



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 for up to 24 people, and short presentations for larger groups.

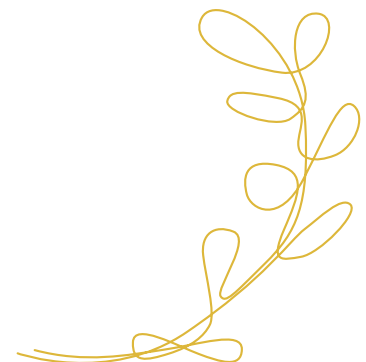
Practical, engaging and interactive training for your organisation.

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.



DIRECTOR, KATRINA BERCOV

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

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



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

COURSES (suitable for 6 to 24 people)

- **Per day:** \$2200 standard | \$1850 NFP*

PRESENTATIONS (from 30 mins up to 2 hrs)

- **Snapshot presentation** (up to 40 people): \$850 standard | \$750 NFP
- **Keynote presentation** (up to 1000 people): \$1650 standard | \$1300 NFP

*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. Contact us for suggested packages.

SPECIALIST AREAS

- ✔ Communication and Interpersonal Skills page 4
- ✔ Leadership and Management page 6
- ✔ Diversity and Inclusion page 7
- ✔ Mental Health page 8
- ✔ Operational Skills page 10

CATALOGUE

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

www.evolvewa.com.au/courses

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

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

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

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

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

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

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

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

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

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: Introductory

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.

Public Speaking: Intermediate

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: Advanced

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.



LEADERSHIP AND MANAGEMENT

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

Coaching Skills

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

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

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.

Intergenerational Communication

Look at bridging the communication gaps between the generations and explore the value each generational perspective can bring to the workplace.

Leading Others: New Managers and Supervisors

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.

Psychosocial Hazards in the Workplace

Learn how to identify, manage and address psychosocial hazards in the workplace and ensure compliance with Western Australia's WHS legislation.

Succession Planning for Staff and Boards

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

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

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

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

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

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.

Neurodiversity in the Workplace

How many neurodiverse staff are in your team and how do you accommodate their individual needs? Practical and engaging, this course for managers will build skills in identifying and working with neurodiverse people and getting the best from diverse teams.

Working Inclusively with Aboriginal Staff

Culture influences how we perform across all spheres of life, including the workplace. Run by an Aboriginal trainer, this course will help managers build better professional relationships with Aboriginal staff and ensure culturally appropriate management practices.



MENTAL HEALTH

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.

Managing Stress and Anxiety

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

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 First Aid Two days

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)



Providing Mental Health Support

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.



Mindfulness

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

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

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

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

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.

Understanding Depression

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.



OPERATIONAL SKILLS

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

Better Professional Writing

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.

Complaint Handling and Customer Retention

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.

Media Skills: attracting coverage

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

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

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.

Time Management Tools

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.



OUR EDUCATORS

Evolve engages a team of **specialist educators** who are all qualified in both their content areas and in adult education/learning facilitation.

They typically hold post-graduate qualifications and have many years of experience both in training and professional practice, but most importantly they are all top-level educators who will **actively engage participants and light up the room.**

Further details of their individual credentials are available on our website, but here is an example of just some of Evolve's training team.

HAYLEY GRANT

Hayley is a registered psychologist and qualified teacher who also holds separate tertiary qualifications in Training and Assessment, OHS and Mental Health. She is also an accredited Mental Health First Aid instructor.

JESSICA SHARP

Jessica is a senior social worker with decades of experience in management and service delivery. She holds a Bachelor of Social Work and a Diploma of Facilitation.

TRISH HILL WALL

Trish is a proud Noongar woman who holds a degree in Mental Health and Counselling, a VC Award (Curtin) University, a Graduate Diploma in Education and is a Nationally Accredited Trainer and Assessor. A senior university lecturer for Curtin and Notre Dame Universities, she has also worked as Acting Dean, Centre for Aboriginal Studies.

WAYNE COLES

Wayne is a senior Noongar Man with qualifications in Drug and Alcohol Services, Aboriginal Education and Management along with Counselling and Narrative Therapy. He is a Noongar Language teacher and an accredited Master Trainer for Aboriginal Mental Health First Aid.

PAUL MONTAGUE

Paul is a gifted communications specialist and a qualified educator, holding a degree with a double major in Drama and Education and a postgraduate qualification in Theology. He is also an accredited Mental Health First Aid Instructor.

EMMA BOYNE

Emma holds a postgraduate qualification in Health Promotion and a Bachelor of Science, as well as separate tertiary qualifications in Training and Assessment and Mental Health. Emma is also an accredited Mental Health First Aid instructor.

MARNI GALVANIN

Marni has a tertiary background in psychology, holding a Bachelor of Arts in Psychology and Special Needs, and a postgraduate qualification in Family Therapy.

CHRIS BEDDING

Chris is an experienced teacher and university lecturer who has completed the Director's program at the National Institute of Dramatic Arts (NIDA) and holds a Bachelor of Theology.

EDDIE STOWERS

Eddie has a degree in Social Anthropology and DiSC accreditation. He has more than 30 years' training experience and specialises in leadership, management and cultural change.

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 West Leederville training premises.

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