

Our Programs



About the learning

The format of our programs varies by topic. Participants will experience an interactive workshop that includes a combination of self-assessment quizzes, personal reflection, interactive group exploration activities, and explores current academic approaches with readings and videos. The workshop will include short webinars, self-directed learning and interactive group discussions if delivered virtually.

Program catalogue

- Best Practice Recruitment
- Building Great Relationships
- Coaching and Mentoring for Supervisors/Managers
- Critical Thinking
- Decision-Making within the Public Sector
- Essential Organisational Wellbeing
- Influence, Negotiating and Persuasion
- Job Application and Interview Skills
- Leadership and Management
- Public Sector Induction and Accountabilities
- Responding to Decision Makers
- Stakeholder Relationship Management



Best Practice Recruitment

This course will teach participants how to be successful recruiters by covering practical solutions with proven results for finding, hiring and retaining the best people for your business.

At the completion of this course, participants should have the skills and knowledge to:

- Achieve great recruitment and selection outcomes
- Choose assessment methodologies that best meet your circumstances and needs
- Use interview techniques and questions to help you identify the best candidates for the job
- Work as a team with other panel members and the delegate
- Outline relevant recruitment guidelines and workplace diversity principles.

Building Great Relationships

This course builds more effective and productive staff members, helping them understand and value differences, identify and deal with conscious and unconscious bias, strengthen their interpersonal skills and confidence, and build mutual respect in work relationships.

The course covers public sector accountabilities; building self-awareness; exploring work preferences – own and others; valuing and adapting to accommodate difference; effective communication for productive results; managing conflict and what to do when things go wrong.

At the completion of this course, participants should have the skills and knowledge to:

- Understand public sector accountabilities
- Develop awareness of own and others' preferred communication, personality and learning styles
- Develop skills and strategies that value and accommodate difference
- Have the skills and strategies to communicate effectively
- Have the opportunity to undertake a working styles self-assessment activity (HBDI) to explore work preferences, practice and apply tools and techniques, and share experiences and ideas about building productive workplace relationships (optional).

Coaching and Mentoring for Supervisors/Managers

The course helps supervisors and leaders build high-performing teams by developing the potential of each team member. Participants will learn coaching and mentoring skills and how to apply them to help staff perform at their best. Participants will undertake activities to practice coaching skills and share experiences to learn from each other. The workshop will include short webinars, self-directed learning and interactive group discussions if delivered virtually.

At the completion of this course, participants should have the skills and knowledge to:

- Identify situations when providing coaching and/or mentoring would be most beneficial to a staff member
- Be able to use coaching and mentoring skills in the workforce
- Have the confidence to practice coaching skills to continue to build capability.

Critical Thinking

Critical thinking is such an important skill in today's society. With more data available to us than ever before, we need to develop the ability to make informed decisions and efficiently overcome complex business challenges. The workshop is aimed at professionals who are looking for practical skills to improve their performance in the workplace.

At the completion of this course, participants should have the skills and knowledge to:

- Explain the value of critical thinking in solving organisational challenges
- Identify factors that may constrain thinking
- Employ critical thinking processes in complex situations to provide effective and efficient outcomes
- Identify faulty thinking and cognitive biases, and explain how they influence decision making
- Assist others to apply critical thinking in the decision-making process
- Utilise tools to maintain a critical thinking environment.

Decision Making within the Public Sector

An overview of decision-making concepts, including the public sector decision-making process; exploration of mental models such as System 1 and System 2 thinking, heuristics and bias; motivation and emotional influences on decision making; ethics and behavioural 'nudges' for community policy; decision analysis tools and techniques; and developing and applying decision-making criteria.

At the completion of this course, participants should have the skills and knowledge to:

- Apply relevant analysis techniques
- Employ data gathering and decision-making with political and policy insight
- Utilise and assess evidence and perceptions in decision-making processes
- Have insight into the influences of human bias, emotion and perception during decision-making.

Essential Organisational Wellbeing

Learn the skills and methods required to genuinely improve employee and workplace wellbeing. Developing your organisational wellbeing is an investment that nurtures and protects your most important asset – your people – for organisational excellence and sustainability. When employees are acknowledged and heard, they are happier, healthier, and more productive.

At the completion of this course, participants should have the skills and knowledge to:

- Define wellbeing on an individual, team, and organisational level
- Utilise methods for enhancing wellbeing, such as mindfulness, behaviour change, and building resilience, to enhance workplace and worker wellness
- Engage in discussions around psychological safety in the workplace
- Identify and resolve barriers to wellbeing.

Influence, Negotiation and Persuasion

This program outlines the knowledge, tools and techniques required for staff to influence, negotiate, and persuade others. Learn how to shift from a competition to a cooperation mindset and work in partnership to generate better quality outcomes for everyone.

At the completion of this course, participants should have the skills and knowledge to:

- Describe the difference between influencing, negotiation and persuasion, and when to use each
- Explore and enhance existing influence, negotiation and persuasion skills to improve your chances of delivering results and achieving success
- Have increased confidence to effectively influence, negotiate and persuade staff, managers, colleagues and stakeholders
- Be able to adapt communication styles to focus on specific key outcomes where influencing behaviour will make a difference and achieve outcomes.

Job Application and Interview Skills

The course will teach participants the skills to write a strong, relevant application for a position and help them to strengthen their interview skills.

Participants will work with others in small groups to share experiences and build a knowledge base. This is a highly interactive workshop that will provide time for individual work as well as small and large group work.

At the completion of this course, participants should have the skills and knowledge to:

- Write compelling and convincing job applications and resumes
- Research what you need to do before you start writing
- Be able to showcase your experience, qualities and claims in your application and resume
- Identify the steps required to prepare for an interview
- Practice your interview and communication skills
- Give constructive feedback to others on interview skills

Public Sector Induction and Accountabilities

We partner with you as the client to design and tailor an induction program that is suited to your needs and the needs of the inductees, enabling them to have a thorough understanding of the organisation and their role and responsibilities within it.

At the completion of this course, participants should have the skills and knowledge to:

- Explain the organisation's purpose
- Describe the goals of legislation and governance frameworks
- Understand the work levels within the relevant classification structure
- Provide information on opportunities and working circumstances.

Responding to Decision Makers

The course provides participants with the practical knowledge and skills to interact and build positive relationships with decision-makers within the public sector.

At the completion of this course, participants should have the skills and knowledge to:

- Explain the role of individuals in supporting the organisation's executive, minister, decision-makers and Parliament
- Outline the purpose and application of briefing processes within the organisation
- Identify the characteristics of effective writing.

Stakeholder Relationship Management

This stakeholder engagement program delivers the principles of effective stakeholder management in everyday working situations. Stakeholders are all those individuals and team members involved in helping the organisation to achieve its objectives.

At the completion of this course, participants should have the skills and knowledge to:

- Define stakeholder engagement
- Use collaborative techniques to achieve enhanced outcomes
- Prepare engagement strategies
- Engage confidently with difficult stakeholders.

Leadership and Management

Interaction's leadership programs are designed to produce dynamic and committed leaders who:

- Understand the importance of teams and the need to develop their people
- Enjoy the challenges that extend their knowledge and skills
- Recognise the necessity to develop their individual and team capabilities to match those required by the organisation
- Understand the theory of planning and use this knowledge in practical terms to utilise resources effectively
- Are capable of managing change in an ever-changing environment
- Enjoy leading people.

The programs consist of a number of interlinking elements including, workshops, one-on-one coaching, seminars and activities tailored to an organisation's specific needs.

Program outcomes are negotiated to ensure they are relevant and consistent with organisational goals and are often conducted over several months to ensure learning developed from the program is effectively translated into the workplace.

Interaction is able to provide a suite of leadership and management diagnostic tools upon request.

Please give us a call to book a time to speak to one of our expert consultants who can discuss more details of these programs with you. We can often tailor our programs to suit your needs.

