

# EVOLVE

## PROFESSIONAL DEVELOPMENT COURSES

FOR CORPORATE AND  
GOVERNMENT ORGANISATIONS



# ABOUT EVOLVE

Evolve WA is a human development company offering innovative professional development training services, with a special focus on mental health, workplace culture and diversity, and interpersonal relationships.

Our courses are designed to build individual abilities and create more connected and inclusive organisations by developing practical skills in an engaging, interactive format, packed with real-world examples, tools and templates and take-home resources.

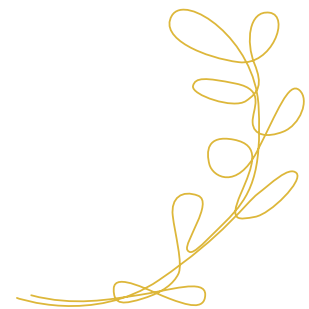
We specialise in training that is customised to meet your organisation's needs. This means both content and logistics will be tailored to suit your goals, context and the participants' learning priorities.

Professional development courses are typically one-day or two-day courses, recommended for groups of six to 24 people in order to maximise learning outcomes. We also offer snapshot versions of our courses as short presentations for larger groups.

As an alternative to custom training, our **Public Training Calendar** is an affordable option for individuals to meet their personal or professional development needs. See: [evolvewa.com.au/events](http://evolvewa.com.au/events)



**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.



# OUR TRAINING SERVICES

## WHAT'S INCLUDED

Each course includes:

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

## PRICES

### COURSES (suitable for 6 to 24 people)

- **Per day:** \$2400 standard | \$1900 NFP

### PRESENTATIONS (from 30 mins up to 2 hrs)

- **Snapshot presentation** (up to 40 people): \$950 standard | \$850 NFP
- **Keynote presentation** (up to 1000 people): \$1750 standard | \$1400 NFP

Note: Extra costs apply for Mental Health First Aid 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

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

[www.evolvewa.com.au/courses](http://www.evolvewa.com.au/courses)

## COMMUNICATION AND INTERPERSONAL SKILLS

Effective communication is essential for all human interactions. These courses will transform the way your organisation operates, both internally and with the wider world, and are valuable for both the personal and professional lives of participants.

### *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.

### *Collaboration and Conflict Resolution*

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The ability to work collaboratively with others is a fundamental skill that many of us have never been taught. This powerful course explores what it takes to understand others better and work together more productively.

### *Community Consultation Tools*

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Community consultation is the process of involving people in decision-making and community activities. This course explores the various types of community consultation as well as specific skills and approaches for carrying it out effectively.

### *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.

## ***Gaining Gravitas Two days***

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Gravitas is the ability to project confidence and authority, while remaining compassionate and authentic. Blending organisational psychology with tools used by performers, this two-day course is designed to develop natural gravitas in participants.

## ***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.

## ***Mastering Ceremonies***

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Learn the core skills needed to successfully perform the role of MC, while developing your own personal style.

## ***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: 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.

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

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Designed for those who have completed the 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***

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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.

# LEADERSHIP AND MANAGEMENT

Learn to approach leadership education from a strengths-based, authentic leadership framework, with an emphasis on reflective practice and values-driven decision-making.

Designed for leaders, managers and board members, through to supervisors and emerging leaders, these courses explore big picture issues for organisational direction and managing people.

## ***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***

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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.

## ***Domestic Violence: Recognise and Respond***

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Drawing on years of research and providing evidence-based tools, this course helps participants understand the complex forms of domestic violence, recognise the signs and empowers them with the skills and resources to offer support.

## ***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.

## ***Mentoring Others***

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Designed for mentors, this course explores a range of mentoring tools and develops skills to nurture and sustain the mentoring relationship.

## ***Psychosocial Hazards in the Workplace***

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Western Australia's WHS legislation requires all organisations to actively identify, manage and address psychosocial hazards. This course explores the nature of mental health hazards and psychological injury in the workplace and how they are best managed.

## ***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

Explore concepts of intersectionality, personal difference, privilege, cultural inclusion, unconscious bias and systemic advantage, and examine the many facets of workplace diversity.

These courses are particularly suitable for managers and supervisors, but are also useful for others looking to enhance their understanding and awareness of diversity and inclusion issues.

## ***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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Explore practical ways we can 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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Workplaces are required to offer equal access, equity and inclusion to people of all abilities, however in this course participants will learn how to go beyond compliance to create places that are universally accessible and celebrate diverse strengths.

## ***Diversity in Gender and Sexuality***

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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.

## ***Neurodiversity in the Workplace***

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How many neurodivergent 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 neurodivergent people and getting the best from diverse teams. We also have a version of this course suitable for all staff.

## ***Working Inclusively with Aboriginal Staff***

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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

Introductory mental health education for workplaces, covering a range of specific diagnoses, various aspects of personal wellbeing and Mental Health First Aid courses.

These courses are for those organisations that are ready to become psychologically safe and mentally healthy workplaces.

## *Aboriginal Mental Health Awareness*

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Led by an Aboriginal trainer, this course is for those working with Aboriginal people who want to gain insight into mental health and wellbeing through an Aboriginal cultural lens. Learn to recognise warning signs of mental health issues and how to respond.

## *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 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 days)
- Youth Mental Health First Aid (2 days)
- Refresher Course (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.

## ***Mindset Matters***

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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.

## ***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.

## ***Providing Mental Health 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.

## ***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.

## ***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.

## ***Understanding 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.



# OPERATIONAL SKILLS

Practical operational skills to increase productivity and profile, and enhance day-to-day performance.

These topics are relevant to a wide range of professions and industries looking for a budget-friendly way to learn key operational skillsets.

## ***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.

## ***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.

## ***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.

## ***Successful Event Management***

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Developed by a national award-winning event manager with decades of event experience, this course explores the practical, real-world skills you need to deliver a wide range of events.

## ***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.



# 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**

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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**

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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**

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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**

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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.

## **RACHEL PEMBERTON**

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Rachel is a communications professional with a degree in Arts Management and a postgraduate qualification from the Curtin University Sustainability Policy Institute.

## **MARNI GALVANIN**

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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**

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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**

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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?

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.

# EVOLVE

## Towards Extraordinary

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**EVOLVEWA.COM.AU**