Typing Fundamentals

BSBITU307 Develop keyboarding speed and accuracy

Topics include:

- Understanding the importance of typing ergonomics
- Measuring your typing speed and accuracy
- Managing your habits
- Learning the home row keys
- Locating letter, number, and math keys
- Using modifier keys: Shift, Alt, Control, etc.
- Using the numeric keypad effectively
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:

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

• **Effective Listening**

Topics include:

- Recalling details
- Empathizing
- Avoiding distractions and the feeling of being overwhelmed
- Clarifying your role
- Using attentive nonverbal cues
- Paraphrasing what was said
- 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.
● **The Rule of Law**

This is the first video in a series for high school legal studies students brought to you by the Rule of Law Institute of Australia. The video introduces the concept of the Rule of Law, a theme that will be present in later videos.

**Delegated Legislation**

This video aims to give a simple definition of delegated legislation and what its role is in the Australian legal system. Examples of the different types of delegated legislation are also provided.

**Dispute Resolution**

This video discusses the use of alternative dispute resolution.

**Human Rights and the Rule of Law**

This video discusses how the rule of law is an essential part of maintaining and enforcing human rights. The idea of balancing rights and responsibilities, as well as balancing the right to free speech with that of privacy.

**History of law reporting / Precedent / Anatomy of Law Report / Citing in Court / Books and Bytes**

Donoghue v. Stevenson: The History of Law Reporting. This case is still referred to in Australia today.

This video is a five part series, to access all videos use the menu in the top left corner. Remember we have inherited our legal system from the English.
Law, Justice & Society: The Changing Nature of the Law

This program will help students examine the concepts of law and justice and how these concepts are shaped by the nature of our society.

- Law, Justice video questions File
- Law, Justice video overview and activities
Torts and the Rule of Law

This video guides students through the basic question of what is a tort, while providing everyday examples.

Dispute Resolution with the State

This video details the various methods of overcoming disputes with the State. The video will look in detail at the non-legal options open to the individual including the media, members of Parliament, trade unions and interest groups. Legal dispute resolution processes such as internal and external review, judicial review and lodging a complaint with an ombudsman will also be discussed.

Contract Law

This program investigates the nature of formal and informal contracts. Experts provide clear definitions and dramatised scenarios will help the viewer to understand the complexities of various contracts and strategies to implement when difficulties arise.

- Dividing Property in Australia URL

Vanessa Mathews for Mathews Family Law, explains property distribution today. Property distribution is about how the assets and liabilities of the marriage or de facto relationship are divided.
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.

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Text Documents and Schedules

Pending
### 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
- Australias 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.

- The Australian Jury System - During the Program File
- The Australian Jury System
Pending
• **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:

  o Using email as a communication tool
  o Understanding the right time and the right tone to strike
  o Crafting strong subject lines and messages
  o Respecting confidentiality
  o Copying and bcc’ing
  o 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
Pending
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.
See the Justice and Legal Workplace - Federal Court Scenarios.
Open this video and select the chapter called - Practicing sustainability

As you can see from this course, being an effective leader takes a lot of intentional focus, time and energy. You have to be constantly reading and responding to the people and environment around you, and making good choices. In order to be at your best, you must engage in a consistent practice of self care. That is what Sustainability is all about, keeping yourself in good shape so that you can meet and respond to the daily challenges over the long haul. We all know about the idea of self-care, but for many, it's the first thing to go out the door when things get busy or stressful. But effective leaders know that the busy and stressful times are when you should double down on self-care.

Environmental Sustainability in Business - A Case Study

Businesses have always had to respond to different external influences. It was technology in the 80s and security in the 90s, but now a new challenge has emerged - climate change. Business owners are fast realising that reducing their environmental footprint is not just a PR exercise, it's vital to their future. This program features a case study of businesses that have developed unique approaches to sustainability. Their visionary leaders reveal how becoming 'green' has helped make their businesses stronger and more financially viable. Through interviews we discover the problems they faced, the benefits of change and their organisation's future directions.

- During the Program - Environmental Sustainability in Business - A Case Study File
- Program Support Notes - Environmental Sustainability in Business - A Case Study
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
<table><tr><td><strong>Risk Maker Risk Taker: A Managers Guide to Risk</strong></td></tr></table>

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.

- [Study Guide - Risk Maker Risk Taker File](#)
- [Slides - Risk Maker Risk Taker File](#)

- **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