



THE UNIVERSITY OF
SYDNEY

Centre for Continuing Education

Organisational training and development



We recognise and pay respect to the Elders and communities – past, present, and emerging – of the lands that the University of Sydney’s campuses stand on. For thousands of years they have shared and exchanged knowledges across innumerable generations for the benefit of all.

Centre for Continuing Education

Contents

Our purpose	2
Training for teams and individuals	3
Why choose CCE?	4
Organisational training and development	6
Course methodology	7
Course duration options	7
Training packages and programs	8
Booking and delivery process	9
Types of training	10
Delivery options	11
Popular course areas	12
Industries we have worked with	14
Public courses	15
Case study	
National Gallery of Australia	17
Rheem Australia	18
Acer Computer Australia	20
NSW Rural Fire Service	22
How to get the most out of professional development training	24
Learning beyond the CCE workshop: 5 pro tips	26
Meet some of our facilitators	28



Our purpose

CCE fosters lifelong learning and supports career progression by providing dynamic training to organisations and individuals.

Part of the University of Sydney since 1886, CCE has a strong foundation in adult and professional education. Today, we draw on the University's teaching and research expertise to deliver high-quality learning experiences that meet the needs of modern workplaces.

Training for teams and individuals

Drive organisational performance and employee engagement with dynamic training.

The Centre for Continuing Education (CCE) delivers short courses that build skills and help teams adapt to workplace changes.

Our facilitators bring extensive industry experience to each session, ensuring practical and relevant content aligned with your goals.

Our programs are flexible and updated regularly to meet evolving industry demands.

We offer hundreds of short courses with a choice of:

**Organisational training
and development**
For teams.

Public courses
For individuals.





Why choose CCE?

Industry experts

Learn from facilitators with industry experience and practical, real-world insights.

Tailored to your needs

Customise existing content or design courses to suit your team's priorities and capability frameworks.

Flexible study options

In-person at our premium facilities, your premises, or online.

Course choice and quality

A wide range of high-quality courses, designed to reflect current industry trends.

400+

organisations trained.

150+

professional development courses to choose from.



Affordable

Train your team efficiently with discounted group rates and streamlined delivery.

Accessible for all

No prior qualifications needed.

Enhance your team's credentials

With a University of Sydney statement of completion.

Trusted source

Benefit from CCE's established reputation.

300+

private classes delivered per year.

15,000+

enrolments per year.



Organisational training and development

Help your team adapt and thrive in today's dynamic workplace.

We firmly believe that shared learning is essential in any organisation.

Organisational training and development is an investment in your team, building skills, strengthening teamwork, and achieving workplace goals.

Our programs can be tailored to meet your team's and organisation's unique needs, offering solution-oriented learning. We also provide flexible study options and nationwide delivery. Through interactive workshops, group activities, and personalised coaching, your team will gain valuable skills, share knowledge, enhance collaboration, and develop effective problem-solving strategies for both projects and day-to-day operations.

Have questions?

Find answers to your FAQs about our team training program.

[cce.sydney.edu.au/
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Course methodology

Our courses focus on practical skills that can be readily applied in the workplace. Learning techniques include:



Microlearning

Short, focused modules for easy-to-digest content.



Scenario-based learning

Real-life scenarios to apply practical concepts and tools.



Hands-on workshops

Simulated tasks with real-time feedback.



Collaborative learning

Group activities to build communication and teamwork.



Feedback and support

Timely feedback to encourage continuous development.

Course duration options

1

Full-day courses

Standard 6-8 hour training sessions, with flexible start and end times.

2

Half-day courses

Ideal for busy schedules or team bonding, available as a single half-day session or a full-day course split across two half-days.

3

Speaker sessions

1-2 hour sessions for team events or lunch-and-learn topics, with optional activities or Q&A.

Training packages and programs

For organisations seeking comprehensive solutions, we also offer full program packages – designed to provide in-depth training across multiple sessions for sustained development.



Training packages and programs

For organisations seeking comprehensive solutions, we offer complete program packages designed to deliver in-depth training across multiple sessions, supporting long-term development.



Leadership and team development program

Combine four or more courses to enhance team skills and dynamics over several months. This offering includes an initial analysis meeting to guide course selection, regular progress check-ins, and a tailored approach.



Webinar program

Bundle four or more webinars to address multiple training needs. Features include topic customisation, unlimited participants, two months of recording access, and comprehensive course notes.



Follow-up coaching session

Personalised group or individual coaching to build on training outcomes. Sessions cover progress tracking, tackling challenges, and practical application of learnt skills, with opportunities for Q&A and constructive feedback.

Booking and delivery process

Our processes are tailored to meet your organisation's needs, ensuring clear and aligned outcomes:





Types of training

We collaborate closely with organisations to customise course content, ensuring each employee gets the most out of their learning experience.

Choose from our flexible training options that suit your organisation's unique needs:



Off-the-shelf

Pick one of our public program courses to be delivered as a private session just for your team.



Tailored

Adapt our courses to meet your organisation's goals. This may include incorporating case studies, examples, and activities specifically designed for your industry and context.



Bespoke

Get custom-made courses that perfectly match your needs. Benefit from training courses that have been designed specifically for your team.



Delivery options

Discover flexibility in training solutions that perfectly align with your organisation, regardless of its size.



At your premises

Experience training excellence from the comfort of your own office. Our experienced facilitators, flexible and ready to travel anywhere in Australia, deliver expert training in a setting that's both comfortable and familiar.



Off-site

Host your training in our Sydney facilities, designed to foster collaboration, team building and shared learning. We'll handle all logistics, including catering, to make the day seamless and productive.



Virtually

Enable your team to participate in training from anywhere in the world. Our real-time online courses guarantee the same quality education and engagement as in-person classes.

Popular course areas



Business communications

Learn to communicate effectively. Leaders understand the power of great communication. This is what sets them apart from their peers and enables them to drive their company forward.



Data analysis and analytics

Gain valuable insights from your data. Our data analysis and analytics courses will give you the skills you need to turn complex data into actionable insights and support important business decisions.



Business strategy

Make key management decisions that improve business performance. Our business strategy courses can help you tackle the big picture and position your business for success.



Finance

Improve your financial planning skills and make sound financial decisions. Understanding the ins and outs of finance is key for any successful organisation.



Business writing

Our business writing courses are designed for professionals seeking to refine their writing skills and improve their business communication, ensuring it is precise, impactful, and tailored to their audience.



Human resources

Learn expert skills for supporting others in your workplace. If you're looking to go from good to great in the realm of human resources, now is the perfect time to join us and take one of our HR courses.



Leadership

Create a vision and lead your team to success. Become a business leader and contribute to the success and development of your organisation.



Organisational psychology

Use psychology to help you achieve better business outcomes. Discover our organisational psychology courses and unlock your potential for growth.



Management

Gain the skills you need to succeed as a manager. Build your confidence and management skills, as well as the knowledge and tools to excel in any managerial role.



Project management

Master the art of successful project management. We offer a wide range of project management courses to help professionals like you advance their careers and succeed in the constantly changing business world.



Microsoft

Learn how to maximise productivity using Microsoft tools. Take full advantage of the huge range of platforms and features Microsoft has to offer in Excel, Office, PowerPoint, Project, and Word.



Sales and customer service

Learn how to increase sales and customer loyalty. Our sales and customer service courses are designed to provide you with all the knowledge and techniques necessary to excel in business.

Industries we have worked with

CCE has delivered organisational training and development to a wide range of industries, including:



Agriculture



Energy/Utilities



Legal Services



Retail



Banking/Finance



Freight/Transport



Media/PR/
Entertainment



Sport and
Recreation



Construction



Government/
Public Sector/
Councils



Mining



Technology



Education



Healthcare/
Emergency
Services/Medical
Research



Not-for-profit



Urban Planning
and Design

Public courses

Supporting individual training needs

In addition to our organisational training and development, we also offer a public course program, providing hundreds of short courses for individual development.

Open to everyone, public courses are ideal when:

- only a small number of staff require training
- individual skill gaps need to be addressed
- new starters join after team training has been delivered
- individuals need follow-up learning or further development.

Led by industry experts, these courses focus on the same practical skills and workplace applications as our organisational training. Participants can attend in-person at our premium facilities or join live online classes, offering flexible and convenient access.

Public courses offer a convenient and cost-effective way to support ongoing professional development for your team.



Explore our public courses.

To learn more or browse available courses, visit our website, call us or send us an email.

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Image: The National Gallery of Australia. 6 November 2016, Author: Thennicke. Source: WikiCommons

Case study

National Gallery of Australia

CCE has had the pleasure of working with a range of organisations, delivering team training for their specific requirements.

The challenge

The National Gallery has an evolving collection of over 155,000 works of art from across the world and manages hundreds of projects every year. These projects require stringent attention to detail and include contracts and agreements, exhibition design, installation, marketing and event management. The gallery saw a need to enhance the capability of its project managers and sought the assistance of CCE to deliver introductory and advanced training to several senior staff.

Our solution

CCE delivered several sessions of its *Introduction* and *Master Class Project Management* training to different teams at the Gallery. The masterclass explored the more complex aspects of project management, such as team building, leadership, and negotiation. All courses were contextualised to suit the Gallery's audience.

The outcome

Gallery staff were thoroughly engaged and inspired by our facilitator, bonding into an emerging community of practice across different facets of the organisation. This was important, given the different cultural styles in different departments, and levels of tenure ranging from several years to several decades.

The team continues to use the approaches, tools and techniques introduced during the training, and have become advocates for better project management outcomes.

The commitment of the Gallery to continue their training journey with CCE showcases the trust and satisfaction they have in the expertise and quality of the training provided by CCE.

Case study

Rheem Australia

The challenge

Rheem Australia identified a gap in foundational change management principles and communication strategies within its organisation, hindering its capacity to navigate an impending transformation successfully.

In response, Rheem actively sought training to address the issue and align the workforce with transformation objectives, recognising its importance in the project's success.

Given the scale of the project, it became imperative to ensure a thorough understanding of stakeholders' needs. Rheem emphasised the alignment of individual team change management efforts with the overarching project plan. Seeking a comprehensive solution, Rheem aimed to address these challenges effectively, fostering increased motivation and expertise within their team.

Our solution

Rheem fostered transparent discussions with their workforce prior to enterprise agreement negotiations, a strategic move that greatly influenced the success of our training.

CCE delivered the *Change Management for Organisations Course* (1-day course) in Sydney to ten Rheem employees, tailoring the content to their specific needs. Covering vital topics like change management considerations, planning, roles, and dealing with people during change, the course materials were thoughtfully customised to align with Rheem's specific organisational needs.

The success of the initial course prompted Rheem to extend the program to their team in Vietnam. CCE's facilitator delivered the course to an additional 26 participants, further solidifying the program's impact.

The outcome

CCE's training at Rheem Australia had a transformative impact, equipping employees with a clear plan and actionable steps for a robust change management and communication strategy. This led to a notable rise in employee engagement, fostering a more collaborative and empowered team, proving invaluable to the project's success.

Success stories emerged, specifically in the creation and implementation of the change management and communication plan. Crucially, employees persistently apply the acquired skills and knowledge in their daily tasks, reinforcing a positive shift in attitude and nurturing a culture of continuous improvement.



Discover how CCE has helped support organisations' key goals and learning outcomes.

[cce.sydney.edu.au/
corporate-training/
our-clients](https://cce.sydney.edu.au/corporate-training/our-clients)

“The facilitator’s enthusiasm and training style was extremely engaging and resonated really well with the team. This style will go a long way towards team members remembering what they learnt through the day, long into the future.”

Gary Higgs

General Manager Operations,
Rheem Australia

Case study

Acer Computer Australia

The challenge

Acer Computer Australia aimed to foster continuous improvement by providing leaders with opportunities to develop functional skills and competencies. With recent promotions, the company aimed to prepare future leaders by strengthening existing abilities and developing new leadership skills.

In a dynamic market, Acer needed its leaders to have the financial knowledge to understand departmental operations and contribute to financial discussions.

Managing a multigenerational workforce required leaders to adapt their approach and address the diverse needs of their teams. Helping leaders identify effective leadership styles was also a priority, enabling them to motivate their teams and drive performance.

Acer identified an opportunity to enhance leadership practices by equipping leaders to manage challenging situations and foster positive outcomes. Acer engaged CCE for the quality of our training programs and the practical

expertise of our facilitators. The University of Sydney's reputation, along with CCE's ability to tailor content, made the program an ideal fit. Acer also valued the flexibility to customise training based on its mission statement, ensuring alignment with organisational needs.

Our solution

CCE developed and delivered a training program aligned with Acer's needs. The program, facilitated by Dominic Siow, Kate Peardon, and Peter Deutsch, comprised three courses:

Leadership Course (2-day course)

This course focused on key aspects of leadership, including defining leadership, leading self, others, and teams, and fostering a strong organisational culture.

Effective Sales Techniques (1-day course)

Participants explored key account management, customer service excellence, and advanced questioning techniques to enhance their sales proficiency.

“The training sessions were delivered professionally and provided valuable insights relevant to our corporate scenarios and work environment. The trainers were highly engaging and ensured each participant’s goals were addressed through verbal discussions, written materials, and practical exercises throughout the sessions.”

Diana Chung

Senior Sales Support Manager, Acer Computers Australia

Finance for Non-Financial Managers Course (1-day course)

This course covered financial terminology and concepts, financial management of assets, interpreting financial statements, and financial forecasting.

All sessions were conducted face-to-face, with a maximum of 10 participants per class. The interactive structure encouraged participants to share insights from their experiences and apply new skills directly to their roles.

The outcome

The training had an immediate positive impact on morale and job satisfaction, with employees feeling valued and motivated to develop new skills. Participants found the sessions engaging, with a practical focus that made the content directly relevant to their roles.

Employees quickly applied their new skills in leadership, financial discussions, and relationship-building. New leaders felt more confident guiding their teams, managing challenges effectively, and driving performance.

The program also encouraged participants to explore different leadership styles, helping them adopt approaches suited to their teams and roles. They were motivated to keep refining their skills and applying new strategies.

Acer anticipates that the program will drive ongoing improvements in morale, leadership practices, and decision-making across the organisation. The partnership with CCE has provided staff with practical tools and knowledge that continue to support their daily work, building a capable and engaged workforce.

Case study

NSW Rural Fire Service

The challenge

The NSW Rural Fire Service (RFS) identified a need to enhance its staff's customer service mindset, recognising its impact on how they represented the NSW RFS brand. A key focus was improving interactions with internal stakeholders. Amid their demanding duties, staff sometimes underestimated how their conduct influenced team morale and public perception.

The challenge was to reinforce the importance of positive personal interactions in their roles. NSW RFS aimed to enhance service levels for internal stakeholders by fostering a customer service mindset in all interactions. Often, the importance of maintaining a positive attitude and the effects of behaviour on others were underestimated.

Addressing these issues required increasing positivity and encouraging proactive problem-solving, both essential aspects of service delivery. NSW RFS sought to instil a stronger sense of ownership and the importance of each participant's role. Key areas for improvement included email responsiveness and collaborative support in completing team tasks effectively.

Our solution

CCE developed a team training program tailored to meet the specific needs of NSW RFS. The program comprised three full-day, face-to-face sessions of the *Customer Service Excellence Course* (1-day course), accommodating up to 16 participants per session at the client's premises.

“Customer service training with Dominic Siow was a great experience for me and I highly endorse it. The course was captivating, and I enjoyed every moment of it. I gained knowledge not only about customer service but also self-development tools and the importance of self-awareness. A big takeaway for me was ‘when emotion is high, intelligence is low’.”

Sarah Allan

Fleet Administration Officer

The course curriculum addressed the unique challenges faced by NSW RFS, covering:

- understanding the perceptions of both internal and external customers
- establishing effective communication channels and relationships
- setting and meeting customer expectations reliably
- generating a positive atmosphere and outlook among team members
- highlighting how outstanding service contributes to the organisation’s achievements.
- recognising and addressing the requirements of customers

These sessions aimed to enhance participants’ ability to handle interactions confidently, manage challenging situations, and deliver satisfactory outcomes using the available resources.

The outcome

Following the training delivered by CCE, NSW RFS reported improved team productivity, reduced conflicts, and greater task ownership. Staff experienced higher morale and stronger collaboration, creating a more positive and proactive work environment.

The training led to enhanced inter-unit cooperation and a renewed sense of pride in their roles. This was particularly noticeable in routine tasks, such as email responses and follow-ups, which had previously hindered teamwork. The shift towards accountability and a service-oriented mindset resulted in a more consistent and positive representation of the NSW RFS brand.

These improvements have been sustained, with staff consistently applying their skills to enhance NSW RFS’s operational efficiency and service quality.

How to get the most out of professional development training

Organisational training and development is a valuable opportunity to enhance your team's skills and address organisational challenges.

To make the most of it, planning and active engagement are essential. Training isn't just about gaining new knowledge – it's about applying it, creating opportunities for improvement, and fostering a positive mindset.

Here's how to maximise the impact of your organisational training experience:

Identify knowledge gaps you want to close

Whether training is requested by your team or identified as an organisational need, it's important to define the specific skills or knowledge gaps you want to address. Be specific; what competencies will make an immediate impact? Are there long-term skills your team should develop? Aligning the training with clear goals ensures it delivers real value.

Communicate your goals to the facilitator

Facilitators are trained to cater sessions to the needs of your organisation. Share your objectives before the training and encourage participants to provide feedback as they go. This ensures the training remains relevant and focused on achieving the desired outcomes.

Encourage questions and interaction

Facilitators bring a wealth of expertise on the topic they are teaching. Take the opportunity to ask questions, approach them in breaks, or ask them to recap concepts. Facilitators are there to provide clarity and insights – please take advantage of it!



Plan how to apply the training

Training is most effective when it leads to action. After the session, consider how new skills can be integrated into your team's daily work. What changes can be made immediately? Are there long-term improvements that require further planning? Whether it's small adjustments or larger initiatives, having a clear plan ensures training translates into tangible results.

Create short term goals and long-term goals

Make concrete goals. Instead of simply considering what to change, actively create opportunities to practise new skills. Discuss potential projects or schedule meetings with your team to align on objectives and track achievements. Visualise what success looks like and outline the steps needed to achieve it.

Monitor progress and reflect

Regularly check in with your team to review progress. Are they applying what they've learned? What challenges are they facing? Reflecting on outcomes helps to reinforce learning, address any gaps, and plan for further development.

Organisational training and development should be more than a one-off event. When planned and implemented effectively, it becomes an integral part of your team's ongoing development. By engaging fully and applying new skills thoughtfully, your organisation can realise lasting benefits from every training session.

Article by Stephanie Oley

Learning beyond the CCE workshop: *5 pro tips*

How can participants build on their newfound knowledge afterwards and continue to grow their skillset?

One factor that makes adult learning different to other education styles is its goal-oriented nature. Participants are motivated to advance their careers and personal objectives. These learners bring diverse experiences that enrich class discussions, though ingrained habits can sometimes make adopting new approaches challenging.

While facilitators use proven methods to introduce and embed new skills, the learning journey doesn't end in the classroom.

What do CCE facilitators tell participants who want to keep learning after attending a professional development workshop?

1. Set individual goals

Groups and individuals typically attend training to accomplish specific goals. Facilitators recommend that participants focus on implementing at least one, or ideally three, actionable ideas from the session. By adopting a mindset of lifelong learning, participants can continue to develop skills over time.

2. Actively practice new techniques

Mastering a new skill often requires overcoming initial discomfort. Facilitators recommend encouraging participants to dedicate at least 15 minutes daily to reviewing one particularly new topic. Doing this promptly after the training ensures the learnings remain fresh. Identifying and practicing two or three key takeaways right away helps embed the knowledge and build confidence.



3. Enlist the help of a mentor

After training, staying accountable can help participants apply their skills effectively. Encourage pairing with a colleague or scheduling group reviews to track progress. Supervisors can also support by discussing how to implement learnings and checking in during the first few weeks to maintain momentum.

4. Teach new skills to a colleague

Adult learning, as outlined by theorist David Kolb, involves encountering a new experience, reflecting on it, adapting the concept, and finally testing it in new situations. To solidify learning, participants can present a brief summary to their manager or organise an informal group discussion to share insights and applications from the training.

5. Establish a community of practice

Some skills are most effective when adopted across the entire team. After training, encourage teams to create a community of practice by sharing best practices and setting clear benchmarks. This approach ensures consistent skill levels and sustained improvement, regardless of changes in team roles or responsibilities.

There are several different ways to consolidate your team's learnings, whether it's a simple solo activity or a power-up challenge involving others. Regardless of the team's size, working style or location, these strategies will help to maintain and grow valuable skills long after the training ends.

Article by Stephanie Oley

Meet some of our facilitators

Our highly experienced facilitators combine formal qualifications, subject expertise, and practical skills to deliver outstanding education services. They bring together pedagogical knowledge, industry experience, and technical proficiency to ensure best practices in designing, developing, and delivering high-quality learning resources.



Dominic Siow

Dominic is a transformation coach and optimist with 17 years' experience inspiring organisations to foster positive workplace culture. His leadership, collaboration, and emotional intelligence training has impacted over 50,000 people across 150 organisations in the Asia Pacific region. A former IBM senior manager and VP of Product Development at Grapevine Technologies, Dominic authored the Amazon bestseller, *“What’s Great About This?”*



Angela Chellas

Angela is an experienced international facilitator and speaker with over 20 years of project management expertise. She has worked with organisations such as the Department of Veterans' Affairs, ANSTO, PWC, and NRL, delivering practical, real-world project insights. A certified PMP, PRINCE2 Practitioner, and Myers Briggs facilitator, Angela's workshops blend theory, examples, and actionable strategies.



Marshal Alkouz

Marshal is a certified PMP® and expert in Project, Program, and PMO Management, with extensive experience leading multi-million-dollar projects across industries including EPC, Oil & Gas, IT, and Government. He specialises in PMO set-up, Lean Six Sigma tools, and has played key roles in training, mentoring, and developing project management content internationally.



Kate Peardon

Kate is an accomplished professional in leadership, coaching, and human resources with qualifications including a Master's in Positive Leadership and Strategy, an MBA, and ICF certification. Her career spans executive roles in Construction and Engineering to consulting, blending practical business insights with leadership expertise. Host of the *Level Up Leadership Podcast*, Kate is passionate about fostering high-performing, enjoyable workplaces.



James Hall

James is a Fellow of the Institute of Chartered Accountants and an experienced financial analyst with expertise in banking, private equity, M&A, and insolvency. He has delivered data visualisation training to clients such as Commonwealth Bank, NSW Treasury, and Coles, and has extensive experience in financial modelling for road, rail, ferry, and bus projects.



Denise Tsagaris

Denise is a seasoned trainer and consultant with over 25 years of experience in Microsoft applications, working with organisations such as the Reserve Bank of Australia, Department of Defence, ANSTO, and leading legal firms. She creates customised training materials and delivers practical, real-world insights. With a background in Adult Education and Microsoft Certification, Denise also mentors aspiring IT trainers.

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