easy for readers to understand and act on
- Present complex information and issues in the simplest manner possible
- Make conclusions that are supported by the report's evidence
- Produce appropriate and practical executive summaries.

BENEFITS TO YOU

- Write complex information in a clear, concise way and have more confidence in your ability to write excellent reports
- Know how to write reports that are valued in your department and organisation
- Enjoy an enhanced reputation within your organisation

ASSOCIATED COURSES

- Executive Writing Skills

BENEFITS TO YOUR ORGANISATION

- Have more confidence in your people to produce professional reports
- Spend less time trying to understand the contents and conclusions of reports
- Have more confidence in the accuracy of reports and the correctness of their conclusions
- Be presented with reports that are easier to read

COURSE DETAILS

CAREER STAGE



COURSE LENGTH Half-day

FACILITATOR/S John Harman

PRICING General pricing is available on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Master Editing and Proofreading Skills

This course is suitable for all those in the public sector who either experience difficulty in editing their own material or who need help in re-writing or editing reports, briefings and submissions written by other people. The course explains the reason for editing, describes the editing process and how to polish first drafts into professional, readable, concise and factual documents.

Participants will gain practical skills in identifying and correcting common errors, leading to better grammar and punctuation.



COURSE OUTCOMES

- Know why editing is important
- Gain a thorough understanding of the editing process
- Learn to elevate writing, both their own and others', to be more professional, concise, factual, and persuasive
- Improve their practical application of modern grammar and punctuation rules
- Write more clearly and concisely, and re-write more effectively.

BENEFITS TO YOU

- You will gain more confidence in your own writing and editing abilities
- You will develop better attention to detail, applicable in various professional tasks
- You will gain enhanced professional credibility and perceived competence
- You will reduce the time spent on revisions, increasing productivity

BENEFITS TO YOUR ORGANISATION

- You will have more confidence in your staff to produce professional, well-written, error-free documents
- Communication will be clearer and require fewer revisions, increasing efficiency and productivity
- Consistent, accurate, and persuasive writing will improve internal and external communication

ASSOCIATED COURSES

- Brushing Up On Your Grammar and Punctuation

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Half-day

FACILITATOR/S

Karen Peradon-Alaga

PRICING

General pricing is available on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Negotiating with Confidence



Effective negotiation with colleagues, managers or key stakeholders can be one of the biggest communication challenges in the workplace. During this one day interactive program you will be reviewing your own negotiation skills and planning for a negotiation using a formal process.

You will also assess your own personal style and how this impacts on your negotiation approach and outcomes. This course is suitable for people with little formal negotiation training.



COURSE OUTCOMES

- State types of negotiation approaches and chose an appropriate manner to suit your circumstances
- Identify the types of negotiation scenarios and situations that create discomfort for you
- Identify helpful thinking and behaviours to employ during negotiation
- Develop a comprehensive negotiation plan
- Practice your negotiation skills in a safe environment.

“ The models provided could be taken away and applied in your own work situation. I also really enjoyed the areas where we got to identify our own styles and approaches to negotiation, I found that very insightful. ”

BENEFITS TO YOU

- Leave the session with a plan for an actual negotiation that you are wanting to undertake
- Identify how your personal style impacts on your negotiation approach and how you can draw on other behaviours/thinking to get a different outcome

BENEFITS TO YOUR ORGANISATION

- Structured and planned negotiation approach and strategy
- The ability to consider the needs of all parties in the negotiation
- A strong focus on choosing the appropriate approach and behaviours to for each negotiation opportunity

ASSOCIATED COURSES

- Dealing with Change in the Workplace

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Full-day

FACILITATOR/S

Karen Schwenke

PRICING

General pricing is available on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Presenting with Confidence

Any presentation is an opportunity for a speaker to engage, inform and influence an audience. What makes a presentation unique is that it delivers to a captive audience: an audience prepared to listen without interruption as the speaker makes their delivery.

This lively, open and interactive workshop will demonstrate how to organise and deliver a presentation that achieves its purpose, focusing on the skills you need to present with confidence.



COURSE OUTCOMES

- Plan, prepare and deliver a well-structured and informative presentation.
- Know how to influence an audience and guide it towards understanding and accepting the presentation's purpose.
- Overcome the natural fear that all presenters initially experience.
- Become adept at finding the right words and phrases to engage and inform listeners.
- Achieve a higher level of self-confidence through careful preparation and practice.

BENEFITS TO YOU

- Mount powerful presentations which engage, inform and influence
- Increase your self-confidence when speaking in public will be enhanced
- Understand the techniques of engaging, informing and influencing through the power of the spoken word
- Come away with a logical sequences of planning and delivering a powerful presentation under any circumstances

BENEFITS TO YOUR ORGANISATION

- Confident public speakers reflect well on the credibility of the department
- Your staff will know how to logically present their ideas
- Your staff will be able to deliver presentations that engage, inform and influence audiences
- Your staff will have more self-confidence and be better skilled in the techniques of delivering to a variety of audiences

ASSOCIATED COURSES

- Writing to Writing With Style: The Power of Plain English
- Developing Good Workplace Communication and Interpersonal Skills

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Full-day

FACILITATOR/S

Amberley Laverick

PRICING

General pricing is available on page 8 of this guide.

Skilled Minutes Taking



Most people are called on to take minutes at a meeting at some time in their career, sometimes with little or no notice. For many people it is the worst part of their job but with some training it can be manageable and satisfying. This engaging course is for public sector employees whose role may require them to take minutes regularly or on occasion. It combines exercises, critiques, templates and advice to help participants to take effective minutes for both on-line and in-person meetings. This course is about the minutes and nothing but the minutes.



COURSE OUTCOMES

- Understand the importance of accurate minutes
- Recognise critical information that must be minuted
- Learn tips and techniques to make minute-taking effective and easy
- Develop an 'on-the-spot' minute template for those unexpected minute-taking tasks
- Gain experience in minute-taking through participation in exercises.

“ *Useful templates and exercises. Trainer covered all topics very well.* ”

BENEFITS TO YOU

- Apply new knowledge to improve the quality the minutes you are taking
- Understand what is required of minute-taking, what to leave in and what to leave out
- Less stress when you are called on to take minutes

BENEFITS TO YOUR ORGANISATION

- Improved operation of committees
- Documentation better represents the deliberations and decisions of the committee

ASSOCIATED COURSES

- Administrative Support for Committees

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Half-day

FACILITATOR/S

Lesley Smith

PRICING

General pricing is available on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Writing Ministerial Letters and Briefings

This one day course is for middle-level public sector employees who do not have extensive writing experience in writing ministerial letters and briefings. The course will provide participants with a sound understanding of the role, purposes and types of ministerial letters and briefings they will be asked to write. They will gain a good understanding of the different requirements and approaches required for success in each of these quite different writing tasks, and be able to apply their knowledge in the workplace.



COURSE OUTCOMES

- Understand the purposes, importance and types of Ministerial letters and briefings and the differences between them
- Know the characteristics of well written Ministerial letters and briefings which meet the needs of the Minister and the agency
- Understand how to decide what is important and relevant and what can be left out
- Understand and apply the techniques and strategies that result in high level writing skills, particularly in relation to Ministerial letters and briefings.

BENEFITS TO YOU

- Understand what makes a quality and effective ministerial letter and briefing
- Apply that knowledge and your skills to improve your ministerial letters and briefings immediately
- Become an effective writer with the capacity for continual improvement of your writing

BENEFITS TO YOUR ORGANISATION

- Your manager will not be spending time editing or returning your work to be rewritten, resulting in increased productivity for you and your manager
- Your documents will better represent your agency and your Minister

ASSOCIATED COURSES

- Writing Skills for Government

COURSE DETAILS

CAREER STAGE



FACILITATOR/S

Lesley Smith,
Susan Barrera and Lee Miles

COURSE LENGTH

Full-day

PRICING

General pricing is available
on page 8 of this guide.

Writing Skills for Government



Writing is at the heart of what government does and is a critically important skill for public servants. This course introduces participants to ministerial correspondence and briefings, parliamentary questions, annual reporting and other writing outputs. Participants will receive a comprehensive overview of the key principles, techniques and skills required to produce effective and quality writing in the government setting. Participants will undertake a series of practical exercises that will allow them to put these skills and insights into practice and will gain the confidence to put these techniques into practice in the workplace.



COURSE OUTCOMES

- Understand the importance of good writing skills to your role
- Understand the principles and keys that underpin good writing, so they can raise the quality and impact of their written work
- Be able to identify the right approach and style to apply to writing in a government context, so as to produce the right type of writing for each situation
- Have developed the improved understanding and confidence to continue to improve their writing skills.

“ *It was extremely informative and I feel that it has truly given me more confidence.* ”

BENEFITS TO YOU

- You will have the insight and skills to improve your writing skills immediately
- You will become an effective writer with the capacity for continual improvement of your writing
- You will be able to apply your knowledge and highly transferable skills to the range of government writing tasks

BENEFITS TO YOUR ORGANISATION

- Your manager will not be spending time editing or returning your work to be rewritten, resulting in increased productivity for you and your manager
- Your documents will better represent your agency and your Minister

ASSOCIATED COURSES

- Writing Ministerial Letters and Briefings

COURSE DETAILS

CAREER STAGE



FACILITATOR/S

Lesley Smith,
Susan Barrera and Lee Miles

COURSE LENGTH

Full-day

PRICING

General pricing is available
on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Writing With Style: The Power of Plain English

This practical workshop focuses on the skills needed for effective written communication. Whatever you are writing, you need to make sure you put your reader first. This workshop shows you how to write the kind of English that communicates effectively with a reader that is clear and concise. You will learn how to streamline your written work by following some straightforward rules, and how to structure a piece of writing for maximum readability and impact. It includes practical exercises, and a set of notes for you to use after the course.



COURSE OUTCOMES

- Use time and effort efficiently when writing and rewriting
- Write material that is reader-centred
- Edit documents for readability, content, structure and style
- Produce written material that communicates effectively with a range of readers.

“ Every question I wanted to ask was answered throughout the course. Gave me a clearer view on using plain English to communicate with stakeholders and industry. ”

BENEFITS TO YOU

- Increased ability to work independently
- Increased confidence in writing and editing skills
- Increased productivity in all aspects of work that involve writing

BENEFITS TO YOUR ORGANISATION

- Reduce time that managers spend editing and rewriting documents produced by their team members
- Create a shared understanding of an approach to writing
- Project a consistently professional image through written material

ASSOCIATED COURSES

- Presenting with Confidence
- Brushing Up On Your Grammar and Punctuation

COURSE DETAILS

CAREER STAGE **N T M L**

FACILITATOR/S Amberley Laverick

COURSE LENGTH Full-day

PRICING General pricing is available on page 8 of this guide.

Cultivating Diversity and Inclusion in the Public Sector



Diversity & Inclusion

A diverse and inclusive workforce is critical for the success of the WA public sector. This workshop is framed around the WA Government's Workforce Diversification and Inclusion Strategy for WA Public Sector Employment 2020-2025. During the workshop you will learn how to adapt behaviour to work more optimally cross culturally. You will investigate workplace culture, build on value structure and develop cultural capabilities. This program will assist diversity and inclusion officers, human resource practitioners and alike in the public sector to effectively implement action plans; it forms a foundation to develop their own strategies for meeting this government strategy and initiative.



COURSE OUTCOMES

- Understand different cultures/perspectives and sharing this within the agencies
- Deeper understanding of the six action plans and their categories
- Understand and apply the role of culture in your role to build connection
- Gain practical tips on what to do and what not to do to be more inclusive
- Increase self-development and understanding of team culture and collaboration
- Understand and adapt your behaviour to improve relationships across 10 cultural dimensions.

BENEFITS TO YOU

- Grow your Cultural Intelligence
- Read other people better
- Access to key learning resources and best practice
- Start an action plan to implement improved diversity and inclusion strategy

BENEFITS TO YOUR ORGANISATION

- Clearly articulate the value proposition for diversity and inclusion
- Awareness of barriers and strategies to manage these
- Establish a communities-of-practice across the public sector

“Tanya’s wealth of knowledge, approach and delivery to the subject was reassuring and relatable.”

COURSE DETAILS

CAREER STAGE



COURSE LENGTH Full-day

FACILITATOR/S

Tanya Finnie

See website for availability.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Culture Matters

Working with Culturally and Linguistically Diverse (CaLD) people

This course will assist you to understand and communicate better with people from other cultures. It will equip you with the desirable attitudes, knowledge and skills to deliver culturally competent services and engage effectively with colleagues, clients and communities. You will leave with the ability to include culture when you plan and deliver service, and develop strategies and techniques for intercultural communication.



COURSE OUTCOMES

- Apply understanding of legislative and policy impacts to work practices to improve outcomes for culturally and linguistically diverse people
- Describe the differences between the settlement needs of migrants and former refugees in Western Australia
- Apply cultural competency and responsiveness skills
- Use reflective practices and questioning to identify unconscious bias and develop your cultural curiosity and sensitivity
- Improve Intercultural communication strategies that contribute to productive and harmonious relations between colleagues, clients and communities.

BENEFITS TO YOU

- Reflect on how your culture/s may impact your values, behaviours and relationships with people from other cultures
- Learn how to include culture when you plan and deliver service
- Develop strategies and techniques for intercultural communication

BENEFITS TO YOUR ORGANISATION

- Understand culturally diverse people's needs and know how to respond better
- Deliver improved services to diverse communities
- Prevent and/or identify communication mistakes
- Increase productivity by harnessing the different perspectives and strengths of a diverse workforce

ASSOCIATED COURSES

- Cultivating Diversity and Inclusion in the Public Sector

COURSE DETAILS

CAREER STAGE



COURSE LENGTH Full-day

FACILITATOR/S Rika Asaoka

See website for availability.

Develop your Inclusive Leadership Mindset



Diversity & Inclusion

Inclusive leadership creates an environment where people from diverse backgrounds feel safe, valued, and respected, and are able to freely express their unique selves in their workplace. After all, it is the leader who sets the tone, who models curiosity and interest in the diverse perspectives, and creates a safe space for all team members to be heard. In today's changing and complex world leading in an inclusive manner and creating an inclusive environment is not an easy task.



COURSE OUTCOMES

- Understand what inclusion is, and how it is related to the concepts of diversity, identity and equity
- Articulate the evidence supporting the value of efforts to develop inclusive leaders and an inclusive work environment
- Explain the 3 Elements of Inclusion
- Identify the 5 mindsets of inclusive leaders, how these can be developed, and where to look for evidence of improvement
- Articulate your own Inclusive Leadership Action Plan.

BENEFITS TO YOU

- Build a harmonious work environment where all people are valued and respected
- Leverage the diverse talents that reside within your team
- Improve decision making, critical thinking, creativity and problem solving in your team
- Build a sense of engagement and commitment amongst team members
- Lead your team and your organisation with respect and integrity

BENEFITS TO YOUR ORGANISATION

- Realise the investment in Diversity through inclusive leadership
- Ensure values of fairness and respect are operationalised through leaders' actions
- Ensure all employees experience a sense of psychological safety, feel valued and connected to others
- Through leadership, develop a culture where employees have a voice and express themselves with confidence as their authentic selves

COURSE DETAILS

CAREER STAGE



FACILITATOR/S

Heather McGregor Bayne,
Greg Bayne

COURSE LENGTH

Full-day

PRICING

General pricing is available
on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.



Diversity &
Inclusion

Empowering Women for Leadership in the Public Sector

This workshop provides women with the opportunity to further their aptitude in the leadership space by supporting participants in clarifying their personal leadership brand and developing an action plan for embedding it into the workplace.

This training supports the Public Sector Commission 'Workforce Diversification and Inclusion Strategy for WA Public Sector Employment 2020-2025' by working towards increasing the representation and inclusion of women at leadership levels of the WA public sector.



COURSE OUTCOMES

- Define your own unique brand of leadership style which focuses on how to leverage your strengths in an authentic way
- Utilise the TLC Solutions Self-talk framework to promote self-awareness and personal success through advancing the key skills of assertive communication, effective feedback, and intelligent influence
- Utilise the TLC Solutions Mindset Model to shape organisational cultural through creating a shared mindset around performance, leadership, connection, and relationships.

BENEFITS TO YOU

- Recognise potential bias from both within and externally, let go of stereotypical views and behaviours to enable you to reach your potential
- Develop attitudes and skills that harness your own strengths to improve engagement, performance, and retention of your team
- Improve well-being and success personally and professionally
- Foster a network of like-minded leaders to further enhance your strategic alliances

BENEFITS TO YOUR ORGANISATION

- Provide talented potential future leaders with access to high quality training
- Develop individual capability to support a culture which embraces respect, and encourages recognition of the value of all team members
- Set your organisation on a path to improved performance and productivity as research has demonstrated the link between these outcomes and increasing the number of women in key decision-making positions

COURSE DETAILS

CAREER STAGE



FACILITATOR/S

Heather McGregor-Bayne, Kim Cullen, Amelia Twiss or Nicole Heffernan

COURSE LENGTH

Full-day

PRICING

General pricing is available on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Working with Pride: Creating Safe and Inclusive Spaces for LGBTIQ+ Staff, Clients, and Communities



This workshop is interactive, evidence-based and aims to equip attendees with the knowledge, confidence, and skills to work more inclusively with LGBTIQ+ (Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Asexual) clients, co-workers, and community. Led by knowledgeable and welcoming facilitators, the workshop provides a safe and inclusive environment to learn and ask questions to better understand the experiences and needs of LGBTIQ+ community in Australia.



COURSE OUTCOMES

- Define key terminology related to LGBTIQ+ diversity
- Understand the ethical and legal obligations around LGBTIQ+ inclusion in the workplace
- Increase confidence to learn and use correct pronouns

BENEFITS TO YOU

- Gain a greater understanding and empathy for LGBTIQ+ people and community
- Build confidence to use correct pronouns and inclusive language
- Learn to work inclusively with LGBTIQ+ staff and clients

BENEFITS TO YOUR ORGANISATION

- Improve the knowledge and confidence of staff to work with LGBTIQ+ community
- Help ensure your organisation's services are welcoming and accessible to LGBTIQ+ community
- Have ongoing access to resources to support your organisation's continuous improvement in LGBTIQ+ inclusivity
- Promote staff satisfaction and retainment by providing a safer, more inclusive workplace for LGBTIQ+ staff members, potential employers and clients

ASSOCIATED COURSES

- Cultivating Diversity and Inclusion in the Public Sector.

COURSE DETAILS

CAREER STAGE



FACILITATOR/S

Sexual Health Quarters
(SHQ)

COURSE LENGTH

Half-day

PRICING

General pricing is available
on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Improving Aboriginal & Non-Aboriginal Intercultural Communication

Communication is at the heart of building effective relationships. Over the past 30 years, research involving Aboriginal and non-Aboriginal academics, educators and community members has established that most Aboriginal people speak Aboriginal English as their first language. Aboriginal English is a complex language which carries profound cultural conceptualisations not readily understood by speakers of Standard Australian English (SAE). You will be given opportunities to broaden your understanding of Aboriginal English, language variation, dialect development, cross-cultural communication and two-way bidialectal communication.



COURSE OUTCOMES

- Apply understanding of legislative and policy impacts to work practices to improve outcomes for Aboriginal people
- Gain a deeper understanding of the importance of cultural competency and responsiveness.
- Develop an understanding how forming respectful partnerships can be established by working two-way
- Improve Intercultural communication that contributes to productive and harmonious relations between colleagues, employees and clients.

BENEFITS TO YOU

- Reflect on how your language impacts your understandings and cross-cultural communication
- Learn to include newly-gained knowledge of language difference in all your planning and service delivery
- Develop strategies & techniques for effective intercultural communication

BENEFITS TO YOUR ORGANISATION

- Understand how diverse thought patterns embedded in language can lead to unintentional cross-cultural misunderstandings
- Deliver better service to Aboriginal communities
- Prevent communication mistakes by understanding Aboriginal cross-cultural communication
- Increase productivity by understanding and harnessing a diverse workforce that includes Aboriginal people

COURSE DETAILS

CAREER STAGE



FACILITATOR/S

Patricia Konigsberg and
Glenys Collard

COURSE LENGTH

Full-day

PRICING

General pricing is available
on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Creating a Culture of Strategic Decision-Making : Skills, Tools and Strategies for WA Public Sector Leaders



This short course provides you with skills, tools and strategies that can be used to create an organisational environment that is likely to produce high-quality and defensible policy, administrative, and business decisions. Good decision-making is the foundation of organisational success and the only way public sector agencies can maximise the probability achieving their objectives in an increasingly complex and uncertain policy environment. However, research has consistently shown that the organisational environment in which decisions are made has a profound impact on the quality of those decisions. Unlike many others in the public sector, managers, executives and team leaders can shape the environment in which decisions are made—for better or worse.



COURSE OUTCOMES

- Identify a range of individual and organisational biases that can result in poor quality decisions by your team, department, or agency
- Improve your individual performance and add value to your team, department, or agency by consistently making better decisions at the organisational level
- Help to create a culture of strategic decision-making in your organisation
- Improve your team, department, or agency's capacity to respond to complex challenges.
- Approach future decisions with an understanding of what constitutes a good decision and why.

The six modules will explore the below topics:

- What is a High-Quality Decision?
- Culture as a Decision Framework
- Overcoming Biases: Skills, Tools and Techniques
- Creating a Culture of Strategic Decision-Making: Leadership
- Creating a Culture of Strategic Decision-Making: Dialogue, Advocacy and Authenticity
- Harnessing the Power of Difference: Conflict, Diversity and Decision Quality

ASSOCIATED COURSES

- Strategic Decision-Making for the WA Public Sector Professional

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Self-Paced E-learning Program

FACILITATOR/S

Dr Seth Nicholls

PRICING

General pricing is available on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Introduction to Policy Work

This is an essential course for people who aspire to policy work, and is the first module of the Institute's highly regarded suite of policy skills courses developed for public sector participants. You will gain a greater understanding of the policy making process and the phases in policy development, implementation and evaluation. During the course you will analyse a number of case studies relevant to practical policy work. If you are new to policy and want to gain an idea of what policy work involves, this course is for you.



COURSE OUTCOMES

- Understand the theory underpinning public policy work and the practical realities of working in a policy role
- Appreciate the policy development cycle
- Understand the hallmarks of policy success
- Become familiar with the processes of policy consultation.

“ Well delivered, informative, inspiring. ”

BENEFITS TO YOU

- Understand the context in which government policy is developed
- Know what skills and attributes are required for policy work
- Have a better understanding of what senior decision-makers are looking for in policy proposals

BENEFITS TO YOUR ORGANISATION

- Staff will have a better idea of when policy is needed
- They will understand what is required for effective implementation of policy
- They will learn whether they are suited to policy work

ASSOCIATED COURSES

- Writing Policy Documents
- Policy Evaluation

COURSE DETAILS

CAREER STAGE

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COURSE LENGTH

Full-day

FACILITATOR/S

Jan Saggars

PRICING

General pricing is available on page 8 of this guide.

Investigations and Procedural Fairness: Your Rights & Obligations



It's not a trial! It's an administrative process.

This course will provide you with an insight on the application of procedural fairness during the course of an investigation into staff behaviour, including communicating with employees and representatives. It will explore the rights and obligations of investigators, managers and Human Resource (HR) practitioners, as well as how the principles apply during the investigations into staff behaviour.



COURSE OUTCOMES

- Understanding the legislative framework and how the various elements intersect
- Administration of the principles of administrative decision making during workplace investigations: Procedural Fairness, Standard of Proof and findings of fact, and the rights and obligations of the investigator, manager and HR practitioners
- When “reasonable management action” is not harassment or discrimination
- Out of hours conduct and behaviour
- Discussion of recent Commission and High Court decisions.

“The course provided useful reading material and also gave some great advice regarding websites and tools to assist.”

BENEFITS TO YOU

- Improved understanding of your rights and obligations as an investigator, manager or HR practitioner
- Improved understanding of administrative review principles and practices and their application to workplace investigations
- Increased confidence in dealing with parties to investigations and procedural fairness issues as they arise during the course of an investigation

BENEFITS TO YOUR ORGANISATION

- Build internal capability to conduct and/or case manage workplace investigations
- Improved agency decision making
- Increased confidence in its management of responses to allegations

COURSE DETAILS

CAREER STAGE



FACILITATOR/S

Paul O'Connor,
Susan Kurtjak

COURSE LENGTH Half-day

Available In-Agency Only

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Policy Evaluation

Government and stakeholders are increasingly requiring public sector agencies to evaluate their policies, strategies and new initiatives. This comprehensive and practical one-day course will assist you to build in evaluation at the start of the policy development cycle, and plan a high quality evaluation study. The course has been developed for public sector employees involved in policy development or implementation as well as those who may need to commission or plan an evaluation of a policy or strategy.



COURSE OUTCOMES

- Be aware of contemporary approaches to policy evaluation
- Identify the key steps in planning an evaluation of a policy or strategy
- Develop key questions for an evaluation brief
- Have practised the skills to write an evaluation brief
- Take away practical tools and templates that are helpful in producing high quality evaluation.

“Structuring the course around applying what we were learning to real policy examples was excellent, I always find it easier to learn something by doing it. Working within small groups was also great.”

BENEFITS TO YOU

- You will understand the multiple uses of evaluation in policy work
- You will be able to plan an evaluation study for policies within your organisation
- You will understand how to make evaluation studies more powerful influences in policy development and review

BENEFITS TO YOUR ORGANISATION

- Your organisation will understand the value of a strategic approach to policy evaluation
- Resources for evaluation studies may be allocated more efficiently and effectively
- Your organisation will be able to use evaluation in developing a learning environment

ASSOCIATED COURSES

- Introduction to Policy Work
- Writing Policy Documents

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Full-day

FACILITATOR/S

Theo Nabben

PRICING

General pricing is available on page 8 of this guide.

Strategic Decision Making for the WA Public Sector Professional



This e-learning program will equip you with the knowledge, skills and tools needed to make better policy, administrative, business and personal decisions. It provides you with the equivalent of a full-day of engaging, high-quality training that will enable you to maximise the likelihood of achieving the outcome that you want in any situation. This course is designed primarily for public sector professionals, who are interested in acquiring practical knowledge, skills and tools to make better decisions and recommendations.



COURSE OUTCOMES

- Approach future decisions with an understanding of what constitutes a high-quality decision;
- Contribute more effectively to your organisation's capacity to achieve its objectives through higher quality decision-making;
- Improve the quality of your professional and personal decisions by developing your 'decision fitness'; and
- Improve your individual performance and add value to your organisation by consistently making better decisions

The six modules will explore the below topics:

- Why Develop your Decision-Making Skills and what is a High-Quality Decision?
- What's the Problem? The Centrality and Importance of Framing
- Achieving Objectives: The Power of Alignment and Critical Action
- Generating Creative, High Quality Options
- Creating a Solid Foundation: The Importance and Value of Good Information
- Strategic Decision-Making in the Real World: Tips and Tools for Superior Results

ASSOCIATED COURSES

- Creating a Culture of Strategic Decision-Making: Skills, Tools and Strategies for WA Public Sector Leaders

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Self-Paced E-learning Program

FACILITATOR/S

Dr Seth Nicholls

PRICING

General pricing is available on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Understanding the Work Health and Safety Legislation

It's been a long time coming but the new work health and safety laws have finally arrived for WA. Where have the changes come from? What difference does the new laws make to you and your workplace? This session will review the key changes and see how they relate to the public sector.

The course will cover the key features of the new WHS Act including: Primary duty of care, Definition and duties of Officers, Duties to Volunteers, Notifiable incidents, Processes for consultation, Processes for the resolution of WHS issues, and New penalties.



COURSE OUTCOMES

- Describe the key features of the new WHS legislation
- Explain how the legislative changes relate to your workplace.

“Clearly articulated the complexities of the new legislation, with good examples and clear explanations.”

BENEFITS TO YOU

- Improve your understanding of the legal WHS obligations
- Understand the new terminology that will be used in the workplace

BENEFITS TO YOUR ORGANISATION

- Ensure that your safety management system reflects the new legislation
- Improve the level of compliance

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Half-day

FACILITATOR/S

Claire Kennedy

PRICING

General pricing is available on page 8 of this guide.

Writing Policy Documents

This one-day course is part of IPAA's popular suite of practical policy courses for the public sector. The course identifies the range of policy documents public sector employees might be required to prepare. It also includes practical work in designing and preparing policy documents. If you are new to the public sector and/or new to a policy role this course will assist you to develop the necessary knowledge and skills required to produce effective, high quality policy documents.



COURSE OUTCOMES

- Understand the different types of policy documents in relation to the policy cycle
- Identify the key features of a good policy document
- Identify key processes followed to develop a policy draft
- Understand the quality control issues.

“*Susan was an excellent facilitator. Very experienced and allowed a high level of interaction and engagement. This workshop was very informative and built on principles of the 'Intro to Policy Work' course.*”

BENEFITS TO YOU

- You will produce more effective policy documents
- You will understand the different types of policy documents used in government
- You will understand the process involved in developing a policy statement, proposal or initiative

BENEFITS TO YOUR ORGANISATION

- You will produce more effective policy documents
- You will understand when a policy document is needed
- You will understand how to write for a range of audiences from ministers to the general public

ASSOCIATED COURSES

- Introduction to Policy Work
- Policy Evaluation

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Full-day

FACILITATOR/S Susan Barrera

PRICING

General pricing is available on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Policy in Practice

Six Day Program held over two months

Policy in Practice (PiP) is developed to support public servants and aspiring policy leaders in understanding policy development, regulatory and service delivery in the modern public sector.

PiP explores the interplay between established policy development and service delivery models, and the modern public sector. It places an emphasis on influence, the political environment and the fast paced world of contemporary policy development cycles.



COURSE OUTCOMES

- Learn how to approach policy design and delivery in innovative ways
- Develop a practical knowledge of innovative frameworks and approaches to resolving strategic policy problems
- Understand the theory and practice of policy development, regulatory and service delivery
- Develop a deep understanding of the range of internal and external drivers that influence the making and delivery of policy
- Recognise the different stages that underpin contemporary policy development
- Broaden your understanding of the Government in WA.

“ I think all the attributes put together are the strongest feature of the program. Each session was different and it ended with putting a lot of the information in practice. I also really liked the quality of participation which I think contributed to its success as I felt there was a lot to learn not only from the facilitators and speakers but also the other participants.

The insights gained from facilitators and presenter's first hand experience, but also to walkaway with better understanding of what is policy work, and the tools to help 'do the work'. The assignment was a great practical learning experience. ”

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

6 Full-days

FACILITATOR/S

Hon. David Bartlett and
Rhys Edwards

PRICING

General pricing is available
on page 8 of this guide.

For course pricing, dates, and to register, please visit:

www.wa.ipaa.org.au/training/executive-education-programs/policy-in-practice/

Accountability: Building a Performance Culture



A performance culture (or a culture of accountability) is one in which individuals deliver on their promises. Similarly, they do not promise or undertake to do something unless they can achieve it to the desired standard within the specified time frames.

This workshop provides participants with an understanding of what is required to create a performance culture through clearly articulated work requests and being prepared to evaluate performance, provide meaningful feedback and importantly, hold individuals to account.



COURSE OUTCOMES

- Understand the importance of personal accountability and the consequences of a lack of accountability
- Be able to recognise the symptoms of a culture devoid of accountability
- Understand the key drivers of accountability and why they are important
- Develop a set of strategies to establish accountability and hold team members to account.

“ *This course provided me with a better understanding of what is meant by ‘accountability’.*
E.g. Following process is not the same as ensuring people feel and act accountably. ”

BENEFITS TO YOU

- Accepting personal accountability builds your value to the organisation and increases your productivity and personal effectiveness
- Accountability will help you to rise above challenges and direct influence on your surroundings

BENEFITS TO YOUR ORGANISATION

- Increased focus on results, performance and delivery of outcomes
- Less blame, denial, confusion and other symptoms of a lack of accountability
- Less time and energy and money wasted on avoiding issues and challenges
- More action, ownership, responsibility, trust, freedom and productivity

ASSOCIATED COURSES

- Building and Leading High Performance Teams
- Optimising Performance Through Hard Conversations

COURSE DETAILS

CAREER STAGE



FACILITATOR/S

Heather McGregor Bayne,
Greg Bayne

COURSE LENGTH

Full-day

PRICING

General pricing is available
on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.



Agile Leadership For Changing Times

This new course will equip you with contemporary skills to manage organisational change, foster innovation, and build resilience. It addresses challenges such as like evolving markets, AI, and unexpected crises.

In attending, you will receive tools to motivate staff, lead new ways of working, and support well-being, benefiting both individuals and organisations.



COURSE OUTCOMES

- Know how to build skills and capability for changing environments
- Understand how to lead organisational change effectively
- Learn practical strategies to build employee engagement
- Understand how to build resilience and innovation in your team
- Learn how to support your own and others' well-being and resilience.

BENEFITS TO YOU

- Gain in-demand skills for managing changing workplaces
- Understand how to lead organisational change processes
- Learn strategies to build employee engagement and motivation

BENEFITS TO YOUR ORGANISATION

- Create agile leaders equipped for the future of work
- Support staff motivation and wellbeing in uncertain times
- Attain leaders who can effectively manage change processes
- Build cultures of innovation and resilience
- Bring contemporary leadership skills to your organisation

“The course was well worth my time today. I feel equipped to share what I learned with others, and I now have some strategies and skills to implement building employee engagement and motivation as well as wellbeing and resilience.”

ASSOCIATED COURSES

- Building and Leading High Performance Teams
- Change Management for Team Leaders

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Full-day

FACILITATOR/S

Dr Mel Milton-Smith

PRICING

General pricing is available on page 8 of this guide.

Building and Leading High Performance Teams



This workshop is an absolute must for those leaders seeking to build a high performing, effective team where the unique talents and attributes of all members are harnessed, leveraged and aligned to achieve organisational outcomes. Based on a 10-year meta-analysis of high performing teams research, the TLC Solutions' High Performing Elite Teams (HPET) Model forms the fundamental framework for this workshop. The model provides a highly practical framework to achieve elite performance and allows you to identify and focus on key areas of team development back in the workplace.



COURSE OUTCOMES

- Understand the critical attributes of high performing teams
- Understand their role in accelerating the team's development and capability
- Assess the unique needs of their team and identify opportunities for improvement
- Implement a range of strategies to enhance team performance.

“ *The high performing team framework was helpful to look at areas for improvement and understand how gaps might be leading to challenges with team performance.* ”

BENEFITS TO YOU

- A clear understanding of the attributes of high performing teams and the symptoms of underperformance
- A clear understanding of your role in developing a high performing team
- A framework for evaluating your team's competence and effectiveness

BENEFITS TO YOUR ORGANISATION

- Rapid, proactive and purposeful team development and enhancement
- Aligned teams with shared purpose and clarity with regard to an agreed way of working
- Increased team cohesion and capacity to work together as a high performing team
- A focus on accountability, performance and continuous improvement

ASSOCIATED COURSES

- Coaching Style of Leadership
- Leadership: What Every New and Experienced Manager Needs to Know

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Full-day

FACILITATOR/S

Heather McGregor Bayne,
Greg Bayne

PRICING

General pricing is available
on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.



Change Management for Team Leaders

Why is it that many change programs fail or don't achieve the outcomes sought by the organisation? There are some important elements that need to be considered when managing or leading a change process. This course will assist the participant in designing a change process to suit their organisational context. A key deliverable of this workshop will be the development of a customised change management plan. This interactive workshop has been developed to assist you to plan for a change process in your organisation/situation.



COURSE OUTCOMES

- Identify the key elements of a successful change process
- Determine the readiness for change in your organisation
- Determine the context of change and organisational fit
- Plan for a change program/process
- Identify the monitoring required for a change program
- Plan for engaging key stakeholders
- State what is important to consider when leading change.

BENEFITS TO YOU

- Design a step-by-step change process to suit your organisational context
- Use the workbook as a change management plan document
- Have the opportunity to work on and discuss your own change process

BENEFITS TO YOUR ORGANISATION

- Change management plans that are aligned with organisational intents and strategy
- Change management strategy that engages with stakeholders
- Planning for a focus on managing risk during the change management process

ASSOCIATED COURSES

- Dealing with Change in the Workplace

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Full-day

FACILITATOR/S

Karen Schwenke

PRICING

General pricing is available on page 8 of this guide.

Coaching Style of Leadership



This workshop is designed for any manager or leader who has someone reporting directly to them and is interested in developing a coaching style of leadership (but has not had any previous coaching training).

You will come away from this workshop with a comprehensive understanding of two coaching approaches for applying the coaching style of leadership to gain commitment and draw out the best in others. You will also gain an understanding of how you can use coaching in everyday interactions.



COURSE OUTCOMES

- Understand the benefits of using a coaching style of leadership (WHY)
- Understand and use two different coaching approaches (HOW)
- Know when to use this style (WHO and WHEN).

“ Our work environment is suited to this style of leadership and I will recommend the course to my managers as a “must do” ”

BENEFITS TO YOU

- Learn how to develop team members who are motivated and committed to their work
- Improved communication and relationships with team members
- High impact, targeted interactions designed to accelerate development of team members

BENEFITS TO YOUR ORGANISATION

- Accelerated competency development
- Enhanced leadership skills
- Enhanced motivation and commitment from team members
- Increased accountability for action

ASSOCIATED COURSES

- Leadership: What Every New and Experienced Manager Needs to Know
- Leading Mental Health and Resilient Teams

COURSE DETAILS

CAREER STAGE



FACILITATOR/S

Heather McGregor-Bayne,
Greg Bayne

COURSE LENGTH

Full-day

PRICING

General pricing is available
on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.



Collaborative Leadership: Create a Culture to Empower Employees

The way we work is changing fast. We are operating in a world, where complexity and interconnectedness are increasing exponentially. Today work flows sideways across departments, as much as up and down the chain of command, and we now need decisions made quickly and responsibly at all levels. We need new ways of organising people and teams, and a fresh approach to leadership. In this workshop you will learn how a team-centric approach works, and how collaborative leadership can create more efficient and effective organisations.



COURSE OUTCOMES

- Understand how effective teams operate and apply this knowledge at your work
- Create and work in organisational structures that foster accountability and empowerment
- Use spoken communication that enhances teamwork, collaboration and commitment
- Identify and deal with issues that arise when teams come under pressure
- Understand the roles people play in teams and use this understanding in your work
- Facilitate and take part in meetings that are effective and inclusive
- Develop an approach to teamwork that aligns with your values and personal attributes.

BENEFITS TO YOU

- Use time at work in a more effective and satisfying way
- Have the tools to identify and deal with teamwork problems
- Adapt your work practice to better suit your abilities and personality
- Build resilience to difficult issues around leadership and collaboration
- Increase confidence when making decisions as part of a team

BENEFITS TO YOUR ORGANISATION

- Harness the full potential of your staff by applying new self-management models
- Develop a work culture that empowers employees and attracts high performers
- Avoid the unwanted issues that go with micro-management
- Maximise efficiency through the full use of employee skills and abilities
- Lift engagement and work satisfaction across the organisation

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Full-day

FACILITATOR/S

Dr Nancy Pavisich

PRICING

General pricing is available on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Fight the Imposter and Lead with Confidence



Leadership &
Management

Fight the Imposter and Lead with Confidence provides valuable confidence and leadership skills for work and life. This workshop teaches you to differentiate between non-assertive, assertive, and aggressive communication approaches and confidently claim your leadership role. It also includes topics on developing resilience and self-esteem, managing your peers, and dealing with challenging people and situations. The workshop will teach you practical strategies for leading with confidence and conviction, setting boundaries and saying “no,” applying for promotions and leadership opportunities, leading meetings and strategic initiatives, and managing challenging people and situations with confidence.



COURSE OUTCOMES

- Know how to lead and communicate with greater confidence
- Recognise what builds and reduces your self-esteem
- Learn how to ask for what you need and want confidently
- Know the difference between passive, assertive, and aggressive approaches
- Understand how to manage challenging people and situations confidently.

BENEFITS TO YOU

- Be more confident in applying for and accepting leadership roles
- Learn how to manage challenging people and situations confidently
- Know the causes and impacts of Imposter Syndrome
- Understand how to build and protect your self-esteem
- Effectively lead others and communicate with influence

BENEFITS TO YOUR ORGANISATION

- Create a pipeline of leaders advancing to management roles
- Support staff to have increased self-esteem and resilience as leaders
- Promote a culture that supports courageous conversations and self-advocacy
- Gain leaders who can confidently manage challenging people and situations
- Bring contemporary communication and leadership skills to your organisation

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Full-day

FACILITATOR/S

Dr Mel Milton-Smith

PRICING

General pricing is available on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.



Intelligent Influence

More than ever the need for effective influence is a critical leadership requirement, particularly for those working in departments or agencies that use a matrix structure, or in organisations where staff need to influence across a range of divisions/areas and across levels.

This workshop provides a high impact model of influence incorporating practical tools and strategies for more effective influence – sustainable influence without the use of power and authority.



COURSE OUTCOMES

- Understand how to develop the critical conditions for improved influencing
- Evaluate any influencing challenge and understand their influencing gaps
- Develop strategies to build influencing capability across a range of competencies
- Understand the relationship between thinking preference, communication and influence.

“ This course exceeded my expectations, I gained insight into what I was doing well and where I could improve. The strategies presented were very clear and the presenter really demonstrated how they could be used and their benefits. ”

BENEFITS TO YOU

- Gain insight into how you think, behave and influence those around you
- Understand how to communicate more effectively, with particular focus on why, how, who and then what
- Understand how to communicate in a way that demonstrates both sustainable credibility, but also generates curiosity

ASSOCIATED COURSES

- Building and Leading High Performance Teams
- Leadership: What Every New and Experienced Manager Needs to Know

BENEFITS TO YOUR ORGANISATION

- Improved understanding of networks and their operational and strategic importance
- Improved communication flow throughout the organisation
- The use of dynamic storytelling to communicate key messages, inspire and lead people effectively
- Individual action plans based on identified gaps and opportunities

COURSE DETAILS

CAREER STAGE



FACILITATOR/S

Heather McGregor-Bayne,
Greg Bayne

COURSE LENGTH

Full-day

PRICING

General pricing is available
on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Introduction to Strategic Planning

This introductory workshop aims to introduce participants to the principles and basic process of strategic planning. It is aimed primarily at participants who wish to learn about strategic planning but are not necessarily responsible for running a full strategic planning process.

This course will cover the TLC Solutions Strategic Planning tool and process and will help you to clarify the 'how' of the strategic planning session. You will learn to identify and prioritise strategic issues and the essential criteria to conduct a strategic planning process.



COURSE OUTCOMES

- Understand the importance of strategic planning process
- Understand the basic process of strategic planning
- Be able to articulate the value of strategic planning
- Be able to contribute to the planning of a strategy day.

“ I gained more of an understanding of how we all think differently as humans and why. I particularly enjoyed the interactions with the other participants and that it was encouraged. ”

BENEFITS TO YOU

- Understand the value of strategic planning and have a basic understanding of the process involved in strategic planning

BENEFITS TO YOUR ORGANISATION

- Participants will have a better understanding of how your agency works and how strategically and operationally that affects desired outcomes

COURSE DETAILS

CAREER STAGE



FACILITATOR/S

Greg Bayne

COURSE LENGTH

Half-day

PRICING

General pricing is available on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.



Leadership: What Every New and Experienced Manager Needs to Know

This workshop provides a comprehensive overview of key strategies necessary for successfully leading a team in the modern leadership context. From emerging to more seasoned leaders, this workshop will shed light on what takes to build resonant leadership and a high performing engaged team.

You will be provided with a framework that will assist with increasing their understanding of how and when to apply different leadership styles and come away with a range of strategies and practical tools that can be implemented immediately in the workplace.



COURSE OUTCOMES

- Have a comprehensive understanding of strategies for leading a team successfully
- Understand the framework on how and when to apply different leadership styles
- Come away with a range of strategies and practical tools to implement immediately in the workplace.

“The workshop exceeded my expectations, as I gained practical knowledge/understanding of how to deal with difficult situations and how to communicate clearly with team members.”

BENEFITS TO YOU

- Greater confidence in your role as a leader
- Clear understanding about what makes a great leader
- Understand the various leadership styles and when to apply them for greater impact
- Understand your role in developing team performance and cohesion

BENEFITS TO YOUR ORGANISATION

- Develop capable, confident and competent leaders who create resonance and optimise performance
- Create proactive leaders who embrace their role and who can immediately apply a range of tools in day-to-day leadership

ASSOCIATED COURSES

- Accountability: Building a Performance Culture
- Building and Leading High Performance Teams

COURSE DETAILS

CAREER STAGE



FACILITATOR/S

Heather McGregor Bayne,
Greg Bayne

COURSE LENGTH

Full-day

PRICING

General pricing is available
on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Leading Mental Health and Resilient Teams



When a team member is struggling to manage the impact of poor mental health and wellbeing, things can rapidly deteriorate affecting performance, safety, attendance, and engagement.

Today's leaders need to possess the skills to recognise their team member is struggling, respond with a caring and empathic approach and refer for professional support, as well as prepare their teams for tomorrow's challenges by building resilient team members.



COURSE OUTCOMES

- Understand the risk and protective factors impacting mental wellbeing at work
- Identify the signs a team member may be struggling with a mental wellbeing concern.
- Confidently plan and conduct a 5C Wellbeing Conversation
- Understand the 6 Pillars of resilience and identify critical strategies for self and others.

“The course provided me with some good information to assist with a difficult situation I am handling at work.”

BENEFITS TO YOU

- Greater awareness of factors that positively and negatively impact mental wellbeing in the workplace
- Less disruption caused by mental wellbeing concerns
- Confidence in managing wellbeing concerns
- More resilient team members

BENEFITS TO YOUR ORGANISATION

- Proactive management of Wellbeing concerns
- Fewer wellbeing-related absences and associated costs
- Employees who pro actively and effectively confront issues and challenges in their personal and professional lives
- Improved communication and relationships with and between team members

ASSOCIATED COURSES

- Leadership: What Every New and Experienced Manager Needs to Know
- Leading Through Change and Uncertainty

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Full-day

FACILITATOR/S

Heather McGregor Bayne,
Greg Bayne

PRICING

General pricing is available
on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.



Leading Through Change and Uncertainty

The past few years have challenged even the most resilient individuals as we have navigated our way through the impact of Covid-19. The fallout continues as organisations adjust to new ways of working, reorganise business structures to build resilience and cost efficiencies and strive to stay ahead of the next technological disruption that lies ahead.

Regardless of the completeness of your change management plan, change happens at the individual level.



COURSE OUTCOMES

- Understand the modern business context and how change is impacting employees and our work environment
- Understand why change is difficult and why different individuals respond to change in vastly different ways
- Have an insight into the typical stages of adjustment, how individuals respond at each stage and what leaders can do to facilitate rapid and constructive adaptation
- Understand the most important styles of leadership
- Have a tool kit to facilitate change.

BENEFITS TO YOU

- Greater confidence in managing the change process
- Less frustration in team members facing change
- More purposeful and measured interactions in managing resistance
- Change that sticks!
- More flexible and dynamic teams able to cope with ambiguity and uncertainty

BENEFITS TO YOUR ORGANISATION

- Dynamic, proactive and confident change leaders
- Less resistance to change and therefore more rapid acceptance of change
- Greater success and sustainability in change initiatives
- The ability to flex and rapidly adapt to volatile contexts

COURSE DETAILS

CAREER STAGE



FACILITATOR/S

Heather McGregor Bayne,
Greg Bayne

COURSE LENGTH

Full-day

See website for availability

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Optimising Performance Through Hard Conversations



Leadership & Management

Proactively managing performance is a critical leadership skill, however as organisations move to more flexible ways of working, leaders will inevitably be faced with the challenge of managing performance in a very different environment.

This workshop will develop your understanding of how you can get on the front foot and proactively manage performance through the application of several practical and readily applicable, models and frameworks.



COURSE OUTCOMES

- Have a different and more empathic view of the 'poor performer' i.e. understand 'why' they are underperforming
- Have a toolbox of tools and strategies to get higher performance from team members
- Have a simple yet effective feedback model that reduces defensiveness and resistance
- Be capable of having effective and constructive difficult conversations.

“ I would recommend this course to any first time manager. It will provide plenty of useful tools to assist in the most difficult aspect of management - provision of feedback and performance management. ”

BENEFITS TO YOU

- Come away with a range of models and frameworks to better understand the needs of your team members and why their performance may be impacted
- Equip yourself with a framework for understanding how to approach, plan and implement the performance conversations

BENEFITS TO YOUR ORGANISATION

- Proactive management of performance that reduces the need for reactive, remedial actions
- Leaders who are confident in their approach and who “lean in” to hard conversations
- Improved productivity through clear action plans for team members based on identified development opportunities

ASSOCIATED COURSES

- Proactive Conflict Management
- Coaching Style of Leadership

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Full-day

FACILITATOR/S

Heather McGregor-Bayne,
Greg Bayne

PRICING

General pricing is available
on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Proactive Conflict Management

Conflict has the potential to derail even the most productive teams if not managed effectively. However, conflict is to be expected and is a natural part of all organisations and workplaces. Resolving conflict effectively is an essential skill for all leaders and managers – it can be the difference between a positive or negative outcome.

This workshop explores various conflict resolution strategies and looks at what personal skills are necessary to develop effective conflict resolution techniques.



COURSE OUTCOMES

- Confidently and pro actively approach and resolve conflict in the workplace.
- Understand your own conflict management preferences and how this might influence your approach to conflict management
- Understand and manage interpersonal dynamics associated with conflict.
- Possess a toolbox of strategies for conflict management, rapidly developing team capability, and team effectiveness.

“ I absolutely loved this workshop on Proactive Conflict Management. I entered the day with the assumption that a lot of the content would be stating common sense but in actuality I learned so much more than I ever expected I would. ”

BENEFITS TO YOU

- You will develop an understanding of strategies for effective conflict management and approach conflict with confidence and poise
- You will be able to draw out and harness diverse thinking and perspectives thereby improving creativity, decision making and problem solving

BENEFITS TO YOUR ORGANISATION

- Confidently work through tension and effectively manage conflict
- Manage the negative impacts of conflict
- Leverage the benefits of diversity and diverse perspectives in the team
- Improve creativity, decision making and problem solving

ASSOCIATED COURSES

- Optimising Performance Through Hard Conversations
- Coaching Style of Leadership

COURSE DETAILS

CAREER STAGE	T M L	COURSE LENGTH	Full-day
FACILITATOR/S	Heather McGregor-Bayne, Greg Bayne	PRICING	General pricing is available on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Subject Matter Expert to Manager

What got you where you are may not get you where you want to go! Never is this truer than in the workplace when people move from being an individual contributor to a team leader. Making this transition requires a change of mindset, developing new skills and realigning your focus.

During this program you will be exposed to a range of frameworks, concepts and best practices to help you avoid some of the common pitfalls of a first up leader.



COURSE OUTCOMES

- Understand of the need to change current work practices
- Identify the need to think about work differently
- Develop a range of skills to support the transition to people leader
- Identify a balanced approach to the role of leader.

“ It was very comprehensive and thought provoking. There were a lot of practical exercises to get you thinking and applying what you’re learning ”

BENEFITS TO YOU

- A roadmap to optimise your performance in early leadership roles
- Greater awareness, confidence and knowledge of best practices involved in leadership
- Support to develop your own brand of leadership

BENEFITS TO YOUR ORGANISATION

- Setting top performers up for success as they progress in their career
- Less disruption to the business as people transition into leadership roles
- Greater alignment and consistency in leadership practices across the organisation

COURSE DETAILS

CAREER STAGE



FACILITATOR/S

Doug Watson or Karen
Schwenke

COURSE LENGTH Full-day

PRICING

General pricing is available
on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.



Introduction to Monitoring and Evaluation

Many people fear evaluation because they think it's all about being judged. But when done well evaluation provides useful feedback to aid in decision-making and improves projects, ultimately leading to positive social change.

This workshop is designed to de-mystify the evaluation process. Participants will be equipped to develop the right evaluation strategy to suit an organisations program needs, within budget and to satisfy information and reporting needs.



COURSE OUTCOMES

- The key monitoring and evaluation concepts
- The steps in monitoring and evaluation planning
- Engagement with stakeholders
- Interpretation and presenting findings
- Ethics to consider in evaluation.

BENEFITS TO YOU

- Understand key monitoring and evaluation concepts and terminology including how monitoring and evaluation fits with the program cycle
- Understand the role of key evaluation questions
- Understand what is included in a monitoring and evaluation plan

BENEFITS TO YOUR ORGANISATION

- Understand how monitoring and evaluation contributes to continuous improvement
- Understand how program logic is used to clarify outputs and outcomes

ASSOCIATED COURSES

- Introduction to Program Logic

This workshop is offered in partnership with the Australian Evaluation Society (AES).



COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Full-day

FACILITATOR/S

Theo Nabben

PRICING

General pricing is available on page 8 of this guide.

Introduction to Program Logic



Monitoring &
Evaluation

Program logic is a simplified model of expected cause-and-effect relationships between activities, immediate changes, intermediate outcomes and final outcomes. This workshop introduces the program logic concept and lays out a step by step process for creating a logic model.

The workshop concludes with an overview of how this logic model can be used for program design and to be the spine of a monitoring, evaluation, reporting and improvement framework.



COURSE OUTCOMES

- Have the confidence and ability to develop a simple program logic model
- Understand how program logic can be used for planning and for monitoring and evaluation.

“ This workshop provided an opportunity to learn alternative methods to approach my current work practices. The facilitator was great at building on what people had said, providing context for others during group discussions, personable and providing guidance to our group. ”

BENEFITS TO YOU

- Understand the uses of program logic and the key concepts
- Be able to build a simple program logic model for your project
- Know how program logic is useful for project planning, monitoring and evaluation

BENEFITS TO YOUR ORGANISATION

- Projects will be outcome focused
- Provides the organisation with a framework for evaluating the impact and effectiveness of projects
- KPI and organisational performance monitoring frameworks can be better aligned to projects achievements

ASSOCIATED COURSES

- Introduction to Monitoring and Evaluation

This workshop is offered in partnership with the Australian Evaluation Society (AES).



COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Full-day

FACILITATOR/S

Theo Nabben

PRICING

General pricing is available on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.



Measuring the Impact of Public Service Initiatives Through Stories of Change

Stories are a powerful way to capture social outcomes – what changes have we made in our policy or strategy and how important are they for people? Everyone can tell and understand stories of change.

The Most Significant Change (MSC) technique is a powerful tool for capturing rich data to demonstrate changes occurring from your program interventions.



COURSE OUTCOMES

- Understand how MSC works
- Understand how MSC fits within broader Monitoring and Evaluation efforts
- Understand the benefits and weaknesses of MSC and when and where to use it
- Be able to undertake the essential steps of MSC (story collection, selection and feedback).

“I feel like I have a very clear understanding of the technique and would feel confident in using this in my work/conducting my own MSC technique for social outcomes measurement. I was pleased to be able to find application for this in my organisation.”

BENEFITS TO YOU

- Gain skills in narrative based interview techniques used to capture outcomes, guide strategy and policy
- Gain an innovative and flexible approach in capturing qualitative data and reporting on outcomes
- Broadens scope of tools for reporting on outcomes, and adds value to your existing output based reporting.

BENEFITS TO YOUR ORGANISATION

- Gain rich qualitative data on outcomes to complement quantitative data – particularly useful for programs with a social change focus
- Supports organisational culture change to focus on achievement of outcomes (compared to output reporting) and continuous improvement
- Provides powerful good news stories for reporting /PR

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Full-day

FACILITATOR/S

Theo Nabben

PRICING

General pricing is available on page 8 of this guide.

Policy Evaluation



Monitoring &
Evaluation

Government and stakeholders are increasingly requiring public sector agencies to evaluate their policies, strategies and new initiatives. This comprehensive and practical one-day course will assist you to build in evaluation at the start of the policy development cycle, and plan a high quality evaluation study.

The course has been developed for public sector employees involved in policy development or implementation as well as those who may need to commission or plan an evaluation of a policy or strategy.



COURSE OUTCOMES

- Be aware of contemporary approaches to policy evaluation
- Identify the key steps in planning an evaluation of a policy or strategy
- Develop key questions for an evaluation brief
- Have practised the skills to write an evaluation brief.

“ Structuring the course around applying what we were learning to real policy examples was excellent, I always find it easier to learn something by doing it. Working within small groups was also great. ”

BENEFITS TO YOU

- You will understand the multiple uses of evaluation in policy work
- You will be able to plan an evaluation study for policies within your organisation
- You will understand how to make evaluation studies more powerful influences in policy development and review

BENEFITS TO YOUR ORGANISATION

- Your organisation will understand the value of a strategic approach to policy evaluation
- Resources for evaluation studies may be allocated more efficiently and effectively
- Your organisation will be able to use evaluation in developing a learning environment

ASSOCIATED COURSES

- Introduction to Policy Work

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Full-day

FACILITATOR/S

Theo Nabben

PRICING

General pricing is available on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.



Creative Minds, Creative Futures

We live in an exciting and dynamic time where service innovation, organisational and individual creativity have become the expectation rather than the exception. This workshop is aimed specifically at supporting individuals through their creative thinking journey. This workshop will use a topical case study to guide participants on an Action Learning journey, exploring the creative process through four distinct phases.



COURSE OUTCOMES

- Appreciate social and political context and the influence of world views
- How to identify what is happening on the fringes
- Understanding emergence as a concept
- Work in a team environment to generate creative ideas
- Appreciate the influence of world views
- Transform a preferred model into narratives for wider consultation
- Maintain creative enthusiasm in the face of opposition.

BENEFITS TO YOU

- Increased confidence to explore new ideas and be creative
- Using creative thinking to identify alternative future pathways
- Skills and methods that enable you to make a difference

BENEFITS TO YOUR ORGANISATION

- New approaches to old problems
- Enhanced capacity to appreciate and respond to complexity
- Make full use of employee potential
- Improved work satisfaction and engagement across the organisation

COURSE DETAILS

CAREER STAGE



COURSE LENGTH Full-day

FACILITATOR/S Jamie Robertson

Available In-Agency Only

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Dealing with Change in the Workplace



Personal
Development

This half-day course is aimed at people that are experiencing change in the workplace. It is designed to assist the participant in understanding their responses to change and how they can develop strategies to become more resilient in the face of change.

By attending, it is intended that participants will be able to make more informed decisions about the impact of change in their lives and have greater control over their responses to that change.



COURSE OUTCOMES

- Define what change is
- Identify how change impacts on an individual from physiological and behavioural perspectives
- Determine your readiness for change in your organisational context
- Utilise an emotional intelligence framework to understand your own response to changes
- Develop your own strategies for dealing with change.

“ I have a better understanding of the factors that underlie the behaviours of people, regardless of their role, during a period of significant change in the workplace. ”

BENEFITS TO YOU

- You will understand your own perception of change
- You will have developed skills and strategies to manage your response to change
- You will be in a better position to control how you respond to external change

BENEFITS TO YOUR ORGANISATION

- Participants will have developed strategies for recognising their own responses to change and will have tools to more effectively manage this in the organisational context

ASSOCIATED COURSES

- Change Management for Team Leaders

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Half-day

FACILITATOR/S

Karen Schwenke

PRICING

General pricing is available on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.



Developing Resilience

This workshop has been designed to equip you with an understanding of the critical resilience factors that will enable the successful navigation through the seas of change and disruption.

You will gain and share practical strategies to maintain your wellbeing and productive focus in these challenging times, and you will benefit both personally and professionally from attending this engaging workshop.



COURSE OUTCOMES

- Identify a range of practical strategies to build personal resilience in self and others
- Possess a helpful model to evaluate stress levels and maintain themselves in the “optimal performance zone”
- Identify cognitive, emotional, behavioural and physiological signs of stress
- Understand the negative impact of cortisol on brain chemistry
- Identify the 6 Pillars of Resilience and related strategies to enhance wellbeing and resilience.

BENEFITS TO YOU

- A practical plan to build personal resilience and build resilience within your team and/or sphere of influence
- Proactively and constructively deal with the many challenges faced in your personal and professional life
- Lower levels of stress and an enhanced ability to “bounce back” from challenges

BENEFITS TO YOUR ORGANISATION

- Improved productivity, cohesion, and performance in the face of challenges
- Less time and energy wasted on “below the line” behaviour and thinking
- Support team culture

ASSOCIATED COURSES

- Intelligent Influence
- Leading Mental Health and Resilient Teams

COURSE DETAILS

CAREER STAGE



FACILITATOR/S

Heather McGregor-Bayne,
Greg Bayne

COURSE LENGTH

Full-day

PRICING

General pricing is available
on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Job Application and Interview Skills for the Public Sector



Personal
Development

Learn the latest tools and techniques for public sector job applications and interviews and discover the qualities agencies seek in candidates to enhance your job selection process.

Gain insights into the latest tools and selection techniques used in the Public Sector to improve your application preparation.



COURSE OUTCOMES

- Identify strengths and development needs, and complete a personal development plan
- Know how to prepare a resume and address agency specific requirements in an application
- Understand how to gather the best examples from your career and know how to write them up
- Be familiar with the types of questions you might be asked in an interview
- Learn strategies to deal with nerves and prepare yourself to perform confidently at interview.

“ Very helpful and practical information and take away resources. The pace of the presentation was well judged and flexible to meet the needs of the group. ”

BENEFITS TO YOU

- Identify your strengths and development needs
- Know how to prepare a resume and address agency specific requirements in an application
- Maximise your performance in an interview
- Improved self-awareness, confidence and job ready skills

BENEFITS TO YOUR ORGANISATION

- Maximise your applicant pool
- Achieve the 'best fit'
- Build internal capacity and capability
- Improve reputation as an employee of choice

ASSOCIATED COURSES

- Career Planning - Crafting Your Unique Story

COURSE DETAILS

CAREER STAGE



FACILITATOR/S

Susan Kurtjak or
Jonathan Kurtjak

COURSE LENGTH

Full-day

PRICING

General pricing is available
on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.



Managing Priorities: Improving Workflow and Productivity

In the “Post-Covid-19 World” many of our workplaces and working relationships have undergone a massive upheaval and an unimaginable transformation. The boundaries between work and home, the length and structure of the working day and the application of technology have impacted like never before.

How then do you move forward? How do you ensure productivity and efficiency in this new volatile and uncertain world?



COURSE OUTCOMES

- Learn how to juggle priorities by making good decisions regarding where to invest their energy and effort
- Understand how to increase productivity and work output
- Learn how to take responsibility for managing their own time and feel a greater sense of control

“ *This was an excellent course which although slightly different to what I had expected, far exceeded my expectations in terms of what I got out of it. Largely this was because of the great skill, tact and empathy of the facilitator.* ”

BENEFITS TO YOU

- Understanding your work style enables you to get the most out of yourself
- Reduce the chaos and stress of reacting and playing ‘continual catch-up’
- Feel calmer and more in control by implementing a proactive mode of operating
- Develop skills that will support you to be both personally and professionally more effective

BENEFITS TO YOUR ORGANISATION

- Improved efficiency and effectiveness in the workplace
- Improved focus and motivation
- Improved communication between colleagues and managers

COURSE DETAILS

CAREER STAGE



FACILITATOR/S

Heather McGregor Bayne,
Greg Bayne

COURSE LENGTH

Full-day

PRICING

General pricing is available
on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Read at Speed



Most senior managers and executives, as well as many members of staff, spend at least 30% of their time reading, usually at a speed of around 250 words a minute – which is our average reading speed.

After a few hours training in this fast-paced, practical workshop, participants will know how they may increase their reading speed to double its previous level, while, with practice, also increasing their comprehension and retention levels.



COURSE OUTCOMES

- Calculate reading speed and test for comprehension and retention
- Employ a variety of strategies to overcome poor reading habits
- Apply visual pacing to eliminate regression and boost reading speed
- Know how to vary their reading speed, depending on the difficulty of material
- Learn how to scope material to obtain an overview of contents and to access specific information
- Apply speed reading to a computer screen.

“ Tested myself to go out of my comfort zone with reading faster - and succeeded. Now to practice, Practice, PRACTICE. ”

BENEFITS TO YOU

- Increase your reading speed
- Increase your confidence in your reading ability

BENEFITS TO YOUR ORGANISATION

- Those members of staff who are trained in speed reading may increase their productivity by at least 15%
- Individuals will have more confidence in their reading ability and their ability to retain key information

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Half-day

FACILITATOR/S John Harman

PRICING

General pricing is available on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.



Unlocking Your Career Potential: From Planning to Action

If you're anything like the average working person, you can expect to change careers five to seven times in your life. Whether you're just beginning on your career journey, or you're considering changing career paths or jobs, developing an effective career plan will help you get to where you need to go.

It's easy to neglect reflecting on your career when you're so busy chugging along, but taking the time to think about your current situation and the path you want to be on is crucial to a productive career plan. This workshop will provide you with the tools and resources to develop a career plan to help you succeed.



COURSE OUTCOMES

- Improved understanding of how to think systematically about your career
- Understand why self-assessment is a critical factor to a satisfying career
- Understand how to manage your career proactively.

BENEFITS TO YOU

- Understand your interests, values, strengths and transferable skills
- Improved knowledge of job market and various career opportunities
- Planning for your future

BENEFITS TO YOUR ORGANISATION

- Improved ability to attract and retain highly skilled and talented employees
- Improved employee morale and motivation

COURSE DETAILS

CAREER STAGE



FACILITATOR/S

Susan Kurtjak or
Jonathan Kurtjak

COURSE LENGTH

Half-day

PRICING

General pricing is available
on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Upholding Public Trust: Ethics and Professionalism in the Public Sector



This workshop is designed to raise awareness and understanding of why professionalism in the public sector an important and contemporary topic of conversation and what it means to be professional in the public sector.

The program will help participants develop values based strategies for professional and ethical conduct that can be applied in the workplace. It is relevant to public servants at all levels however the most benefit will be gained by those new to the public sector or seeking a refresher and a 'new take' on ethical conduct.



COURSE OUTCOMES

- Gain an understanding of some of the attributes of professional and ethical behaviours in the public service
- Gain an awareness of the public sector accountability framework
- Learn strategies to support professionalism in the workplace
- Come away with practical tools to support their own and others professional and ethical behaviours.

BENEFITS TO YOU

- Builds your self-awareness and self-management capabilities
- Provides you practical strategies for individual staff and those in leadership positions to monitor, assess and embed professional and ethical conduct in daily behaviours
- Develops strategies to guide decision making

BENEFITS TO YOUR ORGANISATION

- Supports the development of an ethical workplace culture in your agency
- Helps facilitate the alignment of staff values and behaviours to the Public Sector Code of Ethics and agency Codes of Conduct
- Provides a common language and strategies which can be shared by participants within your agency

COURSE DETAILS

CAREER STAGE



FACILITATOR/S

Dr Darja Kragt and
Catherine Sambell

COURSE LENGTH

Full-day

PRICING

General pricing is available
on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.



Writing with Robots – AI and the Writer at Work

In this workshop you will learn how to use generative AI in your work writing tasks. You will find out how to use software like ChatGPT and Google Gemini in a wide range of situations, from research to editing a final draft.

You'll complete practical exercises that will show you how to apply what you learn to writing emails, reports, media releases, blog entries, and document summaries.



COURSE OUTCOMES

- Understand the essentials of generative AI and its capabilities
- Identify specific uses of generative AI as a professional writing tool
- Learn how to effectively use ChatGPT, Gemini, Copilot and similar tools
- Develop skills in crafting prompts to optimise AI-generated content
- Evaluate the quality and accuracy of AI-generated content
- Apply ethical considerations when using AI in writing.

BENEFITS TO YOU

- Enhance writing skills and techniques
- Improve time management and prioritization
- Increase confidence in using AI tools
- Expand knowledge of emerging technologies

BENEFITS TO YOUR ORGANISATION

- Increase productivity and efficiency in writing tasks
- Improve quality and consistency of written output
- Enhance creativity and innovation in content generation
- Reduce time and resources spent on routine writing tasks

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Bite size

FACILITATOR/S

Dr Alan Hancock

PRICING

General pricing is available
on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Getting Started in Project Management



This one-day course is designed to introduce basic project management principles, tools, and techniques to give structure and confidence to general business as well as your projects. These include but are not limited to project scoping, scheduling and planning, benefits management, risk identification and analysis, and stakeholder engagement.

This introductory session is for anyone who is new to project management, whether they seek to add rigour to ad hoc projects and business initiatives, or consolidate informal skills.



COURSE OUTCOMES

- Follow a basic project process
- Break down project tasks
- Better understand and identify risks, issues and benefits
- Identify key stakeholders and ways to engage with them
- Navigate the weird and wonderful language of project management
- Confidently identify and progress next steps for their projects.

BENEFITS TO YOU

- Confidence to define and start up your project or business initiative
- Course notes and a toolkit that can be taken back to the workplace with you and be readily customised to meet your and your organisation's needs
- Action plan for the next steps in one of your current projects

BENEFITS TO YOUR ORGANISATION

- Enhanced ability to deliver the promised outputs and benefits of a project or business initiative
- In time, meaningful and lasting organisational change

ASSOCIATED COURSES

- Project in Progress: Next Steps in Project Management

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Full-day

FACILITATOR/S

Hannah van Didden

PRICING

General pricing is available on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.



Project in Progress: Next Steps in Project Management

Keeping a project relevant and on track can involve unconventional thinking, tools, and techniques. If the project or business initiative you are managing is experiencing bottlenecks, issues, or inertia, this workshop may be for you. With a maximum of 8 participants, this workshop is ideal for anyone with a project in flight.

The workshop is designed to maximise participation and personal attention to ensure that you walk away with actions that can be readily applied to your workplace project and increase its chances of success.



COURSE OUTCOMES

- Identify areas for improvement and change
- Plan and act to progress your project
- Apply specialised tools to address project issues
- Influence project outcomes
- Engage with key stakeholders.

“The course did not discuss things in general terms, it enabled you to discuss actual specifics of a project you are working on to better put learnings into practice. Most courses do not allow you to explore options for your actual circumstances as it is often a one size fits all approach.”

BENEFITS TO YOU

- Enhanced ability to deliver the promised outputs and benefits of a project
- Greater influence over project outputs and outcomes
- A set of tools, techniques, ideas and actions that can be customised for your project

BENEFITS TO YOUR ORGANISATION

- Improved project direction and understanding
- Greater project relevance
- More opportunities for project success

ASSOCIATED COURSES

- Getting Started in Project Management

COURSE DETAILS

CAREER STAGE



COURSE LENGTH

Full-day

FACILITATOR/S

Hannah van Didden

PRICING

General pricing is available on page 8 of this guide.

For course pricing, dates, and to register, please visit www.wa.ipaa.org.au/courses/ to find this course.

Facilitators

Dr Alan Hancock

Dr Alan Hancock is an educator, writer, performer and theatre director. His scripts and short stories have won literary awards, been produced by the BBC and ABC, and performed by professional theatre companies. For the last 15 years he has run training programs in professional communication skills, and edited the content of websites for organisations that include departments of the WA Government. He runs courses, workshops and masterclasses in creative and professional writing, grammar and punctuation, presentation skills, and innovation at work.

For the last two years he has been researching the use of generative AI as a writing tool. He has given lectures and run courses on AI and learning at universities, community centres and libraries throughout WA. Since 1990 Alan has taught at ECU, and is currently guest lecturer and tutor in Drama Education. He has a strong interest in the application of skills associated with collaborative creativity and innovation beyond the world of the arts.

Amberley Laverick

Amberley has 10 years experience teaching literacy in the UK, Kenya and Australia to young adults and professionals. She has also worked in the mental health sector, coordinating and delivering prevention programs throughout Australia. Through this work Amberley recognises the barriers people may face developing their writing skills and this combination of teaching and industry experience gives Amberley the insight and ability to engage with professionals from a range of backgrounds, with her facilitation style focused on group learning and interaction.

Catherine Sambell

Catherine Sambell is a Director with The Nexus Network and has been consulting to state government agencies for almost a decade in capability development and leadership as well as in areas of strategic HR. Prior to that Catherine was a senior leader in the public sector and has worked in multiple integrity oversight agencies delivering leadership development and corruption prevention initiatives. As a consultant Catherine has designed and delivered many training programs for public sector employees.

Claire Kennedy

Claire has worked in the field of health and safety for nearly 20 years. She has assisted many organisations to upgrade or develop their safety systems in practical ways that ensure worker safety and compliance with relevant legislation. Claire has worked across all tiers of government including in a regulatory role and as a consultant developing and improving safety systems and delivering training initiatives.

Dr Darja Kragt

Dr Darja Kragt is a Lecturer in Work Psychology at the University of Western Australia. She is also a leadership consultant, program facilitator, speaker and author. Darja's research focuses on developing leadership skills and competencies, particularly how identity and implicit beliefs shape leadership behaviour and effectiveness. She regularly conducts unconscious bias training for public and private organisations.

Hon. David Bartlett

The Hon. David Bartlett is the former Premier of Tasmania. Before entering politics, David had a successful career in the information technology, telecommunications and

innovation sectors. During his time as Tasmania's 43rd Premier, David championed his home state for its natural strengths in water, renewable energy, high value food and primary industries, tourism and high-speed telecommunications.

Doug Watson

Doug has specialised in developing and delivering contract management training for the last 10 years. He has worked extensively at both a state and local government level with contracts covering goods, service, works and ICT. With over 25 years of vocational experience in finance, insurance, recruitment and hospitality, Doug can draw on a wide range of practical experiences in contract management to make concepts relevant for participants.

Faye Martin

Faye is an energetic, powerful coach and facilitator who uses the science and application of positive psychology to challenge mindsets, habits and beliefs that prevent leaders, teams and organisations from being their best more often. Using a strengths and values-based approach Faye's passion is to work with leaders and teams to increase performance and team effectiveness. Whether it's leadership development, team alignment or coaching, Faye will use her strengths of 'mission' and 'growth' to inspire and motivate clients to develop goals, pathways and actions that will create positive and sustainable change.

Glenys Collard

Glenys Collard is a South West Nyungar woman and matriarch within her nuclear family of over 300 people. Glenys' wide range of experience in Nyungar language, Aboriginal English, culture and education have enabled her to contribute significantly to developments related to

education and public sector policy and planning. She has coauthored numerous educational publications and academic papers, including two books written in Nyungar and Aboriginal English: "Kura" and "Kwobba Keip Boya". Glenys is an Honorary Research Fellow at the University of Western Australia.

Greg Bayne

Greg has a passion for leadership and maximising the potential of both individuals and groups. He has worked in the corporate arena as a psychologist, a management consultant and a coach. He holds a Masters in Counselling Psychology (Cum Laude), in addition to an undergraduate degree in education and an honours degree in Psychology and has been assisting people to achieve their personal capability for over 13 years.

Hannah van Didden

Hannah has over 18 years experience in business, communications, planning and program/project management in government and private consultancy, with formal qualifications in business (BCom, MBus) and project management (PRINCE2 Practitioner). Known for her personable approach, energy, and ability to get results, she has realised high value projects as a Project Manager, Program Manager and PMO Manager across diverse areas including: ICT development and reform, procurement, construction, policy and legislation, human resources, ethics, community engagement, and business strategy.

Heather McGregor-Bayne

Heather is highly skilled at integrating sound principles of program development while supporting and managing staff. She has written and delivered content for a support program which is currently delivered nationally for Tennis

Facilitators

Australia. It covers content around developing independence, resilience, emotional control and self-regulation, building relationships and effective use of networks. Heather has facilitated a series of interactive workshops around culture change for TennisWest with a view to improving the day to day work ethic, encouraging accountability for performances and improving results. All involved have commented on the improved culture which is now being evidenced in improved rankings.

Jamie Robertson

Jamie is a business systems transformation facilitator with 20 years' experience leading strategy and engagement design across government, industry and community sectors. This is supplemented by senior executive experience and global influence as Australasia's representative on the Global Standards Advisory Council for B Corporations. He has successfully managed three innovative start-ups to deliver technology solutions in regional Western Australia, capacity building in remote Aboriginal Communities and transformation through engagement. Since 2006, he has been the Principal Consultant at 361 Degrees Strategic Engagement Services. He has nationally recognised training credentials and extensive experience designing and delivering training in tertiary and professional development environments.

Jan Saggars

While in government, Jan worked for seven agencies in research and policy roles and spent one year as Executive Officer to the Ministerial Taskforce on the Condition and Status of Teaching. Since leaving government in 1995, Jan has consulted back to government on a variety of projects involving strategic people

management, policy development, organisational design, systems review and executive selection and remuneration.

John Harman

John Harman has written for living all his working life. An ex-Fleet Street journalist, John is also a script writer, having written scripts for many popular UK television series. He is also a novelist, with a series of crime thrillers to his name, and is the author of more than 30 non-fiction books. John has lectured extensively at UWA, at The University of Cambridge UK, at UCLA Davis in the United States, and as an adjunct senior lecturer in the School of Communications and Contemporary Arts at ECU. John specialises in conducting workshops for companies and for Federal, State and Local Government on: simple and effective writing skills; presenting skills, basic grammar and punctuation; speed reading, and effective workplace communications.

Jonathan Kurtjak

Jonathan Kurtjak is a skilled educator and training facilitator with a background in education, recruitment, and professional development. He specialises in designing and delivering engaging, results-oriented workshops that equip participants with the knowledge and tools to navigate the public sector job market with confidence. With extensive experience in developing and facilitating training programs, Jonathan has supported professionals across Western Australian government agencies in CV and resume writing, interview techniques, and crafting compelling job applications. His expertise also includes designing course materials focused on recruitment processes, government codes of conduct, and public sector expectations.

Karen Peradon-Alaga

Karen is a freelance editor and self-published author. She has been a copyeditor since 2011 in her business, Red Feather Publishing, after achieving a Diploma of Publishing (Professional Book Editing, Proofreading and Publishing).

Words are Karen's medium. Be it reading, writing or playing, she loves creating, shaping and polishing manuscripts. Karen has edited novels, non-fiction, memoirs, theses, resumes, websites, essays, film scripts, brochures and more.

Karen's aim is that her editing makes the author a better writer. She has also guided many clients through the self-publishing process and facilitates courses on how to self-publish.

Karen Schwenke

Karen is a highly experienced leadership development practitioner, bringing a wealth of expertise to both public and private sector clients. With a strong track record in driving organisational performance through employee engagement, strategic design, and process development, Karen excels in guiding leaders through complex change initiatives. Her extensive coaching experience spans senior executives, management teams, and project boards, empowering them to navigate challenges and achieve strategic objectives. Notably, she contributed to the PSC's Building Leadership Impact Program, demonstrating her ability to facilitate impactful leadership development at the highest levels. Karen's background as a Registered Nurse, coupled with her formal qualifications and fellowships from esteemed institutions like the Institute of Learning Professionals and the Australian Institute of Management WA, provides her with

a unique perspective and deep understanding of organisational dynamics. Her proven ability to design and deliver impactful leadership programs, coupled with her expertise in change management and strategic planning, makes her an invaluable contributor to any organisation seeking to cultivate strong, effective leaders.

Kim Cullen

Kim is an exceptionally skilled facilitator and coach with over 10 years professional coaching and consulting with individual and groups. She possesses significant experience coaching and facilitating at multiple levels from frontline to senior executives in both the public and private sector. Kim has an extraordinary ability to relate to a broad range of individuals whether it be one-on-one in a coaching capacity, in facilitated workshops or through the media lens.

Facilitators

Lee Miles

Lee is a leader, manager, and systems strategist with extensive experience in private, public, and non-profit sectors. Within each, Lee has effectively translated and communicated the strategic and workforce delivery imperatives for operational relevance.

Lee's expertise includes designing the intersection of strategic workforce planning and development with policy frameworks and innovating workforce design and capability-building approaches to address workforce capability supply risks. She has also successfully managed projects and contracts related to clinical technologies, employment and education funding while fostering government relationships with industry stakeholders. In this work and through undertaking comprehensive research, analysis and stakeholder engagement, Lee has designed targeted workforce initiatives to address the diverse needs of regions.

Lesley Smith

Lesley has enjoyed a successful career as a business strategist, manager and professional writer in the State public sector in Victoria and Western Australia. She has extensive experience in the development and review of a range of public sector business communication documents. She has prepared cabinet papers, budget submissions, and ministerial briefings and correspondence. She has also prepared material for and led the development of annual reporting activities for government departments, statutory authorities and universities. She has completed research and investigations, developed policies and programs, and prepared associated documentation. She is also a qualified and experienced workplace facilitator and assessor

who believes that lifelong learning is important to people realising their potential and enjoying a satisfying career in turbulent times.

Dr Mel Milton-Smith

Dr Mel Milton-Smith is an accredited executive coach and award-winning training facilitator who specialises in leadership, communications, and engagement. She works with emerging leaders through to executives from Australia's leading companies and organisations.

Dr Mel Milton-Smith has held management roles in state and federal government and is an experienced Senior Lecturer in Communications and Media. She is the Chair and Director of several boards and is an Adjunct Professor at Curtin University. In addition to over 20 years of professional experience, Dr Langdon has a PhD in Communications and Cultural Studies, Masters of Philosophy, and Certificate IV in Workplace and Business Coaching. She has been an emcee and keynote speaker at many national and international conferences including TEDxPerth, The Cyber West Summit, The Agents of Change Ministerial Conference, EduTech, and The Social Impact Festival. Dr Langdon is committed to helping people thrive at work and in their personal lives.

Dr Nancy Pavisich

With a rich experience spanning over two decades, Dr. Nancy has carved a niche for herself in the realm of leadership. She is at the helm of her consultancy, specialising in the design and facilitation of programs and workshops, training, coaching, mentoring, and public speaking. Her expertise and insights have found their way into various journal articles, reflecting her extensive research and experience across diverse sectors.

Dr. Nancy is also the author of two acclaimed books: “It’s All About It – An Evidence-Based Practical Guide to Workplace Communications”, which offers readers strategies to enhance their communication skills and master the art of conversation in the workplace, and “Show Up and Lead”, which provides actionable insights on effective leadership. A life-long learner at heart, Dr. Nancy leverages her academic prowess and practical experience to foster the growth and development of individuals, teams, and organisations. Her work spans across not-for-profit business and education sectors, as well as corporate environments at both local and national levels. Her commitment to supporting others extends beyond her professional life, as she generously devotes time to various community groups.

Nicole Heffernan

Nicole is an internationally accredited executive coach and human performance improvement specialist with over 10 years’ experience working across a range of organisational settings as a consultant, coach, therapist and facilitator/trainer. Nicole specialises in applying recent research in Psychology and Neuroscience.

Patricia Konigsberg

Patricia Konigsberg is a linguist with extensive experience in teaching, research, curriculum development and program administration. With a multi-lingual background, including as native speaker of a non-Standard dialect, Patricia has developed a passion for supporting ‘two-way’ practices that lead to the empowerment of speakers of Aboriginal English. Patricia is author of numerous published papers and books and works at the Department of Education, Western Australia.

Paul O’Connor

Paul spent six years in private practice as a lawyer before joining a Commonwealth agency to provide advice on administrative law matters. He has over 20 years’ experience as an SES officer in Commonwealth and State agencies and his roles have involved the management of workplace investigations. Paul has held senior positions within the WA Department of Education, the Corruption and Crime Commission, WA (Director of Legal Services) and the Office of the Public Sector Commissioner, WA (Head of Legal Services working directly to current and past Public sector Commissioners).

Rhys Edwards

Rhys was the Secretary of the Department of Premier and Cabinet in Tasmania for six years (2008-2014) and has held numerous senior public sector positions as well as roles as a Ministerial adviser. Rhys is an experienced organisational leader and has worked at the highest levels of the public service for over 16 years. Rhys is passionate about great leadership in organisations and has driven reform agendas across many areas of government. He has a strong background in governance, central agency leadership, energy policy, industry development and major project facilitation.

Rika Asaoka

Rika is an intercultural diversity consultant/facilitator who delivers interactive workshops, training, consultancy, facilitation and coaching on intercultural diversity management. Living and working across different countries, she brings three decades of cross-cultural professional experience with trained intercultural facilitation and coaching skills. Rika has assisted individuals and organisations to

Facilitators

empower the existing diversity within to achieve higher outcomes. The wide range of industries that she has worked with includes oil and gas, automotive, trading, construction, not-for-profit and government sectors. She harmonises and unifies diverse people in the workplace and communities and activates the power of diversity by promoting understanding, collaboration, communication, and effective leadership for diverse teams. Working with Rika means gaining practical insights into cultural diversity and enjoying every minute of learning.

Dr Seth Nicholls

Dr. Seth Nicholls is a policy and decision strategist and the Director of Nicholls Consulting Services. Over the past 20 years, Dr. Nicholls has worked extensively in academia (as a lecturer in international relations, political science and public policy); as well as in state and federal government (as a principal policy and project officer) and as a consultant to the South Australian, Victorian, New South Wales, Tasmanian and Northern Territory public sectors. Dr. Nicholls' work has been published in high quality, peer reviewed journals and he holds a PhD in public policy from the University of Adelaide. He is also a graduate of Stanford University's internationally-renowned Strategic Decision and Risk Management program.

Sexual Health Quarters (SHQ)

Sexual Health Quarters (SHQ) is a leading provider of specialist services in sexual and reproductive health in WA since its inception in 1972. SHQ is an independent, non-for-profit organisation which aims to promote sexual health and wellbeing to all Western Australians. SHQ has provided LGBTIQ+ diversity and inclusion training as component for all its training courses for professionals such as

doctors, nurses, police officers, Aboriginal and Torres Strait Islander Educational Officers, teachers, youth workers, counsellors, and allied health professionals. In response to emerging market need, SHQ created our stand-alone LGBTIQ+ diversity training for professionals and workplaces to be more inclusive of diverse staff and clients. LGBTIQ+ Diversity Training is delivered by experienced facilitators with over 50 years' experience in education and training.

Susan Barrera

Susan Barrera worked for over 30 years in a number of senior management and policy positions in the Western Australian public sector. Her last position was Director General, Department for Communities. Prior to that she was Executive Director, Labour Relations. She also held senior policy and management positions in the Department of Premier and Cabinet and Corrective Services. She currently works as a consultant specialising in training, human resource, organisational development and evaluation.

Susan Kurtjak

Susan Kurtjak is a highly regarded senior strategic HR adviser with over 30 years' experience in the public sector. As a former Regional Director at the Australian Public Service Commission, she led major recruitment reforms and provided high-level advice on workforce strategy, talent management, and best practice selection processes.

Susan specialises in recruitment consultancy, executive search, and policy modernisation, advising government agencies on streamlining hiring processes and enhancing workforce capability. A trusted facilitator and trainer, she delivers specialist recruitment training for the WA public sector through IPAA WA, equipping

agencies, HR professionals, and individuals with practical, results-driven strategies.

Suzanne Sandiford

Suzanne's approach to coaching stems from her curiosity and being more ambitious for her clients than they are for themselves. She sees no limits, and her infectious energy enables her clients to do the same. Through empathy, pragmatism and underpinning knowledge of human behaviour, Suzanne plays the role of cheerleader, critic and confidante to create an environment where people can speak freely, feel stretched, and test their ideas. Her coaching clients include Executives, High Potential Leaders, Front Line Leaders and Emerging Professionals.

Tanya Finnie

Tanya brings global experience pertaining to culture and diversity. Tanya assists organisations to increase their cultural intelligence and grow their human capital, to be more collaborative and leverage their diversity. She is a TEDx speaker (2020), certified Global Goodwill Ambassador and voted as one of Perth's Top 100 Small Business Influencers (2016). As a long-standing mentor for UWA postgraduate students and mentor to CALD communities on boards via the Office of Multicultural Interests (OMI), she loves giving back. She is also the founder of the two-day Diversity and Inclusion Summit. Tanya creates custom executive development programs, specifically focused on high-performance culture, to provide individuals and organisations with creative solutions and a competitive advantage.

Teresa Riccio-Goodwin

Teresa is a founding Director of Oxford and James with over 17 years' experience in quality assurance, internal audit and risk management. Teresa is a

globally qualified Internal Auditor and has completed a fraud investigation qualification. Teresa's experience is vast having worked in the public and private sector in Australia, Europe and the United Kingdom. Teresa spends a lot of time advising Board Directors and Executives across risk management and internal audit, specifically around areas of emerging risk and how to communicate risk well across an organisation.

Theo Nabben

Theo has been an evaluator in the Western Australian public service and private practice for 20 years. He led an evaluation that won the IPAA Australian Evaluation Society Best Practice in Public Service Evaluation award in 2021. In September 2024 he was recognised as a Fellow of the Australian Evaluation Society for his long term contribution to evaluation in Australia and internationally. His international experience includes extensive work across diverse sectors in Africa, Asia, the Pacific and the Middle East. Theo has delivered at least 60 training courses (2008-2014) and has held numerous senior public sector positions as well as roles as a Ministerial adviser. Theo is an experienced organisational leader and has worked at the highest levels of the public service for over 16 years. Theo is passionate about great leadership in organisations and has driven reform agendas across many areas of government. He has a strong background in governance, central agency leadership, energy policy, industry development and major project facilitation.

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Your registration is to be paid in full before you attend our Training courses and/or Events. Payment wherever possible must be made by Credit Card during online registration. Individual and Corporate Members may request an invoice to be paid via Electronic Funds Transfer EFT) or Credit Card. Non-members are required to pay during online registration. When paying via EFT, a remittance advice should be sent to the Accounts Department at accounts@ipaawa.org.au.

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Every registrant receives a confirmation email with a tax invoice attached. It is the responsibility of the attendee to pass this invoice onto their accounts department. Requests for copies of invoices will incur an administration fee of \$16.50 and may take up to five (5) working days to re-issue additional copies.

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Cancellation and refund policy

Refund requests must be made in writing more than 7 days prior to the session delivery date.

No refund will be issued for cancellation or transfer requests received within 7 days of the delivery date.

Substitutes are always welcome. If possible, please advise us in writing if you are unable to attend and wish to send someone else in your place, however we do accept substitutes on the day of workshops or events. The substitute should have the same membership status or a surcharge may apply.

Non-attendance – you or your organisation is still responsible for full payment of the registration fee. Unfortunately, being unable to attend due to illness/health/personal reasons is still deemed 'non-attendance' and not eligible for a refund.

Transferring from in-person to live-stream attendance within 7 days of a course or event is permitted however the original registration price will apply. No refunds will be given.



Transferring from live-stream to in-person attendance will incur an additional fee.

As long as the membership benefit remains, fee paying Personal Members may cancel their registration for an Awards' ceremony, conference or seminar (some exclusions apply) and receive a refund if 24 hours' notice (prior to the event) is given to the IPAA WA office.

Super Early-Bird registrations are transferable but non-refundable.

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Registration payment is due within 14 days of booking or before the start of the Course (whichever occurs first).

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