### Customer Service Fundamentals External tool

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 External tool

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 External tool**

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 External tool**

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 External tool**

Topics include:

- Understanding introversion and extroversion
- Persuading people
- Negotiating your needs
- Making small talk
- Saying no
- And more…
• **Public Speaking Fundamentals External tool**

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 External tool**

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 External tool**

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 External tool**

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 External tool

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
Managing Diversity

Successful companies value diversity and inclusion. Diverse workplaces increase innovation, retention, and market share. But what does an inclusive work environment look like? And what does it mean to manage diversity? Using real case studies and examples, HR consultant Catherine Mattice helps you create a strategic plan to support diversity and inclusion in your workplace and manage a diverse workforce.

She outlines a process for creating a strategic plan and benchmarks for success. To bring your plan to life, she provides tips for implementing a diversity policy, recruiting and hiring, and asking diversity-related questions during interviews. (Compliance issues are also discussed along the way.) Catherine also explains how to integrate diversity within the performance management processes, including measuring employees on their ability to work well with others and measuring managers on their ability to drive and implement diversity initiatives.

Last, she covers "people practices," such as improving communication through open-door policies and ensuring work-life balance accommodates employees’ lives and family responsibilities. When you're faced with organizational challenges, such as resistance to change, prejudice, or fear, Catherine provides tools to address them head-on.
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.
• **Balancing Work and Life External tool**

Learn how to have it all and enjoy it all by balancing your life and work. In this talk, author and business coach Dave Crenshaw explores smart strategies to make work a focus at work and give yourself time to enjoy your time at home. In the bonus Q&A chapter, he tackles tough questions like these: What are the warning signs that my life is out of balance? How do I keep balance when I travel so frequently? How do I balance work, life, and school?

• **Creating an Amazing Life External tool**

Stuck in the day-to-day? It doesn't take a life-altering event to start leading an amazing life. Content marketing expert and storyteller C.C. Chapman shares his advice on living life to the fullest. You'll learn how to define your path and create your own personal advisory board, while dealing with naysayers and negativity. You'll also learn the importance of connecting and celebrating wins and how to shift and maintain your work/life balance. C.C. also shares some of his best tips to a full life: becoming a lifelong learner and giving back.

• **Building Customer Loyalty External tool**

Do loyal customers still exist in our wired world? Yes, but you have to work to keep them. In this course, customer-loyalty expert and best-selling author Jill Griffin outlines a three-step process for understanding who your best customers are and how to keep them loyal. First Jill explains why not all customers are equal and why the first step in building customer loyalty is to know who your best customers are. She then shares proven customer-retention techniques, using examples from large, successful organizations, and shows how you can learn from your best customers' buying behavior. Last, Jill provides guidance on how to embed customer-loyalty practices into every level of your organization.
Building Trust External tool

The "circles of trust" model is a helpful tool for describing relationships. In the innermost circle, you work on your trustworthiness and ethical decision making. In the middle circle, you work on your everyday relationships with colleagues and peers. In the outer circle, you project credibility and trustworthiness beyond your usual circle, building relationships that are based on mutual benefit.

In this course, author Brenda Bailey-Hughes shows how to strengthen relationships within the three circles of trust. Plus, learn how to build trust in remote teams, repair lost or broken trust, and deliver an apology to speed the rebuilding process.

Finance Fundamentals External tool

Topics include:
- Understanding financial statements
- Managing finances in the short term
- Analyzing risk and return
- Obtaining short-term and long-term financing
- Understanding the stock and bond markets
- Comparing the Facebook and Microsoft IPOs
- Working with financial institutions
- Using capital budgeting
- Creating simple personal saving and investment plans

Discovering Your Strengths External tool

Join author and business coach Dave Crenshaw as he demonstrates ways to discover what you're truly best at doing and how to leverage those strengths and abilities in your professional life. This course reveals how to uncover your strengths and talents, match them to job responsibilities, and develop a path to apply those strengths at work. Set yourself up for continued success with self-assessments and the ability to invest in yourself and make continual improvements as your career grows.

This course is one of a series of five Dave Crenshaw courses based on his Invaluable teaching methodology for professional development.

Topics include:
- Identifying gifts, loves, and skills
- Assessing personal performance
- Applying your strengths and talents at work
- Making continual improvements that impact your career
Letting an Employee Go External tool

All managers know they need to invest extra resources in developing underperforming employees. But at some point, you need to stop that investment and start the process of letting an employee go. In this course, author and business coach Dr. Todd Dewett walks you through the factors you need to consider and plan for before letting an employee go. He provides advice on preparing your pre-meeting work and conducting the termination meeting to minimize difficulty. The course includes reenactments of a typical termination meeting, showing realistic examples for you to consider.

Topics include:

- Reviewing legal issues
- Knowing when termination is appropriate
- Documenting performance problems
- Selecting the right time and place
- Delivering the news
- Telling the rest of the team
• Performance Review Fundamentals External tool

Topics include:
  o Understanding the performance cycle
  o Setting performance goals
  o Collecting performance data and feedback
  o Writing the review
  o Discussing performance with an employee
  o Using a performance improvement plan (PIP)

• Human Resources Fundamentals External tool

Topics include:
  o Administrative vs. strategic HR
  o Managing talent
  o Developing employees through training and career development
  o Managing performance
  o Managing international employees

• Managing Employee Performance Problems External tool

Topics include:
  o Determining the appropriate intervention
  o Defusing charged conversations
  o Refocusing slackers
  o Getting employees to show up on time
  o Redirecting habitual complainers
  o Engaging employees that always resist change
  o Standing up to bullies
  o Encouraging employees that can't handle feedback
  o Helping people with personal problems
  o Dealing with gossips
  o Knowing when to say goodbye to an employee

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

- 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.
Kids at Risk

Screening during Child Protection Week, Kids At Risk Hosted By Geraldine Doogue, airing live on ABC1, begins with the screening of the 25min drama Polly and Me, followed by a 35min conversation on the issues surrounding child abuse and neglect.

ABC TV's Geraldine Doogue leads a group conversation with child welfare professionals as well as people/families with experience of child abuse and neglect to discuss the issues surrounding this important subject.

Filmed live with a studio audience, Geraldine will introduce the short film Polly and Me by filmmaker Ian Darling before kicking off a discussion focusing on the issues raised by the film.

Child abuse and neglect is one of Australia's most significant social problems. Last year an enormous number of Australian children were proven to have been abused or neglected with many others slipping through society's cracks without detection. Child protection and well-being is everyone's business. The Kids At Risk forum will address how our society can take action to improve the lot of our children at risk.
• **Study Skills Fundamentals External tool**

  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 External tool**

  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 External tool**

  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 External tool**

Topics include:

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

• **Writing a Strong Essay External tool**

Topics include:

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

• **Writing Articles External tool**

Topics include:

- Adopting technical tools
- Gathering reference materials
- Defining an article
- Finding assignments
- Determining your approach
- Conducting interviews
- Managing revisions
- Following up
• **Writing Email External tool**

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 External tool**

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 External tool**

Topics include:

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

• **Delegating Tasks to Your Team External tool**

Topics include:

  o What is delegation?
  o Evaluating tasks
  o Determining which tasks to delegate
  o Assigning tasks
  o Meeting with team members
  o Providing team support
  o Avoiding micromanaging and the fear of letting go
  o Accepting delegation from your boss
**Connecting with Peers in the Workplace External tool**

Great communication means connecting, not just getting your point across. In this short course, coach Todd Dewett outlines helpful techniques for forging those important connections that make it easier to come to work every day. He introduces the key "helping" behaviors, the importance of sharing the spotlight and finding mutual interests, and the good example that modeling professional behavior can have on the entire team dynamic.

**Motivating and Engaging Employees External tool**

Topics include:

- Assessing employee engagement
- Providing autonomy
- Building a transparent culture
- Modeling desired behavior
- Using monetary and nonmonetary motivators
- Fostering accountability
- Developing career paths for employees

**Coaching and Developing Employees External tool**

Topics include:

- Finding time to coach
- Establishing a relationship with your employees
- Asking powerful questions
- Becoming an active listener
- Maintaining accountability
- Using questionnaires and self-assessments
- Aligning professional goals with company objectives

**Rewarding Employees External tool**

Have rewards become too routine at your workplace? Have they lost meaning? In this short course, join author Todd Dewett in discussing the three principles of effectively rewarding employees: making sure rewards are earned, unique, and timely. Find out what happened to the CEO who learned a hard lesson about giving rewards that mean something to his team.
Delivering Employee Feedback External tool

In this course, author Todd Dewett helps you identify ways to give both positive and negative feedback to employees. Learn how to create a culture driven by meaningful feedback and deliver coaching and suggestions to help employees stretch and grow. Discover the characteristics of helpful feedback, different feedback types, structured conversations, and strategies to refocus difficult employee reactions.
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.

• **Performance Review Fundamentals External tool**

Topics include:

- Understanding the performance cycle
- Setting performance goals
- Collecting performance data and feedback
- Writing the review
- Discussing performance with an employee
- Using a performance improvement plan (PIP)

• **Human Resources Fundamentals External tool**

Topics include:

- Administrative vs. strategic HR
- Managing talent
- Developing employees through training and career development
- Managing performance
- Managing international employees
Managing Employee Performance Problems External tool

Topics include:

- Determining the appropriate intervention
- Defusing charged conversations
- Refocusing slackers
- Getting employees to show up on time
- Redirecting habitual complainers
- Engaging employees that always resist change
- Standing up to bullies
- Encouraging employees that can't handle feedback
- Helping people with personal problems
- Dealing with gossips
- Knowing when to say goodbye to an employee
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.

• Managing Project Risk External tool
  Topics include:
  • Incorporating risk management into your project
  • Identifying risk
  • Categorizing risks
  • Performing qualitative and quantitative risk analysis
  • Building a risk-response plan
  • Deciding when to execute a risk-response plan
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

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.

- Australias National WHS Legislation - During the Program File
- Australias National WHS Legislation File
- Australias National WHS Legislation File
- Operations Management Fundamentals External tool

Topics include:

- Understanding operations management
- Making key inventory decisions
- Balancing holding costs and ordering costs
- Choosing a production strategy and facility layout
- Managing waiting-line systems
- Defining quality and improving quality
• Managing business processes

• Creating a Business Plan External tool

Topics include:

• Defining the problem your business solves
• Determining your product and revenue model
• Understanding customers and the competition
• Developing and delivering your product
• Branding and marketing
• Pricing
• Managing production and operations
• Building and leading your team
• Financial planning
• Avoiding business plan pitfalls

• Supply Chain Management Fundamentals External tool

Topics include:

• What is supply chain management?
• Working with SCM in different industries
• Developing good relationships with buyers and suppliers
• Manufacturing products
• Packaging
• Transportation
• Delivering products
• Integrating the entire supply chain
• Creating ethical and sustainable supply chains

• Strategic Planning Fundamentals External tool

Topics include:

• Avoiding strategic planning risks
• Assessing the market
• Conducting a SWOT analysis
• Defining your direction, mission, and vision
• Determining core competencies
• Evaluating and prioritizing opportunities
• Assessing your initiatives
• Organizing for success
Competitive advantage is not about how good you are but about whether you're faster, better, or cheaper than competitors in your particular market. In this course, global strategy expert Anil Gupta, a professor at the University of Maryland, provides an overview of the sources of competitive advantage. He explains how and why companies are always simultaneously competing in two arenas—onstage and backstage—and how competitive advantage is dynamic; an advantage you have today may not be an advantage tomorrow.
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.
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.

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 for widespread abuse and the long term effects are alarming.

New research on the long term effects of cannabis.

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 File](#)

  - Supply Chain Management Fundamentals External tool

Managing quality provides you with in-depth training on Business. Taught by Eddie Davila as part of the Supply Chain Management Fundamentals.

Open this video and watch the chapter called: Managing Quality
- **Crisis Communication Fundamentals External tool**

  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

- **Conflict Management**

  This Inside Story news desk looks at conflict and conflict resolution through four different case studies, Global conflict, Conflict at the community level, Conflict in the workplace, Conflict at school.

  📆 *During the Program - Conflict Resolution*
• **Leadership Fundamentals External tool**

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 External tool**

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 External tool**

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 External tool

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 External tool

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 External tool

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 External tool**

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.