

CAA's HR Consultancy Services offers various training programs that are open to staff from all client agencies. Our current training calendar is provided below. These public programs are delivered in a tiered format:

- HR Lunchbox series – these are short, lunchbox style information sessions. The topics are based on the more commonly received HR queries or requests for assistance. An hour is allocated for most topics (with the exception of the job application/interview sessions) though presentations may not go that long. The hour allows for questions, discussion, and for you to catch up with colleagues away from your desk. Each lunchbox session is delivered at both 111 George Street and a cultural precinct venue. Venues that have food restrictions are asterisked (\*), otherwise remember to BYO lunch!
- Managing in a Public Sector Environment (MIPSE) program – this training comprises 3 modules that cover many aspects relevant to the role of a front-line manager/supervisor role in the public sector. Participants work through case studies, scenarios and other activities that provide contemporary knowledge and practical skills that enable you to act on a wide range of issues relevant to the day to day management of staff. Participants can enrol in the whole program or complete individual modules as required. Refer to the calendar for detail on each of the following modules:
  1. Transition to Management
  2. Managing for a healthy workplace
  3. Navigating recruitment and selection

Note: A lunch break is included in most MIPSE sessions, BYO food.

Reasonable Management Action (RMA) program – this program comprises 2 modules and is aimed at Team Leaders/Managers who are responsible for dealing with, and making decisions that, relate to the conduct, capacity and performance of staff. It is recommended that both modules are completed in sequence. (Please contact [HR Consultancy](#) if you are a QM, SLQ, QAG, AQ, EWOQ, QMHC or CAA employee prior to booking this training).

**To register for a program please click on the relevant Eventbrite link.** For the MIPSE program, you will need to enrol in each module individually. Venues have a limit on the number of attendees so enrol early. You will be advised if a session has reached its maximum number of participants and will be automatically waitlisted. Any queries can be directed to HR Coordinator, CAA on 3003 2324 or [hrc@caa.qld.gov.au](mailto:hrc@caa.qld.gov.au).

### **Non-Scheduled training - Available on request.**

- **Positive Workplace Behaviours**

Targeted at employees who are not supervisors, this session complements the RMA training offered to supervisors and managers. Aimed to give participants the practical skills as an individual or a team member to influence a positive workplace culture.

- **True Colours**

This training is aimed at all staff and is generally used as part of an induction process and is great for team building. True Colours provides participants with the opportunity to recognise their own potential, strengths and developmental needs. Through teaching a universal language participants gain skills for problem solving, increasing trust and decreasing conflict.

- **Respect**

Looking at fostering positive workplace relationships and developing a highly engaged workplace, the areas covered include legislative obligations regarding workplace harassment and discrimination, understanding the causes and effects of employee disengagement, and strategies to enhance employee satisfaction.

**Please contact the HR Coordinator for more information, or to arrange training.**

## 2017 Training Dates

Dates	Course	Description	Target audience	Duration	Register
<b>March</b>					
12pm – 1pm Wed 1 Mar GOMA Seminar Room*	HR Lunchbox Career Planning	Planning often takes a back-seat to the day-to-day, but this session gives you a chance to take a step back and get some perspective. Gain specific information about your skills, interests and values to use in ongoing career planning. The session is really about increasing self-awareness, gaining information on how to find out about work and job options and developing an ongoing action plan for your career.	All staff	1 hr	Register via <a href="#">Eventbrite</a> .
12pm – 1pm Thurs 23 Mar CAA Conference Room Level 23, 111 George Street					Register via <a href="#">Eventbrite</a> .
10 am – 12pm Wed 15 Mar CAA Conference Room Level 23, 111 George Street	MIPSE Module 1 Transition to Management	Module 1 contextualises the role of a front –line supervisor by looking at how work changes when you transition from employee to manager, how relationships alter and the importance of governance. This module is also suitable for emerging leaders.	Managers and supervisors	2 hrs	Register via <a href="#">Eventbrite</a> .
10 am – 3:15pm Tue 28 March CAA Conference Room Level 23, 111 George Street	Reasonable Management Action (RMA)	RMA aims to draw on participants' skills, experiences and challenges of being a manager. The facilitators will work with participants through case studies, scenarios and other activities. Participants will leave this training with a clear understanding of what being a reasonable manager means in your role as a manager. This program is suited to middle/senior level managers	Managers and supervisors	5hrs 15mins	Register via <a href="#">Eventbrite</a> .
<b>April</b>					
10 am – 3:15pm Fri 28 April CAA Conference Room Level 23, 111 George Street	Reasonable Management Action (RMA)	RMA aims to draw on participants' skills, experiences and challenges of being a manager. The facilitators will work with participants through case studies, scenarios and other activities. Participants will leave this training with a clear understanding of what being a reasonable manager means in your role as a manager. This program is suited to middle/senior level managers	Managers and supervisors	5hrs 15mins	Register via <a href="#">Eventbrite</a> .
Please contact our <a href="#">HR Consultants</a> to arrange True Colours, Positive Workplace Behaviours and Respect training sessions.					

## 2017 Training Dates

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<b>May</b>					
10 am – 3:15pm Tue 16 May CAA Conference Room Level 23, 111 George Street	Reasonable Management Action (RMA)	RMA aims to draw on participants' skills, experiences and challenges of being a manager. The facilitators will work with participants through case studies, scenarios and other activities. Participants will leave this training with a clear understanding of what being a reasonable manager means in your role as a manager. This program is suited to middle/senior level managers	Managers and supervisors	5hrs 15mins	Register via <a href="#">Eventbrite</a> .
12pm – 2pm Wed 10 May GOMA Seminar Room*	HR Lunchbox Job Application	Many people think there's a secret to applying for public sector jobs. If that's the case, we'll unlock that secret during this session dedicated to understanding the application process, including creating and tailoring your CV for the role, applying and interpreting the Queensland public sector capability and leadership framework (CLF), and in responding to the assessment requirements – whether in two pages or ten.	All staff	2 hrs	Register via <a href="#">Eventbrite</a> .
12pm – 2pm Tues 23 May CAA Conference Room Level 23, 111 George Street					Register via <a href="#">Eventbrite</a> .
10am – 3:30pm Thurs 11 May CAA Conference Room Level 23, 111 George Street	MIPSE Module 2 Managing for a healthy workplace	This module looks at how employee benefits and entitlements can be managed in practice to promote a healthy work environment. Specifically managing leave effectively, including entitlements and parameters, managing concerning patterns, absenteeism and flexible work arrangements. The second half of the module looks at managing change and stressful times, understanding the dynamics of change, and support mechanisms.	Managers and supervisors	5 hrs	Register via <a href="#">Eventbrite</a> .
<b>June</b>					
12pm – 2pm Wed 14 Jun GOMA Seminar Room*	HR lunchbox Job Interviews	The sequel to Applying for jobs, this session takes you through the next phase of assessment once you've been shortlisted. While there will be a focus on the interview – in terms of types of questions used, preparing and planning your responses – we'll also look at other types of assessment that are commonly used such as work tests, role plays and case studies.	All staff	2 hrs	Register via <a href="#">Eventbrite</a> .
12pm – 2pm Thurs 20 Jun CAA Conference Room Level 23, 111 George Street					Register via <a href="#">Eventbrite</a> .
10 am – 3:15pm Thurs 8 June CAA Conference Room Level 23, 111 George Street	Reasonable Management Action (RMA)	RMA aims to draw on participants' skills, experiences and challenges of being a manager. The facilitators will work with participants through case studies, scenarios and other activities. Participants will leave this training with a clear understanding of what being a reasonable manager means in your role as a manager. This program is suited to middle/senior level managers	Managers and supervisors	5hrs 15mins	Register via <a href="#">Eventbrite</a> .

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<b>July</b>					
10 am – 3:15pm Tue 18 July CAA Conference Room Level 23, 111 George Street	Reasonable Management Action (RMA)	RMA aims to draw on participants' skills, experiences and challenges of being a manager. The facilitators will work with participants through case studies, scenarios and other activities. Participants will leave this training with a clear understanding of what being a reasonable manager means in your role as a manager. This program is suited to middle/senior level managers	Managers and supervisors	5 hrs 15mins	Register via <a href="#">Eventbrite</a> .
<b>August</b>					
12pm – 1pm Tues 8 Aug GOMA Seminar Room*	HR lunchbox Finding Balance	This session will give you tips and strategies to help you to manage your stress levels and some tips to assist with finding balance.	All staff	1 hrs	Register via <a href="#">Eventbrite</a> .
12pm – 1pm Wed 23 Aug CAA Conference Room Level 23, 111 George Street					Register via <a href="#">Eventbrite</a> .
10 am – 3:15pm Fri 11 Aug CAA Conference Room Level 23, 111 George Street	Reasonable Management Action (RMA)	RMA aims to draw on participants' skills, experiences and challenges of being a manager. The facilitators will work with participants through case studies, scenarios and other activities. Participants will leave this training with a clear understanding of what being a reasonable manager means in your role as a manager. This program is suited to middle/senior level managers	Managers and supervisors	5 hrs 15mins	Register via <a href="#">Eventbrite</a> .
<b>September</b>					
10 am – 3:15pm Mon 4 Sept CAA Conference Room Level 23, 111 George Street	Reasonable Management Action (RMA)	RMA aims to draw on participants' skills, experiences and challenges of being a manager. The facilitators will work with participants through case studies, scenarios and other activities. Participants will leave this training with a clear understanding of what being a reasonable manager means in your role as a manager. This program is suited to middle/senior level managers	Managers and supervisors	5 hrs 15mins	Register via <a href="#">Eventbrite</a> .
10 am – 1pm Tue 5 Sept CAA Conference Room Level 23, 111 George Street	MIPSE Module 3 Navigating recruitment and selection	This module provides comprehensive training on recruitment and selection. Participants work as panels to earn a "licence", first by working through procedural considerations and then more complex scenarios that relate to strategy and commonly misunderstood areas of practice.	Managers and supervisors	3 hrs	Register via <a href="#">Eventbrite</a> .

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## 2017 Training Dates

Dates	Course	Description	Target audience	Duration	Register
<b>October</b>					
12pm – 2pm Mon 9 Oct GOMA Seminar Room*	HR lunchbox Job Application	Many people think there's a secret to applying for public sector jobs. If that's the case, we'll unlock that secret during this session dedicated to understanding the application process, including creating and tailoring your CV for the role, applying and interpreting the Queensland public sector capability and leadership framework (CLF), and in responding to the assessment requirements – whether in two pages or ten.	All staff	2 hrs	Register via <a href="#">Eventbrite</a> .
12pm – 2pm Tue 17 Oct CAA Conference Room Level 23, 111 George Street					Register via <a href="#">Eventbrite</a> .
10 am – 3:15pm Tue 24 Oct CAA Conference Room Level 23, 111 George Street	Reasonable Management Action (RMA)	RMA aims to draw on participants' skills, experiences and challenges of being a manager. The facilitators will work with participants through case studies, scenarios and other activities. Participants will leave this training with a clear understanding of what being a reasonable manager means in your role as a manager. This program is suited to middle/senior level managers	Managers and supervisors	5hrs 15mins	Register via <a href="#">Eventbrite</a> .
<b>November</b>					
12pm – 2pm Thurs 9 Nov GOMA Seminar Room*	HR lunchbox Job Interviews	The sequel to Applying for jobs, this session takes you through the next phase of assessment once you've been shortlisted. While there will be a focus on the interview – in terms of types of questions used, preparing and planning your responses – we'll also look at other types of assessment that are commonly used such as work tests, role plays and case studies.	All staff	2 hrs	Register via <a href="#">Eventbrite</a> .
12pm – 2pm Wed 15 Nov CAA Conference Room Level 23, 111 George Street					Register via <a href="#">Eventbrite</a> .
10 am – 3:15pm Wed 22 Nov CAA Conference Room Level 23, 111 George Street	Reasonable Management Action (RMA)	RMA aims to draw on participants' skills, experiences and challenges of being a manager. The facilitators will work with participants through case studies, scenarios and other activities. Participants will leave this training with a clear understanding of what being a reasonable manager means in your role as a manager. This program is suited to middle/senior level managers	Managers and supervisors	5hrs 15mins	Register via <a href="#">Eventbrite</a> .

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