



Learning Directory 2024

Kia ora koutou



At the EMA, we want to light the pathway for New Zealand businesses, by providing them with knowledge, wisdom, and connections. I am pleased to say that our learning offerings are designed to do just that, and our 2024 directory provides a comprehensive insight into how we can help.

As unapologetic champions of commercial ambition and acumen, our expertise and insights help us foresee the needs of our Members. We can then create programmes that result in greater growth for a business, its people, and its community.

There have been plenty of headwinds over the past year, with many businesses facing inflationary pressures, economic uncertainty, reduced consumer demand and increasing cybercrime. The EMA's mission is to shine a light and inspire belief in the ingenuity and industry of business. We hope that our learning programmes can strengthen capability, unlock value, increase resilience and boost wellbeing to meet these challenges.

You may notice some changes to our learning directory this year as we stay up to date with the needs of the EMA's network of learners. We understand that everyone has their own unique learning style, so we've expanded our eLearning offerings this year, to allow leaders and team members to receive a succinct overview of a topic in a short timeframe, at their desks or devices, anywhere, anytime.

Artificial Intelligence is bringing rapid transformation to many workplaces, which is equally confronting and inspiring. For workplaces to continue to thrive, analytical, critical and creative thinking will be 'human-centred' skills that people and teams need to constantly develop. We've created a series of online learning courses that prepare you and your team in these areas.

To create a systematic approach to dealing with this 'disruptive' technology, change management comes to the fore and it's just one of the many areas that our learning programmes excel in. The emphasis is on a



human response to change, from early adopters to laggards and resisters. People who will be a catalyst, promoter or lead change need to know how to get others to adopt new ways of working.

In addition, our key learning areas of Business Growth, Employment Relations, Health and Safety, Leadership and Management, People Experience (HR), and Workplace Wellbeing are being constantly refined to reflect changes in government policy and international best practice.

Our experienced Learning team drives the courses, trainings and tools that help our Members to succeed. They are experts in navigating businesses towards greater opportunity and providing learning tools to grow and develop.

Our team also offers tailored training for specific businesses, and they arrange seminars to keep Members updated with the latest developments. I'm proud of the commitment and passion from our

team of trainers and facilitators to not leave any learner behind and our high Net Promoter Scores, which measure customer engagement, speak to the strong completion rates and learner satisfaction. We hope that our learning programmes can be your inside advantage in business and that the EMA can continue to be your trusted guide.

With more than 7,000 Members and over 130 years of providing insight and hands-on support inspired by research, trends and analysis, we light the pathway of opportunity for New Zealand business. We can succeed together.

Ngā mihi nui,

Brett O'Riley
Chief Executive Officer
EMA Northern

Disclaimer

The information in this Training Directory is provided for EMA Members solely for business purposes. EMA Learning reserves the right to add, reschedule or replace tutors and/or vary advertised courses, prices, and venues. Should a course fail to attract a minimum number of learners, we reserve the right to cancel it.

eLearning

Benefits to eLearning courses: learn about a specific topic in a short time frame at your desk, on your device anywhere, anytime to give a succinct overview of a topic.

Note

EMA titles are constantly being added to and updated. So please check our website for any new release titles and bundle options. You can also contact the team on learn@ema.co.nz for any queries about bulk purchasing discounts and team reporting options. All prices listed are per person and exclusive of GST.

Contents





Business Growth

01



Become a Business Growth Leader

The work needs to get done. These critical business skills will help you and your business succeed while reducing risk.



Finance and Accounting – Making Sense of Numbers

Knowing the books and how they work is the next level for many people. Lift your knowledge of finance and how it fits into your area of the business.



Debt Recovery – Mastering the Credit Management Process

Sometimes doing the work isn't enough to get paid. Learn better strategies for collection over the phone and in writing. Use insights into debtor personalities to get paid. Now.



Payroll Essentials (PY101)

Payroll can be an art. Learn the key skills around managing leave types as well as basic calculations to make sure you keep your staff happy and your risks to a minimum.



Project Management – Fundamentals

Run projects at work. Plan it, scope it, keep track of it. Learn how to establish the team, assess risk and keep it all to time. Projects are important so take the time to figure out what works... and what doesn't.



Project Management Advanced – Maximising Project Performance

Up your project game. Use techniques to manage key stakeholders and resolve conflict. Gain insights to minimise costs and improve the overall performance

Carbon Series: What, Why, Measure, Reduce

Summary: Are you getting the memo that climate change is real and a big deal? Want to learn more? In this series, you'll learn about the problem while equipping yourself with solutions. Available as four 90-minute, in-person workshops or one x 3-hour workshop.

Note: To find out more about our Carbon Reduction for Manufacturers workshop, please contact us at learn@ema.co.nz

You:

- A business or team leader of an organisation affected by carbon emissions

Need:

- To understand sustainability and its role in your organisation
- To remain compliant around evolving carbon regulation

These skills:

- A clear and simple understanding of climate change
- Tools and practical exercises for measuring emissions
- Mapping hot spots of emissions and how to reduce them

Here's how.

Duration: 4 x 90 minute sessions

Level: Intermediate

Delivery: Face to face (in class)
or virtually

Course Costs:

Member (Standard) \$750 + GST

Non-member (Standard) \$850 + GST



Coaching Essentials for Managers

Summary: This two-day course provides a comprehensive foundation for managers to integrate coaching principles into their leadership approach. You will leave with a solid understanding of coaching fundamentals and the confidence to apply these skills in your managerial role, fostering a culture of growth, development, and enhanced team performance within your organisation.

You:

- New to leadership or in charge of a team or unit
- A manager without formal training in your role

Need:

- To know when, why and how to coach or mentor your team, and understand which coaching style is appropriate for the person and situation
- Practical applications to address common challenges in coaching
- To integrate coaching into performance management

These skills:

- Defining the key competencies of coaching
- Learning the principles and process of effective coaching
- Leading and managing through effective coaching
- Opportunities for hands-on practice through role-playing and real-world scenarios

Here's how.

Duration: Two days, 9am – 4pm

Level: Intermediate

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$1,340 + GST

Member (Standard) \$1,490 + GST

Non-member (Standard) \$1,490 + GST



Debt Recovery – Mastering the Credit Management Process

Summary: If you'd like to improve debt collection and the credit management processes for your organisation, this half-day course is for you. As well as small business owners, it is most relevant for anyone working in accounts receivable, credit management or credit control.

If you want to keep your organisation financially sound, proper debt collection and credit management is essential.

You:

- A small business owner
- Handle accounts receivable, credit management or credit control for your organisation

Need:

- To improve your organisation's debt collection and credit management process
- Positive customer relationships as you collect the money you're owed
- To understand the legal process relating to debt collection

These skills:

- Learning successful telephone collection strategies
- Understanding the legal process to collect unpaid accounts
- Analysing different debtor personalities and strategies to deal with them
- Executing your own primary-stage legal work to save money
- Learning to manage credit risk by analysing financial statements
- Knowing the critical elements of an effective credit application form

Here's how.

Duration: Half day, 9am – 12pm

Level: Foundation

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$850 + GST

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST



Finance and Accounting – Making Sense of Numbers

Summary: If you're involved in the financial management of resources and feel your understanding of accounting is patchy, this popular two-day course will make all the difference. It is suited to experienced managers in need of a refresher course as well as anyone new to accounting responsibilities.

You:

- New to accounting responsibilities in your organisation
- An experienced manager wanting to update your knowledge

Need:

- A clear understanding of your organisation's financial performance
- To understand depreciation, GST and tax
- To interpret financial reports
- To prepare a cash-flow forecast

These skills:

- Understanding the profit and loss statement and balance sheet
- Learning the processes for pricing and costing products as well as services
- Linking financial performance to business improvement
- Measuring inventory turnover ratios

Here's how.

Duration: Two days, 9am – 4pm

Level: Foundation

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$1,340 + GST

Member (Standard) \$1,490 + GST

Non-member (Standard) \$1,820 + GST



Introducing Sustainability: The What, the Why and the How for Businesses

Summary: Have you heard of the 's word'? Do you know what it means? Do you want to better understand sustainability, its application in small businesses and why it's important? Immerse yourself in this introductory one-day course, where you can connect with fellow businesses to learn about key elements of sustainability from carbon and climate change; to waste and circular economy; sustainable procurement; communicating and engaging for sustainability – and the actions you can take on this journey.

Designed and developed by our in-house sustainability and learning and development specialists, you'll get an inspired view and practical actions for making an impact through your business. You'll also learn from other businesses on their sustainability journeys as you co-create your future.

Note: To find out about our in-depth 'Becoming a Sustainable Business', please contact us at learn@ema.co.nz

You:

- Supply big corporates who are asking you about sustainability
- Have started your journey and know you could do more

Need:

- To comprehend and identify ways you can deliver sustainable impact as a business
- To get your head around the bigger picture

These skills:

- A foundational understanding of sustainability for those new to the concept
- Expanded knowledge on sustainability practices, particularly relevant for those engaged in supplying large corporations
- Insights into the broader context of sustainability efforts for individuals with prior experience, enabling them to undertake more comprehensive initiatives
- Identifying and implementing tangible, practical actions to contribute to sustainable practices
- Collaborating and exchanging knowledge with a diverse group of professionals, facilitating co-creation of a sustainable future

Here's how.

Duration: One day, 9am – 4pm

Level: Foundation to Intermediate

Delivery: Face to face (in class)
or virtually in modular format

Course Costs:

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST



Project Management Advanced – Maximising Project Performance

Summary: If you want to maximise the performance of your projects, this course is for you. It is particularly suited to business owners, business managers, project managers or production managers who understand the fundamentals of project management.

You:

- A business owner, business manager, project manager or production manager
- Ready to level up in project management

Need:

- To lead your project team effectively
- To manage stakeholder expectations
- To identify and realise opportunities for performance improvement
- Preventative action to avoid problems

These skills:

- Learning tools and techniques to manage stakeholder expectations
- Identifying cost-minimisation opportunities
- Using advanced project team management
- Understanding how to lead and inspire the diverse team around you
- Managing risk and controlling variations
- Resolving conflict
- Conducting post-project reviews

Here's how.

Duration: One day, 9am – 4pm

Level: Intermediate

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$850 + GST

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST



Project Management Fundamentals – Tools and Processes

Summary: If you run projects at work, this one-day course will give you the practical tools and confidence to conquer any challenge. It is particularly suited to business owners, business managers, project managers or production managers.

- You:**
- A business owner, business manager, project manager or production manager
-
- Need:**
- To successfully run projects at work, with effective budgeting and timing
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- These skills:**
- Planning, setting up and running a project, including scope, specifications and timing
 - Learning why projects succeed or fail and showing how to ensure success
 - Managing and communicating effectively with the project's key stakeholders
 - Identifying, assessing and mitigating project risks
 - Establishing the project team and delegating authority
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Here's how.

Duration: One day, 9am – 4pm

Level: Foundation

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$850 + GST

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST



Tackling Scope 3 Emissions for Suppliers

Summary: Have you been questioned lately...about your emissions? About what you're doing in sustainability? About things you might not even understand, or have never heard of? This short, sharp workshop series will help you as a supplier to understand the bigger picture of what the larger organisations you supply are grappling with, and how to meet your increasing obligations.

You:

- A supplier fielding big questions about your sustainability processes

Need:

- To comprehend – and measure – carbon emissions

These skills:

- The reasons behind the inquiries or mandates to measure carbon emissions
- How to simply and practically measure emissions
- Understanding the role of Scope 3 supply chain emissions in the value chain

Here's how.

Duration: 2 x 90 minute courses

Level: Foundation

Delivery: Face to face (in class)

Course Costs:

Member (Standard) \$250 + GST

Non-member (Standard) \$350 + GST



Train the Trainer

Summary: If your role requires you to confidently deliver and review training sessions for adults, this two-day course is for you. It will give you the knowledge, skills and assuredness you need to deliver high-impact training sessions.

- You:**
- A team leader, senior manager, specialist or generalist who delivers and reviews training sessions for adults
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- Need:**
- To develop and deliver more impactful and effective interactive training sessions
 - To recognise and accommodate different cultures in the learning environment
 - To confidently manage different learning styles and speeds
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- These skills:**
- Improving your own training ability to boost your colleagues' productivity and enthusiasm
 - The practical knowledge and assuredness to deliver high-impact training sessions
 - Understanding different learning styles so you can adapt your delivery to diverse student needs
 - Setting learning objectives that match the real requirements of your students
 - Preparing your sessions in a structured, logical way
 - Finding new delivery techniques that will keep attention and increase impact
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Here's how.

Duration: Two days, 9am – 4pm

Level: Intermediate

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$1,340 + GST

Member (Standard) \$1,490 + GST

Non-member (Standard) \$1,820 + GST









Business Growth eLearning

02



Customer Service Fundamentals

Give us: 30 – 45 minutes

You'll learn: to provide effective customer service across the board and what takes a customer's experience from adequate to excellent; how customer service impacts a business, balancing being personable and professional, and how to meet and exceed customer expectations.

Duration: 30 – 45 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Great Customer Service over the Phone

Give us: 15 – 30 minutes

You'll learn: all the knowledge and skills you need to give not just good, but outstanding customer service in all business phone communications.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



How to Attract and Retain Top Talent

Give us: 30 – 45 minutes

You'll learn: all stages of talent management from recruiting to transition; connecting and developing relationships that benefit both the business and the talent you hire. Plus, understand how business success is closely linked to having a unified talent management process that continuously attracts, retains, develops and transitions talented staff.

Duration: 30 – 45 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



The Dynamic Workplace: What you need to know – Starter Pack

Give us: 30 – 45 minutes

(for the online course, plus reading time for the resources as required)

You'll learn: to navigate the fast-paced changes that are required in The Dynamic Workplace, including flexible, remote and hybrid working environments. Plus, a starter pack of information for business owners and people leaders, along with EMA resources, providing an awareness of some of the hot topics the EMA is constantly being asked about, offering advice on, and building future capabilities through our learning frameworks. Also, an understanding of the benefits and challenges of the 'Dynamic Workplace' and how to create and communicate with a positive 'Dynamic' team.

Included in the starter pack are downloadable People Experience documents and Legal resources relating to the topic. If you are only requiring the eLearn to share with other team members, please see below.

Duration: 30 – 45 minutes

Level: Foundation to Intermediate

Delivery: Online Learning plus documents

Course Costs:

Member (Standard) \$249 + GST

Non-member (Standard) \$349 + GST



The Dynamic Workplace: What you need to know

Give us: 30 – 45 minutes

You'll learn: to navigate the fast-paced changes that are required in The Dynamic Workplace, including flexible, remote and hybrid working environments. Plus, the definition, benefits and challenges of the "Dynamic Workplace", how to create and communicate with a positive 'Dynamic' team, and how to set up your business for compliance.

Note: If you require more support in these areas, please refer to the Starter Pack (above).

Duration: 30 – 45 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST





Performance Efficiency

Give us: 15 – 30 minutes

You'll learn: what performance efficiency is; strategies like the 80/20 rule and SMART Goals, and how to automate routine tasks to maximise output without overloading yourself.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$890 + GST

Non-member (Standard) \$1,250 + GST



The Responsibility Matrix (RASCI)

Give us: 15 – 30 minutes

You'll learn: to use the Responsibility Matrix (RASCI) project management tool clarify the responsibilities each stakeholder has within a project.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$35 + GST

Non-member (Standard) \$50 + GST



AI & Analytical, Critical and Creative Thinking

Give us: 2 hours 15 minutes – 3 hours 30 minutes
(for the online courses, plus reading time for the resources as required)

Artificial Intelligence is bringing more and more change to the workplace which is equally confronting and inspiring. For workplaces to continue to thrive, Analytical, Critical and Creative Thinking will be 'human-centred' skills that people and teams will need to constantly develop. In this learning series you will work through a series of online learning courses that prepare you and your team in the topics of Analytical, Critical and Creative Thinking.

Through a series of online courses and access to EMA's People Experience Documents you will have access to the following:

eLearning Courses:

- An Introductory on – How to prepare your team for Analytical, Critical and Creative Thinking
- Problem-Solving Fundamentals
- Courageous Conversations
- Influencing Others
- Building Positive Relations
- Assessing your Strengths, Interests and Values

People Experience Documents:

- Coaching Conversations Starters for Coaches
- Coaching Conversations for Team Members
- Coaching Quick Guide
- Coaching Agreement Template

Duration: 2 hours 15 minutes – 3 hours 30 minutes

Level: Foundation to Intermediate

Delivery: Online Learning plus documents

Course Costs:

Member (Standard) \$350 + GST

Non-member (Standard) \$450 + GST



AI & Thought Diversity

Give us: 1 hour 45 minutes – 2 hours 45 minutes
(for the online courses, plus reading time for the resources as required)

Artificial Intelligence is bringing more and more change to the workplace, which is equally confronting and inspiring. For workplaces to thrive, Thought Diversity will be a 'human-centred' skill that people and teams need to continuously develop. In this learning series you will work through a series of online learning courses that will prepare you and your team in the topic of Thought Diversity. Through a series of online courses and access to EMA's People Experience Documents you will have access to the following:

eLearning Courses:

- An introductory on – How to prepare your team for Thought Diversity
- Unconscious Bias
- Building Your Team
- Personal Effectiveness – Communicating for Success
- Aligning Culture and Expectations

People Experience Documents:

- Diversity and Inclusion Policy
- Best Practice Inclusion
- Best Practice Diversity and Equity
- Inclusive Leadership
- Framework for Inclusive Leadership

Duration: 1 hour 45 minutes – 2 hours 45 minutes

Level: Foundation to Intermediate

Delivery: Online Learning plus documents

Course Costs:

Member (Standard) \$350 + GST

Non-member (Standard) \$450 + GST



CULTURAL COMPETENCY BUNDLE

Ahurea Wāhi Mahi Workplace Culture

Give us: 1 hour 30 minutes

You'll learn: how to foster a deeper understanding and appreciation of Māori culture in the workplace. Gain knowledge and tools to create an inclusive and culturally sensitive work environment. This bundle includes:

- How to hold a meeting (Hui)
- Workplace Wellbeing (Te Whare Tapa Whā model)
- Welcoming employees (Mihi Whakatau)
- Common workplace words including pronunciation of weeks, months + Days (Te Tari)
- Supporting your speaker with a Māori song (Waiata)
- Learning customary acknowledgements (Karakia)

Duration: 1 hour 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$99 + GST

Non-member (Standard) \$149 + GST



CULTURAL COMPETENCY BUNDLE

Ko te reo kia rere! Let the Language Fly!

Give us: 1 hour 30 minutes

You'll learn: the foundations of the vocabulary, grammar and pronunciation of te reo Māori. You will also gain cultural insights so you can develop a stronger connection with the language and its associated customs. This bundle includes:

- How to introduce yourself in te reo Māori (Mihimihi)
- History of the Māori language (Kia Tika)
- Learn the place names in Aotearoa (Aotearoa)
- Words to describe your family tree (Te Whakapapa)
- Common words at home (Te Kāinga)
- Applying the language digitally (Kia Rere)

Duration: 1 hour to 1 hour 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$99 + GST

Non-member (Standard) \$149 + GST





CULTURAL COMPETENCY BUNDLE

Te Ao Māori The Māori World

Give us: 1 hour 45 minutes

You'll learn: more about the Māori worldview and a deeper understanding of Māori values, cultural practices and significant aspects of Māori history. This course fosters cultural competence, promotes intercultural understanding, and encourages participants to engage respectfully with Māori communities. The bundle includes:

- The Treaty of Waitangi (Te Tiriti o Waitangi)
- Learn about the Māori New Year (Matariki)
- Māori Values (Ngā Mātāpono)
- Wellbeing (Te Whare Tapa Whā model)
- Learn the place names in Aotearoa (Aotearoa)
- Learn how to confidently pronounce words (Kia Tika)

Duration: 1 hour 45 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$99 + GST

Non-member (Standard) \$149 + GST





Business Growth Start Dates 2024

| Course | Location | Date 1 | Date 2 | Date 3 | Date 4 | Date 5 | Date 6 |
|---|----------|--------|--------|--------|--------|--------|--------|
| Carbon Series: What, Why, Measure, Reduce | Online | 26 Feb | 6 May | 1 Jul | 16 Sep | | |
| Change Management for Managers | Auckland | 18 Mar | 6 Jun | | | | |
| Change Management for Managers | Hamilton | 14 May | | | | | |
| Change Management for Managers | Rotorua | 4 Jul | | | | | |
| Change Management for Managers | Tauranga | 26 Jul | | | | | |
| Coaching Essentials for Managers | Auckland | 25 Mar | 11 Jun | 16 Oct | | | |
| Coaching Essentials for Managers | Tauranga | 14 May | | | | | |
| Coaching Essentials for Managers | Rotorua | 7 May | | | | | |
| Debt Recovery – Mastering the Credit Management Process | Auckland | 18 Feb | 23 Sep | | | | |
| Finance Fundamentals – Making sense of numbers | Auckland | 14 Feb | 20 Jun | 19 Sep | | | |
| Finance Fundamentals – Making sense of numbers | Hamilton | 15 May | | | | | |
| Introducing Sustainability: The What, the Why and the How for Businesses | Auckland | 24 Jan | 14 Feb | 27 Mar | 15 May | 10 Jul | 3 Oct |
| Project Management Advanced – Maximising Project Performance | Auckland | 26 Jul | 29 Nov | | | | |
| Project Management Advanced – Maximising Project Performance | Hamilton | 30 Sep | | | | | |
| Project Management Fundamentals | Auckland | 20 Feb | 30 May | 22 Aug | 22 Nov | | |
| Tackling Scope 3 Emissions for Suppliers | Auckland | 21 Feb | 10 Apr | | | | |
| Train the Trainer | Auckland | 15 Feb | 4 Apr | 13 Jun | 5 Aug | 10 Oct | 9 Dec |
| Train the Trainer | Rotorua | 21 Mar | | | | | |
| Train the Trainer | Hamilton | 18 Apr | 24 Oct | | | | |
| Train the Trainer | Tauranga | 11 Jun | | | | | |





Employment Relations

03

Coaching Essentials for Managers

Summary: This two-day course provides a comprehensive foundation for managers to integrate coaching principles into their leadership approach. You will leave with a solid understanding of coaching fundamentals and the confidence to apply these skills in your managerial role, fostering a culture of growth, development, and enhanced team performance within your organisation.

You:

- New to leadership or in charge of a team or unit
- A manager without formal training in your role

Need:

- To know when, why and how to coach or mentor your team, and understand which coaching style is appropriate for the person and situation
- Practical applications to address common challenges in coaching
- To integrate coaching into performance management

These skills:

- Defining the key competencies of coaching
- Learning the principles and process of effective coaching
- Leading and managing through effective coaching
- Opportunities for hands-on practice through role-playing and real-world scenarios

Here's how.

Duration: Two days, 9am – 4pm

Level: Intermediate

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$1,340 + GST

Member (Standard) \$1,490 + GST

Non-member (Standard) \$1,820 + GST



Dealing with Unions and Collective Bargaining (ER208)

Summary: If you're an HR or ER practitioner responsible for managing union relationships, this practical course is for you. This intermediate level course will prepare you with the tools and techniques to negotiate collective agreements, from initiating bargaining to the bargaining process agreement and terms of settlement.

You:

- An HR or ER practitioner
- Managing union relationships at work

Need:

- To manage competing interests and FPA claims
- To get to the solution
- FPA 101

These skills:

- Understanding the full process from initiation to settlement including documentation
- Strategies for constructive discussions between parties
- Preparation of claims, bargaining team composition and assessing underlying 'interests'
- Managing mediation
- Assessing FPA business risks

Here's how.

Duration: Half day, 9am – 12pm

Level: Intermediate

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$510 + GST

Member (Standard) \$560 + GST

Non-member (Standard) \$695 + GST



Discipline and Workplace Investigations (ER202)

Summary: This course is perfect for those managers and HR practitioners responsible for overseeing disciplinary processes and handling workplace investigations.

You:

- A manager or HR practitioner with a potential situation on your hands

Need:

- To get this right, first time
- To deal with these issues fairly using best practice
- To minimise the risks to your workplace

These skills:

- Procedural requirements of discipline and workplace investigations
- Applying good-faith requirements
- Working through a disciplinary process with guides and templates
- Preventing and minimising personal grievance claims hitting your business

Here's how.

Duration: One day, 9am – 4pm

Level: Intermediate to Advanced

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$850 + GST

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST



Employment Law Essentials (ER101)

Summary: This is our most popular course and is designed for anyone new to the responsibilities of managing staff, HR, or payroll functions.

You:

- A manager or team leader
- New to HR or payroll and wanting to make a good first impression

Need:

- To understand the key legally required employer obligations
- Compliance competency
- To get people paid on time, correctly

These skills:

- Record keeping and the basics of payroll
- Working knowledge of key employment legislation including the Employment Relations Act 2000, Holidays Act 2003, Privacy Act 2020, and Human Rights Act 1993
- Compliance across employment agreement requirements and workplace policies
- Understanding employees' minimum rights
- Identifying and resolving potential employment relationship issues

Note: This course excludes Health and Safety legislation requirements.

Here's how.

Duration: One day, 9am – 4pm

Level: Foundation

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$850 + GST

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST



NZ Employment Law for Trans-Tasman Businesses

Summary: If you are an Australian-based HR professional charged with managing or administering a New Zealand workforce, this introductory to the intermediate-level course will prove invaluable.

It gives a broad outline of New Zealand employment legislation, enabling you to better navigate its provisions. For deeper knowledge, we recommend EMA's more detailed courses on human resources and employment relations.

You:

- An HR professional in Australia
- In charge of Kiwi workers

Need:

- To match Kiwi legislation with an aussie context
- The key principles of NZ employment law and your legal obligations
- Practical consultation applications to cut down your risk of personal grievance claims

These skills:

- Applying good-faith principles and procedural fairness in employment relationships, including the dispute process
- Understanding and communicating the differences between NZ and Australian employment legislation
- Applying NZ employment laws like the Employment Relations Act 2000 and the Holidays Act 2003
- Paying employees in accordance with legislative requirements

Here's how.

Duration: Two half-days

Level: Foundation to Intermediate

Delivery: Virtual

Course Costs:

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST





Payroll Essentials (PY101)

Summary: This advanced course is for any manager, HR practitioner or payroll specialist who may have responsibility to administer or apply best practice to critical issues of leave.

- You:**
- A manager, HR practitioner, or payroll specialist
 - In charge of employee leave

- Need:**
- To let people go on holiday without getting a headache
 - To understand the technical side of things – like gross earning inclusions
 - To deal with leave fairly to your employees and your business

- These skills:**
- Understanding the tricky key holiday issues like otherwise working days
 - Assessing the calculations within your payroll system
 - Quantifying leave costs to the business
 - Effective solutions for rostering and managing complex leave term issues

Here's how.

Duration: One day, 9am – 4pm

Level: Foundation to Intermediate

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$850 + GST

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST



Procedural Fairness (ER201)

Summary: This course is essential for anyone overseeing the resolution of employment relationship problems and/or working on complex workplace change. It is particularly suited to employers, managers and supervisors.

- You:**
- Managing complex workplace change
 - An employer, manager, or supervisor

- Need:**
- A broad understanding of procedural fairness in disciplinary processes, performance management, and change management
 - To minimise the risk of personal grievances
 - Comprehensive resources and systemic approaches to manage critical decisions

- These skills:**
- Following correct, fair processes for performance and disciplinary issues
 - Dealing with tough conversations
 - Mapping key consultation requirements for the change process
 - Clarity and understanding of good-faith, good-reason, and fair-process approaches
 - Applying the principles of procedural fairness

Here's how.

Duration: One day, 9am – 4pm

Level: Intermediate

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$850 + GST

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST



Restructuring and Change (ER206)

Summary: This advanced course is for managers of change, HR practitioners or anyone who may have responsibilities around restructuring or organisational development.

- You:**
- A change manager
 - An HR practitioner
 - Facing a restructure

- Need:**
- To balance procedural fairness requirements with active employee engagement
 - To apply best practice to selecting roles for redundancy
 - To lead change the right way
 - Practical change process templates and letters

- These skills:**
- Theories of communication
 - Applying good faith to the change process
 - Explaining procedural fairness
 - Creating high-quality change documentation
 - Correctly justifying decisions and redundancies

Here's how.

Duration: One day, 9am – 4pm

Level: Advanced

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$850 + GST

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST



Ultimate Employment Relations Advisor Programme

Summary: Perfect for HR advisors or business partners, or those aiming to become one. This extensive programme is the perfect investment for any HR practitioner wanting to build their knowledge of employment law with practical applications.

- You:**
- An HR professional
 - An aspiring business partner

- Need:**
- Practical and technical knowledge of employment law
 - To lead challenging conversations around employment relations
 - To identify issues including wellbeing programmes, managing mental health, restructuring, redundancies, and organisational development plans
 - Working knowledge of the non-negotiables

- These skills:**
- Confident application of key employment laws
 - Developing workplace policies for Health and Safety, bullying and harassment, and collective agreement negotiations
 - Identifying themes impacting employment law in New Zealand today
 - Applying procedural fairness at all times, from dispute resolution to suspensions to the investigation process

Here's how.

Duration: One day per month over six months

Level: Advanced

Delivery: Face to face (in class)

Course Costs:

Member (Standard) \$3,150 + GST

Non-Member (Standard) \$3,750 + GST







Employment Relations eLearning

04

Anti-Bullying in the Workplace

Give us: 15 – 30 minutes

You'll learn: what discrimination, bullying and harassment is, what the behaviours might look like and options on what a person can do if they fall victim to any of these situations. Suitable for all levels of employees to gain insight into this important topic.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Managing Workplace Sexual and Racial Bullying and Harassment

Give us: 45 – 60 minutes

You'll learn: to understand the legislative frameworks that govern workplace sexual and racial bullying and harassment and help you to be procedurally fair when handling complaints and managing investigations.

Duration: 45 – 60 minutes

Level: Foundation to Intermediate

Delivery: Online Learning

Course Costs:

Member (Standard) \$80 + GST

Non-member (Standard) \$135 + GST



Minimising Conflict in the Workplace

Give us: 15 – 30 minutes

You'll learn: to set expectations around behaviours to minimise conflict in the workplace, go through the process of effectively dealing with disagreements, and identifying who to ask for assistance.

Duration: 15 – 30 minutes

Level: Foundation to Intermediate

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



The Commerce Act – Fundamentals

Give us: 45 – 60 minutes

You'll learn: absolutely everything about the Commerce Act and Commerce Commission, including objectives, commercial actions, the actions that affect competition, price fixing, anti-competitive behaviour that breaches the Act's provisions; a substantive degree of market power, exemptions and penalties. Plus, how the Act relates to trade practices, and how to keep your business compliant.

Duration: 45 – 60 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$80 + GST

Non-member (Standard) \$135 + GST



The Consumer Guarantees Act – Fundamentals

Give us: 45 – 60 minutes

You'll learn: what is in the Consumer Guarantees Act 1993 and how it protects consumer rights; your obligations, acceptable quality, seconds, no liability occurrence, service providers, contracting out of the Act, manufacturer's warranties, compensation and enforcement.

Duration: 45 – 60 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$80 + GST

Non-member (Standard) \$135 + GST



The Fair Trading Act – Fundamentals

Give us: 45 – 60 minutes

You'll learn: how to avoid breaching the Fair Trading Act 1986 through misleading, unsafe or unfair practices; product safety, banned practices, advertising and product claims, unsubstantiated representations, unsolicited goods and services, unfair contracts, trader status on the internet, consumer transactions, Commerce Commission powers, penalties and defences. Also: what is not permitted under the Act, how it applies to online sales and the jurisdiction and penalties if your business is found in breach.

Duration: 45 – 60 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$80 + GST

Non-member (Standard) \$135 + GST



Introduction to NZ Privacy Act 2020 (Part 1)

Give us: 15 – 30 minutes

You'll learn: an introduction to the NZ Privacy Act 2020, one of our most important laws, and your legal requirements around it.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



The NZ Privacy Act 2020 - Information Privacy Principles (IPP 13) (Part 2)

Give us: 15 – 30 minutes

You'll learn: how to familiarise your staff with legal requirements of handling the private information of your customers and clients. There's everything your staff need to learn and refer to on one of the most important New Zealand laws, each Information Privacy Principle, and what it means for your business.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



The NZ Privacy Act (2020) Actions to Protect your Business (Part 3)

Give us: 15 – 30 minutes

You'll learn: the legal requirements of handling your customers' and clients' private information and mandatory data breach reporting. There's everything your staff need to identify a privacy breach and how to address it. This course is designed to complement our Introduction to NZ Privacy Act module.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



BUNDLE

Employment Relation Bundle Privacy Act Bundle

Give us: 45 minutes – 1 hour 30 minutes

Introduction to NZ Privacy Act 2020 (Part 1)

You'll learn: an introduction to the NZ Privacy Act 2020, one of our most important laws, and your legal requirements around it.

The NZ Privacy Act 2020 - Information Privacy Principles (IPP 13) (Part 2)

You'll learn: how to familiarise your staff with legal requirements of handling the private information of your customers and clients. There's everything your staff need to learn and refer to on one of the most important New Zealand laws, each Information Privacy Principle, and what it means for your business.

The NZ Privacy Act (2020) Actions to Protect your Business (Part 3)

You'll learn: the legal requirements of handling your customers' and clients' private information and mandatory data breach reporting. There's everything your staff need to identify a privacy breach and how to address it. This course is designed to complement our Introduction to NZ Privacy Act module.

Duration: 45 minutes – 1 hour 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$145 + GST

Non-member (Standard) \$220 + GST



Employment Relations Start Dates 2024

| Course | Location | Date 1 | Date 2 | Date 3 | Date 4 | Date 5 | Date 6 |
|--|-----------------|---------|--------|--------|--------|--------|--------|
| Coaching Essentials for Managers | Auckland | 25 Mar | 11 Jun | 16 Oct | | | |
| Coaching Essentials for Managers | Tauranga | 14 May | | | | | |
| Coaching Essentials for Managers | Rotorua | 7 May | | | | | |
| Dealing With Unions and Collective Bargaining (ER 208) | Auckland | 22 Mar | 14 Jun | 12 Aug | 7 Oct | | |
| Dealing With Unions and Collective Bargaining (ER 208) | Rotorua | 25 Mar | 9 Aug | | | | |
| Dealing With Unions and Collective Bargaining (ER 208) | Tauranga | 11 Nov | | | | | |
| Discipline and Workplace Investigations (ER 202) | Auckland | 6 Mar | 29 May | 23 Jul | 19 Sep | 6 Nov | |
| Discipline and Workplace Investigations (ER 202) | Hamilton | 22 Aug | | | | | |
| Discipline and Workplace Investigations (ER 202) | Tauranga | 14 May | | | | | |
| Employment Law Essentials (ER 101) | Auckland | 23 Jan | 15 Feb | 21 Mar | 24 Apr | 21 May | 13 Jun |
| | Auckland (cont) | 11 July | 13 Aug | 10 Oct | 13 Nov | 3 Dec | |
| Employment Law Essentials (ER 101) | Hamilton | 7 May | | | | | |
| Employment Law Essentials (ER 101) | Rotorua | 20 Aug | | | | | |
| Employment Law Essentials (ER 101) | Tauranga | 10 Apr | | | | | |
| Employment Law Essentials (ER 101) | Whangārei | 16 May | | | | | |
| NZ Employment Law for Trans-Tasman Businesses | Online | 8 Mar | 18 Oct | | | | |
| Payroll Essentials (PY 101) | Auckland | 13 Feb | 5 Mar | 30 Apr | 28 May | 25 Jun | 17 Jul |
| Payroll Essentials (PY 101) | Auckland cont | 13 Aug | 24 Sep | 19 Nov | | | |

| Course | Location | Date 1 | Date 2 | Date 3 | Date 4 | Date 5 | Date 6 |
|---|---------------|--------|--------|--------|--------|--------|--------|
| Payroll Essentials (PY 101) | Hamilton | 1 May | 10 Sep | | | | |
| Payroll Essentials (PY 101) | Rotorua | 14 Mar | | | | | |
| Restructuring and Change | Auckland | 19 Mar | 22 May | 18 Jul | 17 Sep | 21 Nov | |
| Restructuring and Change | Rotorua | 29 Apr | | | | | |
| Restructuring and Change | Tauranga | 7 Mar | | | | | |
| Procedural Fairness | Auckland | 31 Jan | 27 Mar | 14 May | 5 Jun | 22 Aug | 15 Oct |
| | Auckland cont | 28 Nov | | | | | |
| Procedural Fairness | Tauranga | 21 Feb | 5 Sep | | | | |
| Procedural Fairness | Whangārei | 2 Aug | | | | | |
| Ultimate Employment Relations Advisor Programme | Auckland | 8 Feb | 16 Jul | | | | |





Health and Safety

05

Become a Health and Safety Practitioner

Best suited to: Those working as Managers, Supervisors, Advisors and Team Leaders. Take charge of operating the Workplace Health and Safety system within your business, reporting to management and supporting your workers by providing a safe environment through administration, training, best practice and processes. *Aligned to INSHPO Position Profile for OHS Practitioner.*



Health and Safety Representative Stage 1 (Essential Training)

Support your fellow workers in creating and communicating a positive workplace Health and Safety culture, with knowledge of the HSW Act.



Health and Safety Fundamentals – For Managers and Supervisors

The ideal introduction to workplace Health and Safety and associated regulations, responsibilities and practices for managers and supervisors, conveniently delivered online.



Managing Contractor Health and Safety

For all managers, supervisors and workers involved in contractor engagement, pre-qualification, sub-contracting, and responsibilities in a contract or supply chain.



Effective Workplace Health and Safety systems

Gain the knowledge to create, review and operate effective workplace Health and Safety systems using best practice methodologies.



NZ Certificate in Workplace Health and Safety Practice (Level 4)

This programme delivers operational insights into practical workplace Health and Safety systems management and application.



Congratulations on becoming a Qualified Health and Safety Practitioner!

Use your skills to support a safe working environment. Advise on and execute organisational strategies using your operational knowledge and best practice principles.

Become a Health and Safety Professional

Best suited to: Those considered to be leaders in health and safety who wish to further develop their skills / knowledge to support businesses requiring conceptual and technical knowledge, to develop and monitor systems and be involved in organisational review, strategic influence and change management. *Aligned with INSHPO Position Profile for Workplace Health and Safety Professional.*



Health and Safety from a Management Perspective

This course will guide you through your legal obligations and introduce strategies to ensure a positive Health and Safety culture can exist in your business.



NZ Certificate In Workplace Health and Safety Practice (Level 4)

This programme delivers operational insights into practical workplace Health and Safety systems management and application.



NZ Diploma in Workplace Health and Safety Management (Level 6)

This advanced programme delivers tools, techniques and knowledge to facilitate best practice in Health and Safety management across your organisation.



Applying the Due Diligence Duty

This training will provide you with the foundation knowledge needed for evaluating the safety performance of your organisation to meet the due diligence requirements of the HSW Act.



Congratulations!

Now you're here, why not apply for professional membership with NZISM or HASANZ

Use your skills to influence and develop systems and policies to manage the strategy and framework for workplace Health and Safety risk management in your business.

Workplace Health and Safety for Everyone

Best suited to: Take your employees on a professional development journey in the area of Health and Safety. Find the stars and champions in your workplace and create a fabulous workplace Health and Safety culture along the way.



Health and Safety Fundamentals – For Employees

The perfect introduction to Health and Safety, the HSW Act, regulations and their roles and responsibilities as a worker.



Health and Safety Representative Stage One (Essential Training)

Support your fellow workers in creating and communicating a positive workplace Health and Safety culture, with knowledge of the HSW Act.



Health and Safety Representative Stage Two (Advanced Training)

Build on your knowledge and skills by developing competency in identifying hazards, risk assessments, and investigations to contribute to a positive workplace Health and Safety culture.



Choose from EMA courses that align with your job role, for example:

Managing Contractor Health Safety; Managing Machinery Risk; Mental Health First Aid; Supervision – An Introduction. Refer to the directory for more choices.



EMA Certificate in Occupational Health and Safety

Support your fellow workers in creating and communicating a positive workplace Health and Safety culture, with knowledge of the HSW Act.



Congratulations!

From here you can choose your path in the Health and Safety community. Support your fellow workers and community, help to mitigate risk and build a strong Health and Safety culture around you.

EMA Certificate in Occupational Health and Safety (Level 3)

Summary: This is the ideal foundation on which to build your Health and Safety career. Whether you are a workplace Health and Safety Advisor, Supervisor, Team leader or Health and Safety representative and others with a vested interest in workplace Health and Safety, this entry-level course will enable you to be an effective contributor to workplace Health and Safety systems and culture.

You:

- A Workplace Health and Safety Advisor or advanced rep
- A supervisor or team leader
- Keen to contribute to workplace Health and Safety

Need:

- To prevent injuries on your watch – and communicate how important this is
- To understand and apply legislative requirements and Health and Safety practices
- To identify, assess, and manage hazards and risks

These skills:

- A thorough understanding of workplace Health and Safety legislation and best practices
- Confidently applying this knowledge in the workplace
- Recognising competencies associated with preventing common workplace injuries and the safe operation of equipment
- Hazard identification and control measures, job safety analysis and risk assessments
- Communicating and demonstrating good workplace Health and Safety practices
- The knowledge to contribute effectively to workplace Health and Safety systems management

NZQA Standards: the programme has 11 x NZQA Unit standard assessments attached to it. This is not a NZQA approved course. Until the EMA gains programme approval from NZQA to deliver the New Zealand Certificate in Workplace Health and Safety Practice (Level 3) learners who achieve the unit standards attached to this course will have them added to their Record of Achievement within NZQA.

Here's how.

Duration: Eight days (4 x 2 day modules)
+ One study day 9am – 4pm

Level: Foundation

Delivery: Face to face (in class)

Course Costs:

Member (Standard) \$3,690 + GST

Non-member (Standard) \$4,290 + GST

Email ohs@ema.co.nz for application forms



NZ Certificate in Workplace Health and Safety Programme (Level 4)

Summary: This NZQA approved programme is ideal for those in supervisory or first-line management roles, such as Health and Safety advisors, coordinators, supervisors, team leaders, managers. Providing New Zealand workplaces with people that have the skills, knowledge, and attributes to promote, monitor, and improve Health and Safety practices.

You:

- A first line manager, supervisor, or team leader
- A Health and Safety Officer, Advisor or Coordinator.

Need:

- A high-level approach to implementing and supervising the best Health and Safety practices
- To understand the paperwork side, like audits, reviews, performance monitoring and event investigation
- To lead your workers in consultative and participation processes to develop organisational and job specific Health and Safety requirements and systems, within a team.
- To lead the way in promoting and managing workplace Health and Safety

These skills:

- Communicating, implementing, supervising and monitoring job-specific Health and Safety requirements and practices
- Conducting assessments and preparing for audits and inspections
- Building and promoting a proactive workplace Health and Safety culture
- Safety risk analyses and mitigation strategies
- Communicating and demonstrating good workplace Health and Safety practices

Plus: Upon successful completion you can apply to NZISM for Practitioner accreditation.

Note: This programme is approved by the New Zealand Qualifications Authority under section 249 of the Education Act 1989, and Employers' and Manufacturers' Association (Northern) Incorporated Trading as EMA Training is accredited to provide it under section 250 of the Act.

Kua whakamanahia tēnei akoranga e Te Mana Tohu Mātauranga o Aotearoa i raro i te wāhanga 249 o te Ture Mātauranga 1989, ā, kua whakamanahia a Employers' and Manufacturers' Association (Northern) Incorporated Trading as EMA Training ki te whakarato i taua akoranga i raro i te wāhanga 250 o te Ture.

Here's how.

Duration: Eight days (4 x 2-day modules)
+ One study day, 9am – 4pm

Level: Intermediate

Delivery: Face to face (in class)

Course Costs:

Member (Standard) \$4,000 + GST

Non-Member (Standard) \$4,600 + GST

Email ohs@ema.co.nz for application forms



NZ Diploma in Workplace Health and Safety Management (Level 6)

Summary: This NZQA approved Level 6 Diploma programme is the qualification of choice for leading workplace Health and Safety leaders and professionals in a management role at an influential level within an organisation. Gain professional accreditation with NZISM and apply for the HASANZ register.

You:

- A senior workplace Health and Safety professional
- Lead and contribute to the design and implementation of healthy and safe workplaces
- Have the full support of your company including access to systems and data

Need:

- The tools, techniques, and knowledge for managing best practice in Workplace Health and Safety for your business
- To train with minimal impact on your day-to-day work schedule
- Proven principles to identify, analyse, and prioritise Health and Safety risks as part of your organisation's overall risk profile
- To lead a positive, resilient Health and Safety culture

These skills:

- Leading, reviewing, and influencing your workplace Health and Safety comms, consultation, engagement strategies and training programmes at all levels
- Analysing and reporting on Health and Safety data for strategic planning and performance measurement
- Building and maintaining a world-class Health and Safety workplace culture
- A best-practice approach to Health and Safety across your organisation

Plus: Apply to NZISM and HASANZ for professional accreditation.

Note: This programme is approved by the New Zealand Qualifications Authority under section 249 of the Education Act 1989, and Employers' and Manufacturers' Association (Northern) Incorporated Trading as EMA Training is accredited to provide it under section 250 of the Act.

Kua whakamanahia tēnei akoranga e Te Mana Tohu Mātauranga o Aotearoa i raro i te wāhanga 249 o te Ture Mātauranga 1989, ā, kua whakamanahia a Employers' and Manufacturers' Association (Northern) Incorporated Trading as EMA Training ki te whakarato i taua akoranga i raro i te wāhanga 250 o te Ture.

Here's how.

Duration: 16 days (8 x 2-day modules).
Includes regular online study sessions throughout course

Level: Advanced

Delivery: Face to face (in class)

Course Costs:

Member (Standard) \$5,950 + GST

Non-Member (Standard) \$6,950 + GST

Email ohs@ema.co.nz for application form



Applying the Due Diligence Duty

Summary: This half-day workshop will provide you with the foundation knowledge needed for evaluating the safety performance of your organisation to meet the due diligence requirements of the Health and Safety at Work (HSW) Act. It can be delivered face to face (in class) or online.

You:

- A senior workplace Health and Safety professional
- A CEO, Director, or business owner
- Monitor performance of Health and Safety within your organisation
- Lead, implement and influence Health and Safety policy in your organisation

Need:

- The tools, techniques, and knowledge for best practice workplace Health and Safety management
- To understand the Due Diligence Duties within the HSW Act
- Proven principles to identify, analyse, and prioritise Health and Safety risks as part of your organisation's overall risk profile
- To lead a positive, resilient Health and Safety culture

These skills:

- Leading, reviewing, and influencing your workplace Health and Safety comms, consultation, engagement strategies and training programmes at all levels
- Analysing and reporting on Health and Safety data for strategic planning and performance measurement
- Building and maintaining a world-class Health and Safety workplace culture
- A best-practice approach to Health and Safety across your organisation

Here's how.

Duration: Half day, 9am – 12pm

Level: Foundation

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$510 + GST

Member (Standard) \$560 + GST

Non-member (Standard) \$695 + GST



Authentic Leadership for Health and Safety Professionals

Summary: If you are in a leadership role and want to enable an environment where others can reach their potential alongside you, this is the course for you. Leadership has changed. It is no longer enough to simply set sail and expect others to follow. Followership remains necessary to ensure the sails are full and trimmed, but is no longer a given.

You:

- A leader who wants to raise the tide for everyone

Need:

- To identify your own leadership style
- To engage and empower others

These skills:

- Understanding your leadership style and the development and situational adaptation that enhances your leadership capabilities
- Generating respect through authenticity
- Demonstrating assertiveness in subtle, constructive ways to overcome difficult situations
- Enabling your people to grow their own leadership authenticity

Here's how.

Duration: Half day, 9am – 12pm

Level: Advanced

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$510 + GST

Member (Standard) \$560 + GST

Non-member (Standard) \$695 + GST



Change Management for Health and Safety Professionals

Summary: If you are required to design, develop and implement an internal workplace health, safety and wellbeing change management process, this course will provide you with the essential skills. Whether it be due to economic, societal, technological, environmental, or legal concerns, one of the few constants in business is change. Health and Safety leaders need to be able to recognise when change is imperative and manage the change process to achieve universal buy-in and minimise disruption.

You:

- In charge of setting the tone for your workplace health, safety, and wellbeing change management process

Need:

- To motivate your team to get on board
- External and internal stakeholders to feel comfortable and engaged
- To lead a successful change management process

These skills:

- Clearly communicating the need for change, its benefits and potential options
- Creating a clear vision to engage internal and external stakeholders
- Supporting all stakeholders to have ownership of the outcome and their learning journey
- Managing pushback and staying resilient while facing challenges to the process

Here's how.

Duration: Half day, 9am – 12pm

Level: Advanced

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$510 + GST

Member (Standard) \$560 + GST

Non-member (Standard) \$695 + GST



Creativity, Problem-Solving and Critical Thinking for Health and Safety Professionals

Summary: If you need to be more effective in finding out-of-the-box solutions to recurrent Health and Safety problems, this challenging course is just for you. Creativity, problem-solving and critical thinking are what keep businesses thriving and people safe in our current COVID-disrupted economy. These are thinking skills that provide a defence against stagnation in which new ideas and more efficient ways of working are not encouraged.

- You:**
- A manager or leader who doesn't know the meaning of "a typical workday"
 - A little stuck, creativity-wise

- Need:**
- Critical thinking tools
 - Techniques for problem exploration and investigation
 - Innovative solutions to complex problems

- These skills:**
- Analytical strategies to clarify problems and their underlying causes
 - Creative thinking processes to generate new solutions
 - Decision-making frameworks and consultative and critical thinking processes for solution implementation
 - Identifying problems with informal and structured strategies and involving others in the resolution
 - Stakeholder identification and management

Here's how.

Duration: Full day, 9am – 4pm

Level: Advanced

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$850 + GST

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST



Effective Workplace Health and Safety Systems

Summary: Gain the knowledge and tools you need to create and manage an effective Health and Safety Management System. This one-day course is suitable for people from all types of business, from offices to heavy industry. It's of great value to all Health and Safety managers, supervisors, advisors and coordinators, and workers involved in Health and Safety systems and management. It has been proven to be an effective, helpful tool in the undertaking of a WorkSafe duty-holder review.

You:

- In a leadership role
- A Health and Safety Manager, Advisor, Coordinator, Administrator
- Involved in Health and Safety systems management
- Starting fresh with Health and Safety systems

Need:

- To implement an effective, engaging Health and Safety Management System
- To get up to speed with the legislation
- Best-practice methods to get team buy-in

These skills:

- Understanding the HSW Act 2015 and General Risk and Workplace Management Regulations 2016, building on the AS/NZS 4804, AS/NZS 45001 and the ISO 31000 standards
- Determining suitable policies, procedures, and compliance requirements to build an effective – and measurable – system
- Creating better Health and Safety documents that increase workforce engagement
- Maintaining a hazard and risk register
- Measuring and reviewing your Health and Safety system

Here's how.

Duration: One day, 9am – 4pm

Level: Intermediate

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$850 + GST

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST



Health, Safety and Wellbeing Committee Essentials

Summary: This course is relevant for anyone appointed to or dealing with a workplace Health and Safety committee: new or existing members, a subject matter expert, someone co-opted onto the committee on an ad-hoc basis, or a manager/officer responsible for overseeing and implementing the committee's recommendations.

- You:**
- A Health, Safety and Wellbeing Committee leader or member
 - A Health and Safety Representative
 - A manager

- Need:**
- To increase the efficiency of your Health, Safety and Wellbeing committee
 - To understand risk assessment and evaluation
 - The Health, Safety and Wellbeing committee to achieve positive outcomes together

- These skills:**
- Evaluating workplace risks and hazards and prescribing and monitoring risk controls
 - Communicating these risk and hazard controls to your people
 - Compliance with the HSW Act and associated regulations
 - Maintaining committee effectiveness and motivation

Plus: NZQA Standards (Optional) 30433 Version 1, Level 3, Credits 2

Describe the role and function of a Health and Safety committee in a New Zealand workplace. Learners can expect to do an additional 13 hours of self-directed learning to complete this unit standard.

Note: This is not an NZQA approved course, however learners that achieve the unit standard attached to this course will have this added to their NZ Record of Achievement with NZQA.

Here's how.

Duration: One day, 9am – 4pm

Level: Foundation

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$850 + GST

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST



Health and Safety from a Management Perspective

Summary: Know and understand your obligations under the Health and Safety at Work Act (HSW Act) and why a positive Health and Safety culture is important to your organisation. Understand the context of risk management as an essential part of Health and Safety in the workplace.

You:

- In a general leadership role
- An HR or Health and Safety leader

Need:

- To keep your people safe
- Compliance with the HSW Act primary duty of care
- To improve your workplace Health and Safety culture

These skills:

- Understanding the legislative framework around HSW Act, including responsibilities for management and workers
- Facilitating the identification, assessment, control and review of hazards and risks
- Relevant, understandable risk management techniques
- Managing and supporting a worker and contractor engagement model
- Monitoring how your hazards and risks are managed
- Measuring and reviewing your Health and Safety system

Here's how.

Duration: One day, 9am – 4pm

Level: Advanced

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$850 + GST

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST



Health and Safety Representative Stage 1 (Essential Training)

Summary: Become an effective workplace Health and Safety Representative. This is essential training for any Health and Safety Representative, and extremely valuable for any Health and Safety committee member, or any worker or officer wishing to better comprehend the Health and Safety at Work Act (HSW Act) and associated regulations, or those who require a refresher of the HSW Act. This course leads to the Certificate in Health and Safety Representation (Training Scheme) (Level 3).

- You:**
- A Health and Safety representative
 - In a new role involving workplace Health and Safety

- Need:**
- To get up to speed with the HSW Act 2015
 - To understand your responsibilities and carry them out confidently

- These skills:**
- Necessary knowledge of the HSW Act, its regulations and your legal requirements
 - Supporting your colleagues to achieve successful management of Health and Safety
 - Promoting workplace culture in good faith
 - Understanding your responsibilities fully

Plus: NZQA Standards (Optional) 29315 Version 1, Level 3, Credits 2

Describe the role and functions of the Health and Safety Representative in a New Zealand workplace.

Learners can expect to do an additional 6 hours of self-directed learning to complete this unit standard.

Note: Employers' and Manufacturers' Association (Northern) Incorporated trading as EMA Training has been granted approval by NZQA under section 251 of the Education Act 1989 to provide the Certificate in Health and Safety Representation (Training Scheme).

Here's how.

Duration: Two days, 9am – 4pm

Level: Foundation

Delivery: Face to face (in class)

Course Costs:

Member (Standard) \$695 + GST

Non-member (Standard) \$850 + GST



Health and Safety Representative Stage 2 (Advanced Training)

Summary: Take your skills as a Health and Safety Representative to the next level. This course is purpose-designed for Health and Safety representatives who have completed Stage 1 training and meet the suggestion in the HSW Act for required training of a Health and Safety Rep (i.e., two days' training per year for up to three years of the Rep's elected term). It is also suitable for anyone with an interest in, or responsibility for workplace Health and Safety.

You:

- A Health and Safety rep
- Ready to expand your Health and Safety skills past Stage 1

Need:

- To build on your Stage 1 knowledge and competencies
- To complete the second year of training for an elected Health and Safety Rep as per the HSW Act 2015

These skills:

- Discharge of duties under the Health and Safety at Work Act 2015
- Understanding Health and Safety regulations and guidance material
- Contributing to incident investigations and hazard management
- Supporting internal self-assessments or audits to improve workplace Health and Safety systems
- Hazard mapping

NZQA Standards Choice of One (Optional)

29315 Version 1, Level 3, Credits 2

Describe the role and functions of the Health and Safety Representative in a New Zealand workplace.

17593 Version 4, Level 2, Credits 4

Apply safe work practices in the workplace. Learners can expect to do an additional 6 hours of self-directed learning to complete 29315 and an additional 26 hours of work to complete 17593.

Note: This is not an NZQA approved course, however learners that achieve the unit standard attached to this course will have this added to their Record of Achievement from NZQA.

Here's how.

Duration: Two days, 9am – 4pm

Level: Advanced

Delivery: Face to face (in class)

Course Costs:

Member (Standard) \$695 + GST

Non-member (Standard) \$850 + GST



ICAM Investigation

Summary: Become a proficient investigator of events and near misses using ICAM methodology. A must for all your staff involved in the incident investigation process. This two-day course is aimed at those who will be conducting investigations into significant events and near misses.

You:

- Investigating an incident – or getting prepared

Need:

- A proven, accessible investigation process

These skills:

- The relationships between root and immediate causes; and between individual actions, task conditions, and organisational factors
- Applying evidence to the ICAM model and writing effective recommendations
- Understanding human failure and why accidents happen
- The principle of multiple causations
- Analysing events, and understanding how bias can impact the investigation process
- Identifying the difference between layers of defence and categories of defence
- Gathering information, including site visits, witnesses, and contribution transparency

Note: The Incident Cause Analysis Model (ICAM) is the investigation method of choice for some of New Zealand's largest companies when investigating significant events. Based on the work of James Reason – known for the 'Swiss Cheese' or Cumulative Act model of accident causation – ICAM is a proven, effective and accessible investigation framework. This workshop is highly interactive, with participants being coached through two investigations over the two days of the course. The case studies used are based on real events to provide as much real-life context as possible.

Here's how.

Duration: Two days, 9am – 4pm

Level: Advanced

Delivery: Face to face (in class)

Course Costs:

Member (Standard) \$950 + GST

Non-member (Standard) \$1,150 + GST



Influencing Skills for Health and Safety Professionals

Summary: If you need to be more effective in getting buy-in for initiatives that you know will create better Health and Safety outcomes for everyone, this is the course for you.

You:

- A Health and Safety leader
- Ready to network, connect, and build relationships

Need:

- Awareness of your own thought and communication patterns to better communicate
- Team enthusiasm around workplace Health and Safety
- To create a climate of trust and collaboration that strengthens relationships with key decision makers
- Long-term backing from important stakeholders

These skills:

- Constructing an influence map to deliver persuasive messages
- Providing reliable advice and information on workplace Health and Safety thinking that achieves empathy, understanding and credibility and positions you as a trusted resource
- Using network reciprocity to create positive relationships
- Gaining upwards influence in your organisation

Here's how.

Duration: Half day, 9am – 12pm

Level: Advanced

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$510 + GST

Member (Standard) \$560 + GST

Non-member (Standard) \$695 + GST



Managing Contractor Health and Safety

Summary: Understand pre-qualification and the Person Conducting a Business or Undertaking's (PCBU's) responsibilities in a contract or supply chain. If you engage contractors or subcontractors whose work activities are influenced or directed by the PCBU, this course should be viewed as essential. It's suitable for all managers, supervisors, Health and Safety Representatives and workers involved in contractor engagement, pre-qualifications etc.

You:

- In a leadership role
- A Health and Safety Officer, Coordinator, Supervisor, or Administrator
- Involved in contractor engagement and pre-qualifications

Need:

- To manage your roles and responsibilities in the contracting chain
- To understand how contractor pre-qualification works

These skills:

- Recognising your PCBU roles and responsibilities when engaging and managing contractors
- Reviewing and evaluating a contractor's site-specific Health and Safety Plan
- Applying the consultation, coordination and cooperation process with contractors, and conducting a review of a contractor's Health and Safety performance
- Gaining upwards influence in your organisation

Note: The PCBU's primary duty of care under the HSW Act is a broad overarching obligation to manage the safety of Contractors, their workers, subcontractors and the self-employed while at work.

Plus: NZQA Standards (Optional) 17595 Version 4, Level 4, Credits 8

Explain health and safety management requirements for contractors working on site. Learners can expect to do an additional 73 hours of self-directed learning to complete this unit standard.

Note: This is not an NZQA-approved course, however learners that achieve the unit standard attached to this course will have this added to their Record of Achievement from NZQA.

Here's how.

Duration: One day, 9am – 4pm

Level: Intermediate

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$850 + GST

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST



Managing Machinery Risk

Summary: Know the range and scale of risks associated with machinery and how to minimise them. This two-day course is a must for any business where plant and machinery are in operation, and anyone wanting to understand how to comply with WorkSafe NZ's Safe Use of Machinery Harm Reduction Programme.

You:

- Working with machinery
- Supervising machine operators

Need:

- To understand and manage all aspects of machinery risk
- To prevent machinery-related injuries

These skills:

- Understanding the need to manage machinery risks
- Evaluating the lifecycle of machinery risks that arise in the installation, use, inspection, cleaning, maintenance, repair, modifications and decommissioning of plant and machinery
- Involving your workers, reps, and other stakeholders in machinery risk assessments
- Identifying, analysing, and explaining the various types of machinery risks; the methods to control risks; health-related risks around noise, hazardous substances, ergonomics, clean air, and common safe systems of work with machinery
- Conveying the importance of locking out plant and equipment
- Understanding contractor management risks and the need to consult, coordinate and cooperate with other similar organisations
- Understanding how unintentional human interaction with machinery risks can lead to harm

Note: WorkSafe NZ's 'Safe Use of Machinery Harm Reduction Programme' has been established to help actively manage the hazards associated with machinery operation and maintenance.

Plus: NZQA Standards (Optional) 18410, Version 5, Level 4: Credits 4.

Manage Hazard identification and control on plant and machinery. Learners can expect to do an additional 26 hours of self-directed learning to complete this unit standard.

Note: This is not an NZQA-approved course, however learners that achieve the unit standard attached to this course will have this added to their NZ Record of Achievement from NZQA.

Here's how.

Duration: Two days, 9am – 4pm

Level: Intermediate

Delivery: Face to face (in class)

Course Costs:

Member (Standard) \$1,000 + GST

Non-member (Standard) \$1,250 + GST



Effective Health and Safety Incident and Investigation Methods

Summary: A must for all your staff involved in the incident investigation process. This valuable course will expose you to a variety of well-known and accepted methods of incident investigation, allowing you to create and conduct effective Investigation processes for your business.

- You:**
- An employee at any level in the accident and incident investigation process
-
- Need:**
- To conduct an investigation
 - To make recommendations to prevent further investigations
 - Investigation techniques to identify hazards and risks
 - To contribute to a safer and more productive work environment
-
- These skills:**
- Explaining why workplace incidents need to be investigated and reported
 - Describing the barriers to accident and incident reporting and using techniques to overcome the identified barriers
 - Conducting an investigation and undertaking analysis of cause
 - Knowing how to collect evidence and interview witnesses to identify root causes
-

Plus: NZQA Standards (Optional Post-Course Assessment) 17601 Version 4, Level 4, Credits 6. Produce an occupational health and safety incident investigation. Learners can expect to do an additional 53 hours of self-directed learning to complete this unit standard.

Note: This is not an NZQA-approved course, however learners that achieve the unit standard attached to this course will have this added to their NZ Record of Achievement from NZQA.

Here's how.

Duration: One day, 9am – 4pm

Level: Intermediate

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$850 + GST

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST



Managing Critical Risks

Summary: Understand the context of critical risk management as an essential part of managing Health and Safety in the workplace.

You:

- A Health and Safety Manager, Director, business owner, or CEO
- A manager responsible for identifying and managing critical workplace risks
- A worker involved in maintaining Risk Registers in a Health and Safety management system

Need:

- To apply clear and relevant risk management techniques
- To understand important jargon like “standard of care”, “foreseeable hazards”, and “reasonable practice”
- To develop a critical risk management process tailored to your business

These skills:

- Understanding the context of critical risk management in Health and Safety for every level of business and who is responsible for what
- Understanding the different Safe Systems of Work and safe working documents like SOPs, JSAs, SWMS, and Permit to Work
- Fostering positive engagement with risk models
- Evaluating the critical risks to your business and developing a practical process for on-going risk assessment, controls and review strategies
- Building your business-critical risk management process
- Engaging your officers, managers, and workers in risk management performance

Here's how.

Duration: One day, 9am – 4pm

Level: Advanced

Delivery: Face to face (in class)

Course Costs:

Member (Standard) \$890 + GST

Non-member (Standard) \$1,250 + GST



Due Diligence for Officers

Summary: Business owners, directors, employers, managers and those in the human resources or Health and Safety sectors will find value in the need to understand and influence a business strategic and business planning process.

You:

- In a leadership or HR role
- A Person Conducting a Business or Undertaking (PCBU)

Need:

- An introduction to hazard and risk management
- Awareness of your workplace obligations and responsibilities under the Health and Safety at Work (HSW) Act

These skills:

- Foundational knowledge to meet your duties and due diligence requirements
- Evaluating your organisation's safety performance

Here's how.

Duration: 60 – 90 minutes from 1pm

Level: Foundation

Delivery: Virtual

Course Costs:

Member (Standard) \$80 + GST

Non-member (Standard) \$135 + GST



Health and Safety for Employees

Summary: A safe working environment needs proactive involvement from everyone in the workplace, not just employers and managers. Employees have a significant role to play, and this session will help them better understand their roles, responsibilities and opportunities.

- You:**
- Unsurprisingly – an employee or contractor/sub-contractor
-
- Need:**
- An introduction to hazard and risk management
 - To support creating and maintaining a safer work environment
-
- These skills:**
- Understanding your Health and Safety legal requirements as an employee
 - Knowing the role and responsibilities of a Health and Safety representative
-

Here's how.

Duration: 60 – 90 minutes from 1pm

Level: Foundation

Delivery: Virtual

Course Costs:

Member (Standard) \$80 + GST

Non-member (Standard) \$135 + GST



Health and Safety for Managers and Supervisors

Summary: Better understand the New Zealand legislative framework, how to set-up and maintain practical, effective workplace Health and Safety systems, and encourage employee involvement in Health and Safety.

You:

- A Team Leader, Health and Safety Coordinator, Manager, or Advisor
- A Person Conducting a Business or Undertaking (PCBU)

Need:

- To understand leadership's role in creating and managing a workplace Health and Safety culture
- To increase your knowledge of relevant processes
- To communicate best practices that make your workplace safe

These skills:

- Understanding how New Zealand's legislative framework affects the roles of managing workplace Health and Safety risk, including management and worker roles, the primary duties of care and specific duties of a PCBU and an Officer's due diligence duties
- Introduction to Regulations and Codes of Practice
- Principles of a Health and Safety Management System
- Employee participation, and the role of the Health and Safety Representative

Here's how.

Duration: 60 – 90 minutes from 1pm

Level: Foundation

Delivery: Virtual

Course Costs:

Member (Standard) \$80 + GST

Non-member (Standard) \$135 + GST







Health and Safety eLearning

06



Anti-Bullying in the Workplace

Give us: 15 – 30 minutes

You'll learn: what discrimination, bullying and harassment is, what the behaviours might look like and options on what a person can do if they fall victim to any of these situations. Suitable for all levels of employees to gain insight into this important topic.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Emergency Warden and Evacuation Procedures

Give us: 45 – 60 minutes

You'll learn: an Emergency Warden's workplace roles and responsibilities; the types of emergencies they may face, the legislation and procedures they need to consider and how to coordinate a successful, timely evacuation in a real situation and a trial. (Full audio available with this course).

Duration: 45 – 60 minutes

Level: Foundation to Intermediate

Delivery: Online Learning

Course Costs:

Member (Standard) \$80 + GST

Non-member (Standard) \$135 + GST



Fire Equipment Training

Give us: 45 – 60 minutes

You'll learn: all the fire suppression procedures to successfully prevent and stop fires within your workplace; the different types of extinguishers and when to use them, safety procedures to prevent fires, understanding emergency service contact procedures and when to call them.

Duration: 45 – 60 minutes

Level: Foundation to Intermediate

Delivery: Online Learning

Course Costs:

Member (Standard) \$80 + GST

Non-member (Standard) \$135 + GST



Managing Workplace Sexual and Racial Bullying and Harassment

Give us: 45 – 60 minutes

You'll learn: to understand the legislative frameworks that govern workplace sexual and racial bullying and harassment and help you to be procedurally fair when handling complaints and managing investigations.

Duration: 45 – 60 minutes

Level: Foundation to Intermediate.

Delivery: Online Learning

Course Costs:

Member (Standard) \$80 + GST

Non-member (Standard) \$135 + GST



Melanoma and You: A Guide for New Zealanders

Give us: 45 – 60 minutes

You'll learn: what Melanoma NZ does and how to reduce the risk factors and detect melanoma early; a deeper appreciation of New Zealand's shocking melanoma statistics; an overview of skin and skin cancer; an explanation on the relevance of UV radiation; the five S's of melanoma prevention and what to expect if you need to seek treatment.

Duration: 45 – 60 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Online Meeting Fatigue

Give us: 15 – 30 minutes

You'll learn: what causes online meeting fatigue and how to minimise it; what online meeting fatigue is; highlighting the effects and symptoms of back-to-back meetings; effective strategies for minimising these effects, and how to make working from home work for you with sustainable, intentional and smart practices.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Performing Manual Tasks Safely

Give us: 30 – 45 minutes

You'll learn: the importance of performing manual tasks safely for your health and wellbeing; New Zealand's Health and Safety at Work Act 2015 (HSWA) and how it relates to the manual tasks you may perform. Plus, how to prevent injury and safely perform manual tasks through efficient lifting techniques in relation to the level and type of load. Finally, in the unfortunate event that you do incur an injury, review how to respond to a back injury in New Zealand.

Duration: 30 – 45 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Personal Safety and Conflict Management

Give us: 30 – 45 minutes

You'll learn: to identify risks early and make good decisions; to manage your personal safety and conflict incidents in a way that optimises your own safety and that of others around you while incorporating precautionary measures.

Duration: 30 – 45 minutes

Level: Foundation to Intermediate

Delivery: Online Learning

Course Costs:

Member (Standard) \$79 + GST

Non-member (Standard) \$79 + GST



Robbery Prevention and Safety Skills

Give us: 30 – 45 minutes

You'll learn: the importance of understanding the link between emotions, thoughts, and actions in high-risk situations; controlling your own stress response under pressure and reducing the risk of harm to yourself and others. Also, making your premises unattractive to robbers and reduce the overall risk by following sound security procedures.

Duration: 30 – 45 minutes

Level: Foundation to Intermediate

Delivery: Online Learning

Course Costs:

Member (Standard) \$79 + GST

Non-member (Standard) \$79 + GST



Workplace Health and Safety Fundamentals – For Employees

Give us: 45 – 60 minutes

You'll learn: the role employees play in workplace safety; their Health and Safety duties and responsibilities under the Health and Safety at Work Act, and how to reduce the risk of injuries and illnesses at their workplace. (Full audio available with this course).

Duration: 45 – 60 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$80 + GST

Non-member (Standard) \$135 + GST



Workplace Health and Safety Fundamentals – For Managers

Give us: 45 – 60 minutes

You'll learn: a fundamental overview of the Health and Safety at Work Act, suitable for employees as well as business owners and management wanting a broad understanding of the Act's key concepts and terminology, roles and responsibilities and main compliance requirements.

Duration: 45 – 60 minutes

Level: Foundation to Intermediate

Delivery: Online Learning

Course Costs:

Member (Standard) \$80 + GST

Non-member (Standard) \$135 + GST



Workstation Setup

Give us: 15 – 30 minutes

You'll learn: how to set up your desks to prevent aches and pains so you can end the day feeling stronger; what a healthy workstation set up looks like; what staff need to improve their own workstations and the consequences of not following healthy workstation practices.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Confined Spaces and Hazardous Atmospheres

Give us: 45 – 60 minutes

You'll learn: what a confined space and hazardous atmosphere is, the types there are, identifying these environments, and their hazards; eliminating, isolating, and minimising risk factors; plus understanding safe work practices, including personal protective equipment, techniques and procedures.

Duration: 45 – 60 minutes

Level: Foundation to Intermediate

Delivery: Online Learning

Course Costs:

Member (Standard) \$80 + GST

Non-member (Standard) \$135 + GST



Dust Explosions Safety

Give us: 45 – 60 minutes

You'll learn: what a dust explosion is, how they occur, and how you can manage and prevent them. Also, identifying hazards and how to eliminate, isolate and minimise risk factors; and conducting safe work practices, including personal protective equipment, techniques and procedures.

Duration: 45 – 60 minutes

Level: Foundation to Intermediate

Delivery: Online Learning

Course Costs:

Member (Standard) \$80 + GST

Non-member (Standard) \$135 + GST



Emergency Warden – Early Childhood Education

Give us: 45 – 60 minutes

You'll learn: how to comprehensively provide a safe working environment for employees and children/tamariki, a general knowledge of the workplace-specific risks and hazards and how you should react following correct process in emergency situations in an ECE Centre or Kōhanga Reo.

Duration: 45 – 60 minutes

Level: Foundation to Intermediate

Delivery: Online Learning

Course Costs:

Member (Standard) \$80 + GST

Non-member (Standard) \$135 + GST



Emergency Warden – Health Care and Rest Homes

Give us: 45 – 60 minutes

You'll learn: how to provide a safe working environment, general knowledge of hazards and risks, and how to react and follow correct procedure in emergency situations when working in a health care facility or rest home.

Duration: 45 – 60 minutes

Level: Foundation to Intermediate

Delivery: Online Learning

Course Costs:

Member (Standard) \$80 + GST

Non-member (Standard) \$135 + GST



Heights Safety Awareness

Give us: 45 – 60 minutes

You'll learn: the importance of risk management and hazard identification, the different restraint and fall arrest systems, anchorage techniques, and different types of height work. Also, understanding fall protection, duty holders and responsibilities of everyone involved with the work; as well as health and safety, including personal protective equipment, hazards and risks, and equipment checks when working at heights.

Duration: 45 – 60 minutes

Level: Foundation to Intermediate

Delivery: Online Learning

Course Costs:

Member (Standard) \$80 + GST

Non-member (Standard) \$135 + GST



Hot Works and Safety Watch

Give us: 45 – 60 minutes

You'll learn: the dangers of completing hot works, which could include the use of a grinder, welder, soldering iron, etc. Plus, identifying the safety gear that the operator must wear when completing hot works and key tips on using a hot works instrument safely.

Duration: 45 – 60 minutes

Level: Foundation to Intermediate

Delivery: Online Learning

Course Costs:

Member (Standard) \$80 + GST

Non-member (Standard) \$135 + GST



Mobile Elevated Work Platforms

Give us: 45 – 60 minutes

You'll learn: the varieties of mobile elevated work platforms and their correct uses, legal obligations and codes of practice. Also, platform mechanics and safety features, awareness of duty holders and responsibilities of everyone involved, and understanding Health and Safety, including personal protective equipment, hazards and risks, and equipment checks.

Duration: 45 – 60 minutes

Level: Foundation to Intermediate

Delivery: Online Learning

Course Costs:

Member (Standard) \$80 + GST

Non-member (Standard) \$135 + GST



Permit Receiver/Issuer Awareness

Give us: 45 – 60 minutes

You'll learn: the permit receiver/issuer responsibilities, different types of permits, and which worksites and environments need a permit and why. Plus, which permits can be used where, inspection, monitoring, and auditing procedures, how to prepare for, apply for, and accept a work permit, and risk and hazard identification.

Duration: 45 – 60 minutes

Level: Foundation to Intermediate

Delivery: Online Learning

Course Costs:

Member (Standard) \$80 + GST

Non-member (Standard) \$135 + GST



Spill Control

Give us: 45 – 60 minutes

You'll learn: the importance of choosing a specific spill kit for your requirements, how to clean up a spill on different surfaces, what cleaning items to use and the key points to remember in any spill situation.

Duration: 45 – 60 minutes

Level: Foundation to Intermediate

Delivery: Online Learning

Course Costs:

Member (Standard) \$80 + GST

Non-member (Standard) \$135 + GST



Health and Safety Start Dates 2024

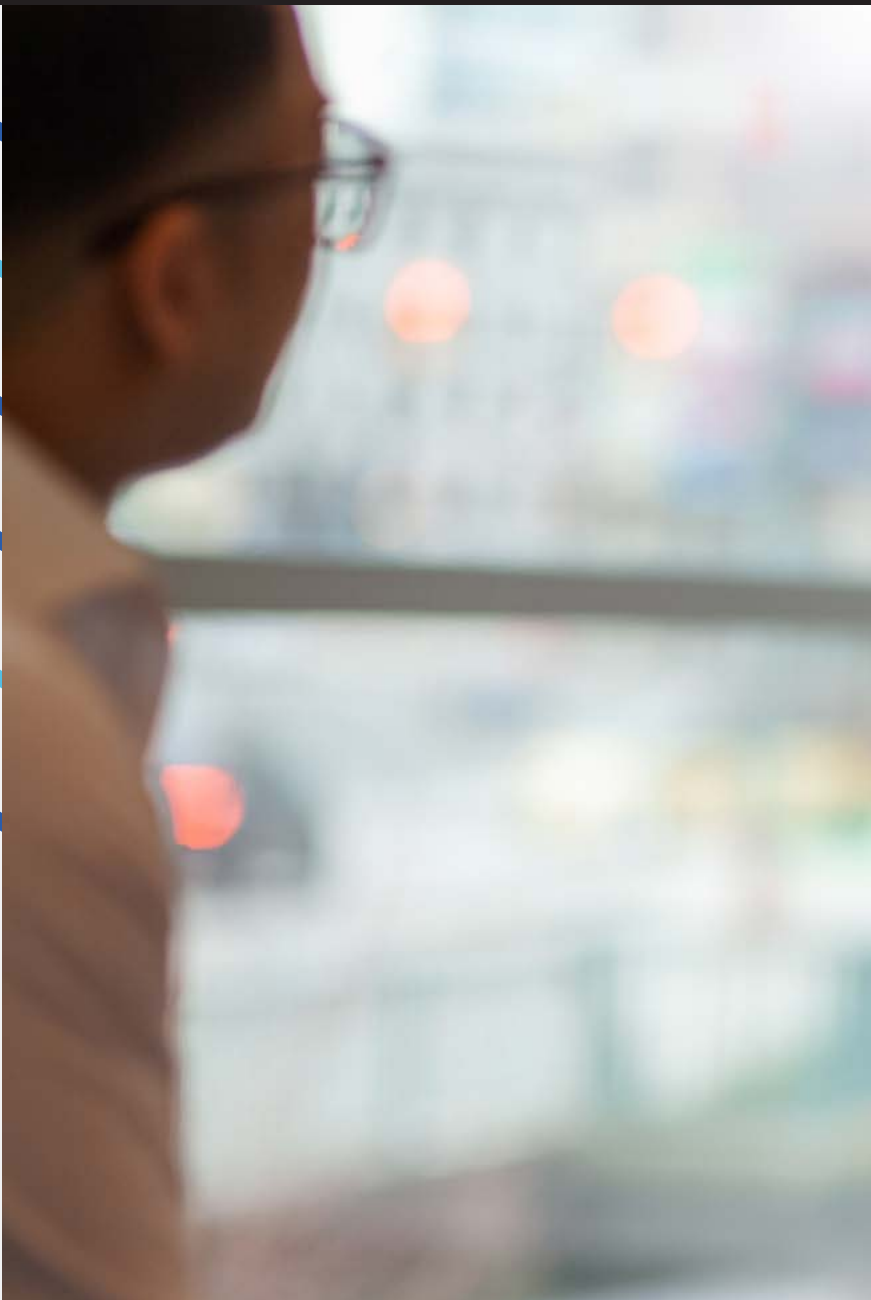
| Course | Location | Date 1 | Date 2 | Date 3 | Date 4 | Date 5 | Date 6 |
|---|----------|--------|--------|--------|--------|--------|--------|
| EMA Certificate in Occupational Health and Safety | Auckland | 4 Mar | 4 Jul | | | | |
| EMA Certificate in Occupational Health and Safety | Hamilton | 9 May | | | | | |
| NZ Certificate in Workplace Health and Safety Practice (Level 4) | Auckland | 29 Feb | 17 Jun | | | | |
| NZ Certificate in Workplace Health and Safety Practice (Level 4) | Hamilton | 10 Apr | | | | | |
| NZ Diploma in Workplace Health and Safety Management (Level 6) | Auckland | 4 Apr | | | | | |
| NZ Diploma in Workplace Health and Safety Management (Level 6) | Hamilton | 13 Jun | | | | | |
| Applying the Due Diligence Duty | Auckland | 22 Mar | 31 Jul | | | | |
| Applying the Due Diligence Duty | Hamilton | 7 Aug | | | | | |
| Applying the Due Diligence Duty | Rotorua | 22 May | | | | | |
| Applying the Due Diligence Duty | Tauranga | 24 Oct | | | | | |
| Authentic Leadership for Health and Safety Professionals | Auckland | 16 Feb | 21 Oct | | | | |
| Authentic Leadership for Health and Safety Professionals | Hamilton | 20 Jun | | | | | |
| Authentic Leadership for Health and Safety Professionals | Online | 13 May | 13 Sep | | | | |
| Change Management for Health and Safety Professionals | Auckland | 6 May | 24 Jul | 1 Nov | | | |
| Change Management for Health and Safety Professionals | Online | 27 Mar | 11 Sep | | | | |
| Creativity, Problem-Solving and Critical Thinking for Health and Safety Professionals | Auckland | 13 Mar | 2 Sep | | | | |
| Creativity, Problem-Solving and Critical Thinking for Health and Safety Professionals | Hamilton | 18 Jun | | | | | |
| Creativity, Problem-Solving and Critical Thinking for Health and Safety Professionals | Online | 24 May | 5 Nov | | | | |
| Effective Workplace Health and Safety Systems | Auckland | 6 Mar | 7 Jun | 19 Aug | 23 Oct | | |

| Course | Location | Date 1 | Date 2 | Date 3 | Date 4 | Date 5 | Date 6 |
|---|---------------|---------------|----------------|--------|---------------|--------|--------|
| Effective Workplace Health and Safety Systems | Hamilton | 20 May | 23 Sep | | | | |
| Effective Workplace Health and Safety Systems | Rotorua | 31 Jul | | | | | |
| Effective Workplace Health and Safety Systems | Tauranga | 8 Apr | | | | | |
| Health, Safety and Wellbeing Committee Essentials | Auckland | 12 Feb | 12 Jun | 18 Nov | | | |
| Health, Safety and Wellbeing Committee Essentials | Hamilton | 25 Mar | 2 Sep | | | | |
| Health, Safety and Wellbeing Committee Essentials | Rotorua | 14 Aug | | | | | |
| Health, Safety and Wellbeing Committee Essentials | Tauranga | 31 May | | | | | |
| Health, Safety and Wellbeing Committee Essential | Whangārei | 29 Jul | | | | | |
| Health and Safety from a Management Perspective | Auckland | 11 Mar | 24 Jun | 23 Aug | | | |
| Health and Safety from a Management Perspective | Hamilton | 3 May | 21 Oct | | | | |
| Health and Safety from a Management Perspective | Rotorua | 14 June | | | | | |
| Health and Safety from a Management Perspective | Tauranga | 31 July | | | | | |
| Health and Safety from a Management Perspective | Whangārei | 5 Apr | | | | | |
| Health and Safety Representative Stage 1 (Essential Training) | Auckland | 25 Jan | 12 Feb, 28 Feb | 13 Mar | 4 Apr, 29 Apr | 20 May | 13 Jun |
| | Auckland cont | 4 Jul, 22 Jul | 15 Aug | 12 Sep | 14 Oct | 11 Nov | 2 Dec |
| Health and Safety Representative Stage 1 (Essential Training) | Hamilton | 8 Apr | 1 Jul | 29 Aug | 18 Nov | | |
| Health and Safety Representative Stage 1 (Essential Training) | Rotorua | 25 Mar | 24 Jun | 16 Sep | | | |
| Health and Safety Representative Stage 1 (Essential Training) | Tauranga | 22 Feb | 9 May | 22 Jul | 14 Oct | | |

Health and Safety Start Dates 2024 *(cont.)*

| Course | Location | Date 1 | Date 2 | Date 3 | Date 4 | Date 5 | Date 6 |
|---|---------------|--------|--------|--------|--------|--------|--------|
| Health and Safety Representative Stage 1 (Essential Training) | Whakatāne | 3 Apr | | | | | |
| Health and Safety Representative Stage 1 (Essential Training) | Whangārei | 14 Mar | 24 Jun | 17 Oct | | | |
| Health and Safety Representative Stage 2 (Advanced Training) | Auckland | 19 Feb | 25 Mar | 2 May | 13 Jun | 29 Jul | 29 Aug |
| Health and Safety Representative Stage 2 (Advanced Training) | Auckland cont | 7 Nov | 9 Dec | | | | |
| Health and Safety Representative Stage 2 (Advanced Training) | Hamilton | 15 Apr | 27 May | 19 Aug | 4 Nov | | |
| Health and Safety Representative Stage 2 (Advanced Training) | Rotorua | 14 Mar | 29 Jun | | | | |
| Health and Safety Representative Stage 2 (Advanced Training) | Tauranga | 11 Apr | 1 Jul | 30 Sep | | | |
| Health and Safety Representative Stage 2 (Advanced Training) | Whakatāne | 5 Sep | | | | | |
| Health and Safety Representative Stage 2 (Advanced Training) | Whangārei | 6 May | | | | | |
| ICAM Investigation | Auckland | 26 Feb | 6 May | 2 Sep | | | |
| ICAM Investigation | Hamilton | 15 Feb | 12 Aug | | | | |
| ICAM Investigation | Tauranga | 17 Oct | | | | | |
| ICAM Investigation | Whangārei | 25 Mar | | | | | |
| Influencing Skills for Health and Safety Professionals | Auckland | 9 May | 17 Oct | | | | |
| Influencing Skills for Health and Safety Professionals | Hamilton | 19 Aug | | | | | |
| Influencing Skills for Health and Safety Professionals | Online | 8 Mar | 6 Dec | | | | |
| Managing Contractor Health and Safety | Auckland | 29 Mar | 22 May | 11 Sep | | | |
| Managing Contractor Health and Safety | Hamilton | 31 May | 7 Nov | | | | |
| Managing Contractor Health and Safety | Rotorua | 29 Jul | | | | | |
| Managing Contractor Health and Safety | Tauranga | 15 Mar | | | | | |

| Course | Location | Date 1 | Date 2 | Date 3 | Date 4 | Date 5 | Date 6 |
|--|-----------|--------|--------|--------|--------|--------|--------|
| Managing Contractor Health and Safety | Whangārei | 26 Jun | | | | | |
| Managing Machinery Risk | Auckland | 11 Mar | 1 Jul | | | | |
| Managing Machinery Risk | Hamilton | 16 Sep | | | | | |
| Managing Machinery Risk | Rotorua | 13 May | | | | | |
| Managing Machinery Risk | Tauranga | 4 Nov | | | | | |
| Effective Health and Safety Incident and Investigation Methods | Auckland | 28 Feb | 17 Jun | 2 Sep | 8 Nov | | |
| Effective Health and Safety Incident and Investigation Methods | Hamilton | 20 Mar | | | | | |
| Effective Health and Safety Incident and Investigation Methods | Rotorua | 5 Apr | | | | | |
| Effective Health and Safety Incident and Investigation Methods | Tauranga | 5 Aug | | | | | |
| Effective Health and Safety Incident and Investigation Methods | Whangārei | 13 May | | | | | |
| Managing Critical Risks | Auckland | 21 Feb | 7 Aug | 13 Nov | | | |
| Managing Critical Risks | Hamilton | 1 Aug | | | | | |
| Managing Critical Risks | Rotorua | 19 Jun | | | | | |
| Managing Critical Risks | Tauranga | 26 Mar | | | | | |
| Webinar: Due Diligence for Officers | Online | 20 Feb | 10 Apr | 11 Jun | 14 Aug | 24 Sep | 7 Nov |
| Webinar: Health and Safety for Employees | Online | 22 Feb | 11 Apr | 13 Jun | 7 Aug | 19 Sep | 6 Nov |
| Webinar: Health and Safety for Managers and Supervisors | Online | 13 Feb | 1 May | 27 Jun | 1 Aug | 16 Oct | 20 Nov |





Leadership and Management

07

Ready to Lead?

The Ultimate Team Leader

6 Days (1 day per month)

The perfect investment for any team leader wanting to build and lead powerful teams within their organisation.

By committing to one day per month all learners will take back practical actions and activities to support new and better ways to lead and manage teams.

The Ultimate Team Leader covers all key areas the frontline management needs to spur renewed success, including:

- Communication Styles
- High Performing Teams
- Power and Influence
- Motivation and Feedback
- Leadership Styles
- Discipline and Performance Management
- Coaching and Goals

*Upon completion participants are awarded the 'EMA Certificate of Frontline Leadership'

The Emerging Team Leader

2 Days (Consecutive)

For those looking to move into leadership roles or to improve their skills. This 2-day course focuses on the key skills required to lead and manage teams.

This intensive 2-day course includes the fundamentals to help transition to leadership and hit the ground running.

The Emerging Team Leader course covers essential ideas and skills to help move participants toward the leadership space, including:

- From 'super-doer' to leader
- Communication
- Essentials
- Goal Setting and Delegation
- Managing Meetings
- Inspiring Teams
- Listening and Questioning

*Convert this course to the 'EMA Certificate of Frontline Leadership' by continuing through the leadership pathway

Earn the EMA Certificate in Frontline Leadership

The Emerging Team Leader

A 2-day intensive course that covers the major areas of leadership. Aimed at those recently starting their journey or looking to experience leadership for the first time. **Complete 3 additional courses from the 8 below (in any order) to receive the EMA Certificate in Frontline Leadership.**

Supervision - An Introduction

A single-day course that introduces you to the basics of supervision. An excellent starting point for those looking to refresh their skills and be more selective in what they wish to develop. **Complete 4 additional courses from the 8 below (in any order) to receive the EMA Certificate in Frontline Leadership.**

NEW

| | | |
|---|--|---|
|  | Coaching Essentials for Managers | Leaders are coaches. Knowing what to say and how to say it can make the difference between a thriving or struggling employee. Launch into coaching using this practical course. |
|  | Conflict Resolution | Leading isn't easy. Resolving conflict in the workplace is a skill that will be needed time after time. Be prepared to act early and consistently to resolve conflict. |
|  | Motivating Teams for High Performance | Teams need motivation. How do you get the best out of people? This course focuses on individual and team motivation. |
|  | Health and Safety Fundamentals | Help understand Health and Safety from a management perspective. Learn the benefits of a safe workplace while managing risks through a positive culture of safety. |
|  | Influencing People | Managing people isn't all about giving tasks and direction. Influencing people helps us understand the soft skills of persuasion and how to use it for consistent results. |
|  | ER101: Employment Law Essentials | Gain knowledge of essential employment law. Step up to manage risk around hiring, termination and your obligations under NZ law. |
|  | Change Management for Managers | Learn about the human response to change from early adopters to laggards and resisters. If you aspire to be the driving force behind change, whether as a catalyst, promoter, or change leader, this programme is your key to mastering the art of inspiring others to embrace innovative approaches to work. |
|  | Project Management Fundamentals | Leading means planning. Learn the basics of coordinating and delegating tasks to others and then holding them accountable. |
|  | The EMA Certificate in Frontline Leadership recognises the development of learners across the full range of supervisory and leadership skills. Check to see what courses support your individual tailored development! | |

Self Development Pathway

Develop yourself. These courses help you grow and thrive in any position by providing you with the key ingredients for success. Managers – support and develop the core skills of your staff, to let them reach their true potential.



Assertiveness Skills

Express yourself. If non-assertiveness is holding you back then this course helps develop key skills to help push you where you need to be.



Influencing People

Influencing people helps us understand the soft skills of persuasion and how to use it for consistent results.



Stress Management and Mental Resilience

Handle stress better. Learn from those who have faced extreme challenges and survived. Discover your resilience factors and how the role of positive psychology plays out in the workplace.



Train the Trainer

Up your value to your organisation. Be a better trainer and spread knowledge to those around you effectively and with enthusiasm.



Finance Fundamentals

Knowing the books and how they work is the next level for many people. Lift your knowledge of finance and how it fits into your area of the business.



Personal Effectiveness

Personal efficiency is a key hallmark of success. Discover and apply a better understanding of how to get the work done.

Assertiveness and Effective Communication

Summary: If you struggle to express yourself and your non-assertiveness is holding you back, this course will teach you how to be more self-assured and confident, without being aggressive.

- You:**
- Want to express yourself better
 - Ready to set boundaries

- Need:**
- To increase your self-awareness in your interactions with others
 - To stand up for yourself while also recognising the rights of others
 - To foster better relationships with your team and within your organisation by communicating more effectively and directly
 - To be more self-assured and confident – but not aggressive!

- These skills:**
- Applying a cognitive model to assertiveness and building self-esteem
 - Learning body confidence and better personal behaviours
 - Understanding cultural matters and their impact on building assertive behaviours
 - Giving and receiving feedback and saying “no”

Here's how.

Duration: One day, 9am – 4pm

Level: Intermediate

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$850 + GST

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST



Change Management for Managers

Summary: You will learn about the human response to change from early adopters to laggards and resisters. If you aspire to be the driving force behind change, whether as a catalyst, promoter, or change leader, this programme is your key to mastering the art of inspiring others to embrace innovative approaches to work.

You:

- A leader facing organisational change
- Dealing with new managers, processes, technology, customers, strategies, employees – even a new building

Need:

- To plan for change with minimal resistance
- To create a smooth transition for your people from the old to the new

These skills:

Part 1: understanding change

- Why organisations will always require times of significant change
- Myths of change – what humans really think about change
- The principles of change
- The emotional side of change process
- A straightforward change framework

Part 2: manage the impact

- Early adopters (the enthusiasts) to laggards (the resisters)
- Learn techniques to understand and deal with the emotional side of change
- Identify strategy and support mechanisms for people who are struggling
- Critical success factors to drive change

Part 3: strategies to drive change

- Communication and influencing others
- Propose a change plan for your team or business and receive feedback
- Design communications to get engagement from the outset
- Develop a communication plan for the duration of the process
- Identify and engage support from the key players that will drive change
- Focus on how it's not what is said – but rather it's when, how, and who says it that matters
- Feedback and monitoring progress

Here's how.

Duration: One day, 9am – 4pm

Level: Intermediate

Delivery: Face to face (in class)

Course Costs:

Member (Standard) \$890 + GST

Non-member (Standard) \$1,290 + GST



Coaching Essentials for Managers

Summary: This two-day course provides a comprehensive foundation for managers to integrate coaching principles into their leadership approach. You will leave with a solid understanding of coaching fundamentals and the confidence to apply these skills in your managerial role, fostering a culture of growth, development, and enhanced team performance within your organisation.

You:

- New to leadership or in charge of a team or unit
- A manager without formal training in your role

Need:

- To know when, why and how to coach or mentor your team, and understand which coaching style is appropriate for the person and situation
- Practical applications to address common challenges in coaching
- To integrate coaching into performance management

These skills:

- Defining the key competencies of coaching
- Learning the principles and process of effective coaching
- Leading and managing through effective coaching
- Opportunities for hands-on practice through role-playing and real-world scenarios

Here's how.

Duration: Two days, 9am – 4pm

Level: Intermediate

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$1,340 + GST

Member (Standard) \$1,490 + GST

Non-member (Standard) \$1,820 + GST



Conflict Resolution

Summary: If you're looking to minimise conflict in your life, this two-day course is for you. It is ideal for anyone facing conflict at work with colleagues, suppliers or clients, as well as those facing it at home.

You:

- Experiencing conflict at work with colleagues, suppliers or clients, and potentially also at home

Need:

- To understand the root causes of conflict
- To identify and understand your own psychology in conflict situations
- To anticipate and prevent potential negative conflict before resolution is needed

These skills:

- Using third parties to resolve problems
- Understanding the core variables of negative conflict
- Learning what to do when emotions hijack relationships
- Discovering the thirteen 'lubrication' skills for effective conflict resolution

Here's how.

Duration: Two days, 9am – 4pm

Level: Intermediate

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$1,340 + GST

Member (Standard) \$1,490 + GST

Non-member (Standard) \$1,820 + GST



Emotional Intelligence

Summary: If you are a manager or team leader and want to understand how to handle your own and/or other people's emotions at work, this one-day course is for you. Combining this course with some focused practice will allow you to boost your 'Emotional IQ' and increase your personal effectiveness.

You:

- A manager or team leader

Need:

- To get a grip on emotions – not necessarily yours
- To boost your 'Emotional IQ'
- To keep everyone calm so you can carry on

These skills:

- Understanding yours and your teams' emotions
- The core competencies of emotional intelligence (EI)
- The four abilities of emotionally intelligent people
- Using EI to resolve conflict
- Applying EI for stronger communication and relationships

Here's how.

Duration: One day, 9am – 4pm

Level: Intermediate

Delivery: Virtual

Course Costs:

Member (Early Bird) \$850 + GST

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST



Influencing People

Summary: Great leadership isn't just about technical proficiency or exercising authority. It's about having influence, and the ability to persuade people not under your authority. If your role relies on building strong collaborative relationships with colleagues and other stakeholders, this workshop will prove invaluable. Suitable for people at all organisational levels, it will improve your ability to influence a wide variety of people, right to the very top of an organisation.

You:

- A member of an organisation who wants to influence a wide variety of people

Need:

- To deliver your messages more confidently and persuasively
- To build strong collaborative relationships with colleagues and other stakeholders

These skills:

- Recognising your influencing style and adapting it for stronger communication
- Understanding the relationship between influence and persuasion, and why you need to build the first so you can apply the second
- Making your message engaging and compelling, and the importance of emotional intelligence when influencing others
- Understanding how people make decisions
- Applying the principles of effective influencing and positive persuasion

Here's how.

Duration: One day, 9am – 4pm

Level: Intermediate

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$850 + GST

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST



Management – An Introduction for First Time Managers

Summary: This intensive two-day course lays the groundwork for those new to management, or looking towards their first management position in the near future, or in charge of a team without formal management training. This course offers insights into the foundation blocks of good management and will empower you to get the best out of your people.

You:

- New to management
- Hoping to be promoted into a management role

Need:

- To motivate your staff to work enthusiastically towards your high-priority goals
- Confidence in managing your team to get the best from your people

These skills:

- Understanding the key functions, responsibilities, tasks and competencies of management
- Learning the key components of good management so you can apply your knowledge and skills productively
- Dealing decisively with issues as they arise using focused performance coaching
- Promoting more cohesive teamwork, improving process management and increasing operational effectiveness
- Delegating effectively, so you can focus on big-picture stuff
- Motivating and influencing your staff to perform well and achieve key goals and objectives

Here's how.

Duration: Two days, 9am – 4pm

Level: Foundation

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$1,340 + GST

Member (Standard) \$1,490 + GST

Non-member (Standard) \$1,820 + GST



Motivating Teams for High Performance

Summary: There's a skill to motivating others and it starts with you. Once you've realised how to motivate yourself, you can work on your team and ultimately create a culture geared towards high performance. This one-day workshop covers self-motivation and the skills you need to inspire and activate motivation in others. You'll gain a deep understanding of what motivation truly is and how it works within a business context.

You:

- In a new management or team leadership role
- An experienced manager who needs a refresher
- A team member who wants to understand more about self-motivation

Need:

- To improve your people leadership and management skills
- To maximise people performance to achieve goals and targets
- To build a better work culture with a people focus

These skills:

- Learning theories of motivation and understanding attitudes, personalities and behaviours
- Understanding what motivation truly is and how it works within a business context
- Using training, encouragement and feedback to create cultures that 'switch people on'
- Preparing and actioning a motivational plan for you and your team
- Activating the motivators to get the best out of your team

Here's how.

Duration: One day, 9am – 4pm

Level: Intermediate

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$850 + GST

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST



Puzzle People – Effective Communication Model

Summary: If you want to improve your communication skills, enhance your understanding of the way others behave and help to build better workplace relationships, this course is perfect. You'll find the content valuable whatever role you play in your organisation.

Note: The course begins before the classroom session with everyone completing an eLearning module which takes about 20 minutes. A login to access the module is sent seven days prior to the course for completion before attending.

You:

- A team member, manager or business owner

Need:

- To improve your communication skills
- To enhance your understanding of the way others behave
- To build better workplace relationships

These skills:

- Understanding your personal puzzle – your unique make-up of communication styles
- Learning about the four communication styles that drive our thinking style, speaking style and behaviours
- Identifying ways to improve communication and relationships in the workplace
- Gaining insight into tension or conflict within relationships or teams
- Adapting your style to benefit situations or relationships in a variety of roles in work and life

Note: Learners will need an email, access to a computer or smart phone and a modern browser e.g., Firefox, Google Chrome or Safari.

Here's how.

Duration: One day, 9am – 4pm

Level: Foundation

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$850 + GST

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST



Supervision – An Introduction

Summary: This is the perfect course for a new supervisor or team leader, or one who currently works in the role but without previous training in supervision. It will give you a solid set of skills and ideas that will build your confidence and keep your team on a productive track. This course is ideal for someone who is leading a team in a role where instructional supervision is important for the wellbeing and safety of people and/or goods.

You:

- A new supervisor or team leader in a role involving instructional supervision
- A supervisor or team leader who has not had previous supervision training

Need:

- To understand the role and responsibilities of a supervisor
- Instructional supervision skills to ensure the wellbeing and safety of people and/or goods

These skills:

- Applying the key principles of supervision in your daily activities
- Communicating effectively with team members and motivating them to do their best
- Solving problems and giving effective feedback to team members who need to raise their game
- Confidence in dealing with productivity issues
- Discovering what truly motivates people and how to get them working with enthusiasm
- Giving clear instructions and conveying useful one-to-one feedback to help team members stay productive

Here's how.

Duration: One day, 9am – 4pm

Level: Foundation

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$850 + GST

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST



The Emerging Team Leader

Summary: Whether you're new to team leadership or want to improve your skills in this important area of management, this two-day workshop is ideal. A team leader's success is dependent on the performance of others. Our Emerging Team Leader programme will support your transition from being part of the team to leading it.

- You:**
- New to team leadership
 - A manager who wants to improve their leadership skills

- Need:**
- To transition from being part of the team to leading it
 - To effectively communicate and connect with people in your team
 - To understand what good leadership is and what it is not
 - To lead and inspire your team, creating capability
 - To galvanise your team to work together, collaborate effectively and take ownership of processes and issues
 - To solve team conflict in ways that get everyone back to work with commitment and motivation

- These skills:**
- Understanding your own behaviour and others' behaviour to get the best out of individuals in your team
 - Understanding your unique communication style and the communication style preference of others
 - Getting your team working together to achieve their goals by adapting your leadership style to suit
 - Facilitating successful meetings with effective planning, running them efficiently and dealing with unhelpful behaviour
 - Solving team conflict with creative solutions to enhance performance rather than hindering it
 - Understanding the difference between management and leadership and the responsibilities of good leadership
 - Building interpersonal skills to become an effective, confident communicator with your team and other stakeholders
 - The art of questioning and 'gold medal' listening
 - Understanding the value of different motivators for people in your team
 - Maintaining calm and confidence dealing with uncertainty, crisis or difficult people
 - Having difficult conversations to manage performance

Here's how.

Duration: Two days, 9am – 4pm

Level: Foundation

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$1,340 + GST

Member (Standard) \$1,490 + GST

Non-member (Standard) \$1,820 + GST



The Ultimate Team Leader

This programme is delivered in a highly interactive one-day-a-month format to reduce the pressure of managing your workload while training. It also means you can leave each module with a set of new skills that can be practised in your organisation before the next module.

Summary: If you're currently working as a team leader, supervisor or manager, or aiming to become one, this extensive programme is ideal. It's the perfect investment for any team leader wanting to build and lead powerful teams within their organisation.

Exceptional team leaders skillfully adapt to workplace situations and personalities by determining the appropriate leadership and communication styles required to achieve the best outcomes. They utilise their leadership skills to empower individual and team performance through competent planning, performance management, problem-solving, coaching, motivating and delegation. Consistently implementing the key competencies of leadership, they develop respect and proactive team morale. These essential skills form the backbone of this comprehensive 6-month programme for team leaders. Participating in this series of modules will help leaders succeed in their role by providing new insight into the key competencies of leadership and how to accurately analyse a variety of circumstances and deal with challenging or potentially stressful situations they are likely to face in the workplace.

You:

- A team leader who wants to build powerful teams
-

Need:

- To lead your team to achieve organisational objectives
 - To adapt your leadership behaviour to suit different situations
 - To resolve poor performance and misconduct issues while complying with disciplinary policies
 - A more productive use of time and to delegate simpler tasks
 - To coach others effectively
 - To resolve and manage conflict, building positive workplace relationships
 - To set performance goals and motivate others to achieve them
-

These skills:

Module 1

- Communication skills for leaders
 - Understand and overcome communication barriers
 - Strategies to resolve workplace conflict and difficult behaviours
-



These skills:

Module 2

- The difference between leading and managing
- Leadership styles – when to use them
- Competencies of effective leaders
- SMART goals and performance plans

Module 3

- Types of power and influence available to managers
- Building a high-performing team
- Theories, concepts and strategies to motivate team members

Module 4

- Organisational structures and values
- When and how to use four ways to develop your staff: train, coach, mentor, and delegate
- Giving the right feedback at the right time: praise, positive, constructive and reprimand
- Key principles and strategies to delegate for success

Module 5

- Principles of motivation – process of application
- Developing and leading workplace engagement
- Developing high-performing teams
- How to improve performance and solve performance problems

Module 6

- Effectively leading workplace diversity
 - Dealing with and resolving conflict
-

Here's how.

Duration: Six months (one day, monthly)

Level: Advanced

Delivery: Face to face (in class)

Course Costs:

Member (Standard) \$3,150 + GST

Non-member (Standard) \$3,750 + GST





Train the Trainer

Summary: If your role requires you to confidently deliver and review training sessions for adults, this two-day course is for you. It will give you the knowledge, skills and assuredness you need to deliver high-impact training sessions.

- You:**
- A team leader, senior manager, specialist or generalist who delivers and reviews training sessions for adults
-
- Need:**
- To develop and deliver more impactful and effective interactive training sessions
 - To recognise and accommodate different cultures in the learning environment
 - To confidently manage different learning styles and speeds
-
- These skills:**
- Improving your own training ability to boost your colleagues' productivity and enthusiasm
 - The practical knowledge and assuredness you need to deliver high-impact training sessions
 - Understanding different learning styles so you can adapt your delivery to diverse student needs
 - Setting learning objectives that match the real requirements of your students
 - Preparing your sessions in a structured, logical way
 - Finding new delivery techniques that will keep attention and increase impact
-

Here's how.

Duration: Two days, 9am – 4pm

Level: Intermediate

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$1,340 + GST

Member (Standard) \$1,490 + GST

Non-member (Standard) \$1,820 + GST







Leadership and Management eLearning

08

Building Positive Relationships

Give us: 15 – 30 minutes

You'll learn: how to create a working environment that is inclusive and welcoming, as well as productive. Plus, what positive workplace relations look like, how they can benefit your business and how to make them genuine and organic.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Effective Delegation

Give us: 15 – 30 minutes

You'll learn: to help your people meet their goals and deadlines by understanding how to delegate work and responsibilities properly. Also, to identify specific skills and talents in team members that will assist them to reach beyond KPIs and targets to deliver quality work. Plus, how productivity relates to mental health and wellbeing.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



How to Recognise and Overcome Bias

Give us: 30 – 45 minutes

You'll learn: how 'Unconscious Bias' affects our decisions from assessing risk to buying cereal; brain function and what causes common bias types, the real and harmful consequences of unintentional bias; strategies on breaking free from these mental habits and overcoming this bias by bringing awareness to your unintentional assumptions.

Duration: 30 – 45 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Influencing Others

Give us: 15 – 30 minutes

You'll learn: to communicate ideas and suggestions to clients, customers, colleagues and staff by maximising interpersonal skills. An ideal introductory module for your leadership team.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Mentoring Your Team

Give us: 15 – 30 minutes

You'll learn: to boost organisational outputs by identifying opportunities for mentoring, helping teams and individuals to achieve their goals, supporting team members who demonstrate inconsistent behaviours then making necessary changes and providing constructive, timely feedback.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Introduction to Puzzle People

Give us: 15 – 30 minutes

You'll learn: to understand and recognise the four communication styles of colleagues, customers and other stakeholders, as well as your own unique make-up – your personal puzzle. Plus, how to adapt your communication style to benefit situations or relationships and work effectively with other people in your organisation. An ideal introductory module to improve communication, drive results, connect teams and achieve more.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$60 + GST

Non-member (Standard) \$80 + GST



Puzzle People – Transform Business Results (Full Suite)

Give us: 2 hours 30 minutes

You'll learn: to understand and recognise the four communication styles of the Decider, the Investigator, the Supporter and the Influencer while also discovering your unique communication profile – your personal puzzle. Plus, how to adapt your communication style to benefit different situations or relationships and the value each style contributes to teams, projects, problem-solving or decision-making. Also, you'll learn the impact when certain behaviours are amplified or left unchecked. This comprehensive course consists of five 30-minute modules.

Duration: 2 hours 30 minutes
Level: Foundation to Intermediate
Delivery: Online Learning

Course Costs:
Member (Standard) \$199 + GST
Non-member (Standard) \$249 + GST



MANAGEMENT

Anti-Bullying in the Workplace

Give us: 15 – 30 minutes

You'll learn: what discrimination, bullying and harassment is, what the behaviours might look like and options on what a person can do if they fall victim to any of these situations. Suitable for all levels of employees to gain insight into this important topic.

Duration: 15 – 30 minutes
Level: Foundation
Delivery: Online Learning

Course Costs:
Member (Standard) \$50 + GST
Non-member (Standard) \$75 + GST



Cybersecurity Awareness

Give us: 30 – 45 minutes

You'll learn: how the convenience of being online for social media, shopping and banking can also make you vulnerable to cybercriminals. Discover how they can access your devices and what to do to protect yourself from potential online attacks.

Duration: 30 – 45 minutes
Level: Foundation
Delivery: Online Learning

Course Costs:
Member (Standard) \$50 + GST
Non-member (Standard) \$75 + GST



Managing Workplace Sexual and Racial Bullying and Harassment

Give us: 45 – 60 minutes

You'll learn: to understand the legislative frameworks that govern workplace sexual and racial bullying and harassment and help you to be procedurally fair when handling complaints and managing investigations.

Duration: 45 – 60 minutes

Level: Foundation to Intermediate

Delivery: Online Learning

Course Costs:

Member (Standard) \$80 + GST

Non-member (Standard) \$135 + GST



Minimising Conflict in the Workplace

Give us: 15 – 30 minutes

You'll learn: to set expectations around behaviours to minimise conflict in the workplace, go through the process of effectively dealing with disagreements, and identifying who to ask for assistance.

Duration: 15 – 30 minutes

Level: Foundation to Intermediate

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Working with Purpose

Give us: 15 – 30 minutes

You'll learn: to lead your team to become more productive with practical tips on how to collaborate, smash deadlines and manage their workflows.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



The Dynamic Workplace: What you need to know – Starter Pack

Give us: 30 – 45 minutes

(for the online course, plus reading time for the resources as required)

You'll learn: to navigate the fast-paced changes that are required in The Dynamic Workplace, including flexible, remote and hybrid working environments. Plus, a starter pack of information for business owners and people leaders, along with EMA resources, providing an awareness of some of the hot topics the EMA is constantly being asked about, offering advice on, and building future capabilities through our learning frameworks. Also, an understanding of the benefits and challenges of the 'Dynamic Workplace' and how to create and communicate with a positive 'Dynamic' team.

Included in the starter pack are downloadable People Experience documents and Legal resources relating to the topic. If you are only requiring the eLearn to share with other team members, please see below.

Duration: 30 – 45 minutes

Level: Foundation to Intermediate

Delivery: Online Learning

Course Costs:

Member (Standard) \$249 + GST

Non-member (Standard) \$349 + GST



The Dynamic Workplace: What you need to know

Give us: 30 – 45 minutes

You'll learn: to navigate the fast-paced changes that are required in The Dynamic Workplace, including flexible, remote and hybrid working environments. Plus, the definition, benefits and challenges of the "Dynamic Workplace", how to create and communicate with a positive 'Dynamic' team, and how to set up your business for compliance.

Note: If you require more support in these areas, please refer to the Starter Pack above.

Duration: 30 – 45 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Communication at Work (Introduction)

Give us: 15 – 30 minutes

You'll learn: the key elements of effective workplace communication; understanding and building good communication skills and identifying methods and tools to communicate better.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Communication at Work

Give us: 15 – 30 minutes

You'll learn: to ensure people hear what you have to say, helping your business stay informed, engaged and communicating clearly on all levels. You'll effectively communicate with the right tools for the audience and message, up and down the business with stakeholders and staff to get your message.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Communication in a Crisis

Give us: 45 – 60 minutes

You'll learn: strong leadership and effective communication to staff, customers, and other stakeholders. Ensure your communication messages are heard and provide advice on which mode to use in the different types of crises you may face.

Duration: 45 – 60 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$80 + GST

Non-member (Standard) \$135 + GST





Courageous Conversations

Give us: 45 – 60 minutes

You'll learn: to deal with difficult communication styles, perspectives, demands, priorities, and conflicts; using skills that give you confidence and courage to face up to these conversations constructively.

Duration: 45 – 60 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$80 + GST

Non-member (Standard) \$135 + GST



Introduction to Puzzle People

Give us: 15 – 30 minutes

You'll learn: to understand and recognise the four communication styles of colleagues, customers and other stakeholders, as well as your own unique make-up – your personal puzzle. Plus, how to adapt your communication style to benefit situations or relationships and work effectively with other people in your organisation. An ideal introductory module to improve communication, drive results, connect teams and achieve more.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$60 + GST

Non-member (Standard) \$80 + GST



Improve your Business Writing Skills

Give us: 15 – 30 minutes

You'll learn: how to avoid – and improve – disorganised, confusing, and ambiguous writing. You'll keep your work focused, clear, and relatable, and know what separates passable from excellent writing. You'll also learn the fundamentals for mastering good business writing, including understanding the value of purpose, clarity and relatability for your reader; ordering your thoughts and considering your audience in your written communications.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Overcoming Procrastination

Give us: 15 – 30 minutes

You'll learn: how to do a quick self-assessment to discover the real reason why you may be prone to procrastination and how to stop it so you can be more effective in your daily life.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Performance Efficiency

Give us: 15 – 30 minutes

You'll learn: what performance efficiency is; strategies like the 80/20 rule and SMART Goals, and how to automate routine tasks to maximise output without overloading yourself.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Problem-Solving Fundamentals

Give us: 30 – 45 minutes

You'll learn: strong problem-solving skills, including an easy-to-apply five-step problem-solving process, strategies and behaviours to make it easier and tips on rising above the challenges and barriers to solving problems effectively.

Duration: 30 – 45 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Working with Distractions: How to Avoid Time-Wasting Traps

Give us: 15 – 30 minutes

You'll learn: to think more critically about how you use your attention; identifying the biggest distractions, and simple tricks to eliminate anything that wastes your time. You'll understand your 'attention management' with ways to take control of your daily schedule so you can get more done in your day.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Boosting your Business Bundle

Give us: 1 hour 30 minutes – 2 hours

Introduction to Puzzle People

A great start to get people in your organisation to understand and recognise the four communication styles of colleagues, customers and other stakeholders, as well as your own unique make-up – your personal puzzle. Plus, how to adapt your communication style to benefit situations or relationships and work effectively with other people in your organisation. An ideal introductory module to improve communication, drive results, connect teams and achieve more.

Personal Effectiveness – Planning for Success

You will understand how to plan for your own personal success, what good habits are and how to create them for yourself, and what SMART Goals are, and how to set them for yourself.

Mentoring your Team

Understand how to identify opportunities for mentoring, support teams and individuals to achieve their goals, support team members with inconsistent behaviours while they make the changes they need and give constructive and timely feedback that gets heard.

Duration: 1 hour 30 minutes – 2 hours

Level: Foundation to Intermediate

Delivery: Online Learning

Course Costs:

Member (Standard) \$145 + GST

Non-member (Standard) \$220 + GST



Communication Bundle

Give us: 1 hour 45 minutes – 2 hours 30 minutes

Communication in a Crisis

Understand strong leadership and effective communication to staff, customers, and other stakeholders. Ensure your communication messages are heard and provide advice on which mode to use in the different types of crises you may face.

Communication at Work

Help your business stay informed, engaged and communicating clearly and effectively on all levels. It covers: effectively communicating with the right tools for the audience and message and how to communicate up and down the business with the stakeholders and staff to get your message across faster.

Courageous Conversations

Understand how to deal with difficult communication styles, perspectives, demands, priorities, and conflicts. You'll learn skills that give you confidence and courage to face up to these conversations constructively.

Duration: 1 hour 45 minutes – 2 hours 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$165 + GST

Non-member (Standard) \$240 + GST

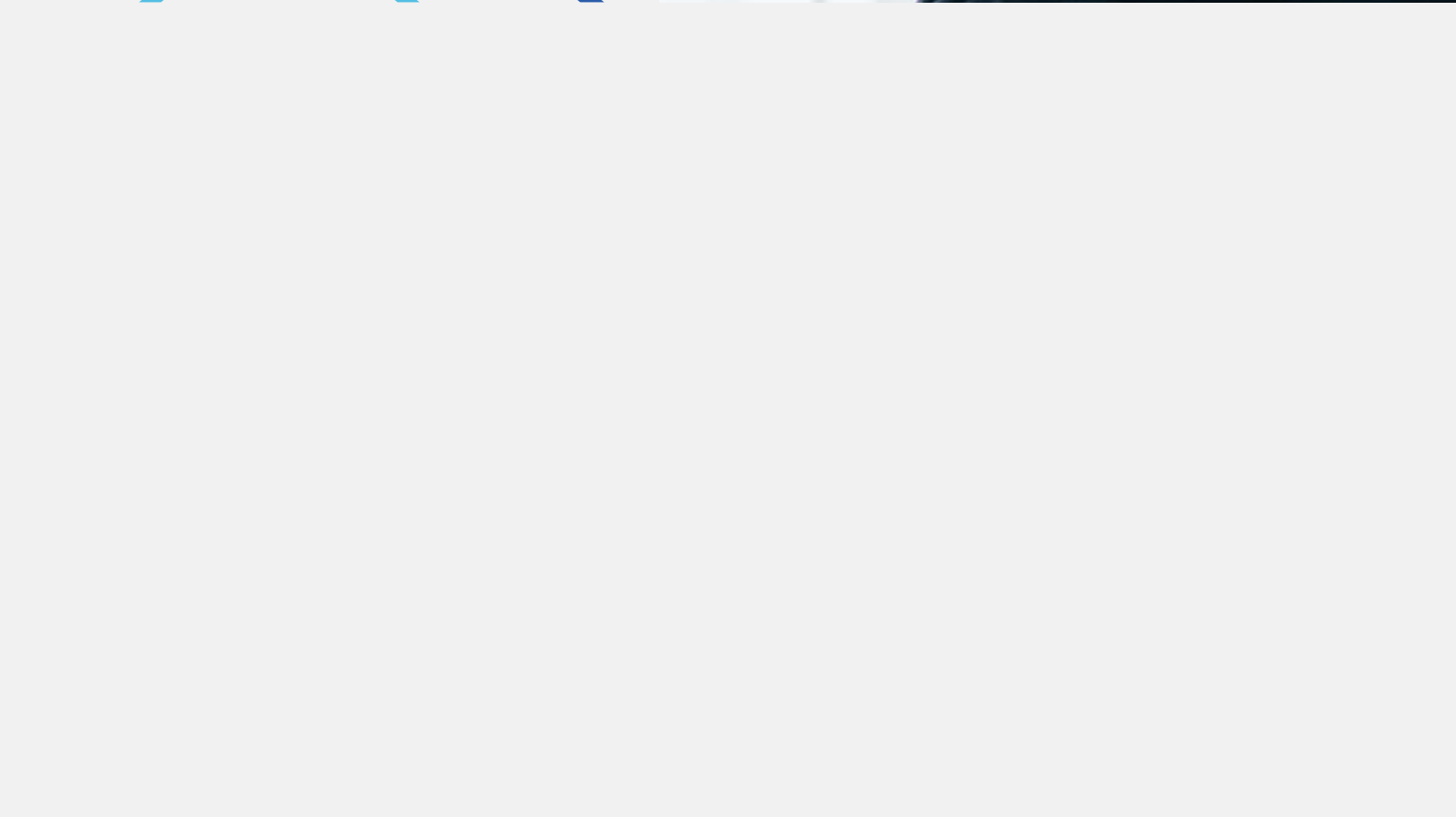




Leadership and Management Start Dates 2024

| Course | Location | Date 1 | Date 2 | Date 3 | Date 4 | Date 5 | Date 6 |
|--|----------|--------|--------|--------|--------|--------|--------|
| Assertiveness and Effective Communication | Auckland | 1 May | 18 Sep | | | | |
| Assertiveness and Effective Communication | Hamilton | 16 Aug | | | | | |
| Change Management for Managers | Auckland | 18 Mar | 6 Jun | | | | |
| Change Management for Managers | Hamilton | 14 May | | | | | |
| Change Management for Managers | Rotorua | 4 Jul | | | | | |
| Change Management for Managers | Tauranga | 26 Jul | | | | | |
| Coaching Essentials for Managers | Auckland | 25 Mar | 11 Jun | 16 Oct | | | |
| Coaching Essentials for Managers | Tauranga | 14 May | | | | | |
| Coaching Essentials for Managers | Rotorua | 7 May | | | | | |
| Conflict Resolution | Auckland | 8 May | 7 Aug | 16 Oct | | | |
| Conflict Resolution | Hamilton | 4 Jun | | | | | |
| Emotional Intelligence | Online | 12 Feb | 19 Apr | 14 Jun | 14 Aug | 30 Oct | |
| Influencing People | Auckland | 28 Mar | 7 Oct | | | | |
| Management – An Introduction for First Time Managers | Auckland | 4 Mar | 15 May | 25 Jun | 21 Nov | | |
| Management – An Introduction for First Time Managers | Hamilton | 27 Aug | | | | | |
| Management – An Introduction for First Time Managers | Tauranga | 4 Apr | | | | | |
| Motivating Teams for High Performance | Auckland | 20 Mar | 19 Jul | 22 Nov | | | |
| Puzzle People – Effective Communication Model | Auckland | 18 Mar | 17 May | 19 Jul | 16 Sep | 18 Oct | 9 Dec |

| Course | Location | Date 1 | Date 2 | Date 3 | Date 4 | Date 5 | Date 6 |
|-------------------------------|---------------|--------|--------|--------|--------|--------|--------|
| Supervision – an Introduction | Auckland | 8 Feb | 26 Apr | 26 Jun | 28 Aug | 18 Oct | 6 Dec |
| Supervision – an Introduction | Hamilton | 8 Mar | 5 Jul | | | | |
| Supervision – an Introduction | Rotorua | 2 May | | | | | |
| Supervision – an Introduction | Tauranga | 3 Apr | 20 Sep | | | | |
| Supervision – an Introduction | Whangārei | 10 May | 26 Sep | | | | |
| The Emerging Team Leader | Auckland | 14 Feb | 13 Mar | 11 Apr | 8 May | 13 Jun | 16 Jul |
| | Auckland cont | 14 Aug | 19 Sep | 8 Oct | 7 Nov | 5 Dec | |
| The Emerging Team Leader | Hamilton | 27 Mar | 12 Sep | | | | |
| The Emerging Team Leader | Rotorua | 19 Feb | 15 May | 1 Jul | 16 Oct | | |
| The Emerging Team Leader | Tauranga | 29 Apr | 8 Jul | 15 Aug | | | |
| The Emerging Team Leader | Whangārei | 7 Mar | | | | | |
| The Ultimate Team Leader | Auckland | 12 Feb | 5 Mar | 4 Jul | 17 Jun | 13 Sep | 14 Nov |
| The Ultimate Team Leader | Hamilton | 12 Apr | 2 Aug | | | | |
| The Ultimate Team Leader | Rotorua | 6 Jun | 19 Sep | | | | |
| The Ultimate Team Leader | Tauranga | 13 Mar | 6 Sep | | | | |
| The Ultimate Team Leader | Whangārei | 11 Apr | | | | | |
| Train the Trainer | Auckland | 15 Feb | 4 Apr | 13 Jun | 5 Aug | 10 Oct | 9 Dec |
| Train the Trainer | Rotorua | 21 Mar | | | | | |
| Train the Trainer | Hamilton | 18 Apr | 24 Oct | | | | |





People Experience (HR)

09

Coaching Essentials for Managers

Summary: This two-day course provides a comprehensive foundation for managers to integrate coaching principles into their leadership approach. You will leave with a solid understanding of coaching fundamentals and the confidence to apply these skills in your managerial role, fostering a culture of growth, development, and enhanced team performance within your organisation.

You:

- New to leadership or in charge of a team or unit
- A manager without formal training in your role

Need:

- To know when, why and how to coach or mentor your team, and understand which coaching style is appropriate for the person and situation
- Practical applications to address common challenges in coaching
- To integrate coaching into performance management

These skills:

- Defining the key competencies of coaching
- Learning the principles and process of effective coaching
- Leading and managing through effective coaching
- Opportunities for hands-on practice through role-playing and real-world scenarios

Here's how.

Duration: Two days, 9am – 4pm

Level: Intermediate

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$1,340 + GST

Member (Standard) \$1,490 + GST

Non-member (Standard) \$1,820 + GST



WEBINAR

Emotional Intelligence

Summary: If you are a manager or team leader and want to understand how to handle your own and/or other people's emotions at work, this one-day course is for you. Combining this course with some focused practice will allow you to boost your 'Emotional IQ' and increase your personal effectiveness.

You:

- A manager or team leader

Need:

- To get a grip on emotions – not necessarily yours
- To boost your 'Emotional IQ'
- To keep everyone calm so you can carry on

These skills:

- Understanding yours and your teams' emotions
- The core competencies of emotional intelligence (EI)
- The four abilities of emotionally intelligent people
- Using EI to resolve conflict
- Applying EI for stronger communication and relationships

Here's how.

Duration: One day, 9am – 4pm

Level: Intermediate

Delivery: Virtual

Course Costs:

Member (Early Bird) \$850 + GST

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST



Human Resource Management – An Introduction (HR101)

Summary: If you intend to work in human resources, or in an HR support role, this introductory course will provide you with a broad understanding of the human resources function and its application in today's world of work.

You:

- An aspiring HR superstar

Need:

- To get up to speed with Human Resources
- HR skills that reflect this digital age
- To know what makes people tick and build a solid workplace culture

These skills:

- A broad understanding of HR responsibilities
- Applying best practice processes to recruitment, employee development, and retention
- Putting together HR dashboards that support your decisions with data and metrics
- Understanding what motivates employees

Here's how.

Duration: One day, 9am – 4pm

Level: Foundation

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$850 + GST

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST



Performance Management (HR204)

Summary: Have you been managing staff performance for a while but become unstuck when things get difficult? If you are a manager or HR practitioner managing serious performance issues, you'll benefit from introducing a consistent performance management framework to your organisation.

You:

- In charge of people
- Staring down – or avoiding – a difficult performance issue

Need:

- Confidence to have tough conversations with staff
- Tools for all aspects of performance management from prevention to intervention
- To manage the Performance Improvement Plan (PIP) process

These skills:

- Identifying and preventing performance issues
- Fully integrating a PIP if performance issues become serious
- A comprehensive, consistent framework for identifying and escalating issues
- Strategies to solve these issues

Here's how.

Duration: One day, 9am – 4pm

Level: Advanced

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$850 + GST

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST







People Experience (HR) eLearning

10

Anti-Bullying in the Workplace

Give us: 15 – 30 minutes

You'll learn: what discrimination, bullying and harassment is, what the behaviours might look like and options on what a person can do if they fall victim to any of these situations. Suitable for all levels of employees to gain insight into this important topic.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



How to Attract and Retain Top Talent

Give us: 30 – 45 minutes

You'll learn: all stages of talent management from recruiting to transition; connecting and developing relationships that benefit both the business and the talent you hire. Plus, understand how business success is closely linked to having a unified talent management process that continuously attracts, retains, develops and transitions talented staff.

Duration: 30 – 45 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



How to Recognise and Overcome Bias

Give us: 30 – 45 minutes

You'll learn: how 'Unconscious Bias' affects our decisions from assessing risk to buying cereal; brain function and what causes common bias types, the real and harmful consequences of unintentional bias; strategies on breaking free from these mental habits and overcoming this bias by bringing awareness to your unintentional assumptions.

Duration: 30 – 45 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Interviewer Skills

Give us: 15 – 30 minutes

You'll learn: to hire the best people through an effective job interview process and how to conduct an exit or feedback interview.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Introduction to Performance Improvement

Give us: 15 – 30 minutes

You'll learn: how to turn difficult performance issue conversations into mentoring opportunities through a structured approach. Why performance improvement is important, what a Performance Improvement Plan is, acting in "good faith" and holding constructive performance discussions.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Minimising Conflict in the Workplace

Give us: 15 – 30 minutes

You'll learn: to set expectations around behaviours to effectively minimise conflict, to go through the process of dealing with disagreements, and identifying who to ask for assistance when dealing with disagreements.

Duration: 15 – 30 minutes
Level: Foundation to Intermediate
Delivery: Online Learning

Course Costs:
Member (Standard) \$50 + GST
Non-member (Standard) \$75 + GST



Performance Improvement Plan Meeting

Give us: 15 – 30 minutes

You'll learn: strategies for your staff to become accountable for their growth; to set goals together and collaborate while meeting your employer obligations; setting up the formal Performance Improvement Plan (PIP) meeting, positive goals to mentor your staff, conducting the first formal PIP review, plus how to deal with stress and claims of bullying during the process.

Duration: 15 – 30 minutes
Level: Foundation to Intermediate
Delivery: Online Learning

Course Costs:
Member (Standard) \$50 + GST
Non-member (Standard) \$75 + GST



Where the PIP Responsibilities Lie

Give us: 15 – 30 minutes

You'll learn: your Performance Improvement (PIP) responsibilities as a manager, and how to work with an HR representative to turn the PIP process into a mentoring opportunity. You'll also understand how HR can assist, and your staff member's responsibilities during the process.

Duration: 15 – 30 minutes
Level: Foundation to Intermediate
Delivery: Online Learning

Course Costs:
Member (Standard) \$50 + GST
Non-member (Standard) \$75 + GST



The Dynamic Workplace: What you need to know – Starter Pack

Give us: 30 – 45 minutes

You'll learn: to navigate the fast-paced changes that are required in The Dynamic Workplace, including flexible, remote and hybrid working environments. Plus, a starter pack of information for business owners and people leaders, along with EMA resources, providing an awareness of some of the hot topics the EMA is constantly being asked about, offering advice on, and building future capabilities through our learning frameworks. Also, an understanding of the benefits and challenges of the 'Dynamic Workplace' and how to create and communicate with a positive 'Dynamic' team.

Included in the starter pack are downloadable People Experience documents and Legal resources relating to the topic. If you are only requiring the eLearn to share with other team members, please see below.

Duration: 30 – 45 minutes

Level: Foundation to Intermediate

Delivery: Online Learning

Course Costs:

Member (Standard) \$249 + GST

Non-member (Standard) \$349 + GST



The Dynamic Workplace: What you need to know

Give us: 30 – 45 minutes

You'll learn: to navigate the fast-paced changes that are required in The Dynamic Workplace, including flexible, remote and hybrid working environments. Plus, the definition, benefits and challenges of the "Dynamic Workplace", how to create and communicate with a positive 'Dynamic' team, and how to set up your business for compliance.

Note: If you require more support in these areas, please refer to the Starter Pack above.

Duration: 30 – 45 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



People Experience (HR) Start Dates 2024

| Course | Location | Date 1 | Date 2 | Date 3 | Date 4 | Date 5 | Date 6 |
|--|------------------|--------|--------|--------|--------|--------|--------|
| Coaching Essentials for Managers | Auckland | 25 Mar | 11 Jun | 16 Oct | | | |
| Coaching Essentials for Managers | Tauranga | 14 May | | | | | |
| Coaching Essentials for Managers | Rotorua | 7 May | | | | | |
| Emotional Intelligence | Online | 12 Feb | 19 Apr | 14 Jun | 14 Aug | 30 Oct | |
| Human Resource Management – An Introduction (HR101) | Auckland | 1 Feb | 12 Mar | 1 May | 21 Jun | 7 Aug | 14 Oct |
| | Auckland cont | 27 Nov | | | | | |
| Human Resource Management – An Introduction (HR101) | Tauranga | 9 Apr | | | | | |
| Performance Management (HR204) | Auckland | 8 Feb | 1 May | 26 Jun | 29 Aug | 17 Oct | 27 Nov |
| Performance Management (HR204) | Hamilton | 12 Mar | | | | | |







Workplace Wellbeing

11

Become a Mental Health First Aider

Summary: Gain a better understanding of mental health issues and the effect they can have on both individuals and your business with mental health first aid training. Learn how to help people who are struggling with their mental or emotional state by implementing positive changes. Mental health first aid is the help provided to a person who is developing a mental health problem, experiencing a worsening of an existing mental health problem or in a mental health crisis. First aid is given until appropriate professional help is received, or the crisis resolves.

The EMA is proud to offer Te Pou's Mental Health First Aid Aotearoa (MHFA) 4th edition, an evidence-based, evidence-informed, internationally researched programme delivered in over 24 countries.

| | |
|----------------------|---|
| You: | <ul style="list-style-type: none">• A leader or employee who prioritises mental health |
| Need: | <ul style="list-style-type: none">• Practical tools to support yourself and anyone experiencing challenges with mental health• Fundamental skills to aid those in crisis |
| These skills: | <ul style="list-style-type: none">• MHFA action plans in a variety of situations, including: depressive episodes, trauma, suicidal thoughts or behaviours, physical self-harm incidents• Understanding mental health illnesses through the spectrum including: anxiety, panic attacks, psychosis, substance misuse, crisis first aid techniques• MHFA intervention actions plans including: early intervention observations and a plan to engage, a prevention plan to care for self and others to promote healthy mental wellbeing, care of the person in crisis, self-care and safety and of intervening mental health first aiders |

Here's how.

Duration: Two days, 9am – 4pm

Level: Intermediate

Delivery: Face to face (in class)

Course Costs:

Member \$1,490 + GST

Non-member \$1,820 + GST



Motivating Teams for High Performance

Summary: There's a skill to motivating others and it starts with you. Once you've realised how to motivate yourself, you can work on your team and ultimately create a culture geared towards high performance. This one-day workshop covers self-motivation and the skills you need to inspire and activate motivation in others. You'll gain a deep understanding of what motivation truly is and how it works within a business context.

You:

- In a new management or team leadership role
- An experienced manager who needs a refresher
- A team member who wants to understand more about self-motivation

Need:

- To improve your people leadership and management skills
- To maximise people performance in the achievement of goals and targets
- To build a better work culture with a people focus

These skills:

- Learning theories of motivation and understanding attitudes, personalities and behaviours
- Understanding what motivation truly is and how it works within a business context
- Using training, encouragement and feedback to create cultures that 'switch people on'
- Preparing and actioning a motivational plan for you and your team
- Activating the motivators to get the best out of your team

Here's how.

Duration: One day, 9am – 4pm

Level: Intermediate

Delivery: Face to face (in class)

Course Costs:

Member (Standard) \$890 + GST

Non-member (Standard) \$1,250 + GST



Personal Effectiveness – an Introduction

Summary: If you are struggling to stay on top of your workload, and you need a few tricks to keep you focused, this 90-minute webinar is ideal.

- You:**
- Buried under your workload
 - Too distracted to finish reading this sentence

- Need:**
- Organisation techniques
 - To turn procrastination into productivity
 - A quick boost to your effectiveness

- These skills:**
- Time – and priority – management
 - Using a time log to evaluate your workday
 - Managing in-person and online interruptions
 - Changing your procrastination habits to achieve your goals

Note: To boost your productivity in less time, join our one-day Personal Effectiveness – Managing Yourself course. It will help you to choose tools and employ strategies to manage your day more effectively.

Here's how.

Duration: 90 minutes

Level: Foundation

Delivery: Virtual

Course Costs:

Member (Standard) \$80 + GST

Non-Member (Standard) \$135 + GST



Personal Effectiveness – Managing Yourself

Summary: If you feel constantly stressed by your workload and consider yourself time-poor, this course will give you tips on managing your stress and feeling more in control. Brush up on your time management skills or suggest it to a colleague.

You:

- Fighting the clock and your workload
- Under stress

Need:

- To shift from time management to self-management
- To handle responsibilities and interruptions assertively and professionally
- A more comprehensive approach to your personal effectiveness
- To turn stress into strategy

These skills:

- Planning and prioritising your time
- Understanding the brain chemicals that can manage your stress response
- Delegation
- A management style that suits your work style
- Identifying – and pushing through – your biggest time-wasters

Here's how.

Duration: One day, 9am – 4pm

Level: Intermediate to Advanced

Delivery: Virtual

Course Costs:

Member (Early Bird) \$850 + GST

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST



Stress Management and Mental Resilience

Summary: If you find it difficult to manage your stress, this one-day workshop will make a difference. Designed for anyone who senses that stress is casting a shadow over their personal and professional life, this programme is a game-changer. It will provide you with quick, easy methods to short-circuit negative thinking to stay in control. It provides the tools to measure stress and identify negative triggers.

You:

- Under pressure
- Anxious, and wanting to overcome it

Need:

- Practical tools to grow more resilient
- To remove ambiguity around stress and anxiety

These skills:

- A deeper understanding of the brain's stress mechanisms and where and how anxiety is generated, delivered in an easy to understand practical way
- The role of fatigue in stress and anxiety-producing behaviour
- Self-assessment tools to create awareness and measure elevated stress levels in self and others
- What supportive conversations look like, what to say – and what not to say

Here's how.

Duration: One day, 9am – 4pm

Level: Foundation

Delivery: Face to face (in class)

Course Costs:

Member (Early Bird) \$850 + GST

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST



WEBINAR

Emotional Intelligence

Summary: If you are a manager or team leader and want to understand how to handle your own and/or other people's emotions at work, this one-day course is for you. Combining this course with some focused practice will allow you to boost your 'Emotional IQ' and increase your personal effectiveness.

You:

- A manager or team leader

Need:

- To get a grip on emotions – not necessarily yours
- To boost your 'Emotional IQ'
- To keep everyone calm so you can carry on

These skills:

- Understanding yours and your teams' emotions
- The core competencies of emotional intelligence (EI)
- The four abilities of emotionally intelligent people
- Using EI to resolve conflict
- Applying EI for stronger communication and relationships

Here's how.

Duration: One day, 9am – 4pm

Level: Intermediate

Delivery: Virtual

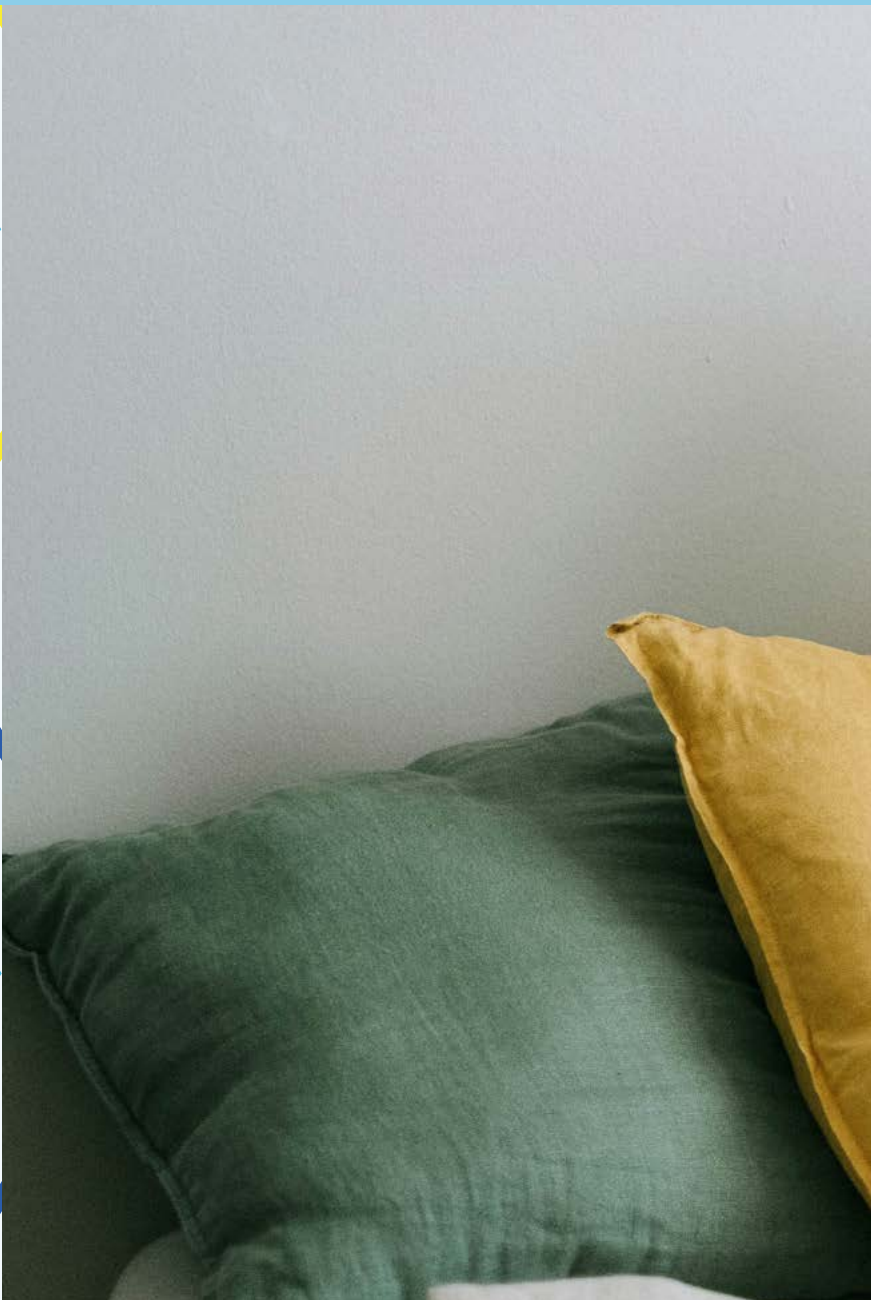
Course Costs:

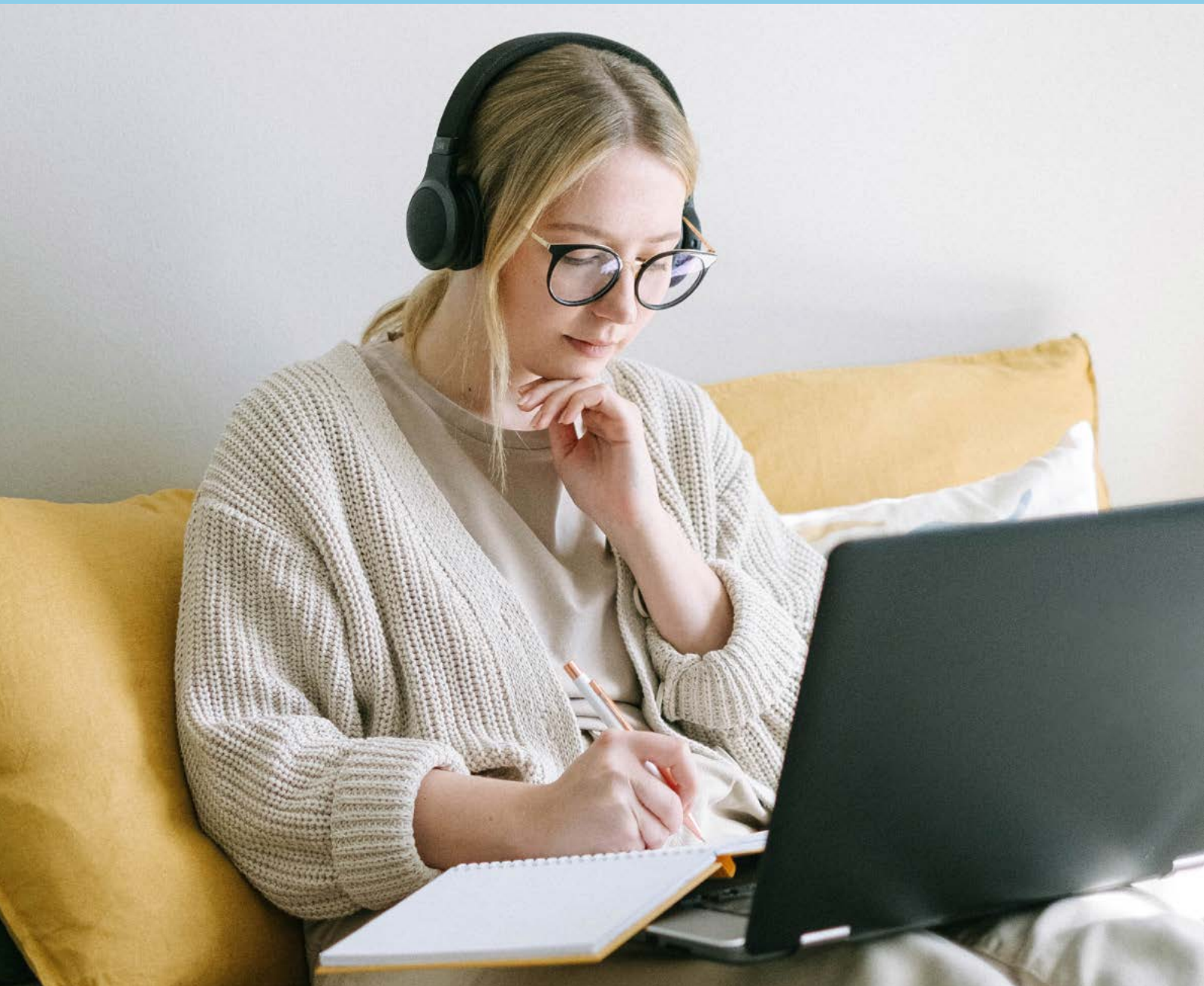
Member (Early Bird) \$850 + GST

Member (Standard) \$940 + GST

Non-member (Standard) \$1,340 + GST







Workplace
Wellbeing
eLearning

12

Anti-Bullying in the Workplace

Give us: 15 – 30 minutes

You'll learn: what discrimination, bullying and harassment is, what the behaviours might look like and options on what a person can do if they fall victim to any of these situations. Suitable for all levels of employees to gain insight into this important topic.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Building Positive Relationships

Give us: 15 – 30 minutes

You'll learn: how to create a working environment that is inclusive and welcoming, as well as productive. Plus, what positive workplace relations look like, how they can benefit your business and how to make them genuine and organic.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



How to Recognise and Overcome Bias

Give us: 30 – 45 minutes

You'll learn: how 'Unconscious Bias' affects our decisions from assessing risk to buying cereal; brain function and what causes common bias types, the real and harmful consequences of unintentional bias; strategies on breaking free from these mental habits and overcoming this bias by bringing awareness to your unintentional assumptions.

Duration: 30 – 45 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Minimising Conflict in the Workplace

Give us: 15 – 30 minutes

You'll learn: to set expectations around behaviours to effectively minimise conflict, to go through the process of dealing with disagreements, and identifying who to ask for assistance.

Duration: 15 – 30 minutes
Level: Foundation to Intermediate
Delivery: Online Learning

Course Costs:
Member (Standard) \$50 + GST
Non-member (Standard) \$75 + GST



Online Meeting Fatigue

Give us: 15 – 30 minutes

You'll learn: what causes online meeting fatigue and how to minimise it; explaining what online meeting fatigue is; highlighting the effects and symptoms of back-to-back meetings; providing effective strategies for minimising these effects, and how to make working from home work for you with sustainable, intentional and smart practices.

Duration: 15 – 30 minutes
Level: Foundation
Delivery: Online Learning

Course Costs:
Member (Standard) \$50 + GST
Non-member (Standard) \$75 + GST



Personal Safety and Conflict Management

Give us: 30 – 45 minutes

You'll learn: to identify risks early and make good decisions; to manage your personal safety and conflict incidents in a way that optimises your own safety and that of others around you while incorporating precautionary measures.

Duration: 30 – 45 minutes
Level: Foundation to Intermediate
Delivery: Online Learning

Course Costs:
Member (Standard) \$79 + GST
Non-member (Standard) \$79 + GST



Assessing your Strengths, Interests and Values

Give us: 30 – 45 minutes

You'll learn: to identify and understand your professional strengths, interests, and values; to understand what you are good at and what tasks you enjoy. Find ways to leverage your strengths to boost your self-confidence and performance while making your work feel fun and engaging. You'll also consider what is important to you and how to infuse your core values into your workday for a greater sense of purpose, empowering you to make career choices that align with your authentic self.

Duration: 30 – 45 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Dealing with Stress, Pressure and Burnout

Give us: 30 – 45 minutes

You'll learn: to recognise the unique ways stress, pressure and burnout show up for you. To evaluate your work and lifestyle to identify opportunities and valuable strategies for managing and healing. You'll understand how these forces affect you –and what you can do about it. Plus, the relationship between stress and pressure and how to deal with them, burnout strategies to define what burnout is and recovery tips.

Duration: 30 – 45 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



How to get Noticed at Work

Give us: 15 – 30 minutes

You'll learn: how to change feeling unnoticed, undervalued, or underappreciated at work into raising awareness for yourself in positive and successful ways; what it means to have workplace visibility – and how increasing it can advance your career. You'll also learn three of the biggest obstacles to workplace visibility, and tips to overcome them and get recognised by your boss and peers.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Managing your Finances

Give us: 15 – 30 minutes

You'll learn: the knowledge and skills to conduct your own financial check-up to understand how healthy your cash flow is; creating your own budget to reduce and avoid debt or save for the future, and basic tips on making your money work harder for you.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Overcoming Procrastination

Give us: 15 – 30 minutes

You'll learn: how to do a quick self-assessment to discover the real reason why you may be prone to procrastination and how to stop it so you can be more effective in your daily life.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Performance Efficiency

Give us: 15 – 30 minutes

You'll learn: what performance efficiency is; strategies like the 80/20 rule and SMART Goals, and how to automate routine tasks to maximise output without overloading yourself.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Problem-Solving Fundamentals

Give us: 30 – 45 minutes

You'll learn: strong problem-solving skills, including an easy-to-apply five-step problem-solving process, strategies and behaviours to make it easier and tips on rising above the challenges and barriers to solving problems effectively.

Duration: 30 – 45 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST



Working with Distractions: How to Avoid Time-Wasting Traps

Give us: 15 – 30 minutes

You'll learn: to think more critically about how you use your attention; identifying the biggest distractions, and simple tricks to eliminate anything that wastes your time. You'll understand your 'attention management' with ways to take control of your daily schedule so you can get more done in your day.

Duration: 15 – 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$50 + GST

Non-member (Standard) \$75 + GST





Personal Effectiveness Bundle

Give us: 2 hours 15 minutes – 3 hours

Personal Effectiveness – Planning for Success

You will understand how to plan for your own personal success, what good habits are and how to create them for yourself, and what SMART Goals are, and how to set them for yourself.

Personal Effectiveness – Communicating for Success

Identify barriers to effective communication and explore various communication and influencing techniques. You'll understand how to make a good first impression, what barriers to effective communication are and how to overcome them using different communication and influencing techniques.

Personal Effectiveness – Developing your Mindset for Success

Having a mindset for success makes you more aware of your core values, beliefs, feelings, as well as interacting with others confidently and positively. You'll understand how to identify your core values, manage your self-control, boost your self-confidence and self-motivation, improve your emotional intelligence, create your own personal brand and boost your social intelligence skills, use a positive mindset to help you get what you want and reduce your stress levels and improve your general wellbeing.

Duration: 2 hours 15 minutes – 3 hours

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$145 + GST

Non-member (Standard) \$220 + GST



Resiliency Bundle

Give us: 45 minutes – 1 hour 30 minutes

Part 1: The Resilient Mindset

The Resilient Mindset module turns on its head the “one size fits all” approach common in discussions on resilience. It helps you understand that our different life experiences have led us to all have very different levels of resilience, and what we do have in common is the ability to build up our resilience no matter how low it may be.

Part 2: The Building Blocks of Resilience

There are many practical things we can do every day to build up our individual resilience and to not just survive a difficult period but thrive instead. The building blocks of resilience module will take you and your team through the basics of how to expand and build upon their current resilience levels.

Part 3: Measuring your Resilience

The module has everything you need in one place to help assess and measure your personal resilience levels. It provides science-based strategies for building up your resources as needed.

Duration: 45 minutes – 1 hour 30 minutes

Level: Foundation

Delivery: Online Learning

Course Costs:

Member (Standard) \$145 + GST

Non-member (Standard) \$220 + GST



Workplace Wellbeing Start Dates 2024

| Course | Location | Date 1 | Date 2 | Date 3 | Date 4 | Date 5 | Date 6 |
|--|----------|----------|--------|--------|--------|--------|--------|
| Become a Mental Health First Aider | Auckland | 15 May | 12 Aug | 18 Nov | | | |
| Become a Mental Health First Aider | Hamilton | 29 Apr | 18 Sep | | | | |
| Emotional Intelligence | Online | 12 Feb | 19 Apr | 14 Jun | 14 Aug | 30 Oct | |
| Motivating Teams for High Performance | Auckland | 20 Mar | 19 Jul | 22 Nov | | | |
| Personal Effectiveness – an Introduction | Online | 24 Jan | 27 Mar | 7 May | 19 Jun | 27 Aug | 24 Oct |
| Personal Effectiveness – Managing Yourself | Online | 12 Mar | 3 Apr | 2 May | 24 Jul | 3 Oct | |
| Stress Management and Mental Resilience | Auckland | 19 April | 24 Jun | 27 Sep | 20 Nov | | |







On Demand Courses

13

Cultural Competency for Beginners

Hangaia tō Mātuaranga! Build your Māori Knowledge!

By recognising the special place that Māori hold as Tāngata Whenua in Aotearoa and building workforces that are reflective of the local communities you serve, our programme encourages participants to embrace our country's history, find their own comfort level with the Reo and go on to create environments where Māori staff and customers feel welcome.

This course covers:

- 6 x 90min classes
- Run weekly or bi-weekly for the duration, so participants build and absorb progressively
- Run in person (always preferable when learning Tikanga Māori) or we can facilitate online sessions for regional teams
- If deployed online, we suggest the first session is facilitated in person and an additional 30-minute graduation is then held in person with kai, at the end of the programme

To find out more please contact us at learn@ema.co.nz

Manual Handling

Manual handling grievances related to back sprains and strains are a leading cause of workplace injuries in New Zealand and cost millions of dollars in lost productivity annually. Furthermore, determinants of risk injury may vary greatly, being influenced by factors such as the nature, environment and even location of the industry. This half-day in-person course is ideal for senior supervisors, team leaders and managers seeking strategies and functional requirements for preventing manual handling injuries on the job.

This course covers:

- Your responsibilities under the HSW Act
- Familiarity with the spinal structure and function
- Understanding the risk factors for occupational back injury in your industry and environment
- Demonstrating back care techniques
- Establishing workplace control measures to reduce back injuries
- Practically demonstrate functional movement patterns associated with basic manual handling techniques that can lead to harm

To find out more please contact us at learn@ema.co.nz

The Power of Stories

Rewrite your 'story' and improve your wellbeing

Each of us has a story about who we are. But where do those stories come from? And how do they affect our mental health, productivity and relationships? In this session, you'll take a deep-dive into the fascinating world of "narrative psychology". You'll learn about the remarkable power of the stories we tell – and how they shape our lives.

Research shows that our stories have a profound impact on our wellbeing. In these challenging times, it's worth asking: "What kind of stories am I telling? And how do I tell more hopeful stories?" Facilitated by award-winning journalist and author Jehan Casinader, this revealing workshop will give you a whole new perspective on mental health. This course is suitable for anyone who wants to have a deeper understanding of their own wellbeing – and wants to support colleagues, friends and family who are experiencing mental distress.

This course covers:

- Jehan will share his own journey through depression and suicidality, and how the power of storytelling helped him to survive
- Hear the latest research on narrative psychology: the stories we tell, and how they affect us
- Understand how external stories influence your internal story
- Gather practical tools that can help you to "flip the script" on unhelpful thoughts, beliefs or narratives
- Enjoy real-life stories from Jehan's journalism, about Kiwis who overcame mental health challenges by changing their story

Jehan Casinader is a journalist, speaker, mental health advocate – and one of New Zealand's top storytellers. He was named 'Broadcast Reporter of the Year' at the Voyager Media Awards in 2020 and 'Reporter of the Year' at the New Zealand Television Awards in 2018.

In the aftermath of natural disasters, terror attacks, sporting triumphs and everything in between, Jehan has helped hundreds of Kiwis to share their vulnerable and deeply personal stories with the rest of the country. Now, as a sought-after keynote speaker and facilitator, he works with a wide range of organisations to unleash the power of storytelling – in the areas of wellbeing, leadership and diversity.

Jehan is the author of [This Is Not How It Ends: How rewriting your story can save your life](#) (HarperCollins).

To find out more please contact us at learn@ema.co.nz

Lead with Stories

Lead more effectively using the power of storytelling

Do you want to influence hearts and minds?

In these uncertain times, it's important to cut through the noise – and communicate in a clear, direct and meaningful way. But many Kiwis don't know how to tell great stories – or they're afraid to. As a result, their most important messages are never heard.

As an award-winning journalist, Jehan Casinader tells compelling stories that resonate with Kiwis from all walks of life. In this revealing session, he'll share practical tools that will allow you to connect with the people who matter to you. This course is ideal for anyone who wants to communicate in a more powerful way with staff, stakeholders or customers.

While the session is framed around “leading” with stories, it's accessible to anyone who wants to gain influence – regardless of whether they hold a formal leadership position.

This course covers:

- Why stories resonate more deeply than data
- How to communicate your key messages in an emotionally engaging way
- How to identify powerful stories in the context of your work – and connect them to your audience
- How to leverage your “lived experience” to build trust and rapport with others
- How to overcome fear as a storyteller, allowing you to be more vulnerable and authentic

Jehan Casinader is a journalist, speaker, mental health advocate – and one of New Zealand's top storytellers. He was named 'Broadcast Reporter of the Year' at the Voyager Media Awards in 2020 and 'Reporter of the Year' at the New Zealand Television Awards in 2018.

In the aftermath of natural disasters, terror attacks, sporting triumphs and everything in between, Jehan has helped hundreds of Kiwis to share their vulnerable and deeply personal stories with the rest of the country. Now, as a sought-after keynote speaker and facilitator, he works with a wide range of organisations to unleash the power of storytelling – in the areas of wellbeing, leadership and diversity.

Jehan is the author of *This Is Not How It Ends: How rewriting your story can save your life* (HarperCollins).

To find out more please contact us at learn@ema.co.nz

Burnout Reduction Training Webinar

Understand what burnout is, what causes it, and learn six techniques to reduce it.

This 3-hour training webinar will give you the understanding and tools needed to minimise your burnout symptoms. You'll identify the root causes of burnout, assess where you are now, and learn scientifically validated techniques to improve your physical and mental health.

This course covers:

- Understanding what burnout is and what causes it
- Assessing your burnout level
- Setting your burnout reduction goal
- Discovering the 4 neuro-biological default systems that cause chronic stress and burnout
- Learning 6 techniques to reduce burnout
- Establishing your burnout reduction action plan for the next 4 weeks

To find out more please contact us at learn@ema.co.nz

How to Create a Sustainable Wellbeing Strategy

In this 1.5 hour virtual session you'll explore the elements of a sustainable wellbeing strategy. It is a practical and hands-on session, where you will analyse case studies from other organisations, workshop ideas and walk away with your personalised draft wellbeing strategy. You will also get the opportunity to network with peers and share insights.

This course covers:

- What wellbeing is and why we need a strategy for it
- Identifying the core elements of a sustainable wellbeing strategy
- Reflecting on how these elements apply to your organisation and adapt as necessary
- Discovering what other organisations have done that has worked well through case study analysis and peer discussion
- Creating a rough draft of your wellbeing strategy

To find out more please contact us at learn@ema.co.nz

How to Conduct Psychologically Safe Performance Review Conversations

If you are looking to make the performance review conversation a meaningful and enjoyable experience for yourself and your reports, this 2-hour virtual training is for you. You will have the opportunity to reflect, learn new strategies and share best practice with fellow managers.

This training is limited to 10 participants. There is a mandatory pre-training survey used to personalise the training content to participants' needs.

This course covers:

- Discovering how to make the performance review conversation an opportunity for your team to experience authentic care
- Practical ideas and scripts to frame the performance review as a positive coaching experience for your team
- Discovering your subconscious patterns of gestures, tone and body language, and their implications for your reports
- Identifying your subconscious biases and how small changes can have a significant impact
- Learning from peers and exploring best practice
- Discussing current or past challenges and workshopping solutions in a confidential and supportive environment

To find out more please contact us at learn@ema.co.nz

Civility, Respect and Burnout – Understand the Link Between Them and What to do About it

Research has shown that organisational culture is the number one predictor of employee attrition. A toxic corporate culture is, in fact, 10.4 times more powerful than compensation in predicting whether people quit their jobs or not. In this 1.5 hour virtual training you will understand the link between civility, respect and burnout and how to retain your top talent and build a highly effective team. You will also get the opportunity to network with peers and share insights.

This course covers:

- Identifying the signs of a toxic culture
- Understanding what incivility is
- Discovering the cost of incivility on an individual and organisational level
- Assessing your organisational climate
- Exploring strategies to tackle incivility

To find out more please contact us at learn@ema.co.nz

Health and Wellbeing Strategies – Management Training

This course can be delivered in person (in the Auckland region) or via Zoom/online meetings, whichever best suits the requirements.

Today's organisations need leaders who can navigate this turbulent time with compassion and wellbeing at the forefront. This 10-session training programme improves collaboration, deepens trust, and builds a sense of stability, connection and belonging. It also helps reduce stress. Research shows that successful and happy staff require a new model of leadership based on the fundamental skills of mindfulness, selflessness, and compassion. It also gets results!

Across the ten sessions, you'll embed the key concepts of workplace wellbeing and organisational psychology. These strategies are based on mindfulness, compassion, and stress management principles. You will also learn practices for creating better focus, reducing distractions, and building better teamwork and collaboration.

This course covers:

1. Mindfulness training – stress management principles
2. How to create better attention and focus and reduce distractions
3. Resilience and psychological flexibility
4. How to build patience and tolerance
5. Compassion and empathy and the differences between the two
6. How to embed compassionate leadership – the best skill of leaders
7. Joyous effort – building a positive and inclusive vision
8. How to build and maintain trust
9. How to navigate uncertainty and change
10. How to find and maintain workplace fulfilment and satisfaction

When these practices and principles are applied and maintained you can expect better results in all areas of your organisation. However, outcomes of improvement will be found in the following five areas:

1. Employee wellbeing and satisfaction
2. Lower stress for management and staff
3. Better focus on key areas of the business
4. A reduction in workplace distractions
5. Improved teamwork and collaboration

The training includes organisational health and wellness strategy managing and reporting. You will learn how to measure ongoing wellbeing initiatives.

To find out more please contact us at learn@ema.co.nz

Mindfulness and Mental Health Foundation Course

In this introductory webinar you'll learn about the history and basis of mindfulness and meditation, how to practice, and why it's so beneficial in the workplace. Suitable for teams and individuals, we will cover the science – particularly the neuroscience – behind mindfulness and how our thinking and experiences physiologically impact the brain. We will investigate how simple daily mindfulness habits can have a substantial and lasting impact on our health and wellbeing. The session concludes with the most beneficial mindfulness practice for focus, and to manage stress and anxiety as an introduction to its practical application.

This course covers:

Session 1: Mindfulness 101. The foundation practices of mindfulness, how to be mindful of thoughts (both negative and positive), feelings and emotions and other aspects of ourselves that affect our mental and emotional wellbeing.

Session 2: Understanding the mind and emotions. Understanding how the mind differs from the brain and how emotions govern our lives by way of habitual patterned responses.

Session 3: Understanding Cause and Effect. Building on what you have previously learnt, you'll come to see there's other ways to “dependably” bring happiness and “reliably” reduce suffering.

Session 4: Embracing Impermanence and Change. Events and situations in life are not actually permanent when we look closely. People, seasons, feelings, thoughts, situations come and go. Change is also constant.

Session 5: Compassion for ourselves and others. This final topic is often overlooked in mindfulness training when it's one of the most important practices we can cultivate for the benefit of ourselves and others.

When these practices and principles are applied participants can expect less stress, better self-awareness, and awareness of others. However, improvement outcomes will be found in the following five key areas:

1. Improvement in employee wellbeing and satisfaction
2. Lower stress for management and staff
3. Better psychological flexibility
4. More awareness around emotional intelligence
5. Improved focus and attention
6. Improved teamwork and collaboration

The training includes organisational health and wellness strategy managing and reporting. You will learn how to measure ongoing wellbeing initiatives.

To find out more please contact us at learn@ema.co.nz

Becoming a Sustainable Business

Are you currently or want to be a future-minded business leader who is committed to sustainability for the long-term? With this 12-week series of fortnightly power workshops you'll understand the 'what' and 'why' of carbon, climate change and nature. We'll cover waste and the circular economy; reporting and collaborating for sustainability; enacting sustainable procurement; communicating and engaging for sustainability and more. Practical steps include establishing your sustainability mission and purpose, a materiality assessment, measuring your carbon footprint, and a B Corp assessment.

Note: For a one-day starter course, see **Introducing Sustainability: The What, the Why and the How for Businesses** in our Business Growth section.

This course covers:

- How to generate lasting impact in real time through your business
- An all-encompassing, comprehensive journey towards sustainability
- Fostering collaboration and knowledge exchange within your diverse teams
- A tangible and structured approach to implementing sustainability practices

You'll walk away with:

- A clear understanding of sustainability and your purpose
- Expanded knowledge of sustainability practices, particularly in relation to supplying larger corporations
- Creating action and comms plans
- Insight into the broader context of sustainability efforts for individuals with prior experience
- Facilitating organisational co-creation of a sustainable future

Plus: An option for additional guidance around improving your B Corp assessment and support for developing a sustainability profile on your company website.

To find out more please contact us at learn@ema.co.nz

Sustainability for 'Finance Hat Wearers'

Small and medium-sized enterprises (SMEs) face different sustainability challenges. With SMEs making up 70% of New Zealand businesses, it is critical to equip 'finance hat wearers' with the knowledge and confidence to drive sustainability action forward in their organisations.

Over four engaging 1.5-hour lunchtime sessions together, we will establish a pathway forward to embed sustainability and maximise opportunities for your business.

This course covers:

Gain confidence to navigate with influence and impact

Understand sustainability, its critical challenges and opportunities, and their importance to you and your key stakeholders. You'll be able to compellingly communicate the case for change with a pathway for action in your organisation.

Test your ideas and learn from others

Deloitte, Business New Zealand and others will offer best practices, insights, and guidance in each interactive session. By sharing unique experiences, participants can support each other to overcome barriers.

Become part of a network

Participants join a driven, empathetic network empowered to navigate sustainability changes, challenges, and opportunities.

Session 1: Climate and Sustainability 101

Session 2: Understanding the 'why' for SMEs and where value lies

Session 3: Accounting for sustainability – finding your value

Session 4: Reporting and Frameworks – the role of 'finance hat wearers', accountability and how to embed sustainability

To find out more please contact us at learn@ema.co.nz

Sustainability Private Package for Your Business

Are you beginning your sustainability journey or ready to deepen your commitment to this important challenge? Keen to bring your people with you? Our private packages train your team leaders on sustainability, introduce your wider staff to this issue, and target what matters to you and where you can make the most impact in your business.

These highly interactive experiences draw on the latest examples and case studies. The practical sessions are engaging and interesting while broadening knowledge on this crucial topic for business.

This package covers:

- Upskilling leaders in your business on the breadth of sustainability as a challenge and opportunity – and how to act on it
- Team introduction to sustainability
- Identify your targeted Sustainable Development Goals, mapped against your value chain to understand where to focus your impact

Optional: Add on a carbon reduction understanding and action plan workshop, ideal for businesses already measuring or ready to measure their carbon footprint.

To find out more please contact us at learn@ema.co.nz

Your Learning Experience with the EMA

To book any Courses or Events at the EMA, please visit us at learn.ema.co.nz

Private Training Establishment

EMA Learning is registered by the New Zealand Qualifications Authority (NZQA) as a Private Training Establishment (PTE) under the Education and Training Act 2020 and its subsequent amendments.

EMA Learning is a Category 2 provider which means:

- NZQA is confident in EMA's educational performance
- NZQA is confident in EMA's capability in self-assessment

EMA Learning provides face to face, virtual, blended, and on-site training and assessment in a variety of domains on the New Zealand Qualifications and Credentials Framework (NZQCF).

The accreditation within these domains allows EMA Learning to assess participants against unit standards on the NZQCF, up to Level 6 in some domains.

All EMA Events and Courses and Programmes have been designed by subject matter experts.

Course Numbers

Maximum

Places are restricted to ensure high delivery standards and to deliver rich learning experiences.

Minimum

If an Event/Course fails to attract the minimum number of attendees/learners/participants, we reserve the right to cancel. If that happens, you will be contacted by one of our team to see if you would like to transfer to a new active date.

On the Day

Refreshments

Morning tea, lunch and afternoon tea are provided and included in the registration fee for all full-day public Events/Courses at EMA's premises that are one day or more in duration. The EMA will endeavour to cater for your specific dietary requirements provided we are informed of this at least 14 days in advance of your course.

Venue Access

The venue on the day typically opens 30 minutes before the course starts. Please allow yourself time to unwind and enjoy a pre-training tea or coffee.

Learning Options

Programmes

These are Presenter-led, classroom-based learning sessions delivered in a modules (block) format, over a period of months.

Courses

These are Presenter-led, classroom-based learning sessions.

Webinars

These are live Presenter-led, online learning presentations that allow you to learn from wherever is convenient to you.

eLearning

These are self-paced learning modules that you can access online wherever and whenever is convenient to you. The learning is web-based and has multimedia content, quizzes and assessments. eLearn titles are constantly being added and updated, so check our website for any new releases.

In-house and Customised Learning

These offer access to the full range of our programmes* and courses to be facilitated at your premises. We are also able to adapt or customise learning outcomes to meet your specific learning needs.

If your business has specific organisational learning requirements, please contact us at learn@ema.co.nz to discuss the possibilities further.

*Excludes NZ Certificate in Workplace Health and Safety Practice (Level 4) and NZ Diploma in Workplace Health and Safety Management (Level 6).

Fees and Value

Standard Fees

Fees are detailed within each course description.

Early Bird Rate for EMA Members

Early Bird Rate is for EMA members who register 60 days prior to the course start date. These are available from 15 January 2024.

Course and Programme Fees Include

Classroom facilitation, course resources, daily lunch and refreshments (as appropriate). EMA Member businesses are offered a special discount on fees, additionally they get the optional assessment of any unit standard detailed within each course outline for free. Assessment of further NZQCF Unit Standards will attract a fee.

Note: Fees are accurate at the time of publication but may be subject to change. All current prices are listed on our website at learn.ema.co.nz

How to Register

Online

Go to learn.ema.co.nz. Search for any Event/Course of interest and register electronically.

Phone

Call **NZ 0800 300 362** or **AU 1800 300 362**. We will put you through to the appropriate Learning Experience Manager who will help you register.

Email

Get in touch at learn@ema.co.nz. Simply email your details (full name, company, job title, email, phone for all attendees) with the Event/Course name and date. You will be contacted to confirm your registration and support you with your learning needs.

Note: This excludes NZQA accredited Certificate and Diploma programmes.

Certification

An EMA Certificate of Attendance:

This is automatically provided when you complete and attend an EMA course or programme including all sessions.

New Zealand Qualifications and Credentials Framework (NZQCF) Record of Achievement:

Some of our courses and programmes have optional standard-based assessments attached to them. These assessments are specified under the course or programme outlines. Evidence to complete an assessment is gathered by you after the course and may involve direct application in the context of your own workplace. On successful completion of the assessment requirements of a unit standard-based assessment, results will be reported to NZQA for inclusion on your NZQCF Record of Achievement (ROA), which is held by NZQA.

NZQA Approved and Accredited Courses and Programmes

The following Courses (Events) and programmes have been approved by NZQA:

- New Zealand Diploma in Workplace Health and Safety Management (Level 6)

- New Zealand Certificate in Workplace Health and Safety Practice (Level 4)
- Certificate in Health and Safety Representation (Training Scheme) (Level 3)

Free Assessment for EMA members

EMA Members can take full advantage of being assessed against standards for no additional fee. Contact EMA Learning through assessment@ema.co.nz

Non-Member Charges

If you are not an EMA Member, a payment to cover administration and processing will apply per assessment for courses with an optional standard-based assessment attached to them.

Assessments attached, where they are inherently compulsory as a part of the programme, are included in the Non-Member registration fee for the programme.

Recognition of Current Competence (RCC)

If you think you already have the necessary skills and knowledge in a particular area and wish to be considered for prior recognition against a unit standard-based assessment, EMA Learning has a Recognition of Current Competence (RCC) procedure.

You will need to show clear evidence that your current level of knowledge and skills meets the relevant standard. In most cases, this will involve you completing the assessment pack and collecting workplace evidence to demonstrate competence. This service will occur at an additional cost per unit and applies to both Members and Non-Members of the EMA.

Transfer of Course Credits

If you have already undertaken studies, either with EMA Learning or another institution and have gained credits, you may be able to transfer these towards learning you are undertaking. If you want to transfer credits from previously registered unit standards with NZQA, you will need to produce your NZQCF Record of Achievement.

If you want to transfer credits from another training provider, please deal directly with that provider. If in doubt, ask your Presenter, or contact EMA Learning through assessment@ema.co.nz

Terms and Conditions

The terms included below are not the full terms, for a full and up-to-date list of Terms and Conditions, please visit learn.ema.co.nz/w/termsandconditions/

The information in this Learning Directory is provided for business purposes. Employers' and Manufacturers' Association (Northern) Inc. (EMA) reserves the right to add, withdraw, reschedule, or substitute Speakers/Facilitators/Presenters and/or vary advertised programs, prices, Event/Course dates, and venues. Should a course fail to attract a minimum number of Learners, we reserve the right to cancel or adjust dates of courses.

Note: EMA Events and eLearning titles are constantly being added to and updated. Please check our website for any new release titles or bundle options.

You can also contact the team on learn@ema.co.nz for any queries about bulk purchasing discounts and team reporting options for face to face courses and eLearning. All prices listed are per person and exclusive of GST.

Course Cancellation, Transfer and Refund Policy

Course/Event Cancellations and Transfers

You may cancel your registration by providing written notice, however we require a notice period of 14 days for Courses/Events.

You may request to transfer your registration to a different date or session for Courses/Events within the specified notice period without incurring any additional charges if more than 7 days from the date of the event. Where this is within 7 days, a transfer charge may apply. Only one transfer is available per person per registration from the Original Order.

You may arrange for another person to attend in your place for a Course/Event within the specified notice period without incurring any additional charges. Please note this can be done up until 24 hours prior.

If on the day, you do not attend (No Show) or do not dial in to a Course/Event including whether these are paid or free of charge, you will not be entitled to a refund, cancellation, or transfer. In this case where an invoice remains unpaid, this invoice will still be required to be paid in full and may be subject to our debt recovery processes and applicable penalties.

Course/Event Cancellation Fees

Cancellation of Courses/Events with More Than 14 days' Notice

If you cancel your registration with more than 14 days' notice before the event, a cancellation fee of 20% of the registration fee will apply.

Cancellation of Events within 14 days' Notice

If you cancel your registration within 14 days of the Course/Event, the cancellation fee will be 100% of the registration fee, and no refund will be available to you or issued.

Course/Event Refunds

All refunds (irrespective of original payment method) will be processed within 7 – 14 days. EMA will endeavour to process refunds at its earliest possible convenience. If EMA is able to provide refunds earlier where these have been approved and agreed, then it will do so, but this is not an obligation to adhere to these timelines moving forward.

Note: For more information on refunds or to view the full and up-to-date terms and conditions, please visit learn.ema.co.nz/w/termsandconditions/

eLearning Course Cancellations and Refunds

All eLearning courses purchased are considered consumed at the point of purchase. No refunds will be allowed for eLearning courses, except as required by NZ Law under the Consumer Guarantees Act.

eLearning courses are priced at a per person rate and can be purchased accordingly. (e.g., one person, one eLearning course title purchased; 4 people, 4 eLearning course titles purchased even if it is the same course title being enrolled in).

If an eLearning course is purchased, it is the Payer/Learner's responsibility to access EMA's Learning Management Platform and begin this course as this is self-directed learning. EMA takes no responsibility for non-completion by the Learner.

