



Job Services Central is pleased to offer its latest round of Employment Services Masterclasses for 2012. Last year saw overwhelming support for our 1/2 day Masterclass Series of workshops across Australia and this year promises to deliver more of the same.

With 4 new Masterclass Workshops available in 2012, we have something for everyone. Our range of 1/2 day Masterclasses include:

**Asking The Tough Questions (MC 1)**

Employment consultants can often find it confronting and difficult to address the tough issues with job seekers such as hygiene, presentation, attitude, drug/alcohol use etc. This 1/2 day Masterclass aims to provide consultants with the skills, tools, resources and confidence to tackle the tough issues through a case management model, head on.

**Assessing With Purpose (MC 2)**

Assessment in Employment Services is often process focussed (assessment for assessment 's sake). Good assessment is deliberate, planned and purposeful. This 1/2 day Masterclass aims at developing strong interviewing and assessment skills so that consultants can both assess with purpose and use assessment as a planning tool with their job seekers.

**Counselling 101 (MC 3)**

Often Employment Consultants fall into the role of the accidental counsellor and are required to deal with a range of confronting issues and barriers. Being able to confidently address the non-vocational needs facing your job seekers is important. This 1/2 day Masterclass aims to develop the basic counselling skills of consultants so that they can better service, support and refer their job seekers when faced with an accidental counsellor role.

**JSA Performance Management (MC 4)**

Effective Management of JSA performance is vital for success in the JSA/Employment Services environment. Understanding the principles behind solid performance management will place your organisation as a leader in the JSA world. This 1/2 day Masterclass will provide participants with exposure to a strong JSA performance management framework and identify the key trends, tools, resources and best practice in Performance Management.

<b>SYDNEY</b>	<b>BRISBANE</b>	<b>MELBOURNE</b>	<b>ADELAIDE</b>
MC1 - 6/3/12 (9-12pm)	MC1 - 8/3/12 (9-12pm)	MC1 - 19/3/12 (9-12pm)	MC1 - 14/3/12 (9-12pm)
MC2 - 6/3/12 (1-4pm)	MC2 - 8/3/12 (1-4pm)	MC2 - 19/3/12 (1-4pm)	MC2 - 14/3/12 (1-4pm)
MC3 - 7/3/12 (9-12pm)	MC3 - 9/3/12 (9-12pm)	MC3 - 20/3/12 (9-12pm)	MC3 - 15/3/12 (9-12pm)
MC4 - 7/3/12 (1-4pm)	MC4 - 9/3/12 (1-4pm)	MC4 - 20/3/12 (1-4pm)	MC4 - 15/3/12 (1-4pm)
Medina Grand Hotel Cnr Kent & Bathurst Sts Sydney NSW 2000	Christie Conferences 320 Adelaide St Brisbane QLD 4000	Punthill Apartments Cohen Pl (off Lt Bourke) Melbourne VIC 3000	Rockford Hotel 164 Hindley St Adelaide SA 5000

**To Book Your Spot**

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