

# Power Skills



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## A note from Mike Boutel, PM-Partners Head of Training



In today's workplace, technical skills alone are not enough. The ability to lead, collaborate, communicate, and adapt with confidence is what truly drives success. These are the Power Skills that bring out the best in people and teams.

At PM-Partners, we recognise the value of these human capabilities. That is why we offer a focused range of Power Skills courses that are practical, relevant, and designed to support professionals in real workplace scenarios.

Whether you are aiming to improve communication, engage stakeholders more effectively or build strong teams, our courses provide the tools to thrive in a fast-changing environment.

We are proud to support your development and help you strengthen the skills that lead to confident leadership, connected teams and meaningful results for your organisation.





# Let's shape your success!

Ready to invest in your team's growth and capability? Connect with one of our **professional development consultants** today. Together, we can craft the perfect learning pathway to meet your goals and equip your organisation for long-term success.



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## Optimise delivery with PM-Partners

PM-Partners offers individual and organisation-wide capability uplift and development, alongside advisory and coaching services, to help you, your teams, and your organisation deliver change faster and with less risk.

Our industry-leading education programs provide certification and development across a range of globally recognised project management and delivery streams. Our expert trainers are highly-qualified practitioners and draw from real-life scenarios to add context and valuable lessons for participants. Committed to life-long learning, they are continuously analysing and adapting to evolving industry thinking to deliver relevant content, aligned with global best practices.

We provide capability development in the following three ways:

### 1. Public Training

For managers looking to upskill their teams and stretch their training budget, PM-Partners' public training courses are an affordable solution. You can choose from any of the 80+ timetabled courses in our public training catalogue and benefit from volume-based discounts, calculated at time of booking.

All of our courses focus on delivering up-to-date, best practice thinking, while providing tools, resources and knowledge that attendees can take back to the workplace. Our public training rooms in Sydney, Melbourne, Brisbane and Perth also utilise the latest in audio-visual technology to offer a choice of virtual, in-person and hybrid delivery modes.

Whatever your chosen location or delivery format, participants will join like-minded professionals in an interactive, classroom environment. This ensures an engaging, hands-on learning experience for everyone, no matter where they are. Visit our website to search our list of scheduled course dates and book direct, or contact our professional development team online, or by calling 1300 70 13 14.

### 2. In-house Training

Our in-house training provides a bespoke learning experience for teams of any size. Our expert facilitator will tailor the course content to your workplace environment and the group's knowledge, incorporating industry examples and case studies to put newfound knowledge into practice. This approach fast-tracks learning and equips participants with relevant tools and skills they can immediately apply to their active projects.

Courses are run at your office or one of our state-of-the-art training centres in Sydney, Melbourne, Brisbane or Perth, with in-person and/or virtual delivery options depending on location and preference. Training modules can also be adapted, such as running over half-days, to accommodate different schedules and minimise workflow disruptions.

For more information and to discuss how we can develop an in-house program for your team, contact our professional development consultants online, or call 1300 14 14 70.

## Customised training solutions

At PM-Partners, we understand that no two organisations are the same. Whether you're grappling with unique industry challenges, managing teams across time zones, or adapting to hybrid work models, your training needs are as distinctive as your business. That's why, alongside our structured certification courses, we offer the flexibility to customise many of our training solutions.

If our off-the-shelf courses don't fully meet your requirements, we're here to bridge the gap. This ensures your investment in professional development directly supports your goals and equips your team with the skills they need to excel.

Our flexible approach allows us to customise content, delivery formats, and schedules to suit your unique requirements – empowering your team to thrive in today's dynamic business environment.







The PM-Partners team worked with us side-by-side to understand what we wanted from our learning outcomes.

*Kerrie Hoskins | Metro Tunnel Rail System Alliance*



## Our approach: Customisation options designed for you

We collaborate closely with you to develop a training program that truly delivers. Here's how we ensure your team gets the most out of their learning experience:

 Tailored content	 Flexible delivery formats	 Custom schedules	 Brand-aligned materials
<ul style="list-style-type: none"><li>◦ Modify course materials to reflect your organisation's frameworks, tools, and templates.</li><li>◦ Incorporate real-life case studies and scenarios from your projects for practical application.</li><li>◦ Create entirely new content to address specific skills, challenges, or ways of working unique to your business.</li></ul>	<ul style="list-style-type: none"><li>◦ Choose from modular sessions that focus on targeted skill areas or immersive multi-day programs for in-depth exploration of a specific subject.</li><li>◦ Build a blended learning program that fits your needs with a mix of in-person sessions, virtual workshops, and eLearning modules.</li></ul>	<ul style="list-style-type: none"><li>◦ Deliver training simultaneously to in-class and virtual participants, with customised schedules to accommodate global teams and multiple time zones.</li><li>◦ Choose from condensed, short burst sessions or extended programs delivered over several weeks, depending on your team's requirements</li><li>◦ Design a timetable that aligns with your team's workflow and availability, minimising disruption while maximising engagement.</li></ul>	<ul style="list-style-type: none"><li>◦ Integrate your organisation's logo and other brand elements into courseware and materials to maintain a cohesive visual identity and reflect your brand values.</li></ul>

## The benefits of customised training

Partnering with us for customised training means more than just convenience - it's about achieving measurable results:

- **Personalised experience:** Training designed around your needs makes development more impactful and effective.
- **Enhanced engagement:** Relevant content ensures your team stays invested in their learning journey.
- **Improved knowledge retention:** Tailored scenarios and tools make training practical and memorable.
- **Embedded learning:** Customisation strengthens the connection between training and daily work.
- **Stronger foundations for success:** Equip your team with the skills they need to deliver results aligned with your goals.

### Trust us to drive results!

When you partner with PM-Partners, you're not just signing up for a course - you're investing in a strategic solution that delivers results. Let us help you design a custom training experience that empowers your team, aligns with your goals, and positions your business for success.

Contact us today to explore how our tailored approach to professional development can make a difference for your organisation.



It's great to see PM-Partners as leaders in professional training, guiding the way to help organisations along their journey.

Ritu Chaudhry | Ausgrid



25

years of  
customer results

15,000

people trained  
annually

4

integrated  
service lines

17.6

average years'  
experience of our  
senior advisors

85,000

resources  
globally

52%

of our courses  
incorporate  
agile

41

globally  
recognised  
certifications and  
accreditations

\$3bn

projects and  
programmes  
delivered annually

310

experts across  
Australia and  
ASEAN

80%

of the top 200  
ASX companies

16

best practice global  
methodologies and  
frameworks

99%

first time  
pass rate for  
certifications

# Building & Leading a team

1-day course



## Help your team thrive with our Building and Leading a Team course.

In today's dynamic business environment, effective team building and leadership are essential. Strong leaders create cohesive teams that are more productive, innovative, and resilient. By fostering a positive team culture and building trust, leaders can enhance collaboration and drive better business outcomes. Skilled leaders are also adept at navigating challenges, motivating their teams, and ensuring continuous improvement – crucial for long-term success.

Our **Building and Leading a Team** course provides you with the essential tools and techniques to create and lead a high-performing business team. Learn to recruit the right members, foster a positive team culture, and build trust and psychological safety. Enhance your leadership skills by mastering delegation, motivation, and effective communication.

This highly interactive course will equip you to lead your team with confidence, drive continuous improvement, and achieve outstanding results.

## Objectives



### This course will enable you to:

- Develop strategies to build and lead high-performing teams.
- Enhance communication and leadership skills to boost team productivity and engagement.
- Foster a collaborative and positive team culture for sustained success.

## Key topics



### This course explores the following content:

- Leadership functions
- Transitioning to leadership
- Recruiting the right people for the team
- Building a positive team culture
- Leading with credibility
- Setting expectations and boundaries
- Providing motivation and feedback
- Having the difficult conversation
- Team development and continuous improvement

## Who is this course for?

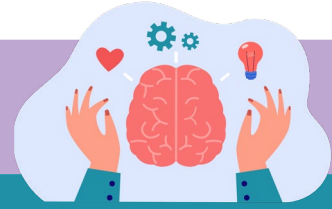


If you are responsible for leading a team and want to build a strong, collaborative group that works well together and achieves great results, this course is for you. **There are no formal pre-requisites for this course.**



# Optimising Interactions with Emotional Intelligence

1-day course



## Enhance workplace interactions with our Optimising Interactions with Emotional Intelligence course.

Emotional intelligence (EQ) is key to building strong relationships, improving communication, and fostering collaboration in the workplace. By mastering EQ, you can better understand emotions, navigate challenging situations, and create a positive environment that drives success.

Our Optimising Interactions with Emotional Intelligence course equips you with essential

skills to enhance your self-awareness, regulate your emotions, and understand others' perspectives. You will also consider how to develop a growth mindset, build resilience, and improve cultural intelligence to navigate diverse workplace dynamics.

Through practical exercises, you will develop empathy, active listening, and emotional agility, equipping you to improve workplace interactions, manage conflict, and foster a collaborative, emotionally intelligent environment.

## Objectives



### This course will enable you to:

- Enhance your understanding and application of emotional intelligence in the workplace.
- Strengthen your ability to foster positive relationships and navigate diverse perspectives.
- Build resilience and adaptability to improve collaboration and manage challenges effectively.

## Key topics



### This course explores the following content:

- Understanding emotional intelligence
- Developing self-awareness, self-regulation, and emotional agility
- Adopting a growth mindset
- Understanding different perspectives
- Building strong relationships and resilience
- Applying emotional intelligence and a growth mindset in the workplace

## Who is this course for?



If you are a leader or professional looking to enhance emotional intelligence, build stronger relationships, and manage challenging situations with empathy and confidence, this course is for you. **There are no formal pre-requisites for this course.**

# Writing for Success

1-day course



**Master the art of professional writing with our Writing for Success: Mastering Business Communications course.**

Strong business writing is a key skill in today's workplace, helping professionals deliver their ideas with clarity, engage readers effectively, and create meaningful connections. Whether drafting emails, reports, or presentations, the ability to write concisely and with impact can significantly improve productivity and business outcomes.

Our Writing for Success course equips you with essential tools and techniques to

enhance your business writing. You will learn how to plan your communications, write clear and concise messages, and create engaging, positive interactions. The course also covers writing effective emails, impactful reports, and using visual data to strengthen your message. Additionally, you will explore how Generative AI tools can help you enhance your communications.

This highly practical course provides real-world applications to help you master business writing and communicate with clarity and confidence in any professional setting.

## Objectives



**This course will enable you to:**

- Develop concise business writing skills to communicate ideas effectively.
- Structure professional communications for clarity and engagement.
- Enhance written communications using empathy, visual data, and Generative AI tools to drive results.

## Key topics



**This course explores the following content:**

- Fundamentals of business writing
- Planning your communication
- Writing clear and concise messages
- Creating positive and engaging communications
- Crafting effective emails
- Communicating with empathy
- Developing impactful reports
- The power of visual data
- Tips for developing effective presentations
- Using Generative AI to generate ideas, condense, and proofread

## Who is this course for?



If you want to improve your business writing skills, communicate ideas clearly, and craft engaging emails, reports, or presentations, this course is for you. **There are no formal pre-requisites for this course.**

# Delivering Powerful Presentations

1-day course



## Elevate your presentation skills with our Delivering Powerful Presentations course.

Effective presentation skills are essential in the workplace as they enable you to communicate ideas clearly and persuasively. Whether you are pitching a new project, leading a team meeting, or presenting to clients, the ability to deliver powerful presentations can significantly impact your professional success and the success of your organisation.

Our Delivering Powerful Presentations course equips you with the essential tools and techniques to plan and deliver impactful presentations. You will learn how to effectively plan your presentation, adapt your message to different audiences, structure your content for maximum impact, and keep your audience engaged.

In this highly practical course, you will apply the skills you have learned to create and deliver engaging and persuasive presentations in a professional setting.

## Objectives



### This course will enable you to:

- Develop the ability to tailor presentations to different audiences and learning styles for maximum impact.
- Create structured and engaging content that aligns with the purpose of the presentation and resonates with the audience.
- Deliver presentations with confidence, effectively managing audience engagement and interactions to achieve successful outcomes.

## Key topics



### This course explores the following content:

- Presenting to different audiences
- Defining the purpose of a presentation and generating relevant ideas
- Writing structured and engaging content
- Tailoring content for different learning styles
- Delivering presentations with confidence
- Managing audience engagement and interactions

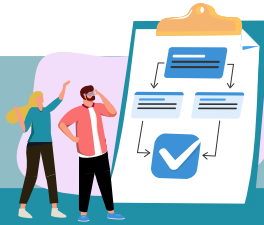
## Who is this course for?



If you need to deliver presentations to colleagues, clients, or stakeholders and want to boost your ability to engage your audience, communicate clearly, and present with confidence, this course is for you. **There are no formal pre-requisites for this course.**

# Engaging Stakeholders Effectively

1-day course



## Redefine how you collaborate with stakeholders in our Engaging Stakeholders Effectively course.

Effective stakeholder engagement is essential for project success. Unlike stakeholder management, which focuses on control, engagement centres on building relationships, fostering trust through open and transparent ways of working, and actively involving stakeholders. Whether leading a project, managing change, or seeking buy-in, mastering engagement strategies improves collaboration and helps ensure successful outcomes.

Our Engaging Stakeholders Effectively course provides practical tools to identify key stakeholders, understand their needs, and tailor engagement approaches. You will learn how to foster active involvement, build strong relationships, and proactively monitor engagement to deepen stakeholder commitment and collaboration across diverse groups.

This interactive course provides opportunities to apply your knowledge through real-world scenarios and hands-on activities, helping you develop a clear strategy for engaging stakeholders, promoting involvement, and driving success.

## Objectives



### This course will enable you to:

- Develop strategies to effectively engage stakeholders and build collaborative relationships.
- Address stakeholder needs and expectations to foster active involvement.
- Adapt and refine engagement approaches to ensure long-term success.

## Key topics



### This course explores the following content:

- Stakeholder management vs. engagement
- Principles and guidelines of stakeholder engagement
- The engagement continuum
- Identifying stakeholders
- Analysing stakeholder needs, concerns and expectations
- Developing targeted communication and engagement strategies
- Optimising stakeholder interactions
- Overcoming challenges in engagement
- Monitoring and adapting stakeholder engagement
- Evaluating engagement success

## Who is this course for?



If you are responsible for engaging with stakeholders in your projects or initiatives and want to strengthen your ability to build relationships, foster collaboration, and tailor your engagement strategies to diverse needs, this course is for you. **There are no formal pre-requisites for this course.**



# Coaching for High-Performing Teams

1-day course



**Unlock the potential of your team with our Coaching for High-Performing Teams course.**

In today's fast-paced workplace, effective coaching is essential for fostering growth, boosting performance, and driving continuous improvement. Strong coaching skills enable leaders to guide individuals and teams toward achieving their highest potential, building a culture of accountability, and promoting sustained success.

Our Coaching for High-Performing Teams course provides you with the essential tools

and techniques to coach both individuals and teams to excel. You will learn how to enhance individual and team performance while cultivating a positive, collaborative team dynamic. From coaching one-on-one to leading at the team level, this course will enhance your ability to create high-performing, resilient teams.

Through practical exercises and real-world applications, you will be equipped to implement effective coaching strategies that elevate team performance and achieve lasting results.

## Objectives



**This course will enable you to:**

- Build a solid foundation in coaching ethics and practices.
- Enhance individual and team performance through effective coaching techniques.
- Facilitate impactful coaching conversations that promote growth and resilience.

## Key topics



**This course explores the following content:**

- The role of a coach
- Developing an ethical coaching stance
- Coaching individuals
- Conducting the coaching conversation
- Asking powerful questions
- Coaching at a team level
- Assessing team health

## Who is this course for?



If you are responsible for coaching individuals or teams to enhance performance, foster growth, and drive results, this course is for you. **There are no formal pre-requisites for this course.**

# Leading Effective Negotiations

1-day course



## Master the art of negotiation with our Leading Effective Negotiations course.

Effective negotiation skills are vital in the workplace, enabling professionals to reach mutually beneficial agreements, resolve conflicts, and build strong relationships. Skilled negotiators can influence outcomes, secure better deals, and create value for their organisations. Whether negotiating with clients, suppliers, project stakeholders, or team members, the ability to negotiate effectively can lead to improved collaboration, increased productivity, and long-term success.

Our Leading Effective Negotiations course equips you with essential tools and techniques to plan and conduct successful negotiations, including how to navigate challenging situations. This will help you build stronger relationships and achieve optimal outcomes.

This highly practical course includes role-playing exercises and simulations to help you practice your negotiation skills, preparing you to lead negotiations confidently and achieve outstanding results.

## Objectives



### This course will enable you to:

- Master key negotiation strategies to achieve successful outcomes.
- Develop effective preparation techniques to navigate each stage of the negotiation process.
- Build lasting, mutually beneficial relationships through skilled negotiation.

## Key topics



### This course explores the following content:

- Negotiation styles
- Principles of effective negotiation
- Preparation and planning techniques
- The negotiation lifecycle
- Negotiation strategies and tactics
- Handling negotiation challenges
- Building and maintaining relationships

## Who is this course for?



If you participate in negotiations with clients, suppliers, or colleagues and want to enhance your ability to reach successful agreements and build strong relationships, this course is for you. **There are no formal pre-requisites for this course.**

# Managing Challenging Behaviour

1-day course



**Confidently address challenging behaviour and foster better workplace interactions with our Managing Challenging Behaviour course.**

Effectively managing challenging behaviour is a critical skill for fostering positive workplace interactions and achieving successful outcomes. Whether dealing with conflict, managing difficult conversations, or responding to feedback, knowing how to address challenging behaviours is essential for maintaining a productive and respectful environment.

Our Managing Challenging Behaviour course equips you with key strategies to address root causes of difficult behaviour, manage conflict, and assertively deal with challenges, including feedback and setting boundaries.

Through interactive sessions and real-world exercises, you will gain practical experience managing challenging behaviours in a way that promotes collaboration, reduces tension, and drives positive outcomes.

## Objectives



**This course will enable you to:**

- Understand and address challenging behaviours in a constructive way.
- Confidently manage conflict and navigate difficult conversations.
- Create a positive, collaborative environment through effective behaviour management.

## Key topics



**This course explores the following content:**

- Understanding challenging behaviour
- Drawing out needs and concerns
- Managing conflict
- Giving and receiving feedback
- Having the difficult conversation
- The role of assertiveness in managing challenging behaviour
- Saying no and responding to no

## Who is this course for?



If you are responsible for managing teams, managing difficult situations, or navigating challenging behaviours in the workplace, and want to improve your ability to address these issues with confidence and professionalism, this course is for you. **There are no formal pre-requisites for this course.**

# Facilitating for Results

1-day course



**Transform your facilitation skills to achieve greater outcomes with our Facilitating for Results course.**

Effective facilitators are crucial in the workplace as they help teams navigate complex discussions, resolve conflicts, and reach consensus efficiently. By fostering an inclusive and collaborative environment, facilitators ensure that all voices are heard, leading to more innovative solutions and stronger team cohesion.

Our Facilitating for Results course equips you with the essential tools and techniques to

lead workshops that generate meaningful insights and achieve specific goals. Learn to design and plan effective sessions, using a range of tools and techniques to foster collaboration and agreement. Master the art of guiding groups while enhancing relationships and commitment to outcomes.

This highly practical course offers you the chance to actively participate in and facilitate group activities, ensuring you are fully prepared to lead sessions that deliver powerful results.

## Objectives



**This course will enable you to:**

- Understand and apply the principles of effective facilitation to guide productive group sessions.
- Prepare and structure facilitated sessions to maximise participation and achieve desired outcomes.
- Conduct engaging and results-driven workshops that foster collaboration and generate actionable insights.

## Key topics



**This course explores the following content:**

- Principles of effective facilitation
- Preparing for a facilitated session
- Optimising workshop outcomes
- Facilitation techniques for ideation, problem solving and decision-making
- Maximising participation
- Conducting the facilitated session

## Who is this course for?



If you are responsible for helping groups collaborate, tackle challenges, solve organisational problems, or create effective solutions, this course is for you. **There are no formal pre-requisites for this course.**



# Communicating with Impact

1-day course



**Elevate your communication skills and achieve greater influence with our Communicating with Impact course.**

In today's workplace, effective communication is essential for conveying ideas, improving collaboration, and building strong relationships. The ability to adapt your communication style and overcome barriers is key to delivering clear, persuasive messages. Strong communicators can influence outcomes, inspire action, and express their ideas with confidence.

Our Communicating with Impact course equips you with essential tools and techniques to enhance your communication skills. You will learn how to adjust your communication style, overcome cultural and psychological barriers, ask the right questions, and listen actively to improve understanding.

This highly practical course provides opportunities to apply these skills in real-world scenarios, ensuring you are fully prepared to communicate with impact and achieve better outcomes in your professional environment.

## Objectives



**This course will enable you to:**

- Adapt your communication style for more effective interactions across diverse contexts.
- Overcome communication barriers to foster clarity and inclusivity.
- Enhance listening and questioning skills to build rapport and deliver impactful messages.

## Key topics



**This course explores the following content:**

- Understanding and adjusting your communication style
- Barriers to successful communication (culture, bias, stereotypes)
- Levels of listening
- Checking for understanding
- Questioning skills
- Prioritising needs
- Targeting communications
- Tips for delivering an effective presentation
- Using Generative AI to enhance communications

## Who is this course for?



If you would like to communicate more effectively with colleagues, clients, or stakeholders, and want to enhance your ability to convey ideas clearly, build stronger relationships, and communicate with confidence, this course is for you. **There are no formal pre-requisites for this course.**



## Course delivery

Trainers of these courses will use a practical delivery approach to provide participants with a 'hands-on', multi-faceted and challenging learning experience. These courses will be delivered live by one of our certified trainers with students attending virtually from their preferred location.

For group bookings, courses can be customised to suit your requirements and conducted on-site at your premises, at our training centre, or virtually.

- **Materials:** A comprehensive participant workbook is provided.
- **Hybrid training:** You can learn more about our hybrid training visiting [www.pm-partners.com.au/hybrid-classroom](http://www.pm-partners.com.au/hybrid-classroom)



## Why learn with PM-Partners?

At **PM-Partners**, we help turn your career goals into reality by addressing poor project management skills, a leading cause of project failure. Success in project delivery requires investing in yourself and your team through clear goals, continuous improvement, and certification. **Our expert guidance ensures you're on the right path to achieving your objectives.**

**For over 25 years, we've been developing professional capabilities through accredited programs that certify over 15,000 people annually across Australia, New Zealand, and South-East Asia.** We offer qualifications in various disciplines like ITIL®, PRINCE2®, AgilePM®, Lean Six Sigma, and more, designed to meet your specific needs and enhance your skills. Contact us to learn how we can help you or your organization grow.



### Professional development units

Participants who have been awarded the Project Management Professional (PMP)® credential by the Project Management Institute (PMI)® **are eligible to earn 7 PDUs for their participation in this course (7 Power Skills).**

Participants holding any of the Project Management accreditations (CPPP/ CPPM/ CPPD) **are eligible to earn 14 CPDs for this short course.**

## Acknowledgements

### PM-Partners partner status

- Accredited Gold partner of PeopleCert (Partner ID: 3800)
- APMG-International Accredited Training Organisation (ATO)
- Endorsed Education Provider™ (EEP™) for the International Institute for Business Analysis™ (IIBA®)
- GPM Accredited Training Partner
- ICAgile Member Organisation
- Microsoft® EPM Solution Partner.
- Project Management Institute (PMI)® – Premier Authorised Training Partner (ATP) (ID: 1394).
- Scaled Agile Gold Partner
- SCRUMstudy Authorised Training Partner (ATP)

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