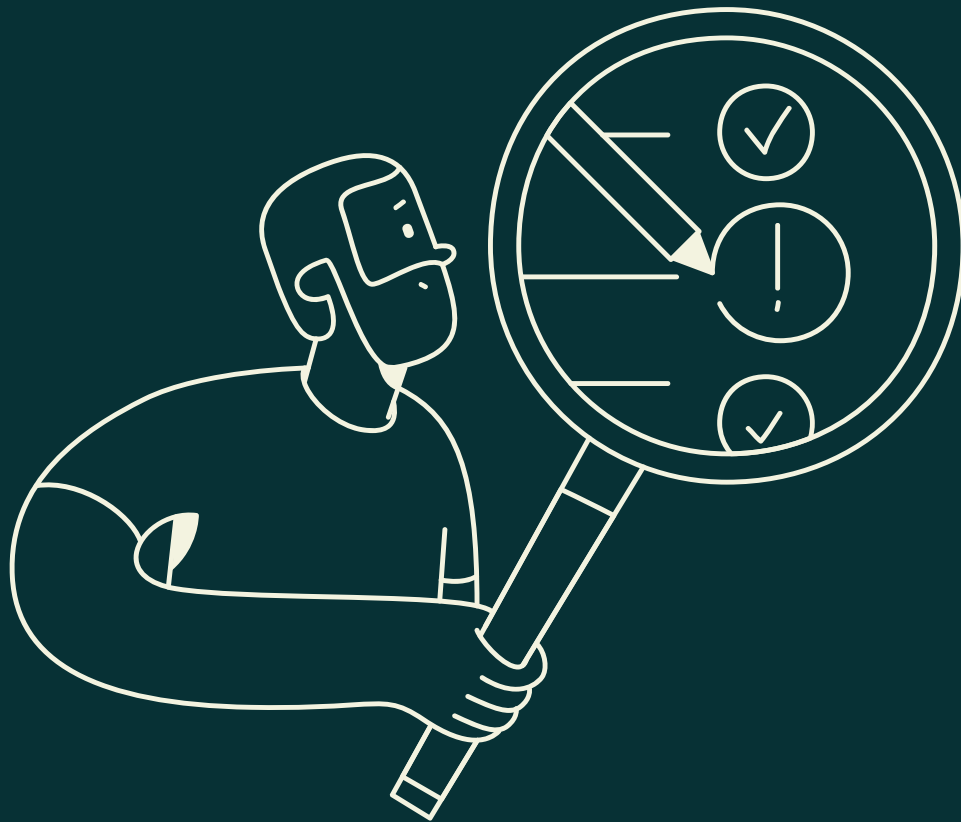


Alffie



Employability Courses

Our range of employability and inter-personal growth courses are designed to help participants develop important life skills and to boost their confidence.

v0824

Enjoy the freedom to create your own course activity bundles. Select from a growing list of more than 60 non-accredited training modules to tailor a course to meet your participants individual development needs.

Each module is designed to be completed over 5 hours, covering a range of soft skills and industry specific topics.



Course Bundles

Job skill and experience

Represent the company

Topics covered include: Professional behaviour, positive communication and personal presentation.

Advanced customer service

Topics covered include: Understanding customer service and the customer experience and 'going the extra mile'.

Manage time and tasks

Topics covered include: Prioritising and scheduling tasks, working effectively, managing multiple customers and achieving work-life balance.

Customer complaints

Topics covered include: Customers' legal rights, following complaint policies and procedures and negotiating.

Policies and procedures

Topics covered include: The purpose of policies and procedures and following policies and procedures.

Aspiration and motivation

Be motivated

Topics covered include: Identifying personal motivators, getting motivated and staying motivated.

Achieve goals

Topics covered include: Defining goals, visualising outcomes, SMART goal-setting and seeking help.

Achieve potential

Topics covered include: Making the most of workplace opportunities, being decisive, showing initiative, getting things done, building independence and balancing priorities.

Manage my emotions

Topics covered include: Identifying anger triggers, the consequences of anger and controlling anger.

Be confident

Topics covered include: Building self-esteem, confidence and resilience.

v0624

Course Bundles – continued

Job search skills

Stay in touch digitally

Topics covered include: Communicating effectively over-the-phone, email etiquette and appropriate online activity in the workplace.

Be motivated

Topics covered include: Identifying personal motivators, getting motivated and staying motivated.

Job offers

Topics covered include: Accepting a job offer, negotiating a job offer and declining a job offer.

Interviews

Topics covered include: Preparing for a job interview, attending a job interview and following up after a job interview.

Be confident

Topics covered include: Building self-esteem, confidence and resilience.

Stability

Communicate with confidence

Topics covered include: Tone of voice, adjusting communication to different audiences and speaking over-the-phone.

Be safe

Topics covered include: Workplace hazards, using equipment safely, responding to risks, personal hygiene and safe lifting.

Communication

Topics covered include: Verbal communication, written communication, following instructions and dealing with conflict.

Inspiration

Topics covered include: Making time for inspiration and keeping track of achievements.

Motivation

Topics covered include: Procrastination, rewarding good behaviour, think of the positives and have others hold you accountable.

Basic skills

Be helpful and positive

Topics covered include: Having a ‘can do’ attitude, being polite and courteous, positive communication and positive self-talk.

Deal with conflict

Topics covered include: Assertive communication, self-awareness, remaining calm and defusing conflict.

The art of conversation

Topics covered include: Greeting people, introducing yourself and asking questions.

Step out of your comfort zone

Topics covered include: The benefits of stepping outside your comfort zone.

Business: Personal presentation

Topics covered include: The importance of good personal presentation, what to wear to an interview, hygiene and grooming.

Course Bundles – continued



Workplace and social skills

Attitude and behaviour

Topics covered include: Being confident, being positive, being courteous and polite and taking on feedback.

Manage time and tasks

Topics covered include: Prioritising and scheduling tasks, working effectively, managing multiple customers and achieving work-life balance.

Follow guidelines

Topics covered include: Respecting business practices, using business resources and working ethically.

Be a team player

Topics covered include: Joining a work team, being a supportive team member and having a team-focused mindset.

Be dependable and trustworthy

Topics covered include: Being responsible, being productive, being consistent and demonstrating honest behaviour.

Health and wellbeing

Be confident

Topics covered include: Building self-esteem and confidence and resilience.

Manage my emotions

Topics covered include: Identifying anger triggers, the consequences of anger and controlling anger.

Be motivated

Topics covered include: Identifying personal motivators, getting motivated and staying motivated.

Be helpful and positive

Topics covered include: Having a 'can do' attitude, being polite and courteous, positive communication and positive self-talk.

Attitude and behaviour

Topics covered include: Being confident, being positive, being courteous and polite and taking on feedback.

Individual Modules



Interpersonal

Inspiration

Topics covered include: Making time for inspiration and keeping track of achievements.

The art of conversation

Topics covered include: Greeting people, introducing yourself and asking questions.

Interviews

Topics covered include: Preparing for a job interview, attending a job interview and following up after a job interview.

Motivation

Topics covered include: Procrastination, rewarding good behaviour, think of the positives and have others hold you accountable.

Step out of your comfort zone

Topics covered include: The benefits of stepping outside your comfort zone.

Job offers

Topics covered include: Accepting a job offer, negotiating a job offer and declining a job offer.

Be confident

Topics covered include: Building self-esteem and confidence and resilience.

Manage my emotions

Topics covered include: Identifying anger triggers, the consequences of anger and controlling anger.

Be motivated

Topics covered include: Identifying personal motivators, getting motivated and staying motivated.

Achieve potential

Topics covered include: Making the most of workplace opportunities, being decisive, showing initiative, getting things done, building independence and balancing priorities.

Achieve goals

Topics covered include: Defining goals, visualising outcomes, SMART goal-setting and seeking help.

Represent the company

Topics covered include: Professional behaviour, positive communication and personal presentation.

Follow guidelines

Topics covered include: Respecting business practices, using business resources and working ethically.

Manage time and tasks

Topics covered include: Prioritising and scheduling tasks, working effectively, managing multiple customers and achieving work-life balance.

Individual Modules – continued



Interpersonal – continued

Be dependable and trustworthy

Topics covered include: Being responsible, being productive, being consistent and demonstrating honest behaviour.

Be safe

Topics covered include: Workplace hazards, using equipment safely, responding to risks, personal hygiene and safe lifting.

Be helpful and positive

Topics covered include: Having a 'can do' attitude, being polite and courteous, positive communication and positive self-talk.

Get along with others

Topics covered include: Being sensitive to diversity and including others.

Deal with team conflict

Topics covered include: Identifying conflict behaviours, conflict management techniques, negotiation and preventing conflict.

Be a team player

Topics covered include: Joining a work team, being a supportive team member and having a team-focused mindset.

Take direction and feedback

Topics covered include: Listening and focusing, communicating directions, giving and receiving feedback.

Communicate with confidence

Topics covered include: Tone of voice, adjusting communication to different audiences and speaking over-the-phone.

Tune in to others

Topics covered include: Using effective questioning and active listening.

Stay in touch digitally

Topics covered include: Communicating effectively over-the-phone, email etiquette and appropriate online activity in the workplace.

Attitude and behaviour

Topics covered include: Being confident, being positive, being courteous and polite and taking on feedback.

Communication

Topics covered include: Verbal communication, written communication, following instructions and dealing with conflict.

Professionalism

Topics covered include: Making a good impression, time management, personal presentation and getting the job done.

Digital literacy

Topics covered include: Working with computers, accessing information online and communicating online.

Individual Modules – continued



Business

Business: Workplace Health and Safety (WHS)

Topics covered include: Safe manual handling, ergonomics and equipment, signs and reporting and responding to emergencies.

Business equipment and technology

Topics covered include: Computers, common business software, printers, scanners and photocopiers and equipment maintenance and safety.

Business: Maintain work areas

Topics covered include: Maintaining personal and communal work areas, disposing of waste correctly and workstation ergonomics.

Business: Provide customer service

Topics covered include: Acknowledging and greeting customers and identifying and prioritising customer needs.

Identify business documents

Topics covered include: Reports, invoices, document producing software, policy and procedure documents and leave applications.

Email

Topics covered include: Greetings, sign-offs and signatures, tone and general good practice for using email.

Business: Personal presentation

Topics covered include: The importance of good personal presentation, what to wear to an interview and hygiene and grooming.

Policies and procedures

Topics covered include: The purpose of policies and procedures and following policies and procedures.

Meetings

Topics covered include: Preparing for meetings, participating in meetings, facilitating meetings, creating an agenda and following up meetings.

Customer complaints

Topics covered include: Customers' legal rights, following complaint policies and procedures and negotiating.

Advanced phone skills

Topics covered include: Safe work practices for phone-based roles, headsets, identifying customer needs, following up and closing a sale.

Advanced customer service

Topics covered include: Understanding customer service and the customer experience and 'going the extra mile'.

Individual Modules – continued



Retail

Retail: Workplace Health and Safety (WHS)

Topics covered include: Safe manual handling, ladders, signs and reporting and responding to emergencies.

Dealing with stock

Topics covered include: Receiving stock, dealing with stock discrepancies and damage, preparing for stocktake and labelling and ticketing stock.

Minimise damage to stock

Topics covered include: Rotating stock, perishable goods, handling stock appropriately, identifying waste and managing excess stock.

Retail: Maintain work areas

Topics covered include: Good housekeeping and identifying hazards.

Retail: Customer payments

Topics covered include: Digital POS systems, cash registers, EFTPOS machines, cash floats, counting change and giving change to customers.

Identify retail documents

Topics covered include: Receipts, order forms, credit notes, vouchers, policy and procedure documents, timetables and leave applications.

Retail: Provide customer service

Topics covered include: Acknowledging and greeting customers, being approachable, being a resource to customers, assessing and prioritising customer needs and dealing with delays.

Selling products

Topics covered include: Observing customer behaviour, understanding customer needs, recommending and selling products and maximising sales.

Dealing with displays

Topics covered include: Planning visual merchandising, arranging merchandise, using colour, spacing and balance.

Minimise theft

Topics covered include: Internal and external theft, security equipment, following security procedures, observing customers and securing stock.

Retail: Personal presentation

Topics covered include: The importance of good personal presentation, what to wear to an interview, hygiene and grooming, dress codes and uniforms.

Individual Modules – continued



Hospitality

Hospitality: Workplace Health and Safety (WHS)

Topics covered include: Safe manual handling, hospitality equipment, signs and reporting and dealing with emergencies.

Hospitality: Customer payments

Topics covered include: Digital POS systems, cash registers, EFTPOS machines, cash floats, counting change and giving change to customers.

Hospitality: Maintain work areas

Topics covered include: Hygiene, food safety laws, sanitising work areas and cleaning spills.

Hospitality: Personal presentation

Topics covered include: The importance of good personal presentation, what to wear to an interview, hygiene and grooming, dress codes and uniforms.

Hospitality: Provide customer service

Topics covered include: Acknowledging and greeting customers, being approachable, being a resource for customers, taking orders and checking on customers.

Food basics

Topics covered include: Hand washing, avoiding cross-contamination, being aware of food quality and delivering food to customers carefully.

Beverage basics

Topics covered include: Coffee, tea and other hot drinks, cold drinks and beverage terminology.

Identify hospitality documents

Topics covered include: Booking and order forms, delivery slips, facilities and maintenance documents, policy and procedure documents, timetables and leave applications.

Sales basics

Topics covered include: Tuning in to customers, using engaging language, using the power of suggestion and identifying opportunities to sell.

Working in hospitality

Topics covered include: Hospitality venues and job roles, skills and attributes required for hospitality personnel and developing industry skills.

Individual Modules – continued



Warehousing

Warehousing: Workplace Health and Safety (WHS)

Topics covered include: Safe manual handling, warehousing equipment, signs and reporting and dealing with emergencies.

Warehousing equipment and technology

Topics covered include: Pallets, flatbed and upright trolleys and picking and packaging equipment.

Warehousing: Maintain work areas

Topics covered include: General housekeeping, cleaning equipment, disposing of waste, organising work spaces and identifying hazards.

Working in warehousing

Topics covered include: Job roles in warehouses, skills and attributes required for warehousing personnel and developing industry skills.

Identify warehouse documents

Topics covered include: Picking slips and purchase orders, delivery dockets and damage reports, facilities and maintenance documents, policy and procedure documents, timetables and leave applications.

Areas of a warehouse

Topics covered include: Inbound goods areas work in progress goods (WIP) areas, picking and packing areas and despatch areas.

Signs and labels

Topics covered include: Common signs and identifying and understanding handling instructions and dangerous goods labels.

PPE

Topics covered include: Identifying different types of personal protective equipment (PPE), choosing the correct PPE and using PPE appropriately.

Pick and pack

Topics covered include: Picking paths, picking methods, types of pallets and minimising stock damage.

Warehousing: Personal presentation

Topics covered include: The importance of good personal presentation, professional behaviour, hygiene and grooming, dress codes and uniforms.

For more information on Alffie's Employability Modules, and to learn how to create your own course bundle, contact your relationship development manager or call Alffie on **1300 253 353**.