## Customer Service Fundamentals

Topics include:

- What is outstanding customer service?
- Identifying your customer
- Creating a customer service vision
- Enhancing likability in person, over the phone, and via email
- Actively listening to customers
- Going the extra mile
- Taking ownership of problems
- Diffusing angry customers
- Using data to evaluate and improve your customer service

## Having Difficult Conversations

Topics include:

- What is a difficult conversation?
- Understanding why conversations go badly
- Changing your tipping point
- Building your ladder—and climbing down
- Knowing your triggers
- Reframing your adversary
- Being prepared for the conversation
- Taking responsibility
- Sharing goals and experience
- Co-creating a solution
- Developing the action plan
- Delivering bad news
- Building better feedback
• **Communication Fundamentals**

  Topics include:
  
  o Managing the intent-impact gap
  o Designing the content of your message
  o Improving vocal delivery
  o Adjusting your body language
  o Being politically savvy
  o Listening to what's said, what's unsaid, and how it's said
  o Increasing empathy and trust
  o Overcoming anxiety

• **Crisis Communication Fundamentals**

  Topics include:
  
  o Defining crisis
  o Responding quickly and confidently
  o Identifying audiences
  o Building your crisis response team
  o Developing proactive and reactive statements
  o Assessing your post-crisis response

• **Effective Listening**

  Topics include:
  
  o Recalling details
  o Empathizing
  o Avoiding distractions and the feeling of being overwhelmed
  o Clarifying your role
  o Using attentive nonverbal cues
  o Paraphrasing what was said
  o Matching emotions and mirroring
• **Communication Tips**

Topics include:

- Understanding introversion and extroversion
- Persuading people
- Negotiating your needs
- Making small talk
- Saying no
- And more…

• **Public Speaking Fundamentals**

Topics include:

- Identifying your audience
- Developing credibility
- Introducing an agenda
- Exploring five strong opening techniques
- Developing great body language
- Understanding room dynamics
- Handling questions and answers
- Getting feedback

• **Communicating across Cultures**

When you travel, some differences are easy to identify: the language, the food, the music. But in order to communicate effectively in a cross-cultural business setting, it's important to understand your international colleagues' underlying values, beliefs, and history. In this course, Kelley School of Business professor and executive coach Tatiana Kolovou demonstrates simple techniques to communicate well across cultures as a manager, peer, and coworker.

• **Body Language for Leaders**

Research shows that when your verbal and nonverbal signals are out of alignment, people are forced to choose between what they hear and what they see. And subconsciously, they'll believe your body language. In this course, workplace body-language expert Carol Kinsey Goman, PhD, reveals how body language is perceived and often misread, and shares the six nonverbal signals you need to know to make a positive first impression. She also discusses the importance of body language for leaders, and shows how you can establish leadership presence. Lastly, she provides simple and effective tips on communicating with gestures and stance.
• **Influencing Others**

Topics include:

- Turning objections into actions
- Adding more impact to your ideas
- Establishing urgency
- Using the influence advantage checklist
- Influencing to inspire
- And many more....

• **Learning to Be Assertive**

Topics include:

- Identifying your current mindset
- Avoiding the passive-aggressive trap
- Reducing negative emotions
- Handling everyday putdowns
- Learning to disagree by questioning
- Knowing the most effective words to use
How laws are made - Parliament

The law governs our lives from the day we are born to the day we die. So where do our laws come from? This video explains how parliaments make law, explaining the process of a Bill to an Act, how legislation changes over time, why the Commonwealth makes some laws and the states others, and delegated legislation such as regulations. This video is produced by the Legal Information Access Centre (LIAC), State Library of NSW with assistance from the Law and Justice Foundation of NSW. For more information about the law in NSW and Australia, see our website: www.legalanswers.sl.nsw.gov.au

How laws are made - Courts

The law governs our lives from the day we are born to the day we die. So where do our laws come from? This video explains how parliaments make law, explaining the process of a Bill to an Act, how legislation changes over time, why the Commonwealth makes some laws and the states others, and delegated legislation such as regulations. This video is produced by the Legal Information Access Centre (LIAC), State Library of NSW with assistance from the Law and Justice Foundation of NSW. For more information about the law in NSW and Australia, see our website: www.legalanswers.sl.nsw.gov.au

The Adversary System

This program investigates the adversary system of trial as used in Australia, United States and the United Kingdom. It examines the key features of the Adversary system, the role of the parties, the role of the judge, the need for rules of evidence and procedure, standard and burden of proof and the need for legal representation in detail and the features of the Inquisitorial system. The program concludes with a comparison of the adversary system and that of the inquisitorial system.

Evaluating The Legal System

How effective is our legal system? Case studies from various courts in Australia illustrating some limitations on the Australian legal system.
Governing Australia: Our Three Levels of Government

Features a detailed explanation of the roles and responsibilities of the municipal, state and federal levels of government in Australia.

The Law Reform Process

In every modern society the laws that govern its citizens are complex and vital. From traffic law and tax law, through to criminal and family law, there are laws that relate to every part of our lives. Laws play a fundamental role in keeping social order in the world, but what happens when society changes and a law becomes outdated? In this program we examine how laws are reviewed and changed; we delve into why we change laws; the role of formal law reform bodies, individuals, parliament and courts in changing the law, as well as the factors that sometimes delay change.

Democracy and the Role of the Individual

This program outlines the various ways in which the individual can and does participate in the democracy of Australian society.

Alternative Dispute Resolution

With the court system in Australia often requiring people to endure protracted and expensive procedures, alternative means of resolving disputes are increasingly important? not just to ensure that disputes are settled fairly and justly, but to also relieve pressure on the court system. Aimed at senior level students of legal studies, this program outlines a range of alternative dispute resolutions, how they work, their suitability for different situations? and their effectiveness. Mediation, negotiation, arbitration and collaborative approaches to law are examined in detail as alternative means of resolving disputes, and a range of areas where disputes commonly surface are explored? including family, workplace, property and consumer affairs. Lawyer, Catherine Gale offers a variety of expert comments on various aspects covered. This program is a perfect introduction to the nature and mechanisms of alternative dispute resolution accessible to people every day, and would also be suitable for teachers of SOSE, Ethics and English Issues who are exploring the broader areas of social justice and equity in society.
An Introduction to Criminal and Civil Law

The program focuses on the differences between criminal and civil law. It begins with a brief description of legal and non-legal rules. It examines what constitutes a criminal act, the difference between a summary and indictable offence and the principles of criminal liability. The program discusses civil law and its purpose in society while looking at the two major branches of civil law, Law of Torts and Law of Contract and how to decide whether a situation is part of criminal law or civil law or both.

The Criminal Investigation Process

This exceptional program examines the criminal investigation process in Australia via the dramatised story of an armed robbery at a typical suburban convenience store. We provide an introduction to the role of police and the responsibility of citizens to report crime, followed by a detailed procedural overview of collecting evidence, arresting suspects, detention, charging, summons, bail and remand. With realistic dramatisations, amazing access to a real police station - including temporary detention cells and interview rooms - and expert insight from a detective sergeant and a solicitor, this program is a must-have introduction to the criminal investigation process in Australia.

Rights and Responsibilities for Young People

We live in a society governed by a set of laws. Laws keep us safe, to help us resolve our problems, and to stop people causing harm to others. Every citizen has certain rights and responsibilities as set out by the law - if you do the wrong thing then you're responsible. But at what age is a person considered old enough to be responsible for breaking the law? And should we expect the same level of behaviour from children as we do adults? In this informative program we look at the age of criminal responsibility, the rights of children when arrested, the children's court, penalties imposed on young offenders and alternatives to court.
Police Interview Podcast

Example Police Record of Interview.

You may choose to listen to this audio for an example of a colourful and at times difficult police record of interview. All personal information has been removed to protect the privacy of both the police and the person being interviewed. However, this is not mandatory and not part of any assessment.

This audio contains a high level of strong language and **must not be listen to** in the hearing of others and if you are not comfortable to listen to this yourself, please don't.

This is an example of the language police are subjected to everyday. So if this is not for you, policing is not a career I would recommend.

Videos

- [Lethal Force - the tazer URL](#)

Are police being training to deal with potentially violent situations involving mentally ill people?

- [A Matter of Life and Death URL](#)

How authorities are failing to protect women and children in mortal danger, and failing to prevent their partners' homicidal rage.

- [A Dog Act URL](#)

A forensic investigation of the killing of Kwementyaye Ryder by five white, local youths from Alice Springs.
• **The Mafia in Australia: Blood Ties URL**

It's one of the most ambitious organised crime investigations in Australian history. An epic surveillance operation which uncovered 4.4 tonnes of ecstasy, worth half a billion dollars - the world's largest ecstasy bust.

• **The Mafia in Australia: Drugs, Murder and Politics URL**

It's one of the most secretive and powerful organised crime syndicates in the world, run by violent, ruthless criminals who make a fortune out of the drug trade.

• **True Detectives URL**

This report reveals damning evidence that the investigations of key gangland murders in Victoria were deeply flawed, undermining the criminal justice system in the state.
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- **Standen: The Inside Man URL**

  The story behind the police investigation that brought down Mark Standen, one of Australia's top crime fighting law enforcement officers.

- **Crime and Corruption URL**

  The stories that told of a culture of crime and corruption across Australia's Police Forces
Purposes of Criminal Sanctions in Australia

This program details the key aims of imposing criminal sentences upon offenders in Australia. The purpose and effectiveness of sentencing and sanctions are explored. Viewers are introduced to states and territory law acts, and various cases are cited as examples of the efficacy of specific sanctions. Illuminating statistics about recidivism demonstrate the relative power of different types and lengths of sentences handed down in recent decades.

- Comprehension Questions(1) File
- Legal Definitions File
- Criminal Sanctions File
- One Punch Cases File
- Suggested Responses(2) File
- Transcript(1) File

Determining Criminal Sentences in Australia

This program explores the types of sentencing imposed on criminal offenders in Australia and the factors taken into account when determining sentences. Current practices include fines, community orders, home detention and prison terms. How judges enact the law based on previous sentences for similar crimes, aggravating and mitigating factors, impact on the victim and the level of threat posed to the community is also examined.

- Comprehension Questions File
- Legal Terminology File
- Two Case Studies File
- Australia’s Longest Sentences File
- Suggested Responses(1) File
- Transcript File
The Australian Jury System

In the criminal and civil justice system, a jury serves to reflect the values of society. In this information-packed program we define what a jury is, explain eligibility for jury service and detail how juries are selected and empanelled. We also explore the role of a jury during the trial, debate the advantages and disadvantages of this system, and discuss reforms and possible alternatives to the jury system. This outstanding program was filmed in a real Australian courtroom and includes examples of juries in both criminal and civil proceedings, offering a fascinating, comprehensive overview of the Australian jury system.
Australia's prison population has doubled since the mid 1990s.

Four Corners goes to the extreme end of this high pressure industry to examine how well the system is coping.

How a State Government's 'get tough on crime' policy is condemning hundreds of young people to life in jail.

**Australia's Hardest Prison: Fremantle**

A look inside one of Australia's hardest prisons, Fremantle.

**Australia's Hardest Prison: Melbourne**

A look inside one of Australia's hardest prisons, Melbourne.

**Australia's Hardest Prison: Maitland**

A look inside one of Australia's hardest prisons, Maitland.

**Boggo Road Gaol Riots I The Feed**

Australia's most notorious prison, and the riots that shut it down and changed the prison system forever.

**60 Minutes Australia - Mark Chopper Read's Final Interview**

Final Interview with Mark Chopper Read on 60 Minutes Australia on 20.10.13
Study Skills Fundamentals

Topics include:

- Learning to read faster and more thoroughly
- Improving your note-taking skills
- Enhancing your memory
- Memorizing new words and formulas
- Scoring better on tests
- Creating study plans

Grammar Fundamentals

Topics include:

- Why does grammar matter?
- Diagramming sentences
- Understanding pronouns
- Working with adjectives and adverbs
- Making sentences parallel
- Deciding when to use active and passive voice
- Using commas correctly
- Practicing grammar rules

Business Writing Fundamentals

Discover the secrets to effective business writing and crafting messages that others want to read and act on. Judy Steiner-Williams, senior lecturer at Kelley School of Business, introduces you to the 10 Cs of strong business communication and provides you with before-and-after writing samples that give you the opportunity to apply each principle and sharpen your communication skills. Judy also points out common grammar and writing mistakes and shares special considerations for formats like emails and reports.
• **Writing Business Reports**

  Topics include:
  
  o Examining types of reports: formal to informal
  o Writing the cover or title page
  o Writing an introduction and body copy
  o Writing a strong ending
  o Doing research
  o Writing outlines
  o Revising and proofreading

• **Writing a Strong Essay**

  Topics include:
  
  o Understanding the essay purpose and audience
  o Reviewing common and unusual essay prompts
  o Starting with a strong opening statement
  o Showing, not telling
  o Adhering to word limits
  o Organizing the essay
  o Varying sentence structure
  o Revising the essay
  o Communicating sincerity and enthusiasm

• **Writing Articles**

  Topics include:
  
  o Adopting technical tools
  o Gathering reference materials
  o Defining an article
  o Finding assignments
  o Determining your approach
  o Conducting interviews
  o Managing revisions
  o Following up
• **Writing Email**

Topics include:

- Using email as a communication tool
- Understanding the right time and the right tone to strike
- Crafting strong subject lines and messages
- Respecting confidentiality
- Copying and bcc'ing
- Including attachments
Managing Team Creativity

Do you ever think, "I'm just not that creative"? You're not alone. But companies increasingly expect their employees to think about problems in new ways and devise unexpected solutions. The good news is that creativity is not a gift, but a skill that can be developed over time. Learn how in this course with innovation expert Drew Boyd. Discover nine simple tips to boost your creative output at work and learn how to think about the world in a different way, break problems down into manageable parts, divide and conquer a problem, and evaluate ideas systematically.

Managing Teams

Topics include:

- Building initial rapport
- Signaling fairness and integrity
- Communicating proactively
- Facilitating efficient meetings
- Using your authority effectively

Delegating Tasks to Your Team

Topics include:

- What is delegation?
- Evaluating tasks
- Determining which tasks to delegate
- Assigning tasks
- Meeting with team members
- Providing team support
- Avoiding micromanaging and the fear of letting go
- Accepting delegation from your boss
Justice and Social Responsibility

The term social justice and responsibility is said to be a "Utopian" concept and impossible to achieve. Does this mean that the individuals in society should not try to achieve it? If Australians sought to bridge the gap between the have and the have-nots, then Australian society would enjoy a more cohesive and productive society. A characteristic of an advanced society is one in which all people are afforded the same access to the legal system and equality. A socially just society is one that is effective and caring. This program features interviews with Tim Costello and Julian Burnside, as well as Christine King from Reconciliation Australia and Karam Abduladeem, a former refugee held in mandatory detention.

Recognising and Responding to Abusive Situations

There’s no justification or reason good enough for someone to hurt, threaten, neglect or take advantage of you. Especially when the person doing it is supposed to care about the victim. Recognising Abusive Relationships is a compelling and informative program that tackles this important issue with sensitivity and openness. Viewers are provided with straightforward information to help them understand and identify what abuse looks like in family and dating relationships. Forms of abuse (physical, psychological, sexual, neglect) and their warning signs are clearly outlined. These details are supported through dramatised voices of victims who share their feelings on and experiences of abuse. A particular strength of this program is that it dispels many common excuses of abusers and focuses on empowering victims. Developed to address middle to senior secondary health and personal development courses, this resource is also a valuable tool for tertiary study in related fields.

- Recognising Abusive Relationships - During the Program File
Health Inequities in Australia

Despite the best intentions, Indigenous life span and health expectancies are still significantly lower than the national average. For those aged 65 years or above, access to health services can also provide challenges. Why do these differences exist, and what can we do about them? This excellent program examines the forces that shape health needs and inequities, and the strategy, directions and actions that Australia’s health services employ in an effort to bridge the gap. Featuring experts, patients and practitioners, this is a detailed and timely look at this important health issue.

Social Connectedness and Isolation

How does being socially connected or isolated affect the liveability of particular places? This clip showcases the experiences of three young Australians in very different geographical locations: the outback, outer suburbs and inner city. Each person shares the benefits and challenges that their place of residence offers in terms of being connected to their community - through examples like transportation, schooling, services and recreation.
Remote Hope URL

Remote Hope: An unflinching portrait of Australia's remote Indigenous communities and their struggle to survive.

Modern Indigenous Culture

So many of us want to understand Aboriginal culture better? to know it is to understand that Aboriginal people in contemporary times still have important links to the Dreaming. However, what is really important is Aboriginal people are not 'frozen in time' and that like everything in modern society, over time it has the possibility to reinvent itself, transform and still maintain its authenticity and originality within a cultural context. This program looks at a variety of new and emerging artists and their artistic expressions which still maintain all the integrity, authenticity and connectedness to a culture which continues to survive a barrage of external cultural influences.

White Australia Has A Black History

The coming of the Europeans, wars, massacres, disease and dispossession, missions, reserves, racism, population decline, stolen children, political activism, land rights, native title and culture.

The Development of Multiculturalism in Australia

Australia has come a long way since its anti-migrant 'White Australia Policy'. The history of multiculturalism in Australia is an interesting journey that has not been without its controversies. This Australian-made, curriculum fit program explores the growth of multiculturalism in Australia from the racist policies of the early 1900s through the WWII developments that ultimately led to the current multicultural society Australia enjoys. We see how multiculturalism has progressed since its initial stages while highlighting the many challenges to the ideals of multiculturalism within contemporary issues such as terrorism, detention centres and refugees.
Racism in 21st Century Australia

Racism has been a characteristic of many cultures, ever since the first human societies millions of years ago. But where does racism come from? What is it about human nature that inclines some people to stereotype and vilify other races? This Australian-made, curriculum fit program explores these questions in a range of different ways - through the eyes of three key experts, through the presentation of various facts and figures about racism in Australia and around the world and through a simple drama, set in an Australian secondary school, that illustrates how exclusion of people for baseless reasons impacts on all individuals concerned. Racism is a sensitive issue and this program encourages students to explore and maybe confront a societal issue that has been around as long as we have.
• **Plan of Attack: The making of a teenage terrorist URL**

It was the crime that shocked a nation, the day that terror struck on home soil. The killing of police worker, Curtis Cheng, shot dead in cold blood by a 15-year-old boy outside the headquarters of the NSW Police Force. The school boy killer, Farhad Jabar, was not known to police.

• **Escape From ISIS URL**

Escape from ISIS: The story of the secret network rescuing women and children held captive by ISIS.
• **Ice Rush URL**

His name is 'Jake'. At 15 years old, he was an ice dealer, a user and a crystal meth cook.

'Jake' is the new face of crystal meth, or ice, in Australia. It's the drug that's ravaged our major cities. But now it's destroying country towns one by one.

• **The Ice Age URL**

Meth, ice, chalk, shabu..all street names for crystal methamphetamine.

Ice is highly addictive power drug that dramatically effects the brain.

Is has a huge potential foe widespread abuse and the long term effects are alarming.

• **Messing with heads - Cannabis use URL**

New research on the long term effects of cannabis.

• **Punch Drunk - excessive use of alcohol URL**

Australians love a drink, and some see no problem at all with drinking to excess. But now doctors, police and paramedics have called "time", warning that alcohol-fuelled violence has reached crisis levels.
• The Voice of Ice

This dark and atmospheric program reveals the experiences of ice addiction - told directly by three recovering addicts. Each shares how they started using ice, how it made them feel, how it affected their lives and those around them, and why they decided to get clean. It concludes with each person reading a letter they have written to their 15 year old selves.

• Comprehension Table File
• Media Investigation File
• Suggested Responses File

• Depressants, Hallucinogens and Stimulants

This engaging and candid program provides an overview of three classifications of drugs. Statistics on teen use of illicit drugs are followed by a closer investigation of cannabis, ecstasy and methamphetamine (ice). The appearance, characteristics, street names, and long and short term effects of each drug are discussed. An ideal resource for improving drug awareness and understanding the risks of illegal drug use.

• Comprehension Questions File
• Cannabis and Ecstasy Venn Diagram File
• Create a Drug Factsheet File
• Diagramming the Effects of Alcohol File
• Suggested Responses
- **Crisis Communication Fundamentals**

  Topics include:
  
  - Defining crisis
  - Responding quickly and confidently
  - Identifying audiences
  - Building your crisis response team
  - Developing proactive and reactive statements
  - Assessing your post-crisis response

This Australian production is an ideal tool for training in the risk management process consistent with the new standard ISO 31000:2009.

Risk Maker Risk Taker is a highly regarded program, used by major organisations and universities worldwide to communicate and educate the essential risk management concepts.

This program outlines the main concepts of risk management. It covers the steps which should be followed to effectively manage risk. It also links the risk management process with the role of leadership and management systems.

The program outlines the following seven stages in risk management: communication and consultation, establishing the context, identifying risks, risk analysis, evaluation, monitoring and reviews.

Hazard, Risk & Safety - Understanding Risk Assessment, Management and Perception

We all hear these terms on a daily basis. So and so a chemical, physical or a biological agent poses a risk; This or that product is a hazard or behaving a certain way is unsafe.

A lot of the time “hazard” and “risk” are freely used to mean the same thing. However they are not.

Hazard is the potential to cause harm. Risk on the other hand is the likelihood of harm in defined circumstances.

In a nutshell, hazard and risk are not always aligned as the risk depends on the exposure to the hazard ; similarly, risk, safety and perception of risk are not always aligned; this can make political decisions regarding safety levels difficult to make, in these cases it is especially important to base them on facts rather than on subjective perceptions.
• **Physics of Car Crashes**

Work = F X D. Kinetic energy, stopping distance. There are a lot of crashes in this program. STOPPING DISTANCE & AVERAGE FORCE * We stop a car at different distances and graph the average stopping force vs distance. * Concept of crumple zone to increase stopping distance in a crash. KINETIC ENERGY - EFFECT OF SPEED * Energy and damage depends on square of speed. * Stopping distance depends on square of speed.

• [Teacher Notes - Physics of Car Crashes File](#)

• **Australia's National WHS Legislation**

New Work Health and Safety legislation came into effect in some Australian states and territories on 1st January 2012. It was developed to harmonise the laws affecting workplace safety in Australia by replacing existing state based OH&S legislation. This interview led program gives a brief history of the development of workplace safety in Australia, the development and need for the new WHS laws, defines key terms in the system, and explains changes to incident notification and offence categories. Craig Salter, from Action OHS consulting, provides clear, detailed explanations of the WHS legislation. A production for the TAFE market and employment sectors, it provides an understanding of the new WHS legislation as well as showing that Workplace safety is a system of change.

• [Australia's National WHS Legislation - During the Program File](#)
• [Australia's National WHS Legislation File](#)
• [Australia's National WHS Legislation](#)
• **Leadership Fundamentals**

Topics include:

- What is leadership, and when are you leading?
- Mapping your leadership competencies
- Dealing with changing scope and stakes
- Motivating and engaging others
- Increasing team performance
- Developing political acumen
- Creating a culture of trust and integrity
- Developing resilience

• **Thinking Like a Leader**

Topics include:

- Understanding what makes your company money
- Discovering market trends
- Understanding your competition
- Knowing your customers and how to better serve them

• **Becoming a Thought Leader**

Topics include:

- Discovering areas where you can contribute thought leadership
- Developing company knowledge that makes you an expert
- Building an authority ladder externally
- Gaining publicity
Building Your Professional Network

Topics include:

- Understanding how networking enhances your career
- Getting out of your comfort zone
- Making recurring connections
- Using a customer relationship management (CRM) system
- Building relationships through social networking

Management Tips

Todd Dewett, PhD, shares the tips respected and motivated managers use to improve rapport, navigate tricky situations, build better relationships, and drive the business forward. Each week, we'll release two tips ranging from avoiding the dreaded micromanagement to managing a multigenerational workforce, cultivating better listening skills, and developing an understanding of your organization's politics.

New Manager Fundamentals

Topics include:

- Clarifying performance expectations
- Feeding your learning curve
- Building rapport with your team
- Explaining your decision-making style
- Increasing your authenticity
- Communicating proactively
- Knowing when to have a meeting and who should attend
- Coping successfully with your transition
• Leading with Emotional Intelligence

Topics include:

- What is emotional intelligence?
- Cultivating emotional intelligence
- Exercising emotional self-control
- Working with your triggers
- Getting to know others
- Maximizing team performance
- Building influence

• Eyes Wide Open URL

Can't sleep? You're not alone.

• Hidden Voices URL

A story of an Australian town that holds a lesson for each and every person who's been touched by mental illness.

• Dark Days - Shedding Light on Depression

Every one of us knows what it is to feel sad and depressed occasionally, but there is a significant difference between this and clinical depression. In this excellent program, we take an in depth look at the nature and extent of this significant health issue. Featuring recognized mental health experts from leading mental health charity SANE, and young sufferers as well, this resource covers the types of depression, who is at risk, signs and symptoms, and myths and treatments. This program is a comprehensive, straightforward and compassionate introduction to a major mental health issue.
Anxiety Disorders

Humans, like many animals, possess a highly developed sense of danger in our environment. In its most basic form, our awareness of these threats is anxiety. Our "fight or flight" response can be highly beneficial, but in the 21st Century, this state of anxiety in some people can become a constant state of mind, and a real limitation to a person's ability to function well. In this program we take a comprehensive look at anxiety disorders including generalised anxiety, panic, post traumatic, and obsessive compulsive disorders and phobias. With excellent illustrations and input from leading experts, this is a wide-ranging examination of anxiety today.
NJCEOs Indigenous Justice Forum 2012 - Keynote Address by Dr Todd Clear

Location: University House, Australian National University

The keynote address at the 2012 NJCEOs Indigenous Justice Forum was delivered by Dr Todd Clear of Rutgers University, USA. He provided a summary of the justice reinvestment approach in the USA and its potential in reducing recidivism in Australia and New Zealand.
• **Creating an Effective Resume**

Topics include:

- Determining the appropriate resume length
- Choosing the best layout
- Identifying and incorporating essential keywords
- Tips from recruiters
- Showcasing achievements and job duties using P.A.R. statements
- Evaluating resume banks
- Saving to different file formats
- Compiling references, cover letters, and thank-you notes

• **Acing Your Interview**

Topics include:

- Understanding interview formats
- Anticipating questions and preparing answers
- Researching potential employers
- Establishing good body language in the interview
- Reviewing your performance
- Answering questions using the Situation-Action-Result method

• **Job Search Strategies**

Topics include:

- Valerie’s top five job search tips
- Determining which online job boards to use
- Posting your resume online
- Maximizing the impact of your profile
- Improving your visibility with a blog, workshop, or conferences
- Leveraging your network
- Establishing relationships with recruiters
• **Everyday Math Fundamentals**

Topics include:

- Practicing mental math
- Understanding decimals and fractions
- Working with percentages and ratios
- Solving equations
- Calculating area and volume
- Scaling recipes
- Estimating your running speed
- Calculating the area for home-improvement projects
- Working with probability

• **Writing Recommendations**

In this short course, Kelley School of Business lecturer and author Judy Steiner-Williams shows you the elements of a strong recommendation letter and how to use specificity to make your remarks memorable and relevant. At the end of the course, you'll also see how to ask for a recommendation if you need someone to write one for you.

• **Face to Face with your Competition (adult)**

The group interview is a relatively new approach to job interviews that involves assessing a group of applicants completing some kind of common, group or problem solving exercise. Employers use this approach to assess the personal efficacy of individual job applicants placed in a group exercise, in order to ascertain the way they can work in teams and groups. Depending on the actual job descriptions involved, observers assess the applicants using a checklist to rate their qualities in a group setting where interaction is the focus. This serves as a useful contrast to the aspects uncovered in an individual job interview or an individual being interviewed by a group or panel of people. Ultimately this demonstrates the importance of effective preparation for a job interview no matter what approach the interview takes.
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Topics include:

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- Choosing the best layout
- Identifying and incorporating essential keywords
- Tips from recruiters
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- Leveraging your network
- Establishing relationships with recruiters
Everyday Math Fundamentals

Topics include:

- Practicing mental math
- Understanding decimals and fractions
- Working with percentages and ratios
- Solving equations
- Calculating area and volume
- Scaling recipes
- Estimating your running speed
- Calculating the area for home-improvement projects
- Working with probability

Writing Recommendations

In this short course, Kelley School of Business lecturer and author Judy Steiner-Williams shows you the elements of a strong recommendation letter and how to use specificity to make your remarks memorable and relevant. At the end of the course, you'll also see how to ask for a recommendation if you need someone to write one for you.

Face to Face with your Competition (adult)

The group interview is a relatively new approach to job interviews that involves assessing a group of applicants completing some kind of common, group or problem solving exercise. Employers use this approach to assess the personal efficacy of individual job applicants placed in a group exercise, in order to ascertain the way they can work in teams and groups. Depending on the actual job descriptions involved, observers assess the applicants using a checklist to rate their qualities in a group setting where interaction is the focus. This serves as a useful contrast to the aspects uncovered in an individual job interview or an individual being interviewed by a group or panel of people. Ultimately this demonstrates the importance of effective preparation for a job interview no matter what approach the interview takes.

Worksheet - Face to Face with Your Competition - An Approach to Group Interviews (adult)(1)