



Virtual Workshop Course Directory

Institute for Communication
Management and Leadership

2022

“I hear and I forget
I see and I remember
I do and I understand”
Confucius

Published by
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2022 Calendar - Virtual Public Courses

Duration	February	March	April	May	June	July	August	September	October	November	December
 2x 3hr	 Assertiveness Skills			Mon 23 & 30				Fri 26 Aug & Fri 2 Sep	Thu 27 Oct & Thu 3 Nov		
 2x 3hr	 Coaching for Performance			Thu 5 & 12		Wed 20 & 27			Wed 19 & 26		
 2x 3hr	 Communicating with Impact			Wed 11 & 18				Fri 12 & 19		Tue 29 Nov & Tue 6 Dec	
 2x 3hr	 Courageous Conversations	Fri 18 & 25			Mon 20 & 27			Fri 9 & 16	Thu 24 Nov & Thu 1 Dec		
 2x 3hr	 Delivering Exceptional Customer Service	Wed 9 & 16		Wed 25 May & Wed 1 Jun				Wed 17 & 24	Thu 10 & 17		
 2x 3hr	 Developing High Performance Teams	Thu 10 & 17		Tue 17 & 24		Tue 19 & 26			Wed 5 & 12		
 2x 3hr	 Effective Business Writing		Fri 29 Apr & Fri 6 May			Fri 22 & Thu 28			Fri 7 & 14		Fri 2 & 9
 2x 3hr	 Emotional Intelligence	Fri 11 & 18			Tue 7 & 14		Mon 22 & 29			Fri 18 & 25	
 2x 3hr	 Essential Leadership	Fri 25 Feb & Fri 4 Mar		Thu 19 & 26			Tue 16 & 23			Tue 15 & 22	
 2x 3hr	 Finance for Managers	Wed 2 & 9		Fri 27 May & Fri 3 Jun				Thu 1 & 8		Fri 4 & 11	
 2x 3hr	 Influencing and Negotiating	Tue 1 & 8		Tue 3 & 10			Wed 3 & 10			Mon 7 & 14	
 2x 3hr	 Leading Change		Wed 27 Apr & Wed 4 May			Thu 14 & 21			Tue 4 & 11		
 1x 3hr	 Leading & Managing Virtual Teams			Fri 13			Tue 2			Tue 29	
 2x 3hr	 Managing Conflict	Thu 24 & 31			Tue 28 Jun & Tue 5 Jul		Wed 31 Aug & Wed 7 Sep			Mon 21 & 28	
 2x 3hr	 Presenting with Confidence			Mon 9 & 16			Mon 8 & 15			Wed 16 & 23	
 2x 3hr	 Project Management Essentials	Tue 15 & 22			Wed 15 & 22			Wed 14 & 21			Wed 7 & 14
 2x 3hr	 Resilience and Dealing with Change	Wed 16 & 23			Thu 16 & 23			Thu 11 & 18	Tue 18 & 25		
 2x 3hr	 Speak Up, Be Heard and Feel Confident	Wed 30 Mar & Wed 6 Apr			Fri 10 & 17			Mon 5 & 12		Mon 28 Nov & Mon 5 Dec	
 2x 3hr	 Time Management - Working Smarter	Thu 24 Feb & Thu 3 Mar			Thu 2 & 9			Tue 30 Aug & Tue 6 Sep		Fri 25 Nov & Fri 2 Dec	
 1x 3hr	 Working Productively from Home			Mon 23				Tue 9		Thu 8	
 2x 3hr	 Writing Winning Tenders and Proposals	Fri 25 Mar & Fri 1 Apr				Fri 8 & 15			Fri 21 & 28		

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Introducing ICML

ICML Vision

Create learning that makes people happy and productive.

What we do

We specialise in developing leadership, interpersonal and professional effectiveness skills.

Our programs make our participants more confident and productive. We thereby boost their happiness, which in turn strengthens productivity.

Productive and happy employees increase their organisation's bottom line.

We help people and organisations expand their potential through our training programs, coaching and consultancy.

We deliver our courses primarily to leaders, managers and aspiring managers.

Through our programs we boost:

- skills
- confidence
- motivation.

Our courses improve job performance as well as relationships.

Why choose ICML?

Key reasons:

- We deliver powerful, tailored learning experiences.
- Our coaches and facilitators are experts.
- We focus relentlessly on helping our participants apply their new skills in practice.
- We create fun learning experiences.
- We jam-pack our training with practical activities and exercises.
- Participants can repeat the same program within 12 months, for free.
- Participants can contact the facilitator after the course for advice, for free.
- We're a friendly bunch; give us a call to try it out.
- Our customer service promise: you and your organisation are number one for us.

Call us today on 1300 655 098 to discuss your personal or organisational development needs or to ask for an immediate quote.

ICML philosophy and learning approach

Developing people from the inside

We favour developing people from the inside through comprehensive skills practice.

We reinforce and build the skills most useful in work and life.

Experiences

Our highly interactive sessions make for powerful learning experiences.

ICML workshops combine the latest scientific insights with practical activities and experiences.

Expert facilitators offer continuous opportunities to interact, discuss and practise.

Small groups

We like small groups. Groups of five to 14 participants encourage vivid interaction and personal attention.

Tailoring

We tailor our in-house training to the organisation and participants.

Our training is therefore always fully relevant and links back to participants' own work experiences.

Facilitators of our public courses tailor the program to individual objectives where possible, to target learning.

Our system

Training is most effective when it's a process in which goals, objectives, action plans and follow-up reinforce the effectiveness of the training 'event'. What you can expect from us:

- highly experienced and inspiring facilitators
- an energetic and safe learning environment
- facilitators who address participants' individual objectives
- we pay strong attention to making action plans
- we support follow-up after training sessions to ensure participants apply what they have learnt in practice.

The ICML Continuous Growth Learning Model: making it stick

ICML makes learning stick by tackling the entire learning process through the ICML Continuous Growth Learning Model.

Workplace learning takes place through a mix of formal training, coaching, feedback and on-the-job training. Training is a small but critical part of professional and personal development.



Goals

We help participants link their goals to our training. Before the program we ask them about their objectives for two main reasons:

- you learn more when you know what you want to achieve with the training
- our facilitators tailor the session to the participants' needs where possible.

Ideally, participants' choice of training flows from their personal development plan, linking job or career goals and the capabilities they need to develop.

Training

*"The mediocre teacher tells.
The good teacher explains.
The superior teacher demonstrates.
The great teacher inspires."*

William Arthur Ward

At ICML we provide training in short and intensive bursts. In one or a few demanding days participants listen, practise, discuss, experience, reflect and plan for the future.

At ICML we make learning engaging and fun. People don't sit and listen to long drawn-out lectures, make a few notes and leave. Don't expect 'death by PowerPoint'.

We use the latest scientific insights in highly practical ways and let our participants experience what these insights mean for them personally.

Personal action plans

We continually focus on practical application of your new skills.

Personal action plans are the basis for transfer of skills to the workplace.

During the training session we make ample time for participants to write down how they will apply their new skills, tools and strategies in the workplace.

Implementation and follow-up

During the training workshop we give participants the skills to keep on learning back at work.

In-house training

Delivering in-house programs

We partner with our clients to deliver a people development process that extends well beyond the 'training event'.

We tailor and customise

Depending on your budget and needs we tailor the perfect program for you.

We have a wide network of outstanding facilitators, so we can adapt, design and deliver any interpersonal skills program you can imagine.

Participants don't waste any precious time in training; the program is tailored to your objectives, your business needs and any particulars about your organisation.

Applying it in practice

One of the biggest challenges we all face in training is making sure participants apply new skills and behaviours in practice.

Here we partner with you as our client to build as many elements as possible into the entire learning process to ensure the maximum amount of learning sticks.

Call us to ask how we can tailor our programs for your business.

Coaching

Expanding potential

Every top athlete has a coach. So why should employees and leaders have to go it alone?

We coach people to expand their potential and solve challenging situations.

Our independent coaches offer a unique perspective. They provide expert knowledge, unbiased support and confidentiality.

Because of their highly developed coaching skills they are ideally placed to shift thinking and boost skills.

Achieving your goals

Our coaching approaches help the coachee achieve their goals and objectives through powerful techniques of questioning, challenging and the use of tools and feedback.

The coaching process is confidential and free of judgement.

Examples of situations where coaching is highly effective:

- Building leadership skills
- Assisting in a leadership transition
- Boosting performance
- Overcoming interpersonal relationship challenges
- Managing and mediating conflict
- Creating a personal or business vision
- Achieving big picture thinking
- Overcoming leadership challenges
- Improving communication strategies
- Developing kpis
- Boosting personal productivity
- Improving delegation skills
- Building positive team dynamics
- Cultivating stronger internal and external relationships
- Shaping skills required for a role
- Improving work-life balance.

Face-to-face or remote

We accommodate our clients' preferences and circumstances with the mode of coaching.

Meeting face-to-face is ideal for individual and group coaching. You can choose a location to suit you.

Phone, Zoom or Skype is not only convenient if you're remote, but also if you prefer your coaching from the comfort of your own home or office.

Consultancy

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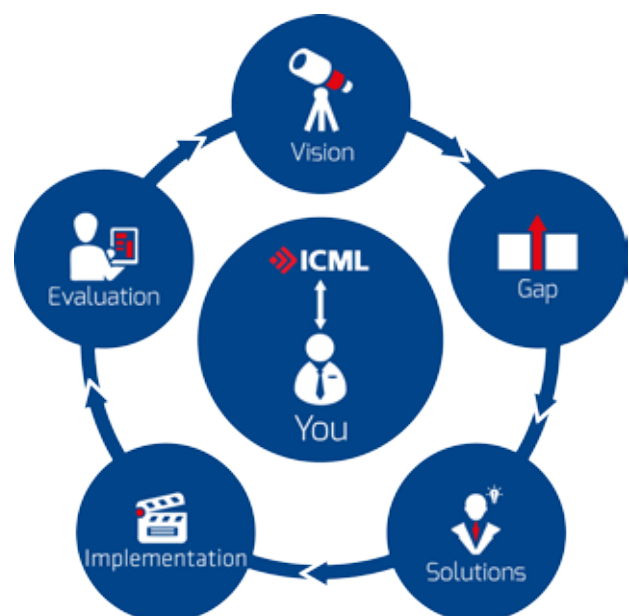
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Call us today on 1300 655 098 to discuss your personal or organisational development needs or to ask for an immediate quote



Virtual workshops

We deliver programs in interactive, live online workshops, accessible from a device anywhere.

Highly impactful learning

- Replicating face-to-face workshop experiences through conferencing technology.
- Using extra features for engagement: polls, quizzes, chat, electronic whiteboard.
- Learning in multiple shorter bursts – allowing practice between sessions.

Benefits of virtual workshops

- Attend the training from the comfort of home or personal workstation.
- No travel time or expenses.
- Multiple short sessions – less impact on work.

Simple access

- You need: a device with camera and a quiet place.
- No software needed.
- Click on a link to gain access.
- Works on any personal device and most corporate systems.

How to book

Choose between:

- Call 1300 655 098
- Send us an email at info@icml.com.au.
- Complete our [online booking form](#).

Tailored group training

Ask us how we will tailor this program to your organisation or team. Benefits are that we tailor the:

- *Content* to suit your organisation's needs.
- *Delivery* to reflect your procedures, values, examples and terminology, which encourages participants to apply their new skills in their roles.
- *Duration* to suit the availability of your team members and your budget.

Request a quote

Please call 1300 655 098 to ask us how we can tailor a program to your needs.

Alternatively, email us at info@icml.com.au.



Team Building

Fun and engaging ways to encourage team building

We facilitate fun and highly effective team building. Highly effective teams produce amazing results for your business. Team members are proactive, engaged, positive and productive. But how do they get that way?

We can assist you by facilitating fun and highly effective team building workshops focusing on your needs, which could include:

- Improving cooperation
- Improving relationships
- Fostering communication
- Motivating team members
- Boosting collaboration
- Creating a team identity
- Establishing a new team
- Promoting productivity
- Boosting morale
- Having fun while learning about each other
- Helping to deal with change.

Our process

1. Establish your desired outcomes of the session.
2. Facilitate a diagnostic of the team. Team members need to understand:
 - themselves
 - others in the team
 - team dynamics.
3. Establish a plan of activities and timelines to achieve the goals and embed the new culture.
4. Facilitate activities, discussions and introduce any relevant models.
5. Ensure there are tangible outcomes and a clear action plan.
6. Help you keep on building the team beyond the session.

The team diagnostic to understand self and others

We can use different tools and instruments to analyse the current team situation and possible challenges.

They range from online tools completed prior to the session to self-assessing paper surveys or games and activities run during the workshop.

Examples of such tools: DISC, MBTI, Facet5, HBDI, 5 Behaviours of a Cohesive Team, Jensen-Tuckman, etc.

Adding training elements to team building

Depending on your goals we can include interactive and engaging training elements.

For example:

- Communication skills
- Influencing skills
- Assertiveness skills
- Conflict management skills
- Leadership skills
- Time management skills
- Customer service skills (internal and external)
- Meeting management.

Contact us to discuss your objectives and how we can make your team more cohesive and high-performing.

Skill Shots - Short Presentations and Workshops

Often you have limited time available – you just want a quick interactive and powerful learning session for your staff: a Skill Shot.

Choose from a wide variety of topics, which we can deliver as a one-hour 'lunch and learn session', a keynote at your conference or as a short workshop.

We are able to give short presentations on just about any soft-skill topic you can think of.

Some topic ideas:

Leadership Skill Shots

- AI – Appreciative Inquiry
- Accountability at work
- Authentic leadership
- Becoming the boss: how to transition from peer or friend
- Behavioural interviewing styles
- Boosting employee engagement
- Building an innovating organisation
- Business acumen
- Change management
- Charisma: a skill you can develop
- Coaching for leaders
- Courageous conversations
- Creating a feedback culture
- Creating a high-performance culture
- Creating a vision
- Creating behavioural change
- Crisis management
- Cultural diversity
- Delegating skills
- Getting into and staying in big picture thinking
- How to successfully form a new team
- Leading a virtual team
- Managing gen-Y

- Managing professionals
- Managing underperformance
- Why employees underperform
- Measuring performance
- Mentoring
- Motivating and empowering
- Performance appraisals
- Servant leadership
- Teamwork
- The Five Dysfunctions of Teams
- Values-based leadership
- Women in leadership

Communication and Interpersonal Skills

- Assertiveness
- Body language
- Breaking down silos
- Building trust and rapport
- Communicating with emotional intelligence
- Conflict resolution
- Dealing with different generations
- Dealing with difficult colleagues
- Getting things done through others
- How to listen to understand
- Interpersonal Skills
- Making the most of millennials and gen-Y
- Negotiation tips from pros
- Negotiating with colleagues and stakeholders
- Overcoming negative colleagues
- Phone skills
- Powerful first impressions
- Resolving conflict
- Storytelling
- Strategic stakeholder management
- The secrets of influence

Professional Effectiveness

Decision making

- Behavioural Economics – how we decide
- Courage in the workplace
- Critical thinking
- Decision making
- Idea generation
- Innovation and creative thinking
- Problem solving

Operations

- Continuous improvement
- Creating a culture of innovation
- Lean Six Sigma

Presenting

- Advanced presentation skills tips
- Engage audiences presenting financials
- Managing nerves during presentations
- PowerPoint tips for powerful presentations
- Presentation skills
- Public speaking for beginners

Self leadership

- Career skills for graduates
- Initiative and personal leadership
- Knowing yourself
- Optimism
- Personal leadership
- Professional networking
- Networking within your organisation
- Resilience under change

Time Management

- Goal setting
- How to work hard, have a happy family and live healthily
- Managing emails productively
- Managing productive meetings
- Managing stress
- Mind mapping
- Personal and team effectiveness
- Personal productivity
- Speed reading
- The multi-tasking myth
- Time management
- Work-life balance

Internal and External Customer Service

- Customer Service
- CX: creating customer experience
- Customer service essentials
- Customer service over the phone
- Dealing with aggressive people
- Dealing with difficult members of the public
- Dealing with difficult customers
- Email writing for customer service people
- Internal customer service
- Managing difficult and emotional customers

Sales and Commercial Relationships

- Account management
- Building a professional network
- Building client relationships
- Getting to 'Yes'
- Negotiation secrets
- Consulting skills
- SPIN sales
- Strategic selling

HR & Wellbeing

- Bullying and harassment
- Career management
- Diversity
- Job design
- Recruiting talent
- Retaining staff
- Succession planning
- Talent management

Train the Trainer

- Emotional intelligence for trainers and facilitators
- Facilitation secrets
- Quick tips for workplace trainers
- The manager as a trainer
- Training colleagues in group sessions
- Training Needs Analysis
- Training on-the-job

Request a quote

Please call us on 1300 655 098 to discuss how we can deliver a Skill Shot on virtually any soft-skill topic. Alternatively, email us at info@icml.com.au or start a 'chat' on our website [icml.com.au/](https://www.icml.com.au/).

Management and Leadership



Leading and Managing Virtual Teams

Are you like so many people now managing a virtual team? You may be:

- Worried about leading your team remotely, when this is new to all of you
- Unsure how to maintain effective collaboration and communication when everyone is working remotely – often for the first time
- Wondering how you can be sure people are OK and on track.

This online training workshop will help you build the skills and confidence that 'Remote-Ready' leaders need. You will learn to bring the virtual team along and support team members to be productive while changing the way they work.

Audience

This workshop is designed for people who manage a remote team.

We offer this program in one 3-hour session. You can attend this program from anywhere: your workstation or from home.

Outcomes

Learn how to:

- Agree expectations with team members for this new way of working.
- Create a sense of community and continuity through team routines and commitments.
- Manage performance and workloads remotely.
- Run engaging team meetings using Zoom or other technology to ensure productive collaboration.
- Support team members through this challenging time of change and isolation so that they can be productive.

Investment

\$ 375 + GST

Includes electronic editable participant manual and PDF certificate.

Small group sizes

We limit the group size. This means the workshops are highly interactive and we'll be able to focus on your personal challenges.

Dates / Times

One 3 hour session: 9.30am to 12.30pm

- Wednesday 2 February 2022 (AEDT)
- Friday 13 May 2022 (AEST)
- Tuesday 2 August 2022 (AEST)
- Tuesday 29 November 2022 (AEDT)

Please check our [website](#) for the latest dates.

You will need

- A device with a camera – preferably a laptop or desktop.
- Good internet access.
- A quiet room.

Book a virtual workshop

Choose between:

- Call 1300 655 098
- Send us an email at info@icml.com.au.
- Complete our [online booking form](#).

Virtual group training or coaching

We deliver this program virtually to groups nationwide. Call us on 1300 655 098 for a quote or send us an email on info@icml.com.au.

Essential Leadership Skills

So you are a subject matter expert and have been promoted. You now have to deal with the people issues – gaining cooperation, motivating, maintaining performance standards and planning. There is a different set of skills required; all of which can be learnt.

This leadership and management course builds the skills you need to become an influential and respected leader. You will discover how to create and inspire powerful teams.

Audience

This management course is aimed at new or soon to be appointed team leaders, supervisors and managers who have never attended leadership training before.

We offer this program in two 3-hour sessions in successive weeks. You can attend this program from anywhere: your workstation or from home.

Outcomes

Learn how to:

- Set clear goals, prioritise and work smartly
- Shape and flex your leadership style
- Delegate effectively
- Build trust
- Manage performance in your team
- Give feedback that motivates
- Coach people
- Build a motivated and collaborating team.

Investment

\$ 495 + GST

Includes electronic editable participant manual, Quick Reference Guide and PDF certificate.

Small group sizes

We limit the group size. This means the workshops are highly interactive and we'll be able to focus on your personal challenges.

Dates / Times

Two 3-hour sessions: 9.30am to 12.30pm

- Friday 25 February and 4 March 2022 (AEDT)
- Thursday 19 and 26 May 2022 (AEST)
- Tuesday 16 and 23 August 2022 (AEST)
- Tuesday 15 and 22 November 2022 (AEDT)

Please check our [website](#) for the latest dates.

You will need

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Coaching for Performance

We all know examples of good sports coaches who take an average team to an extraordinary performance. The same principles apply in the workplace. Leaders with strong coaching skills are far better equipped to help their people reach their full potential. You can learn to be a great coach.

If you want to build on your ability to unlock and even expand other people's potential, this Coaching for Managers course is for you.

Audience

This course is designed for leaders of any level who want to develop coaching skills to help others perform to their full potential.

We offer this program in two 3-hour sessions in successive weeks. You can attend this program from anywhere: your workstation or from home.

Outcomes

Learn how to:

- Build trust
- Coach using the grow model
- Adapt your coaching to different styles
- Provide effective feedback
- Make people want to perform better
- Coach with emotional intelligence
- Identify and overcome barriers
- Be a trusted, challenging and inspiring coach.

Investment

\$ 495 + GST

Includes electronic editable participant manual and PDF certificate.

Small group sizes

We limit the group size. This means the workshops are highly interactive and we'll be able to focus on your personal challenges.

Dates / Times

Two 3-hour sessions: 9.30am to 12.30pm

- Thursday 3 and 10 February 2022 (AEDT)
- Tuesday 5 and 12 May 2022 (AEST)
- Wednesday 20 and 27 July 2022 (AEST)
- Wednesday 19 and 26 October 2022 (AEDT)

Please check our [website](#) for the latest dates.

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Developing High Performance Teams

Great leaders inspire great teams. And great teams require enthusiastic and motivated members, working together to achieve goals. But how do you create an environment where people get along and cooperate?

This program will help you understand and use individual differences to produce a high performing team. After following this program, you will be looking forward to applying your knowledge to build a passionate team, set on delivering results.

Audience

This course is designed for any leader looking for inspiration and techniques to build team cohesiveness and boost team performance.

We offer this program in two 3-hour sessions in successive weeks. You can attend this program from anywhere: your workstation or from home.

Outcomes

Learn how to:

- Identify different types of teams
- Identify different stages of team formation
- Promote trust and rapport in a team
- Identify and manage issues that may affect performance
- Apply techniques to improve a dysfunctional team
- Use various tools to work with the team to analyse and enhance performance
- Develop shared team action plans that work
- Build a high-performance team.

Investment

\$ 495 + GST

Includes electronic editable participant manual and PDF certificate.

Small group sizes

We limit the group size. This means the workshops are highly interactive and we'll be able to focus on your personal challenges.

Dates / Times

Two 3-hour sessions: 9.30am to 12.30pm

- Thursday 10 and 17 March 2022 (AEDT)
- Tuesday 17 and 24 May 2022 (AEST)
- Tuesday 19 July and 26 July 2022 (AEST)
- Wednesday 5 and 12 October 2022 (AEDT)

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Leading Change

We are operating in a time of exponential change. However change can be frightening – it can make many people fearful, cynical and resistant.

If you plan, manage and communicate well, you can achieve the opposite and have people participating enthusiastically in a culture of change.

This program builds the skills to drive successful change – harnessing the energies for quick change whilst dealing proactively with the hurdles and navigating skilfully around the pitfalls.

Audience

This course is designed for leaders managing change initiatives.

We offer this program in two 3-hour sessions in successive weeks. You can attend this program from anywhere: your workstation or from home.

Outcomes

Learn how to:

- Identify the role leadership plays in various change and transformation approaches
- Build confidence leading change involving complexity, disruption and ambiguity
- Apply effective change leadership skills
- Create requisite resources and capability to enable change
- Build adaptability, resilience and agility for self, others and organisation
- Successfully lead change.

Investment

\$ 495 + GST

Includes electronic editable participant manual and PDF certificate.

Small group sizes

We limit the group size. This means the workshops are highly interactive and we'll be able to focus on your personal challenges.

Dates / Times

Two 3-hour sessions: 9.30am to 12.30pm

- Thursday 17 and 24 February 2022 (AEDT)
- Wednesday 27 April and 4 May 2022 (AEST)
- Thursday 14 and 21 July 2022 (AEST)
- Tuesday 4 and 11 October 2022 (AEDT)

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Communication and Interpersonal Skills



Communicating with Impact

We spend 80% of our day communicating. However, 70% of workplace mistakes are caused by miscommunication.

This program will help you build strong relationships and ensure a solid foundation for two-way communication. Through listening and persuasive verbal and written messages you will be able to influence another person's behaviour.

Audience

This program is designed for people wishing to enhance their communication skills and maximise influence.

We offer this program in two 3-hour sessions in successive weeks. You can attend this program from anywhere: your workstation or from home.

Outcomes

Learn how to:

- Identify and overcome communication challenges
- Adapt to different personality styles (disc)
- Listen to others to make sure you understand
- Recognise and manage body language
- Build trust and rapport
- Give and receive effective feedback
- Deliver short, persuasive verbal messages
- Write concise and clear emails
- Communicate with impact.

Investment

\$ 495 + GST

Includes electronic editable participant manual, Quick Reference Guide and PDF certificate.

Small group sizes

We limit the group size. This means the workshops are highly interactive and we'll be able to focus on your individual challenges.

Dates / Times

Two 3-hour sessions: 9.30am to 12.30pm

- Monday 14 and 21 February 2022 (AEDT)
- Wednesday 11 and 18 May 2022 (AEST)
- Friday 12 and 19 August 2022 (AEST)
- Tuesday 29 November and 6 December 2022 (AEDT)

Please check our [website](#) for the latest dates.

You will need

- A device with a camera – preferably a laptop or desktop.
- Good internet access.
- A quiet room.

Book a virtual workshop

Choose between:

- Call 1300 655 098
- Send us an email at info@icml.com.au.
- Complete our [online booking form](#).

Virtual group training or coaching

We deliver this program virtually to groups nationwide.

Call us on 1300 655 098 for a quote or send us an email on info@icml.com.au.

Influencing and Negotiating

In our interconnected world we continuously rely on other people for our success. We need to negotiate and gain buy-in from stakeholders, peers, senior leadership, team members and clients, without the use of formal authority.

This course provides the skills to form trusting, respectful relationships. We'll give you practical tips and strategies to work collaboratively and influentially with others to achieve your goals.

Audience

This course is designed for anyone who needs to influence and negotiate with stakeholders to achieve outcomes, without using authority.

We offer this program in two 3-hour sessions in successive weeks. You can attend this program from anywhere: your workstation or from home.

Outcomes

Learn how to:

- Understand others to adapt your own style
- Build trust and effective rapport
- Inspire and motivate people
- Influence - and not manipulate
- Communicate with clarity and persuasion
- Negotiate effectively
- Gain commitment without the use of power, position or status
- Influence people to get things done.

Investment

\$ 495 + GST

Includes electronic editable participant manual and PDF certificate.

Small group sizes

We limit the group size. This means the workshops are highly interactive and we'll be able to focus on your individual challenges.

Dates / Times

Two 3-hour sessions: 9.30am to 12.30pm

- Tuesday 1 and 8 March 2022 (AEDT)
- Tuesday 3 and 10 May 2022 (AEST)
- Wednesday 3 and 10 August 2022 (AEST)
- Monday 7 and 14 November 2022 (AEDT)

Please check our [website](#) for the latest dates.

You will need

- A device with a camera – preferably a laptop or desktop.
- Good internet access.
- A quiet room.

Book a virtual workshop

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- Send us an email at info@icml.com.au.
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Presenting with Confidence (includes Presenting Virtually)

Many of us find presentations nerve-racking. We also know how difficult it can be to keep the audience captivated and engaged.

This course will help to dramatically improve presentation skills. Learn to plan, structure and use delivery techniques that hold audience interest and allow them to easily follow the presenter's line of thought. It also includes four proven strategies to deal with nerves, giving reassurance and confidence.

You will also learn how to adapt your presentation to the virtual world of Zoom, Teams etc.

Audience

This presentation skills training is designed for people required to give presentations with confidence and impact, whether in-person or virtually.

The facilitator will role model the online presentation skills they teach.

Outcomes

- Plan presentations quickly and effectively to suit audience needs
- Give presentations an effective structure
- Captivate their audience right from the start
- Raise their confidence and deal with tension
- Manage their nerves
- Create effective and appropriate visual aids
- Create an interactive atmosphere
- Deal with tricky or difficult questions
- Present virtually
- Plan and deliver a presentation with a punch.

Investment

\$ 495 + GST

Includes electronic editable participant manual and PDF certificate.

Small group sizes

We limit the group size. This means the workshops are highly interactive and we'll be able to focus on your personal challenges.

Dates / Times

Two 3-hour sessions: 9.30am to 12.30pm

- Friday 18 and 25 February 2022 (AEDT)
- Monday 9 and 16 May 2022 (AEST)
- Monday 8 and 15 August 2022 (AEST)
- Wednesday 16 and 23 November 2022 (AEDT)

Please check our [website](#) for the latest dates.

You will need

- A device with a camera – preferably a laptop or desktop.
- Good internet access.
- A quiet room.

Book a virtual workshop

Choose between:

- Call 1300 655 098
- Send us an email at info@icml.com.au.
- Complete our [online booking form](#).

Virtual group training or coaching

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Courageous Conversations

It's daunting holding conversations with unpleasant messages and delivering difficult feedback. How do you tell a team member they're not pulling their weight? What do you tell a client when you cannot meet the timelines you promised? It's not surprising most of us have the tendency to avoid potential conflict.

Holding courageous conversations means overcoming your internal barriers and skilfully addressing the issues rather than the person. In this difficult conversations training program you'll learn to confidently address performance matters, deliver bad news, tackle difficult behaviour and resolve interpersonal issues.

Audience

This course is designed for anyone wanting to learn how to courageously resolve tough situations with team members, colleagues, suppliers, customers, your manager or other stakeholders.

We offer this program in two 3-hour sessions in successive weeks. You can attend this program from anywhere: your workstation or from home.

Outcomes

Learn how to:

- Overcome reluctance to have difficult conversations
- Manage different personality styles
- Use listening techniques to create a calm atmosphere
- Structure your message
- Give and receive feedback
- Deal with emotional reactions
- Conduct successful performance management conversations.

Investment

\$ 495 + GST

Includes electronic editable participant manual, Quick Reference Guide and PDF certificate.

Small group sizes

We limit the group size. This means the workshops are highly interactive and we'll be able to focus on your personal challenges.

Dates / Times

Two 3-hour sessions: 9.30am to 12.30pm

- Friday 18 and 25 March 2022 (AEDT)
- Monday 20 and 27 June 2022 (AEST)
- Friday 9 and 16 September 2022 (AEST)
- Thursday 24 November and 1 December 2022 (AEDT)

Please check our [website](#) for the latest dates.

You will need

- A device with a camera – preferably a laptop or desktop.
- Good internet access.
- A quiet room.

Book a virtual workshop

Choose between:

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- Send us an email at info@icml.com.au.
- Complete our [online booking form](#).

Virtual group training or coaching

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Emotional Intelligence - Enhancing Relationships

Successful people are often set apart not by their IQ, but by their EQ; their Emotional Intelligence. Emotional Intelligence is the ability to recognise and manage emotions. Many extraordinary people are successful because they have the ability to connect with others at a personal and emotional level.

This course will help you develop your EQ and take full ownership of your emotions, to enable you to influence others and succeed.

Audience

This course is designed for anyone wanting to be more effective in work and life relationships by better understanding and managing emotions.

We offer this program in two 3-hour sessions in successive weeks. You can attend this program from anywhere: your workstation or from home.

Outcomes

Learn how to:

- Recognise the 7 basic human emotions
- Understand your own emotions and their impact
- Communicate about feelings
- Recognise and manage your hot buttons
- Manage impulse and reaction
- Focus on the key elements of happiness
- Use emotional intelligence to build relationships.

Investment

\$ 495 + GST

Includes electronic editable participant manual and PDF certificate.

Small group sizes

We limit the group size. This means the workshops are highly interactive and we'll be able to focus on your personal challenges.

Dates / Times

Two 3-hour sessions: 9.30am to 12.30pm

- Friday 11 and 18 March 2022 (AEDT)
- Tuesday 7 and 14 June 2022 (AEST)
- Monday 22 and 29 August 2022 (AEST)
- Friday 18 and 25 November 2022 (AEDT)

Please check our [website](#) for the latest dates.

You will need

- A device with a camera – preferably a laptop or desktop.
- Good internet access.
- A quiet room.

Book a virtual workshop

Choose between:

- Call 1300 655 098
- Send us an email at info@icml.com.au.
- Complete our [online booking form](#).

Virtual group training or coaching

We deliver this program virtually to groups nationwide.

Call us on 1300 655 098 for a quote or send us an email on info@icml.com.au.

Managing Conflict

Conflict is common. Everyone has different interests, opinions and agendas. In addition, common miscommunication can easily lead to tension and conflict. If unaddressed, it can be detrimental to relationships, workplace productivity and sense of well-being.

This course will help you recognise the early signs of conflict and give you tools to effectively deal with it. You will feel confident to manage difficult situations and turn them into positive outcomes.

Audience

This course is designed for anyone requiring new and effective ways to manage and resolve conflict.

We offer this program in two 3-hour sessions in successive weeks. You can attend this program from anywhere: your workstation or from home.

Outcomes

Learn how to:

- Identify situations and stages of conflict
- Change yourself to change others
- Improve verbal and non-verbal communication
- Use conflict resolution models
- Use effective techniques for intervention
- Manage emotions in situations of conflict
- Deal with criticism and put-downs
- Manage defensiveness and anger
- Strengthen trust with others
- Manage rather than avoid conflict.

Investment

\$ 495 + GST

Includes electronic editable participant manual and PDF certificate.

Small group sizes

We limit the group size. This means the workshops are highly interactive and we'll be able to focus on your personal challenges.

Dates / Times

Two 3-hour sessions: 9.30am to 12.30pm

- Thursday 24 and 31 March 2022 (AEDT)
- Tuesday 28 June and 5 July 2022 (AEST)
- Wednesday 31 August and 7 September 2022 (AEST)
- Monday 21 and 28 November 2022 (AEDT)

Please check our [website](#) for the latest dates.

You will need

- A device with a camera – preferably a laptop or desktop.
- Good internet access.
- A quiet room.

Book a virtual workshop

Choose between:

- Call 1300 655 098
- Send us an email at info@icml.com.au.
- Complete our [online booking form](#).

Virtual group training or coaching

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Assertiveness Skills

Life can be overwhelming and stressful if you have trouble saying 'no'. At the same time, relationships can be damaged if you communicate in an overpowering way.

This course teaches you simple techniques that dramatically change the way you think about yourself and how you influence others. Our assertiveness skills training helps you:

- confidently stand your ground
- moderate any overbearing communication styles.

Audience

This assertiveness skills training course is designed for people who want to:

- Improve confidence
- Learn how to effectively deal with an overload of demands
- Deliver confident and assertive, yet non-aggressive messages.

It's also a great program if you are sometimes perceived to be communicating too powerfully.

Outcomes

Learn how to:

- Set and achieve goals
- Improve confidence
- Deliver an assertive verbal and non-verbal communication style
- Improve self-esteem and confidence
- Handle difficult people
- Create positive relationships
- Deal with challenging situations
- Ask for what you want
- Be assertive, not aggressive.

Investment

\$ 495 + GST

Includes electronic editable participant manual, Quick Reference Guide and PDF certificate.

Small group sizes

We limit the group size. This means the workshops are highly interactive and we'll be able to focus on your personal challenges.

Dates / Times

Two 3-hour sessions: 9.30am to 12.30pm

- Tuesday 15 and 22 February 2022 (AEDT)
- Monday 23 and 30 May 2022 (AEST)
- Friday 26 August and 2 September 2022 (AEST)
- Thursday 27 October and 3 November 2022 (AEDT)

Please check our [website](#) for the latest dates.

You will need

- A device with a camera – preferably a laptop or desktop.
- Good internet access.
- A quiet room.

Book a virtual workshop

Choose between:

- Call 1300 655 098
- Send us an email at info@icml.com.au.
- Complete our [online booking form](#).

Virtual group training or coaching

We deliver this program virtually to groups nationwide.

Call us on 1300 655 098 for a quote or send us an email on info@icml.com.au.

Speak Up, Be Heard and Feel Confident

Do you lack speaking confidence? Are you tired of sitting in meetings and hearing others suggest good ideas you had yourself? Do you want to make smooth conversation at social gatherings or business events? If so, this speaking with confidence training is just for you.

This program will help you become more confident when interacting with others, speaking in a variety of informal situations and presenting to small groups.

Audience

This speaking confidence course is designed for people wanting to improve their confidence and speaking skills in situations such as meetings and social gatherings.

We offer this program in two 3-hour sessions in successive weeks. You can attend this program from anywhere: your workstation or from home.

Outcomes

Learn how to:

- Beat the fear of speaking up
- Overcome communication barriers
- Present a professional image
- Ask questions and listen actively
- Hold a conversation
- Present to small groups
- Control physical and mental nervousness
- Tell a story in an engaging way
- Build your public speaking confidence.

Investment

\$ 495 + GST

Includes electronic editable participant manual and PDF certificate.

Small group sizes

We limit the group size. This means the workshops are highly interactive and we'll be able to focus on your personal challenges.

Dates / Times

Two 3-hour sessions: 9.30am to 12.30pm

- Wednesday 30 March (AEST) and 6 April 2022 (AEDT)
- Friday 10 and 17 June 2022 (AEST)
- Monday 5 and 12 September 2022 (AEST)
- Monday 28 November and 5 December 2022 (AEDT)

Please check our [website](#) for the latest dates.

You will need

- A device with a camera – preferably a laptop or desktop.
- Good internet access.
- A quiet room.

Book a virtual workshop

Choose between:

- Call 1300 655 098
- Send us an email at info@icml.com.au.
- Complete our [online booking form](#).

Virtual group training or coaching

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Call us on 1300 655 098 for a quote or send us an email on info@icml.com.au.

Professional Effectiveness



Time Management - Creating Smart Habits

With the frantic pace of the current work environment it's hard not to get overwhelmed by the volume of tasks at hand. You know you need to prioritise and minimise time wasters. But do you ever look back at your incredibly busy day and wondered what you have actually achieved?

After this fast paced and highly efficient program, you'll feel re-energised to manage your priorities and those of your stakeholders. You'll look forward to dealing with distractions, managing people's expectations and being highly productive.

Audience

This time management training course builds smart habits for anyone who feels the day is too short and wants to gain more control over an overload of tasks, requests and demands.

We offer this program in two 3-hour sessions in successive weeks. You can attend this program from anywhere: your workstation or from home.

Outcomes

Learn how to:

- Identify and tackle time gobblers and wasters
- Set clear and achievable goals and objectives
- Prioritise tasks and activities
- Use a list to never forget a task again
- Make a plan to work smarter and stick to it
- Tackle procrastination
- Be assertive to demands
- Take control of your email
- Create smart habits.

Investment

\$ 495 + GST

Includes electronic editable participant manual and PDF certificate.

Small group sizes

We limit the group size. This means the workshops are highly interactive and we'll be able to focus on your personal challenges.

Dates / Times

Two 3-hour sessions: 9.30am to 12.30pm

- Thursday 24 February and 3 March 2022 (AEDT)
- Thursday 2 and 9 June 2022 (AEST)
- Tuesday 30 August and 6 September 2022 (AEST)
- Friday 25 November and 2 December 2022 (AEDT)

Please check our [website](#) for the latest dates.

You will need

- A device with a camera – preferably a laptop or desktop.
- Good internet access.
- A quiet room.

Book a virtual workshop

Choose between:

- Call 1300 655 098
- Send us an email at info@icml.com.au.
- Complete our [online booking form](#).

Virtual group training or coaching

We deliver this program virtually to groups nationwide.

Call us on 1300 655 098 for a quote or send us an email on info@icml.com.au.

Working Productively from Home

With the current change to many workplaces, people need to adapt to working from home. The way you communicate with your colleagues and manage your workload will help you to be productive and deal with distractions and interruptions.

This virtual workshop will teach you to manage your time efficiently, avoid procrastinating, and prioritise tasks when working from home.

Audience

This workshop is designed for team members who have recently started working from home and would like practical tips on how to balance work expectations and adapt to their new environment.

We offer this program in one 3-hour session. You can attend this program from anywhere: your workstation or from home.

Outcomes

Learn how to:

- Clarify expectations with your manager
- Communicate with your colleagues effectively
- Use technology to your advantage
- Increase concentration and motivation
- Avoid procrastination
- Prioritise tasks and activities
- Deal with distractions and interruptions
- Turn working from home into an opportunity to shine.

Investment

\$375 + GST

Includes electronic editable participant manual and PDF certificate.

Small group sizes

We limit the group size. This means the workshops are highly interactive and we'll be able to focus on your personal challenges.

Dates / Times

One 3-hour session: 9.30am to 12.30pm

- Wednesday 9 February 2022 (AEDT)
- Monday 23 May 2022 (AEST)
- Tuesday 9 August 2022 (AEST)
- Thursday 8 December 2022 (AEDT)

Please check our [website](#) for the latest dates.

You will need

- A device with a camera – preferably a laptop or desktop.
- Good internet access.
- A quiet room.

Book a virtual workshop

Choose between:

- Call 1300 655 098
- Send us an email at info@icml.com.au.
- Complete our [online booking form](#).

Virtual group training or coaching

We deliver this program virtually to groups nationwide.

Call us on 1300 655 098 for a quote or send us an email on info@icml.com.au.

Delivering Exceptional Customer Service

Customer service is an attitude, not a department. With customers' expectations continuing to rise, everyone in your organisation needs to be able to handle each customer contact in a highly professional way.

This program builds both your skills and motivation to deliver truly exceptional service, both to internal and external customers.

Audience

This program is designed for people who deal with internal or external customers, either in person or over the phone.

We offer this program in two 3-hour sessions in successive weeks. You can attend this program from anywhere: your workstation or from home.

Outcomes

Learn how to:

- Make great impressions
- Understand what exceptional customer service is
- Use advanced listening and responding techniques
- Develop customer relationships
- Manage difficult situations and tough customers
- Take your client service skills to a whole new level.

Investment

\$ 495 + GST

Includes electronic editable participant manual and PDF certificate.

Small group sizes

We limit the group size. This means the workshops are highly interactive and we'll be able to focus on your personal challenges.

Dates / Times

Two 3-hour sessions: 9.30am to 12.30pm

- Wednesday 9 and 16 March 2022 (AEDT)
- Wednesday 25 May and 1 June 2022 (AEST)
- Wednesday 17 and 24 August 2022 (AEST)
- Thursday 10 and 17 November 2022 (AEDT)

Please check our [website](#) for the latest dates.

You will need

- A device with a camera – preferably a laptop or desktop.
- Good internet access.
- A quiet room.

Book a virtual workshop

Choose between:

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- Send us an email at info@icml.com.au.
- Complete our [online booking form](#).

Virtual group training or coaching

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Call us on 1300 655 098 for a quote or send us an email on info@icml.com.au.

Resilience and Dealing with Change

We are under increased pressure to do more in less time under ever changing circumstances. We need resilience and mental strength to deal with all these sources of stress.

You can build resilience and positive attitudes through proven strategies. This program teaches you to deal with pressure and change. You learn practical tools and techniques to build strength and bounce back when things don't go as planned.

Audience

This course is designed for any person wanting to improve their ability to deal with pressure and change in their environment.

We offer this program in two 3-hour sessions in successive weeks. You can attend this program from anywhere: your workstation or from home.

Outcomes

Learn how to:

- Maintain and build resilience to face change
- Recognise and prevent what diminishes resilience
- Develop the capability to build resilience
- Develop positive self-belief, especially under pressure
- Distinguish between different personality types and understand how each reacts to pressure
- Manage personal health and wellbeing to ensure greater resourcefulness and resilience.

Investment

\$ 495 + GST

Includes electronic editable participant manual and PDF certificate.

Small group sizes

We limit the group size. This means the workshops are highly interactive and we'll be able to focus on your personal challenges.

Dates / Times

Two 3-hour sessions: 9.30am to 12.30pm

- Wednesday 16 and 23 March 2022 (AEDT)
- Thursday 16 and 23 June 2022 (AEST)
- Thursday 11 and 18 August 2022 (AEST)
- Tuesday 18 and 25 October 2022 (AEDT)

Please check our [website](#) for the latest dates.

You will need

- A device with a camera – preferably a laptop or desktop.
- Good internet access.
- A quiet room.

Book a virtual workshop

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- Send us an email at info@icml.com.au.
- Complete our [online booking form](#).

Virtual group training or coaching

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Finance and Budgets for Managers

Are you managing a team or department and feel uncomfortable about finances and budgets? You are not alone. Many non-finance trained managers and supervisors are responsible for controlling expenses and even have revenue responsibility.

In just one action-packed day, our program will give you an understanding of relevant financial concepts used in your organisation. We'll simplify what seems complex. You will learn to interpret your organisation's financial reports and make sound financial decisions.

Audience

Leaders needing to understand finances in their organisation.

We offer this program in two 3-hour sessions in successive weeks. You can attend this program from anywhere: your workstation or from home.

Outcomes

Learn how to:

- Interpret your organisation's financial reports
- Control the flow of money through your team, department or organisation
- Keep track of expenses
- Manage budgets
- Create forecasts
- Analyse financials and plan for improved financial performance.

Investment

\$ 495 + GST

Includes electronic editable participant manual and PDF certificate.

Small group sizes

We limit the group size. This means the workshops are highly interactive and we'll be able to focus on your personal challenges.

Dates / Times

Two 3-hour sessions: 9.30am to 12.30pm

- Wednesday 2 and 9 March 2022 (AEDT)
- Friday 27 May and 3 June 2022 (AEST)
- Thursday 1 and 8 September 2022 (AEST)
- Friday 4 and 11 November 2022 (AEDT)

Please check our [website](#) for the latest dates.

You will need

- A device with a camera – preferably a laptop or desktop.
- Good internet access.
- A quiet room.

Book a virtual workshop

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- Send us an email at info@icml.com.au.
- Complete our [online booking form](#).

Virtual group training or coaching

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Business Writing



Effective Business Writing

All business documents should be understood on the first read and interpreted with the tone intended. If you must re-read a passage to understand it, then the author has failed. When you write clear, concise and compelling documents you will be more influential with the reader thereby prompting their attention and action.

This highly interactive workshop builds the skills to quickly write crisp and logical business documents.

Audience

This business writing course is designed for people who are required to write any business document such as emails, proposals, reports, submissions etc.

We offer this program in two 3-hour sessions in successive weeks. You can attend this program from anywhere: your workstation or from home.

Outcomes

Learn how to:

- Use a mind map to plan your documents
- Significantly reduce your writing time
- Write interestingly and persuasively
- Make your documents concise
- Create clear sentences and paragraphs
- Apply formatting techniques to increase readability
- Proofread and edit documents
- Avoid common spelling and grammar mistakes
- Write powerful business documents.

Investment

\$ 595 + GST

Includes electronic editable participant manual, Quick Reference Guide and PDF certificate.

Small group sizes

We limit the group size. This means the workshops are highly interactive and we'll be able to focus on your personal challenges.

Dates / Times

Two 3-hour sessions: 9.30am to 12.30pm

- Friday 4 and 11 February 2022 (AEDT)
- Friday 29 April and 6 May 2022 (AEST)
- Friday 22 and Thursday 28 July 2022 (AEST)
- Friday 7 and 14 October 2022 (AEDT)
- Friday 2 and 9 December 2022 (AEDT)

Please check our [website](#) for the latest dates.

You will need

- A device with a camera – preferably a laptop or desktop.
- Good internet access.
- A quiet room.

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- Send us an email at info@icml.com.au.
- Complete our [online booking form](#).

Virtual group training or coaching

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Writing Winning Tenders and Proposals

What is your strike rate with proposals for new or ongoing contracts? Maybe you need to take a fresh approach to boost your success.

This program will change the way you prepare and write tenders. It reveals the secrets, skills and techniques to persuasively respond to your clients' needs. We show how to stand out from the crowd. You'll learn to write compelling tailored bids and tenders that make a decisive case to win.

Audience

This course is designed for teams and individuals required to submit proposals, bids or tenders to win or retain business.

Outcomes

Learn how to:

- Analyse and understand your audience
- Save precious time when planning and writing
- Use a mind map to develop a logical flow
- Build relationships through word choice
- Write clearly, succinctly and persuasively to a criteria
- Use relevant and appropriate language
- Build a convincing argument
- Address the tender criteria to exceed the requirements
- Achieve consistency
- Use winning structures, formats and mediums
- Incorporate appropriate graphics
- Edit and review for maximum impact.

Investment

\$ 595 + GST

Includes electronic editable participant manual and PDF certificate.

Small group sizes

We limit the group size. This means the workshops are highly interactive and we'll be able to focus on your personal challenges.

Dates / Times

Two 3-hour sessions: 9.30am to 12.30pm

- Friday 25 March and 1 April 2022 (AEDT)
- Friday 8 and 15 July 2022 (AEST)
- Friday 21 and 28 October 2022 (AEDT)

Please check our [website](#) for the latest dates.

You will need

- A device with a camera – preferably a laptop or desktop.
- Good internet access.
- A quiet room.

Book a virtual workshop

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- Complete our [online booking form](#).

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Project Management



Project Management Essentials

Organisations are increasingly turning to specialised teams to work on projects. Sometimes these projects can seem intimidating. When you know the fundamentals of project management, you will feel much better equipped to make a productive contribution. You will also be well equipped to manage small projects independently and confidently.

After this program, you will have a clear understanding of how projects work and how to make them manageable. You will feel confident that your next project will be a well-run success.

Audience

This program is for people who are looking for a project management foundation to manage day-to-day projects or to contribute to larger projects.

We offer this program in two 3-hour sessions in successive weeks. You can attend this program from anywhere: your workstation or from home.

Outcomes

Learn how to:

- Balance time, cost, scope and quality
- Define a project vision
- Plan quickly and effectively
- Create a project schedule
- Monitor projects
- Communicate with stakeholders
- Conduct a risk assessment
- Close and evaluate a project.

Investment

\$ 495 + GST

Includes electronic editable participant manual and PDF certificate.

Small group sizes

We limit the group size. This means the workshops are highly interactive and we'll be able to focus on your personal challenges.

Dates / Times

Two 3-hour sessions: 9.30am to 12.30pm

- Tuesday 15 and 22 March 2022 (AEDT)
- Wednesday 15 and 22 June 2022 (AEST)
- Wednesday 14 and 21 September 2022 (AEST)
- Wednesday 7 and 14 December 2022 (AEDT)

Please check our [website](#) for the latest dates.

You will need

- A device with a camera – preferably a laptop or desktop.
- Good internet access.
- A quiet room.

Book a virtual workshop

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- Send us an email at info@icml.com.au.
- Complete our [online booking form](#).

Virtual group training or coaching

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Call us on 1300 655 098 for a quote or send us an email on info@icml.com.au.

Terms and conditions - public courses

1. Terms and conditions

- a. These Terms and Conditions apply to public short courses provided by ICML Pty Ltd ("the Training Courses") and contain the complete agreement between the parties regarding the Training Courses. By registering for or participating in the Training Courses you agree to these Terms and Conditions.

2. In these terms and conditions:

- a. 'you', or 'your' refers to the course participant(s), as well as the individual, corporation or other entity which agrees to pay the course fees and associated charges on behalf of the course participant(s); and
- b. 'we', 'our', 'ours', 'us' or 'ICML' refers to ICML Pty Ltd.
- c. Participation in the Training Course is granted in exchange for payment of the course fees and charges and in accordance with these Terms and Conditions.

3. Course schedule

- a. We reserve the right to cancel, postpone or re-schedule courses should circumstances beyond our control require it.
- b. Should this occur, we will notify you as soon as possible and you may:
 - i. Request in writing a full refund of the amount paid to us in relation to the Training Course; or
 - ii. Apply the amount paid to us in relation to the Training Course to another Training Course to be run in the 12 months following notification of the cancellation, postponement or rescheduling.

4. Prices and payment

- a. Our fees include course materials. Our fees do not include external expenses such as participant travel or accommodation. We reserve the right to change prices at any time without prior notification if required to do so for any reason.

5. Payment terms

- a. We will issue an invoice for the course fees and charges ("the Invoice") to you no later than 14 days prior to the first day of the Training Course ("The Course Start Date") wherever possible, or as soon as possible thereafter.
- b. All Amounts payable under our Invoice ("the Invoice Amount") must be paid in full within 14 days of receipt of invoice or no later than 14 days prior to the Course Start Date, whichever is earlier ("the Invoice Due Date"), failing which, you cannot participate in the Training Course.
- c. If all or part of your account remains unpaid at the Invoice Due Date, we may charge you interest at the rate of 2% above the rate set from time to time by the Penalty Interest Rates Act 1983 plus any costs that we have incurred in recovery of those outstanding amounts.

6. Cancellations

- a. You may cancel your course enrolment at any time earlier than 14 days prior to the Course Start Date (or within 3 days of the date of registration if registration is within 14 days of the Course Start Date).

- b. If this occurs you may:

- i. Request in writing a full refund of the Invoice Amount or such amounts paid at this date; or
 - ii. Apply the amounts paid to another Training Course to be run in the 12 months following cancellation.
- c. If cancellation occurs within 14 days of the Course Start Date, or the course participant(s) fail to attend for any reason, we will charge you the full Invoice Amount. The Invoice Amount cannot be transferred to another Training Course.

7. Substitutes

- a. You may replace a participant with a substitute participant, but you must provide us with full details of the substitution by email before the Course Start Date.

8. Disclaimer and limitation of liability

- a. The information contained within the content of the Training Course and the course materials ("the Course Information") represents the general opinion of the individual instructor. It is not to be used in substitution for specific advice in any circumstances. Neither ICML nor the course instructor will be liable for any loss or damage whatsoever incurred as a result of the use by you of the Course Information.
- b. Our courses are highly interactive and often involve some degree of physical activity. You agree that ICML will not be responsible for any injury or damage suffered by you as a result of your acceptance of, or participation in our courses.

9. Intellectual property

- a. The intellectual property in the Course Information remains the property of ICML and does not pass at any stage to you.
- b. The course materials that we supply are intended for the personal use of the course participants only. These materials shall not be copied, reproduced or distributed in any form without our prior written consent.

10. Privacy

- a. ICML does not provide its member and client details to other organisations. The information we collect in the course registration form is only to process your registration, to maintain client and participant records, to keep you informed of our products and events and to help us improve our service to you.

11. Miscellaneous

- a. You agree that all contracts made with ICML shall be deemed to be made in the State of Victoria and will be governed by the laws of the State of Victoria.
- b. You are taken to be bound by the most recent version of the terms and conditions. The most recent version of the terms and conditions will be displayed at all times on www.icml.com.au/terms-conditions. It is your responsibility to inform yourself of any updates, which will be binding on you once displayed on the website.
- c. These Terms and Conditions are binding on all heirs, successors and assigns.

Version 21.01



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