



# EVOLVE

## PROFESSIONAL DEVELOPMENT COURSES

CORPORATE AND GOVERNMENT ORGANISATIONS

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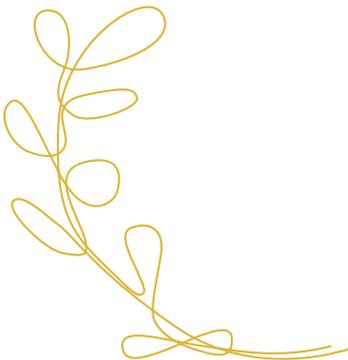
# ABOUT EVOLVE

Build individual capabilities and future proof your organisation through our one-day and two-day professional development courses.

Practical, engaging and interactive training for your organisation.

Evolve offers a range of innovative services to help people develop and organisations evolve, with a special focus on enhancing your workplace culture and interpersonal relationships.

Applicable to our day-to-day work, with a high-impact presentation style, Evolve's courses elevate the conversation, transform messaging and create a more **connected and inclusive** organisation.



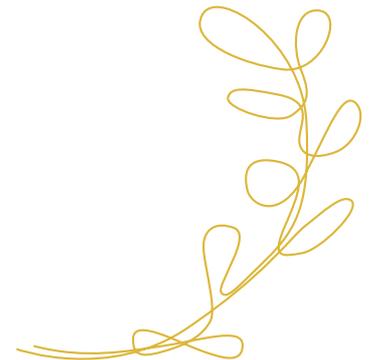
Think evidence-driven **content**

**Practical**, real-world skills

Quality **resources**

**Authentic** delivery

and **WA's best trainers.**



## SPECIALIST AREAS

- ✓ Communication and **Interpersonal Skills**
- ✓ **Mental Health** and Wellbeing
- ✓ Leadership, Management and **Human Resources**
- ✓ **Diversity** and Inclusion
- ✓ Professional and **Operational Skills**

# WHAT'S INCLUDED

Each course includes:

- ✔ **Customisation to** suit your priorities and organisational context.
- ✔ Delivery anywhere in Australia at the **place, time and date of your choice or live online**, fully customised to meet your group's needs. Or ask about hiring our centrally located specialist training facilities.
- ✔ **Quality materials** and a certificate of attendance for each person.

# PRICES

- **One-day** course for up to 24 people: \$2,200
- **Two-day** course for up to 24 people: \$4,400\*
- **Half-day** course for up to 24 people: \$1,400
- **Two-hour** presentation: \$850

\*Extra costs apply for Mental Health First Aid and ASIST courses

# CUSTOMISED TRAINING PACKAGES

Combined training packages can be customised for organisations who seek genuine cultural shift to ensure learning is embedded in workplace behaviours.

A custom series of related courses will offer continuity, consistency of language and a sense of common purpose across the organisation, which is essential for genuine development.

# DIRECTOR, KATRINA BERCOV

Evolve is directed by owner and principal Katrina Bercov, who has more than 25 years of training, education and consultancy along with nationally award-winning event management skills.

Bercov established Evolve to provide a custom alternative to standard professional development on the market and has built a reputation for quality content with innovative and high-impact delivery.

# CATALOGUE

These are a selection of courses we can deliver. For the full catalogue visit our website:

[www.evolvewa.com.au/training-catalogue](http://www.evolvewa.com.au/training-catalogue)

## COMMUNICATION AND INTERPERSONAL SKILLS

Communication has a profound impact on all aspects of life, and these courses will transform the way your organisation interacts, both internally and with the wider world.

### *Assertive Communication*

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Assertiveness is about open and honest communication, without being either aggressive or passive. This course will develop participants' abilities to communicate assertively in the workplace and beyond, and develop more confidence in interpersonal situations.

### *De-escalating Conflict and Aggression*

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How we respond to a potential crisis can make the difference between smooth resolution and an emergency situation. This introductory course provides tools and techniques for participants to respond appropriately to threatening, violent or aggressive behaviour.

### *Advanced De-escalation Skills*

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Following on from our introductory De-escalating Conflict and Aggression, this course further develops skills in preventing violence and responding to aggression, covering more specialised situations and behaviours that any of us could encounter in the community.

### *Develop your Emotional Intelligence*

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Our Emotional Intelligence is the ability to manage our own emotions and sensitively respond to those of others. This course helps participants identify and develop EQ skills for use in their professional and personal lives.

### *Everyday Counselling Skills Two days*

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Many aspects of our lives involve informal but often vitally important counselling situations. This two-day course teaches participants a series of structured, discussion-based counselling tools which will allow them to engage and support others when required.

### *Group Facilitation Tools*

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Designed to develop skills to lead and facilitate group activities and discussions in a variety of professional settings, this course explores how to lay the foundations for effective group processes and what it takes to create safe spaces and keep participants engaged.

## ***Managing Challenging Personalities***

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This evidence-driven course draws on psychological research to develop skills for communicating with people with a wide range of perspectives and behaviours. It will equip participants to build stronger relationships and better manage challenging conversations.

## ***Persuasive Communication***

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It takes more than facts to shift someone else's thinking. We are often more influenced by factors such as the emotional impact of an argument. Based on a psychologically informed approach, this course introduces techniques to enhance communication and be persuasive.

## ***Professional Boundaries***

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Effective professional relationships require boundaries to protect both clients and workers. This course looks at boundary frameworks and explores how to create positive, effective relationships within appropriate legal and ethical parameters.

## ***Public Speaking: Advanced***

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Designed for those who have completed the intermediate public speaking course and/or have significant public speaking experience, this course develops specialist skills for those who wish to convince others, raise awareness or publicly advocate.

## ***Public Speaking: Intermediate***

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Designed for those who have completed an introductory course and/or have speaking experience, this course teaches specific skills for more impactful speaking, including techniques such as vocal range, verbal technique, stance, posture, and use of storytelling.

## ***Public Speaking: Introductory***

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Designed for beginners and those who feel nervous about public speaking, this course will boost confidence and upgrade speaking skills, focussing on confident delivery, managing anxiety, understanding audiences and structuring a speech.



# LEADERSHIP, MANAGEMENT AND HUMAN RESOURCES

Decision-making, risk management and strengths-based, ethical leadership and people skills, for those responsible for others.

## ***Coaching Skills***

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Unlike teaching, mentoring or counselling, a coach's role is to help another find solutions, improve skills and expand their competence. This course looks at how to become a great workplace coach and provide others with support that can fuel incremental improvement.

## ***Debriefing Skills***

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Debriefing is a critical professional skill which can mean the difference between rectifying issues with continuous improvement and continually repeating the same experiences. This practical course teaches a structured and planned approach to the art of debriefing.

## ***Difficult Conversations and Delivering Feedback***

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In the workplace, difficult conversations may include conflicting opinions, giving feedback, addressing complaints or delivering bad news. This course provides a structured, proactive approach to handling these conversations, which is also mindful of workplace legislation.

## ***Leading Others: New Managers and Supervisors***

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Tailored for the needs of new and potential workplace managers, this course introduces the fundamental concepts and skills involved in leading a team and providing others with supervision and support, while forging team synergy and a positive work environment.

## ***Prevent Bullying and Harassment***

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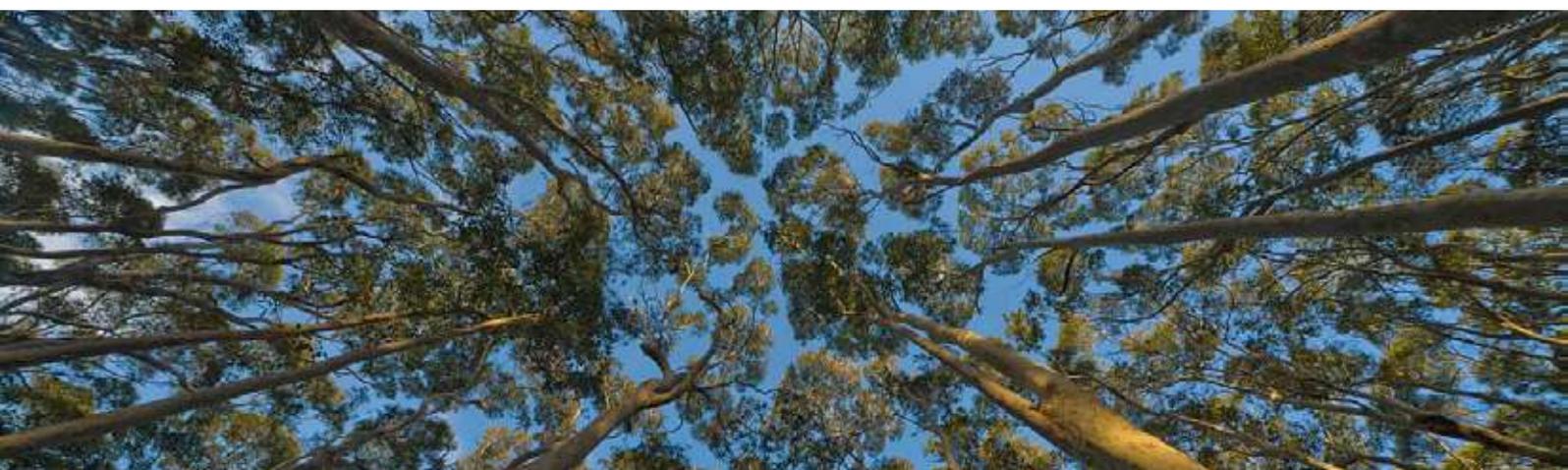
Positive workplace cultures are the result of active leadership championing a zero-tolerance culture to bullying and harassment. This course introduces a range of strategic tools to avoid bullying and harassment in the workplace and respond if an incident does occur.

Specialised versions of this course available for leaders or frontline staff.

## ***Succession Planning for Staff and Boards***

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Succession planning is the ongoing process of preparing an organisation for the transition of key roles and the handover of information, relationships and systems. This course teaches a well-planned approach to succession and provides processes for smooth implementation.



# DIVERSITY AND INCLUSION

Develop a deeper understanding of others, prevent discrimination, ensure compliance and ensure everyone feels welcome.

## ***Aboriginal Cultural Competence***

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Led by an experienced Aboriginal trainer, this course will help participants familiarise themselves with aspects of Aboriginal culture and explore ways that organisations and communication can become more welcoming, inclusive and culturally safe for Aboriginal people.

## ***Cultural Diversity and Inclusion***

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Culture plays a huge role in the way we view the world, impacting our expectations, values and perspectives. This course explores practical ways to be more inclusive, responsive and appropriate when working with clients or colleagues from cultures other than our own.

## ***Disability Awareness: Access and Inclusion***

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Our workplaces are required to offer equal access, equity and inclusion to people of all abilities. Participants will gain an understanding of types of disability and how to go beyond compliance to create places, programs and communities that are universally accessible.

## ***Gender and Sexuality: Diversity and Inclusion***

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Sexual orientation and gender identity can have a profound impact on a person's needs. This course provides contemporary education about the diversity of human sexuality and gender identity, as a foundation for improving the workplace environment and service provision.

## ***Inclusive Workplaces***

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Workplaces that embrace diversity and create a welcoming culture enjoy a range of benefits. This course explores diversity and the concepts of intersectionality, personal difference, privilege, cultural inclusion, unconscious bias and systemic advantage. Specialised versions of this course available for leaders or frontline staff.

## ***Intervention Skills: Stand Up for Justice***

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Knowing how to intervene in a case of danger or injustice is a core life skill which can often protect the vulnerable and prevent serious harm. This course teaches the practical steps a bystander can take to reduce risk and make a difference in the moment.



# MENTAL HEALTH AND WELLBEING

With an emphasis on prevention and early intervention, these courses are for organisations that would like to benefit from the retention, productivity, and morale benefits of offering a psychologically safe and healthy environment for all.

## **ASIST Two days**

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Learn to apply the suicide intervention model that has saved hundreds of thousands of lives. ASIST (Applied Suicide Intervention Skills Training) is an interactive two-day workshop that will qualify participants as ASIST-trained caregivers, able to intervene and help prevent the immediate risk of suicide.



## **Managing Stress and Anxiety**

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Drawing on the science of stress and evidence-based anxiety management, this course will strengthen participants' understanding of the experience of stress and provide practical strategies for dealing with and managing worry, stress and anxiety.

## **Managing Workplace Mental Health**

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One in four Australians will experience a mental illness at some point in their lives. This course looks at general understandings of mental health issues, how to support staff and legal compliance/duty of care requirements for managers.

## **Mental Health Communication and Support**

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Sometimes the difference between a person becoming overwhelmed by a mental health issue and getting the help they need is the caring intervention of another. This course teaches how to recognise warning signs of mental health issues and what to do in response.

## **Mental Health First Aid Two days**

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This internationally recognised two-day crisis response course is the mental health equivalent of standard First Aid and will equip participants with the skills to recognise and respond appropriately, until professional help arrives.

We offer these course options:

- Standard Mental Health First Aid (2 days)
- Aboriginal and Torres Strait Islander MHFA (2 or 3 days)
- Refresher Course (half day)
- Blended Delivery MHFA in the Workplace (self-paced online learning, plus half day)



## ***Mindfulness***

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A powerful but easy to learn technique, mindfulness is clinically proven to promote balance and wellbeing while helping with a wide range of mental health disorders. This course provides participants with the foundations for establishing a daily mindfulness practice.

## ***Positive Psychology and Resilience***

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Drawing on decades of peer-reviewed research, this course explores what is required for human flourishing and offers a suite of practical, evidence-driven tools for increasing resilience and maintaining psycho-social wellbeing.

## ***Resilience in Times of Change***

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How do we maintain our equilibrium in an uncertain world? This course draws on evidence-based research in the areas of change management, mental health and resilience training to teach participants how to build resilience and proactively manage wellbeing.

## ***Rethinking Thoughts***

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Our internal 'self-talk' and nature of our mental life determines our moods, emotions, subjective experiences and ultimately our quality of life. This course provides cognitive tools for reshaping self-talk and modifying thought patterns.

## ***Suicide Prevention***

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This lifesaving course is all about what ordinary people can do to reduce the risk of suicide among colleagues and the wider community. It explores preventative measures, how to talk about suicide, intervention skills and how to get help.

## ***What Works for Depression***

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A majority of Australians experience some form of depression at some time in their lives. This practical course focuses on evidence-based information about what works for managing and recovering from depression and provides a suite of tools for participants to use.



# PROFESSIONAL AND OPERATIONAL SKILLS

Practical skills and a smarter approach to increase individual productivity and enhance day-to-day performance.

## *Adapting to Change*

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Change is inevitable in all organisations, but can often be a source of stress, tension and uncertainty for staff. In this course we explore the fluctuations commonly experienced by organisations and how to stay balanced while dealing with those changes.

## *Better Professional Writing*

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Designed for those who use writing in their professional lives, this course assumes a good grasp of the basics such as spelling and grammar. It looks at improving the quality of documents and enhancing the style, impact and clarity of written work.

## *Amazing Customer Care*

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Customer service is all about managing and then exceeding expectations. This course looks at simple yet profound ways to transform the customer experience and “manicure the hand that feeds us”.

## *Complaint Handling and Customer Retention*

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Organisations spend huge amounts of money on attracting new clients, while it is far easier to retain those they already have. Explore what it takes to retain customers and learn how the way complaints are handled can impact service quality and organisational success.

## *Enhanced Memory*

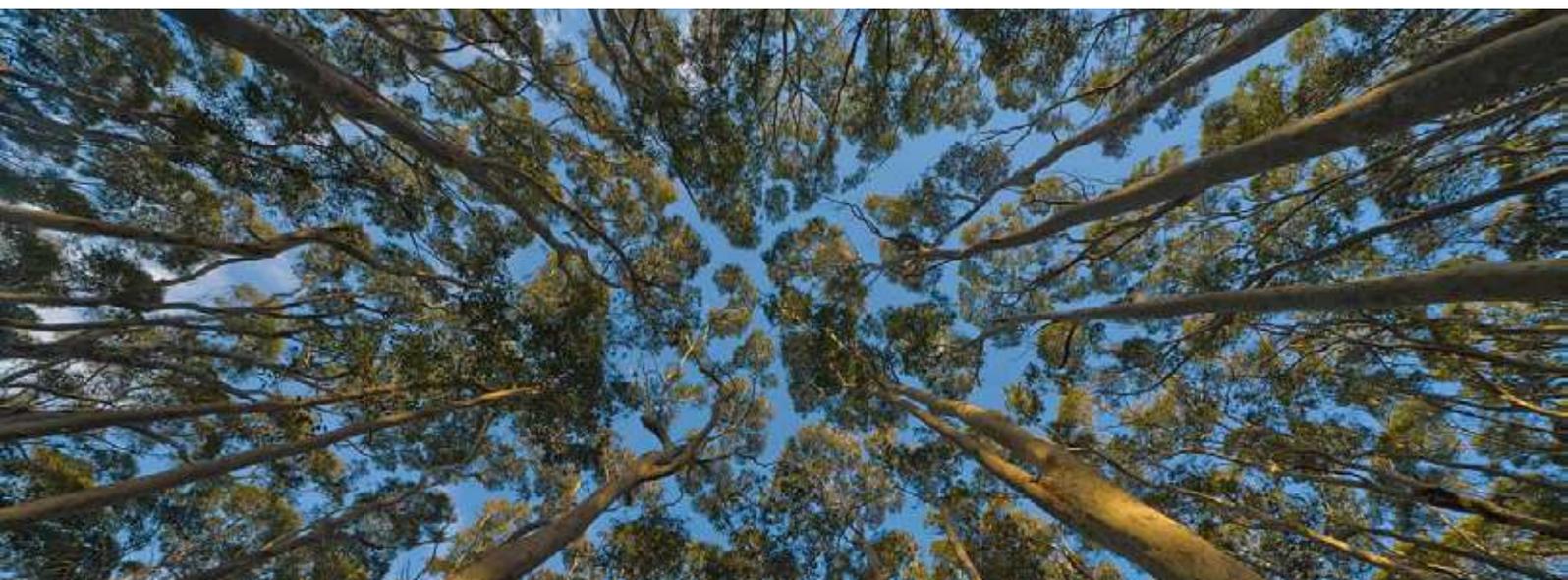
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A great memory is the cornerstone of learning and is critical to effective decision making. It also has the potential to improve relationships and help with innovation. Participants will learn to enhance memory skills and boost their cognitive function, recall and mental acuity.

## *Media Skills: attracting coverage*

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This course provides foundational knowledge in how media works and emerging trends in the media sector. It explores the process of engaging with the media, attracting positive news coverage and managing media relations.



## ***Risk Management Plans***

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Risk management is the process of identifying and assessing the specific risks affecting a situation and developing a plan to deal with them. This course is a guide to developing a risk management plan for a specific project or area, or for a whole organisation.

## ***Strategic Planning Skills***

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Strategic planning is about taking a structured 'big picture' approach to achieving an organisation's mission and objectives. This practical course provides a flexible template for creating a strategic plan and the skills and resources to create a tailored plan.

## ***Sustainable Event Management***

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Events can do significant social and environmental damage, or they can have a powerful positive impact, depending on their environmental 'footprint'. This course explores easy and low-cost ways an event can become more sustainable and shows the benefits of doing so.

## ***Time Management Tools***

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We all get 24 hours per day, 365 days per year, but some of us seem to use that time more effectively. This course looks at a range of proven and effective tools to help participants to organise their lives and make the most of their limited time.



## ROOM OR ZOOM?

All our courses are available at the venue of your choice anywhere in Australia or live online via Zoom.

Alternatively, ask about hiring our new West Leederville training premises.

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