



# ASU career launchpad

make your career soar



## 2020

**ASU Career Launchpad**  
**Live Webinar Course Catalogue**

# Upskill in 2020



*These Launchpad sessions are a great resource for members and being offered at no cost makes them very accessible.*

– ASU Member, VIC/TAS Branch

## Welcome to your 2020 ASU Career Launchpad Live Webinar Course Catalogue!

This catalogue is jam packed with courses to **Boost your Skills, Launch into Leadership, Ignite your IT Skills** and help ensure that your **Work Shouldn't Hurt**.

The ASU Career Launchpad is your exclusive member-only professional development program.

Browse through the course catalogue and then jump online and register for as many webinars as you want at:



**asucareerlaunchpad.  
tln.org.au**

# Boost your Skills 🎯



## Dealing with Difficult Customers (Advanced)

👤 **MONIQUE RICHARDSON**

📅 **Friday 6 March** / DAY SESSION

📅 **Monday 12 October** / NIGHT SESSION

This session examines difficult behaviour, what it looks like, why it occurs and how to manage difficult interactions for both yourself and others.

## Conflict Management and Resolution in the Workplace

👤 **JENNY CARMUCIANO**

📅 **Tuesday 21 April** / NIGHT SESSION

📅 **Tuesday 11 August** / DAY SESSION

This session looks at conflict, what it is, what causes it, the difference between positive and negative conflict as well as how to deal with it in the workplace.

## How to Deal with Issues or Complaints in the Workplace

👤 **MONIQUE RICHARDSON**

📅 **Monday 25 May** / NIGHT SESSION

📅 **Friday 5 June** / DAY SESSION

This webinar focuses on dealing with internal and external complaints at work, what causes them, and how best to manage complaints, for yourself and others.

## Working in an Inclusive and Diverse Environment

👤 **HUTCH HUSSEIN**

📅 **Monday 20 July** / ONE NIGHT ONLY

This webinar will look at how to foster an awareness of diversity and inclusion, how to harness the strength of a diverse workforce and include some tips and strategies to foster inclusion amongst your peers.

## How to Creative Problem Solve

👤 **MARGUERITA PERILLI**

📅 **Thursday 27 August** / ONE DAY ONLY

This webinar will examine creative problem solving, techniques and frameworks, and identifying when they are useful.

*Launchpad is another way of growing and learning new skills or just brushing up existing ones.*

– ASU Member, QLD  
Services Branch

# Launch into Leadership



## Improving Workplace Culture and Morale

 **ANGELA OLANDA**

 **Thursday 26 March** / NIGHT SESSION

 **Tuesday 2 June** / DAY SESSION

This webinar looks at culture, the impact of poor/positive culture on the workplace, how to assess and identify what needs to change, as well as exploring strategies and implementation solutions.

## Leading Change Management

 **JENNY CARMUCIANO**

 **Tuesday 12 May** / DAY SESSION

 **Tuesday 15 September** / NIGHT SESSION

This webinar examines the basic concepts of change management, exploring how to balance commercial change factors with people and how to plan using change management tools and methodologies.

*ASU Career Launchpad has really informative sessions on relevant topics.*

– ASU Member, VICPS Branch

## Introduction to Strategic Planning

 **MARGUERITA PERILLI**

 **Thursday 28 May** / ONE NIGHT ONLY

This webinar examines the foundations of strategic planning, the success and challenges faced when planning strategically as well as identifying steps to strategic planning.

## Understanding Team Management

 **ANGELA OLANDA**

 **Tuesday 28 July** / ONE DAY ONLY

This webinar examines individual management styles, key areas of focus when managing teams and identifying different ways to manage teams.

## Motivating your Team and Yourself

 **JENNY CARMUCIANO**

 **Tuesday 25 August** / ONE NIGHT ONLY

This session looks at what motivates individual team members, identifying and exploring motivation and de-motivation and how to take into account these differences.

# Ignite your IT Skills 🎮



## Excel for Absolute Beginners

👤 BEN PISANI

📅 **Monday 20 April** / NIGHT SESSION

📅 **Monday 13 July** / DAY SESSION

This webinar will focus on teaching Excel to absolute beginners, what is Microsoft Excel, what can you use it for, how to format and personalise your spreadsheets, an introduction to formulas and learning how to add graphs and charts to your document.

---

## Cyber Security and Protecting your Information Online

👤 BEN PISANI

📅 **Monday 11 May** / NIGHT SESSION

📅 **Friday 9 October** / DAY SESSION

This webinar will look at cyber protection and why it's important, it will focus on understanding privacy settings, the risks of hashtags, what posting, sharing and engaging online means for your online protection and how to improve your privacy online.

## Become an Excel Expert - Macros in Excel

👤 BEN PISANI

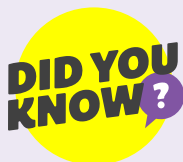
📅 **Monday 10 August** / ONE NIGHT ONLY

This webinar is for those with an intermediate or greater level understanding of Excel. The session will focus on the importance of macros in Excel, how macros are used to make the work flow easier, basic macro coding and an introduction to using these tools in your spreadsheets. The session will include a cheat sheet for macro tools.

*ASU Career Launchpad courses are short, interactive and good value.*

— ASU Member, WA Branch

# Work Shouldn't Hurt 🎥



**61% of workers have experienced poor mental health because of their workplace?** Stress and a bad work-life balance are leading contributors to poor mental health. Learn how to look after yourself and others, because work shouldn't hurt!

## Mental Health Awareness in the Workplace – Understanding the Basics

 **OLIVIA DOWNING**

 **Thursday 30 April** – DAY SESSION

 **Wednesday 9 September** – NIGHT SESSION

This session examines the basic signs and symptoms of mental health challenges, how to manage such challenges in the workplace, and the management of mental health at work – for yourself and others.

## Understanding Stress to Avoid Burnout

 **OLIVIA DOWNING**

 **Wednesday 17 June** – ONE NIGHT ONLY

This webinar examines what stress is, how to identify stress triggers and how to employ self-care and self-management techniques to avoid burnout

## The Work-Life Balancing Act

 **OLIVIA DOWNING**

 **Tuesday 23 June** – ONE NIGHT ONLY

This session looks at work-life balance, how we can achieve it, the challenges and successes in aspiring towards work-life balance and how to manage it in yourself and others.



*I think if you're prepared you can get a lot out of the sessions... it's about engaging and when you get someone that wants to know, and then an expert really being available and open and approachable, it just ends up really good.*

– ASU Member, VIC/TAS Branch

# How To Launchpad!



Are you keen to learn but feeling overwhelmed at the thought of attempting to access any of these courses?

**Don't panic! We are here to help!**

The ASU Career Launchpad is easy to use, all you need is a computer or tablet with internet access.

*If you are a member of the **Western Australian ASU branch, ASU Taxation Officers' Branch** or the **United Services Union** please contact your branch for assistance.*



**If you have an issue at any point of this process, please contact your branch and they will be able to step you through the process.**

**For all other ASU branches follow these 4 easy steps!**

## Step One:

Go to <http://asucareerlaunchpad.tln.org.au/activate/>

Click the big green **ACTIVATE** button

## Step Two:

Enter your email address – this should be the email address that your union has for you

## Step Three:

You will then be sent an email with a link to activate your account. Click on this link and you will be taken to a screen where you need to enter your details. And you're done!

## Step Four:

You are now in your ASU Career Launchpad Member Portal, from here you can:

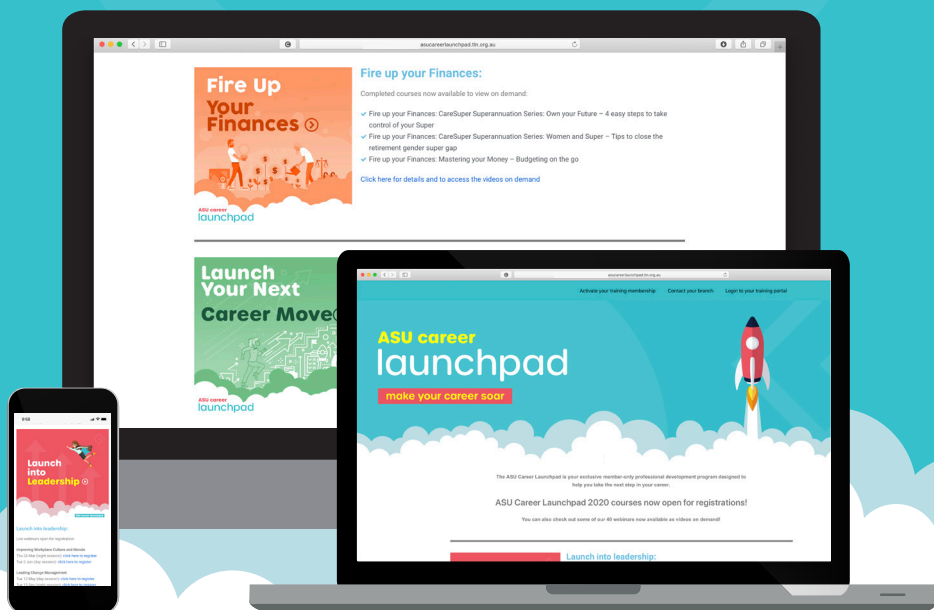
- Register for all Live Webinars
- Click to access the full catalogue of online training and register to watch videos on demand

# ASU career launchpad

make your career soar

**All previous and live webinars are recorded and available on demand to be viewed when and wherever suits you.**

Log in to your member portal to access one of our 40 videos available on demand: <http://asucareerlaunchpad.tln.org.au>





# Videos Available on Demand 🎬



## Launch your Next Career Move with the Job Application Toolkit three part video series

- Part 1 – Resumes
- Part 2 – Key selection Criteria
- Part 3 – Interviews

## Fire Up Your Finances CareSuper Superannuation Series

- Own your Future: 4 Easy Steps to Take Control of your Super
- Women and Super: Tips to Close the Retirement Gender Super Gap



## Parental Leave and You

- So You are Planning to Take Parental Leave
- Arranging Your Return to Work
- Transitioning Back to Work

*It is great to be able to access past sessions if you can't participate at the time, they are short sharp sessions that can be done from home, Launchpad offers a range of topics so I can choose to participate.*

– ASU Member,  
VIC/TAS Branch



*My highlight of the ASU Career Launchpad is seeing what other people have to say about a topic. It is good to know that you are not alone.*

– ASU Member, NSW/ACT Branch



# Videos Available on Demand



## Launch into Leadership

- Contributing to and Leading High Performing Teams
  - Understanding Team Work and Team Dynamics
  - Leading and Managing Others
  - Becoming a Successful Leader
  - Having Tough Conversations & Making Difficult Decisions
- 

## Boost your Skills

- Managing Conflict and Handling Difficult Conversations
  - How to Deal with Difficult Customers and Customer Aggression
  - Effective Time Management
  - Working with Difficult People
  - Supercharge your Public Speaking Skills
- 

## Work Doesn't Hurt

- Working in Heat - Protect Yourself from the Dangers of Working Outdoors
  - Bullying and Intimidation in the Workplace
  - Understanding Stress to Avoid Burnout
  - Work Life Balance, Resilience, Stress Management and Self Care
- 

## Ignite your IT Skills

- Become an Excel Expert – Excel for Intermediates
  - Become an Excel Expert – Cracking the Excel Pivot Table
  - Make your Presentations Stand Out – PowerPoint for Intermediates
- 

## Fire up your Finance

- Mastering your Money - Budgeting on the Go

## The ASU is one of the largest unions in Australia.

ASU members work in local government, energy, water, public transport, airlines, shipping, travel, ports, social and community services, information technology and the private sector clerical and administrative area.

Many ASU members don't receive ongoing professional development opportunities in their workplaces, so the ASU stepped up to help!

In 2018 the ASU Career Launchpad began, providing ASU members with FREE professional development to help members learn new skills and open themselves up to new career opportunities.



<http://asucareerlaunchpad.tln.org.au>



To access the ASU Career Launchpad and other exciting member benefits, **join the ASU today at [asu.asn.au/asujoin](http://asu.asn.au/asujoin)**

## Contact your Branch

### **New South Wales and ACT (Services) Branch**

Phone: 1300 784 278

E-mail: [membership@asu.org.au](mailto:membership@asu.org.au)

### **New South Wales United Services Branch**

Phone: 1300 136 604

E-mail: [communications@usu.org.au](mailto:communications@usu.org.au)

### **Victorian Private Sector Branch**

Phone: (03) 9342 3300

E-mail: [info@asupsvic.org](mailto:info@asupsvic.org)

### **Victorian and Tasmanian Authorities and Services Branch**

Phone: 1300 855 570

E-mail: [info@asuvictas.com.au](mailto:info@asuvictas.com.au)

### **Taxation Officers' Branch**

Phone: (03) 9347 6080

E-mail: [asutax@asutax.asn.au](mailto:asutax@asutax.asn.au)

### **Queensland (Services and Northern Administrative) Branch**

Phone: (07) 3844 5300

E-mail: [general@theservicesunion.com.au](mailto:general@theservicesunion.com.au)

### **Queensland Together Branch**

Phone: 1800 177 244

E-mail: [members@together.org.au](mailto:members@together.org.au)

### **South Australia and Northern Territory Branch**

Phone: (08) 8363 1322

E-mail: [union@asu-sant.asn.au](mailto:union@asu-sant.asn.au)

### **Western Australian Branch**

Phone: (08) 9427 7777

1800 064 657 (country callers)

E-mail: [member.service@asuwa.org](mailto:member.service@asuwa.org)

**Make sure you sign up now for this ASU member-  
exclusive professional development program!**  
**<http://asucareerlaunchpad.tln.org.au>**