

- ✓ *Want to retain your team?*
- ✓ *Want ideas on how to retain your team in today's environment of severe staff shortages?*
- ✓ *Need staff loyalty?*

## Aged Care Training Retaining & Developing your staff—MA10 (2 days)

### Course Description

Please let's not lose our valuable staff to other industries—let's look after them! There is no doubt that managing an aged care service is getting more and more challenging. Recruiting and retaining staff can be significantly influenced by the manager or supervisor's leadership style. This includes the ability to coordinate staff work practices, the management of staff behaviours, the empowerment of work teams and most importantly, getting people to work for you, and with you in a stimulating and fun environment.

**This is not just another theoretical course in human resource management! This is an interactive workshop** developed by The Systems 3 Group, to provide a practical, user-friendly guide to supervisors and managers in the management of staff in relation to the requirements of the Accreditation Standards Expected Outcome 1.6—Human Resources.

### Who Should Attend?

The goal of the training is to provide **supervisors and managers with strategies that really work** in dealing with day to day human resource management issues.

- Managers
- Supervisors
- CEO's
- Registered Nurses

### Special Features of the Course

This is a highly interactive programme that provides you with the latest research and techniques on human motivation within a business setting.

### Included In The Course

- Morning, afternoon tea and lunch every day.
- Course Manual: **Retaining & Developing Staff**, S3G, 2007

### Day 1–2 overview:

- **The Aged Care Accreditation Standards** - Requirements of Expected Outcome 1.6 – Human Resources
- **Balancing management roles** including leadership issues, time management, strategic thinking and assertiveness, influencing change
- **Managing staff behaviours** including self esteem, conflict management and workplace bullying
- **Giving staff effective feedback** including performance appraisals and employee discipline
- **Empowering teams** including communication, team work, coaching and empowerment

### HOW TO REGISTER

**Price:** \$572pp  
(inc GST)

**Phone:** Toll Free (from within Australia)  
1800 110 034

**Fax:** 61 7 3856 0099

**? Questions**  
info@s3g.com.au

### Course Calendar

www.s3g.com.au  
S3G offer public courses in Brisbane, Sydney, Melbourne, Adelaide Perth.

### Our trainers are not 'career' trainers.

Instead, our trainers are experts in the industry—called upon by internationally recognised clients, often at crisis time.

This means students of our courses benefit from real-life, in-field experience and knowledge, with much of the case studies used in training coming directly from the field.

**The bottom-line advantage to clients means students acquire practical knowledge at the front of their industry trends.**

**Group Discount** (all public courses, 1 booking) :  
 3+ people 5% off total (within the same organisation)  
 5+ people 10% off total (within the same organisation)

### Enquire about our *In-house Courses*

#### Business Excellence:

- Strategic Planning (OE01)
- Process Analysis and Review (OE02)
- Customer Service (OE3)
- Continual Improvement (OE4)
- Human Resources (OE5)
- Marketing (OE6)
- Communication (OE7)
- Change Management (OE8)
- Project Management (OE9)
- Productivity and Efficiency (OE10)

#### Quality:

- Developing A Practical Quality Management System (MQ01)

#### Environmental, Health & Safety:

- Developing A Practical Environmental Management System (ME01)
- Environmental Awareness Training (ME02)

#### Health & Aged Care:

- Management System For Community Care (MA01)
- Continuous Improvement—The Next Stage (MA02)
- Understanding Continuous Improvement (MA03)
- Risk Assessment In Aged Care (MA04)
- Understanding The Accreditation Standards—Specifically For Care Staff (MA07)
- Understanding The Accreditation standards—Specifically For Support Staff (MA0)
- Survey Design (MA12)
- Australian Retirement Village Association Surveyor Training (AR04)

#### OR:

We can address your **specific, key business and training requirements**. Please contact us for a **tailor-made, in-house course** proposal.

#### Fantastic Feedback

The evaluation of participant feedback forms from 2001 to 2007 reveals an average presenter satisfaction rating of 6.45 (on a rating scale from 0–7) and an overall course satisfaction rating from 6.35.

#### Our Expertise

All of the Systems 3 Group's trainers are currently practicing consultants. This means that they maintain current knowledge of operational methods, statutory requirements and enforcement criteria. In addition, all company trainers are tertiary qualified and company course designers hold Australian qualifications Certificate IV in Workplace Training and Workplace Assessor.

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We have trained over 10,000 students and represent over 200 blue-chip clients internationally.



“Great course, well organised, presented well and gave me a lot of insight for my organisations next round of accreditations.” **Brisbane, QLD**