



WeTrain

LEADERS IN CORPORATE TRAINING

Our Story

How we became
Australia's leading
training establishment

Educate.

Inspire.

Evolve.

Why training delivers
tangible results

Endless training options

Browse our list
of 40+ courses or
create your own

7 Steps To Deliver Training

Your Staff Will Love
(And Still Get Results)



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“WeTrain clearly understood what we needed. Very professional to deal with, they quickly put together a customer service program that was absolutely right for us. I was very impressed at how consistent, high energy and interactive each of the sessions were, from the very first to the very last, coaching over 400 staff. WeTrain delivered great value for us, and the customised sessions paved the way to introduce a new customer service charter. I would recommend them to any other organisation looking for soft skills training.”

DANIEL HOGAN, CUSTOMER ENGAGEMENT MANAGER, MELTON COUNCIL

Call Us On 1300 766 186 Or Email info@wetrain.com.au
For A No-Obligation, **Free Consultation.**



What better way to celebrate our milestone 21st year than with a fresh new look? This year, Upfront Communications has become WeTrain and I am so excited about what's coming next.



From the Founder

From small beginnings as a one-woman-show, I have grown WeTrain to become one of Australia's most highly-recommended training providers for businesses, not-for-profits and government departments. Over the years, we have run courses for brands including Aldi, Hewlett Packard, Honda Vodafone and QANTAS.

One of the greatest pleasures in my life has always been learning. I am known for devouring books, podcasts, magazines — you name it, all in the quest for knowledge. What excites me about learning is being able to pass on what I have discovered, especially when it comes to those 'in-between' skills of communication, understanding human nature and improving personal performance. The reward from this is seeing people apply what they have learned, in a way which helps them develop their working life. The same goes for my team, who are the most experienced, dynamic and inspiring group of people I have ever had the pleasure of knowing.

In putting together this magazine, I

have looked to lift the curtain at what goes on behind the scenes at WeTrain. As you'll discover, a great deal of work goes into presenting training sessions. We pay considerable attention to detail in order to deliver courses which are dynamic, engaging, practical and informative.

I've also shared the must-know information about WeTrain, which will help you understand exactly what we have to offer your team and your business.

Once you have had a look, if you have any questions, please feel free to contact us. We're excited to discover how we can help you support your team and grow your business.

Happy 'Coming of Age' 21st birthday to us!

Judeth Wilson

Founder, WeTrain



Learning the WeTrain way

WeTrain is now 21 years young! Judeth Wilson shares a little about its early days and her vision for the future.

I have now been behind the wheel at WeTrain (formerly Upfront Communications) for 21 years. During that time, the team and I have delivered 'lightbulb moments' to thousands of delegates. To mark our 21st year, we have undergone a major rebrand to become WeTrain. With our fresh new name and look, we are excited to build on our vision to continually improve the way people interact and do business. We are always on the lookout for dynamic ways to teach, so each and every delegate is impressed and inspired. As we head towards 2020 and beyond, we are looking forward to working with businesses around the country.



GREAT TRAINERS ARE BORN, NOT MADE

For some people, the role of educator is truly a calling and this is very much the case for me. When I was four years old, my Grandfather asked me what I would like as a birthday present. My answer? A lectern! My wish was granted, and I started delivering classes to rows of teddies and dolls (who soon became the smartest toys in town). It is little wonder my first role out of university was teaching

children from a boys' school, in my hometown of Zimbabwe, how to speak in public. After running my first course for only a few weeks, one night I received a phone call from the father of one of the boys. He invited me to come and share what I was teaching his son to the Board of Directors at Johnson & Johnson. This opened the door to my long-term career path in corporate training. In its original

incarnation as Upfront Communications, my business moved with me to London and then, in 2005, to Australia. Along the way, I gathered more qualifications and continually sought inspiration as to how I could help businesses improve. I now hand-pick only the very best experienced trainers who are born to teach as well. For those of us on the team, training is not something we do, it is who we are!

FROM STRENGTH TO STRENGTH

WeTrain, as it is now known, took root and grew quickly to be in demand from major organisations across Australia and New Zealand. From where I'm sitting, this is for many reasons.

Firstly, so-called 'soft skills', which are required across every workplace interaction and are necessary for businesses to succeed, are not taught at school. Neither are they part of the curriculum when you go to university. However, they are so important and can make a huge difference to a person's confidence and to their achievements in the workplace.

By offering training to businesses across Australia, we have been able to give people their 'a-ha!' moments. For example, in one of our customer-care courses, we explain to people what steps to take

when a customer is belligerent or angry. We teach that instead of saying "Let me interrupt you there...", or "Now, just hold on", it makes better sense to lead with a statement such as "I really want to help you..." and "This is what I'm going to do to rectify this situation...".

Some people have been in customer care for years and have never been offered this information. We see their faces light up with relief. This is amazing for the staff member and also for the business, which now has a new opportunity to turn an unhappy customer into a repeat customer.

What's more, at WeTrain, we realised early on that training must be enjoyable. If not, people tune out. They're in the room — but they're certainly not present!

Working on brain teasers, participating

in short challenges and learning in an interactive manner is universally appealing. We structure all our courses this way so students come away feeling like they had a great day as well as learning valuable new skills which can be applied the moment they get back to their workplace. There are also dozens of tricks and techniques we use which the students may not even notice, but which make a difference to the amount of information they absorb.

Another benefit our clients appreciate is customisation. Each training session we present is created following a consultation process which covers length, structure and curriculum. As we plan your course to suit your objectives, we will incorporate the learning styles which are best for your team.

WeTrain THE TRAINERS

There is one more thing which sets WeTrain apart. Early on in my journey as a corporate trainer, I began hearing from friends who were interested in similar careers.

This inspired me to create the WeTrain Institute and the Trainer's Ultimate Toolkit as a way to 'train the trainers'. The only one of its kind, the WeTrain Institute offers a continued trainer development program, with live and virtual training sessions held every quarter.

As a result of this program, I've been lucky enough to personally recruit and work alongside some of the best trainers in the country.

WeTrain has a nation-wide network of highly qualified and experienced trainers who all maintain the same high standards. This allows us to deliver quality courses which businesses are excited to come back for.



THE FUTURE OF WeTrain

Since launching WeTrain in Australia, we have taught courses at businesses across corporate, government, education and not-for-profit. Some of the brands we have worked with include Luxottica, Australian Catholic University, Hoyts, Hyundai and the NSW Government (to name only a few).

One of our key services is delivering simultaneous training to nationally distributed teams. As a result of this training, businesses can ensure consistency across their client-facing and customer service crews.

Great training requires phenomenal trainers, not uninspired teachers who are dull, dry and boring. As part of our vision, the entire team at WeTrain and I are continually seeking new ways to improve how people interact and do business. It is our goal to have every delegate come away from our lessons saying "Wow!" We receive feedback saying, "That was the best training I have ever been to and I can't wait to implement the skills immediately."

Going forward, as well as delivering more of those lightbulb moments all around the country, our mission is to improve and raise the standards of the training world. As a result, employees will feel engaged and empowered, and businesses will be able to perform better in every area.

NOT YOUR ORDINARY TRAINING COMPANY

Over the past 21 years, WeTrain has stuck to its goal of not only being Australia's leading corporate training provider, but setting new standards for excellence in training.

Here's what sets us apart:

FULLY CERTIFIED TRAINERS

Each of our specialist trainers are Certificate IV qualified. In addition, the WeTrain Institute is the only one of its kind to offer a continued trainer development program, with live and virtual training sessions held every quarter.

MODERN AND ENGAGING

There's nothing worse than a boring all-day training course or workshop! At WeTrain, we cater to different learning styles to deliver interactive courses within a dynamic learning environment.

COURSES TAILORED TO YOUR NEEDS

Your team training should be as unique as your organisation. WeTrain works with you to determine learning objectives and deliver content relevant to your organisation and your goals.

FLEXIBLE DESIGN AND DELIVERY

Every workplace is different. We are able to structure a course around your location, your requirements and your team structure. We deliver training Australia-wide, tailoring content to meet the needs of your staff.

LIVE EVENT PRESENTATIONS

All our courses can be redesigned as keynote speeches and presented to large audiences at conferences and live events.

ONLINE TRAINING

WeTrain can connect with remote teams or conduct simultaneous training for your entire network of staff through engaging online courses and webinars.

PRE AND POST OUTCOME SURVEYS

We rely on your feedback to refine our service. By holding surveys before and after each training session, we are able to customise your course and measure the results of the training.

AUSTRALIA-WIDE NETWORK

WeTrain is Australia's leading national training service, with the largest base of specialist trainers in every city. Our company can also facilitate simultaneous courses for geographically distributed teams.



7 Steps To Deliver Training Your Staff Will Love (And Still Get Results)

Discover how we deliver learning sessions that are second to none.



We all have memories of boring, endless training sessions or classes we have attended. The problem is, we can't remember what we learned! Not all training is created equal. To get the message across and keep students interested, there are a surprising number of factors involved. At WeTrain, we have spent years refining and improving the way we teach so we can offer dynamic, stimulating education to delegates from around Australia and New Zealand. Here are the factors we take into account when creating and delivering training courses to businesses, government agencies and not-for-profit organisations.

STEP 1. **THOROUGH PLANNING**

Before we even step foot in a classroom environment, there is a lot of work to be done. Whether we are working with a nationwide business like Hoyts or a exclusive corporate sales team, WeTrain goes to extreme lengths to ensure training is tailored with the right materials and outcomes in mind.

Engaging WeTrain to work with your team will include involvement on your part so we can structure the course and deliver training in a way that is relevant to your business and your industry.

The planning process is highly important to us — we are not here to offer cookie-cutter training solutions.



STEP 2. **THE RIGHT TRAINERS**

The person delivering a training session, particularly to a group of complete strangers, simply must know their stuff. At WeTrain, we are not only highly selective when recruiting the trainers who work with us, we require them to graduate from our in-house WeTrain Institute. Each of our trainers is also required to attend quarterly upskilling sessions to ensure they have industry-leading skills.

Our trainers are motivated, energetic, knowledgeable and experienced. Many of them earned a list of qualifications a mile long before they took on a trainer role. They have real-life experience and can share relevant examples of why the strategies work.

STEP 3. **ATTENTION TO DETAIL**

When delegates arrive at a WeTrain workshop or training session, we cover their instinctive needs first and foremost. From water and learning materials on the table to regularly scheduled breaks, those in attendance will feel completely taken care of.

Having been in the business for so long, we understand how to achieve optimal results for accelerated learning. Scheduling breaks at the right time can make all the difference, as can setting tasks which will help delegates feel motivated and engaged.

Other simple elements which are often overlooked by other trainers include comfort, lighting and security. Nobody wants to sit still in an uncomfortable chair all day. We break up the training by asking people to get up and move around to do appropriate activities.



STEP 4. INTERACTIVE EDUCATION

People who feel interested and engaged will be happy to learn; so at WeTrain we always begin with a short, relevant icebreaker. If we are working with a close-knit group of colleagues, this may be a team activity. For a group of strangers, we will create an opportunity for people to get to know each other without feeling overwhelmed.

During each training session, we also deliver content which caters to different learning styles.

Some people are visual learners, others learn by listening, while others need to be physically shown what to do. By offering activities for pairs, groups or individuals, those who prefer to learn in a hands-on manner can 'get the message'.

These activities also serve to break up the day, add an element of fun and incorporate the friendship factor.



STEP 5. POSITIVE LEARNING ENVIRONMENTS

You won't often hear the word 'No' at a WeTrain course. Our sessions are filled with good-vibes and encouragement from start to finish.

We're not here to pass judgement or establish a bell-curve of abilities for delegates! We want everyone to learn and achieve the same positive outcomes. To keep the mood light, our trainers often hold brain-teaser style quizzes, encouraging everyone to put their thinking caps on. We'll keep adding hints until the right answer surfaces, with a mandate of never putting anybody down.



STEP 6. PRACTICAL IMPLEMENTATION TIPS

Learning how to sell a car is one thing. Actually selling it is another.

A huge element of WeTrain courses involves sharing practical ways delegates can apply what they have learned the second they get back to their desk. For example, during our Exceptional Customer Service program, we cover the concept of how important every single 'Moment of Truth' is. As a result, instead of just going through the motions at work, delegates will be acutely aware of the positive impact they can have in every interaction — be that every time they answer the telephone or being mindful of wording in every email they send. These changes offer immediate benefits to the workplace.

We encourage delegates to come up with personal action plans and to create specific charters for their business. Often, these charters are subsequently put to use across the company.



STEP 7. FOLLOW UP

Once a training program is finished, we'll ask that all-important question, "What did you think?" By gathering anonymous feedback and suggestions, we are able to refine our services.

Our trainers follow up with managers a few weeks and months after the course to see what knowledge the attendees have been able to apply. Delegates also have ongoing email access to the trainers, so they can contact us to ask questions at any time.

Our Courses

Train with WeTrain

What do you want to learn? Choose from one of the courses we have on offer or create your own.

WeTrain is Australia's premier national training service, delivering tailored content to many of the country's leading organisations. Our unique approach to soft-skills training is focused on getting the very best from your team. The result you can expect is better employee retention and a more efficient, profitable business. We understand that people are your most important asset. This is why we customise training to suit your organisation and your goals.



THE FOLLOWING ARE JUST SOME OF OUR HIGHLY-ACCLAIMED TRAINING PROGRAMS:

PRESENTATION SKILLS TRAINING

Confident, powerful presentations drive desired business outcomes. By giving your team the tools to master the art of communication, we are empowering them to enhance their natural abilities and polish their presenting skills.

EXCEPTIONAL CUSTOMER SERVICE

In today's customer-focused environment, the level of service you provide can make or break your organisation. WeTrain offers bespoke customer service courses, which will raise the bar on your team's effectiveness in this area.

COMMUNICATION EXCELLENCE

Give your staff the skills they need to communicate effectively with colleagues and customers in person and in writing. Our courses cover skills such as understanding different communication styles, mastering the art of assertiveness and creating a positive first impression.

PERSONAL EFFECTIVENESS TRAINING

Help your team by boosting assertiveness, maximising productivity and reaching personal and professional goals. WeTrain will show your staff how to better manage their time, lower their stress and build their confidence.

SAVVY SALES

Today's customers are harder to impress than ever. Equip your team with the strategies and tools they need to improve build relationships and gain a competitive edge. Our industry-leading sales skills courses include general sales, telesales and negotiation skills.

LEADERSHIP TRAINING

Covering people management, team building and WHS, WeTrain's leadership courses enable senior team members to take control in complex situations. Each course is tailored to the unique requirements of your organisation and the knowledge levels of your staff.

Our Courses

Each training session can be tailored to your requirements

ANTI-BULLYING AND HARASSMENT	MANAGING ACROSS CULTURES
ADVANCED PRESENTATION SKILLS	MANAGING CUSTOMER SERVICE
ASSERTIVENESS SKILLS	MANAGING DIFFICULT CUSTOMERS
BUSINESS ETIQUETTE	MANAGING STRESS
BUSINESS WRITING	MARKETING AND SALES
CALL CENTRE TRAINING	MINDFULNESS
CHANGE MANAGEMENT	NEGOTIATION SKILLS
COACHING AND MENTORING	NETWORKING FOR SUCCESS
COMMUNICATION SKILLS	PERFORMANCE MANAGEMENT
CONFLICT MANAGEMENT	PERSONAL EFFECTIVENESS
CRITICAL THINKING	PRESENTATION SKILLS
CUSTOMER SERVICE	PROBLEM SOLVING AND DECISION MAKING
DEALING WITH THE MEDIA EFFECTIVELY	SAVVY SALES
DISC PERSONALITY PROFILING	SALES PRESENTATIONS
EFFORTLESS CUSTOMER SERVICE	TEAM BUILDING
EMOTIONAL INTELLIGENCE	TELEPHONE TRAINING
EMPLOYEE ENGAGEMENT	TELESALES
INFLUENCE AND PERSUASION	TIME MANAGEMENT
INTRODUCTION TO SUPERVISION & LEADERSHIP	TRAIN THE TRAINER
LEADERSHIP SKILLS	WORKPLACE WELLBEING

Visit our website at www.WeTrain.com.au for detailed course outlines and to book your next training session.

HUNDREDS MORE LEARNING OPPORTUNITIES

As Australia's specialist corporate training company, we offer an extensive selection of training courses. Talk to us about your requirements and we will recommend a course or customise a learning program to suit your organisation.

“Working with Upfront Communications on a national Exceptional Customer Service training package was an absolute delight. The training team were extremely professional and were thorough in their approach to tailoring the training to suit our needs.”

**ASHLEA WEBB, HR/HSEQ COORDINATOR,
JLG INDUSTRIES**

Educate.
Inspire.
Evolve.

Educating your staff offers measurable benefits to your team, your customers and your business



There's an old story, where a CFO asks, "What if we train our team, and they leave the business?" The reply from the CEO is "What if we don't train them, and they stay?" Training is universally acknowledged as the best way to help staff build their abilities and develop their careers. With the right skills, they will be able to serve your customers better and facilitate business growth.

HERE ARE EIGHT REASONS WHY IT MAKES SENSE TO UPSKILL YOUR TEAM WITH THE HELP OF WeTrain.

1. INCREASED SALES & PROFITS

Whether it is in sales skills, negotiation or communication, training your team in a range of soft skills builds their confidence and enables them to deliver better results for your business.

With the right skill set, your staff can provide better customer service, and deliver products and experiences which will have customers excited to come back for more. As a result, your business is empowered to reach new heights.

2. EMPLOYER OF CHOICE

According to LinkedIn's 2018 Workplace Learning Trends Report, talent developers, executives and people managers agree that training for soft skills is the top priority for talent development teams.

By openly sharing in your company profile that your organisation values training as a way for people to develop their careers, you will be able to attract the highest quality applicants to vacant positions.

3. ORGANISATIONAL CONSISTENCY

For multi-branch or national organisations, training is vital for staff to communicate effectively and deliver an aligned experience to consumers, no matter where they are based. With the right training, your employees will know where your organisation is heading and be able to actively support its goals.

With the right training, they will all have the same understanding of how to best support the business.

4. BEST PRACTICE STANDARDS

The world of business is always changing, with the almost-constant introduction of new and more efficient ways of doing things.

For your business to keep up, it is essential to provide your staff with training on the latest best practices.

Delivering training across teams boosts consistency for your customers. No matter where they are based, your entire staff will follow the same procedures for seamless workflows and better customer satisfaction.





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BEING GIVEN THE OPPORTUNITY TO GET TO KNOW EACH OTHER AND WORK CLOSELY IN A LEARNING ENVIRONMENT BRINGS GROUPS TOGETHER AND CAN RESULT IN A MORE POSITIVE ATMOSPHERE IN THE WORKPLACE.

5. FILL KNOWLEDGE GAPS

Despite the fact they are integral to an effective, accomplished workforce, few secondary and tertiary education institutions offer lessons in communication and customer service. As a result, even the most qualified staff can lack these abilities.

Sharing soft skills in a formal learning environment will open the door to more well-rounded, high achieving team members.

6. HIGHER MORALE

Quality, consistent training enables people to work better together as a team. Being given the opportunity to get to know each other and work closely in a learning environment brings groups together and can result in a more positive atmosphere in the workplace.

A motivated team has greater flexibility, is more innovative and is more agile. It is empowered to achieve more.

7. BETTER STAFF RETENTION

Training has been proven to have a strong correlation with employee retention. With increased skills and knowledge, staff find their jobs more manageable and rewarding. They have less stress and can

see how to progress their careers.

Happy staff means less turnover, which further improves morale and delivers incredible savings for your business.

8. COST EFFICIENCY

It's a simple equation. The more money you save, the more you can deliver in profits.

Practical training will arm individuals with

THERE'S NO DOUBT ABOUT IT, OFFERING TRAINING ACROSS YOUR TEAM MAKES SENSE. WHEN YOU TRAIN WITH WeTrain, YOU CAN ALSO LOOK FORWARD TO:

- ✓ Courses tailored to your organisation and its requirements
- ✓ Dynamic, engaging courses that are practical and hands-on
- ✓ National training rollouts (where applicable to your business)
- ✓ Individual and group action plans which can be immediately implemented
- ✓ Working with world-class trainers who have studied at the WeTrain Institute
- ✓ Ongoing contact from our professional team

the tools they need to improve their productivity and boost their results, saving your organisation money in the long term.

As Benjamin Franklin so eloquently said, "An investment in knowledge pays the best interest". Leverage the power of training for a stronger business and happier staff by contacting WeTrain to discuss tailored courses today.

Ready, set, **TRAIN!**

The step by step process for selecting and organising a course with WeTrain



EACH SESSION PRESENTED BY WETRAIN IS FACILITATED BY A SPECIALIST TRAINER. WE INCORPORATE VIDEO, HANDS-ON ACTIVITIES AND DISCUSSION SESSIONS TO CONTINUALLY STIMULATE LEARNING.

WeTrain is Australia's premier national training service, delivering tailored courses to many of the country's leading organisations. Our programs are designed to help your team learn new skills quickly and understand how they can apply them to their roles.

Each course curriculum is always interesting and visually stimulating. Delegates are shown not just how to do things but given the opportunity to put their new skills into practice with exercises that are interactive and fun.

Many HR executives and managers contact us with the same question: "Where do I start?"

TO HELP, HERE'S A BREAKDOWN OF THE TRAINING PROCESS FROM START TO FINISH:

1. TALK TO US!

During the consultation process, we will get to know your organisation so we can formulate the right training plan for your team.

2. TAILOR A TRAINING PLAN

The content we present in training will be customised to your business and your industry. We will work with you to gather the information and specific examples we need.

3. CUSTOMISATION AND APPROVAL

We'll collaborate with representatives from your business to make sure training is relatable and easy to understand.

4. LOCKING DOWN LOGISTICS

When, where, how and how many? We'll sort out details to ensure there is ample space, that we have the equipment we need and that everyone will feel looked after on the day.

5. TRAINING AT YOUR OFFICE/OFF-SITE LOCATION

On training day, we will be there early to set up and welcome delegates as they arrive before presenting an engaging and interactive session to your team.

6. COMPLETE PERSONAL ACTION PLANS OR GROUP CHARTER

As part of every training course, delegates are encouraged to create plans and group charters to support their work in the future. These documents often end up being used across the business.

7. COMPLETE AN EVALUATION FORM

Evaluation forms allow us to compile a comprehensive report on the training. We gather feedback from delegates in order to understand how they feel the session will be of benefit to them.

8. PROVIDE ONGOING SUPPORT

WeTrain will keep in touch with HR and management representatives from your business to discuss the outcome of training and share further advice.

YOUR TRAINING OPTIONS

When you contact us to arrange training, let us know how you want to learn by choosing from the following:

FULL OR HALF DAY PROGRAMS

We can tailor training to meet your time restrictions.

COMPANY RETREATS AND OFF-SITES

Run the session at your premises or make it extra special by using an external venue.

BREAKFAST TRAINING / LUNCH AND LEARN

These dynamic sessions are packed with succinctly delivered gold nuggets.

KEYNOTE SPEAKING AT CONFERENCES

WeTrain can deliver bespoke presentations at your upcoming event.

SIMULTANEOUS NATIONAL TRAINING

Include the whole team, regardless of location.

ONLINE EVENTS VIA LIVE STREAMING

Digital communication lets us reach remotely located staff.

Behind the scenes

WeTrain At Work

Get to know some of our trainers and take a look at a week in their lives

As Australia's most in-demand corporate training provider, life is busy at WeTrain!

On any given day, you will find our many trainers all over Australia and New Zealand, working with organisations across industries.

HERE'S A SNEAK PEEK AT A WEEK IN THE LIFE OF THE WETRAIN TEAM.

MONDAY

Wagga Wagga: Trainer Angela is delivering a full day of Exceptional Customer Service training for the Department of Defence as part of a national rollout.

North Sydney: Tim is sharing two half-day Personal Effectiveness Programs at Vodafone

Minchinbury: The team at Aldi Head Office is working on their Professional Presentation Skills with Judeth.

Auckland: Kristyn runs Introduction to Supervision for Berkshire Hathaway.

TUESDAY

Albury: Angela continues Exceptional Customer Service training for the Department of Defence national rollout.

Bunbury: Twelve staff at the Bunbury Drive Through Pharmacy are spending the day with Greg, learning how to Manage Difficult People.

Sydney: Tim is leading a three-hour Mindfulness session for 50 delegates at law firm Slater and Gordon.

Brisbane: ANZ is hosting Sales Through Service training with Sarah as part of a national rollout.

Western Sydney: At the Afford Disability Conference, Judeth is delivering a two-hour Exceptional Customer Service keynote presentation.

WEDNESDAY

Melbourne: Delegates at Seiko are improving their communication skills at a Handling Conflict course with Merryn.

Gold Coast: Nerio is explaining Anti Bullying and Harassment to the team from Surfers Paradise Light Rail.

Cranbourne: Trainer Chamundai is delivering a full day Wellness and Stress Management session for Marnebeck School.

Melbourne: Webjet staff are learning about Telephone Perfection and Managing Difficult Customers at a full day session with Alexina.

Sydney: Rie is at Mortgage House, where she is delivering courses on Business Writing and Writing Effective Emails.

THURSDAY

Sydney: At Seiko, it is the NSW team's turn to cover Handling Conflict, this time with Steve.

Melton: Sonia is delivering an evening session on Customer Service for Melton Council.

Botany: KLR Recruitment staff are brushing up on their people skills with DiSC Personality Profiling training led by Kylie.

Tuggerah/Sydney: Sarah leads Employee Engagement online coaching with Senior Managers at hardware supplier Nover & Co.

Macquarie Park: Judeth demonstrates her own Time Management skills by delivering training on the subject as part of a 60 minute keynote session for Luxottica.

FRIDAY

Perth: Delegates from Knightcorp attend a half-day Team Building session with Neville.

Online: Kari presents an Effortless Customer Service Webinar to six staff from Luxury Elevators.

North Sydney: Australian Catholic University staff attend Advanced Presentation Skills with Judeth.

Sydney: Kristyn runs a full-day Leadership program for Supervisors at Downer, with an early finish scheduled to cap off an action-packed session!

WE TAKE PRIDE IN EXCELLENT TRAINING AND CUSTOMER SERVICE!

Each of the professional and personable trainers has completed 'Train the Trainer' studies at the WeTrain Institute, and attends quarterly training sessions to stay up to date with their knowledge and teaching methods.

Contact us to find out more about the 40 courses we have on offer, or to tailor original learning programs for your staff.

Your Questions Answered

Everything you want to know about upskilling your team with WeTrain

WeTrain is excited to answer any questions you may have about how we can help your business improve productivity, efficiency and profits. In the meantime, here are some of our most common queries:



HOW MANY DELEGATES WOULD YOU RECOMMEND IN A GROUP?

After conducting workshops for over 20 years, we have found the ideal group size to be between 4 and 12 participants. This allows attendees to be divided into small groups and provides time for ample participation and interaction. Attendees are generally more confident and willing to share when a group is this size, plus they benefit from having individual attention from the trainer.

WHAT TIME DOES A FULL DAY TRAINING SESSION START?

WeTrain courses generally commence at 9am and run until 4.30pm or 5pm. We give delegates a mid-morning and afternoon tea break, plus a break for lunch. Sometimes delegates prefer to cut their lunch break from an hour to half an hour to finish earlier, especially on a Friday! Doing this means we don't have to sacrifice the quality of their training experience.

DO YOU OFFER A GUARANTEE?

WeTrain's courses and workshops will give your delegates cutting edge soft

skills training that give them the tools to perform at their peak. In the unlikely event that you or the delegates trained are not completely satisfied with the training, we offer a prompt and courteous refund.

WHAT TRAINING STYLE WILL WORK BEST FOR MY TEAM?

From experience, we believe a fun learning environment leads to much better retention of information. It is essential to pack a course full of a variety of techniques to keep the group interested and to cater to all different learning styles.

In our informative sessions, we provide delegates with short chunks of content supported by a variety of learning tools and activities.

HOW DO YOU CATER TO THE VARYING LEARNING STYLES?

WeTrain recognises the three main learning styles: visual, auditory and kinesthetic. Visual learners benefit from PowerPoint and demonstration. Stories and discussions work well for auditory learners, and exercises and activities and games suit kinesthetic learners. We have designed our programs to reach all

learning styles by using a combination of learning tools... and some laughter!

HOW DO YOU ENSURE A WORKSHOP IS TARGETED TO THE NEEDS OF OUR DELEGATES?

Before running a course, we go through learning objectives in detail with key decision makers from your business. This includes understanding your delegates' training needs and the training they have had previously. Each course is tailored for the experience and ability of the group. Our trainers also have the flexibility to change the content and delivery as required on the day as necessary.

CAN OUR MANAGERS TAKE PART IN THE WORKSHOP WITH THEIR STAFF?

Managerial participation depends on the course being run and the relationship staff have with their manager. Sometimes, having a senior manager attend makes delegates apprehensive about actively participating and sharing honest feedback. A successful approach is to run a separate workshop for the managers so they appreciate their employees' new skill sets.



HOW OFTEN SHOULD EMPLOYEES BE TRAINED? WHEN SHOULD WE OFFER FOLLOW-UP TRAINING?

The best training is continuous so delegates feel they are being encouraged to learn on an ongoing basis. This sets a wonderful foundation for learning and positive behavioural changes in the workplace. Ideally, some form of training should be scheduled once a month. If this is not possible, a full day of training every quarter is an excellent approach.

HOW IS THE WORKSHOP EFFECTIVENESS EVALUATED?

At the end of each training session, delegates are asked to complete a personal action plan and to submit an evaluation form. Our team then reviews the results to assess the ratings given for content, delivery, ability to handle questions, venue etc, before forwarding them to the person within your business who organised the training. Our trainers also follow up with managers after the course to find out how delegates have applied what they learned.

HOW MUCH DOES IT COST TO LEARN WITH WeTrain?

The cost of your WeTrain session depends on the training you require, the location, the number of delegates and the content. We are able to provide a quote once we have an understanding of your requirements. What we can promise is that your training will offer excellent value for money and return on investment.

CAN I TRAIN GEOGRAPHICALLY DISTANT STAFF SIMULTANEOUSLY?

With many businesses having offices spread across the country, we are excited

to offer simultaneous training. WeTrain can facilitate this as we have one of the most geographically distributed training teams in the country.

You can also talk to us about video or online training for staff in remote locations.

HOW DO I GET STARTED?

Head to our website at www.WeTrain.com.au/courses to have a look at our courses in detail, or jot some notes down about the training you have in mind. Then give us a call on 1300 766 186 to discuss requirements and secure in a date.

We look forward to hearing from you!

“WeTrain recently ran a series of soft skills training programs for our finance department at Vodafone. We would highly recommend WeTrain to any company looking to up-skill their staff. We found WeTrain to be reliable, professional and tailored training to our specific needs. The delegates found the training very valuable and have requested more.”

MICHELLE COLBERT, VODAFONE, FINANCE OPERATIONS AND CONTROL



**WeTrain for
success!**
WeTrain is
here to help

WHY TRAIN WITH WeTrain?

FULLY CERTIFIED TRAINERS

Each of our specialist trainers is Certificate IV qualified.

IN-HOUSE TRAINING

WeTrain is the only training organisation with its own internal trainer development program.

MODERN AND ENGAGING

We are constantly refreshing our content and delivery technique.

KEYNOTES AND LONGER TRAINING COURSES

Select from short sessions or full, half or multi-day training.

COURSES TAILORED TO YOUR NEEDS

Your team training will be as unique as your organisation.

LIVE AND ONLINE DELIVERY OPTIONS

Our national network of trainers can lead sessions in person or via online video-link.

MEASURABLE RESULTS

Your training will have tangible benefits for your business.

AUSTRALIA-WIDE NETWORK

WeTrain is Australia's leading national training service.

**CONTACT US
TO DISCUSS A
TRAINING PROGRAM**

tailored to suit
your staff and your
business objectives.



Call Us On 1300 766 186 Or
Email Info@Wetrain.com.au
For A No-Obligation,
Free Consultation.



WeTrain
LEADERS IN CORPORATE TRAINING