

## Index for Short Training Programs

The following table summarises the Non-accredited Short Training Programs conducted by Graham Taylor & Associates.

The programs listed that reference a 'Program Summary No.' are 'off the shelf' training programs that are ready to deliver. The Program Summaries provide standardised information about each program and can be provided on request.

The programs that do not reference a 'Program Summary No.' are subject areas within an existing program that can be extracted to address a particular issue or need rather than using the full program.

All training programs can be, and are best when, customised to the Client's needs

Program or Subject Area	Program Summary No.	Program or Subject Area	Program Summary No.
<p style="text-align: center;"><b>WORKPLACE TRAINING</b></p> <ul style="list-style-type: none"> <li>○ On the job instruction</li> <li>○ Training Needs Analysis</li> </ul>	13	<p style="text-align: center;"><b>TEAM BUILDING</b></p> <ul style="list-style-type: none"> <li>○ Group facilitation skills</li> <li>○ Self-directed work teams</li> <li>○ Team building</li> </ul>	22  23
<p style="text-align: center;"><b>MANAGER DEVELOPMENT PROGRAMS</b></p> <ul style="list-style-type: none"> <li>○ 3-day Supervisor program</li> <li>○ Designing the future program</li> <li>○ Time management</li> <li>○ Coaching skills</li> <li>○ Counselling skills</li> <li>○ Mentoring skills</li> <li>○ Delegation</li> <li>○ Discipline Counselling</li> <li>○ Induction</li> <li>○ People management</li> <li>○ Performance appraisal</li> </ul>	15 17 18 19  20  21	<p style="text-align: center;"><b>COACHING &amp; ACTION LEARNING</b></p> <ul style="list-style-type: none"> <li>○ Coaching Skills</li> <li>○ Taking the coaching approach</li> <li>○ Action learning</li> </ul> <p style="text-align: center;"><b>PUBLIC SPEAKING SKILLS</b></p> <ul style="list-style-type: none"> <li>○ Presentation skills</li> </ul> <p style="text-align: center;"><b>PERSONAL &amp; INTERPERSONAL SKILLS</b></p> <ul style="list-style-type: none"> <li>○ Personal &amp; interpersonal skills</li> <li>○ Assertiveness</li> <li>○ Change management</li> <li>○ Effective communication</li> <li>○ Negotiation skills</li> <li>○ Problem solving</li> <li>○ Stress management</li> <li>○ Conflict management</li> <li>○ Time management</li> <li>○ Customer Service</li> </ul>	19  24  25  26 27 28 29 30 31 32 33 18 34
<p style="text-align: center;"><b>DEVELOPING ORGANISATIONAL CHANGE</b></p> <ul style="list-style-type: none"> <li>○ Designing the future program</li> </ul>			