



POWER SKILLS

by pm-partners

Your goals, matched
to practical training



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What are Power Skills?

Power Skills are the human capabilities that lift performance across every role and industry.

Whether you're managing a team, leading change, engaging stakeholders or improving service — these are the practical skills that help you do it better.

At Power Skills by PM-Partners, we help individuals and teams build these essential capabilities through role-aligned, outcomes-driven training. Our short-format courses are led by expert facilitators, filled with real-world tools, and designed to make an immediate difference back at work.

Outcomes, not just learning. That's our difference.

Who is it for?

Tailored training for your role, your challenges, and your goals.

Whether you're leading people, supporting customers, or driving business growth — our courses meet you where you are.

Designed for roles like:

- Customer experience & frontline teams
- Healthcare & care sector professionals
- Leaders & people managers
- HR, learning & organisational development
- Sales & business development professionals
- Marketing, communications & creative teams
...and many more.

Capability areas

Skills that elevate how you lead, communicate, and collaborate.

Our courses build the human capabilities that lift workplace performance.

Key focus areas include:

- Communication and influence
- Leadership and team development
- Collaboration and relationship building
- Emotional intelligence
- Facilitation and group dynamics
- Presenting with impact
- Professional and business writing
- Negotiation and persuasion
- Stakeholder engagement
- Managing challenging behaviour



A message from Mike Boutel

Why Power Skills are essential — from the Head of Training at PM-Partners

"After more than two decades designing and delivering training, one thing is clear: Power Skills aren't optional — they're essential.

They're the difference between being heard and being understood. Between managing and leading. Between effort and real, lasting results.

That's why we built these courses — to equip professionals with the practical tools they need to lead teams, communicate with clarity, engage stakeholders, and navigate the human side of work.

I invite you to explore our training and see how it can strengthen your performance — and your career."



Not sure where to begin?

Scan the QR code to try our free Power Match tool.

Answer a few quick questions and get course recommendations tailored to your goals, challenges, and skill gaps.

No guesswork—just practical, targeted training to help you achieve real results.



Scan
me

Scan the QR code or visit
powerskills.com.au/course-match
to get started.

Let's shape your success!

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



Jourdan Clark
Sales Manager



Brooke Barclay
Corporate Training
Sales Consultant



Holly Barber
Corporate Training
Sales Consultant



Michael Lipman
Corporate Training
Sales Consultant



Luke Ayres
Corporate Training
Sales Consultant



Alexandra Furmston
Corporate Training
Sales Consultant



Faye Hughes
Public Training
Sales Consultant



Hannah McGuire
Public Training
Sales Consultant

Build stronger teams with Power Skills group training

In today's fast-changing workplace, technical expertise alone isn't enough. Power Skills, like communication, critical thinking, leadership, and collaboration, are the essential capabilities that help teams perform at their best.

Whether you're in operations, HR, finance, customer service or tech, our Power Skills group training programs are designed to strengthen the real-world skills your people need to deliver results.

We'll work with you to build a team development program that aligns with your goals, culture and current capability. Choose from a wide range of

courses, delivered by expert facilitators with deep industry experience and practical insights.

We offer flexible delivery options to suit your workplace:

- Onsite at your office
- At our dedicated training centre
- Hybrid (a mix of in-person and virtual attendance)
- Fully virtual via Zoom or Microsoft Teams

Help your teams communicate better, lead more effectively and collaborate with confidence, wherever they are.

Explore flexible training options to suit your team

Two delivery models designed to suit your team's size, schedule and learning goals.

Public (Hybrid) classroom training

A cost-effective way to upskill your team. Join a scheduled course – in person or online.

Stretch your training budget with access to our public course schedule. Teams can join existing sessions and still benefit from group discounts (calculated at booking).

Thanks to PM-Partners' integrated (Hybrid) delivery model, participants can attend:

- **In person** at our training centre, or
- **Virtually** via Zoom, joining the same live class remotely

Our purpose-built training rooms feature the latest in virtual collaboration tools, ensuring a consistent, high-quality learning experience, regardless of location.

Ideal for: Small teams looking for practical, high-impact training. Volume-based discounts available.

In-house group training

Private training tailored to your team

For teams needing a more targeted learning experience, our private group training offers flexibility and relevance. An experienced facilitator will customise the session to reflect your organisation's environment, challenges, and goals—ensuring content is practical and immediately applicable.

Courses can be delivered:

- Onsite at your office
- At one of our training centres
- In a hybrid format (mix of in-person and remote participants)
- Fully virtual via Zoom or Microsoft Teams

We can also adapt delivery to minimise disruption, such as running shorter sessions across multiple days.

Tailored group training can include:

- Flexible delivery format and location
- Customised content using real-world examples
- Pre-course assessment of learner knowledge
- Optional post-course workshops to embed learning

Ideal for: Teams seeking a focused, workplace-specific training experience.

Hybrid training – join in person or online

Our hybrid delivery model brings in-person and virtual participants together in one seamless classroom. Whether your team joins from our training centre or remotely via Zoom, everyone shares the same session, facilitator, and interactive learning experience.

Customised training to suit your organisation

Every organisation is different. Whether your teams are dispersed, working in hybrid environments, or need training tailored to your industry, we adapt our programs to align with your specific context and goals.

If our standard courses don't quite fit, we'll work with you to customise the content, format, and schedule, ensuring your team gains relevant, practical skills that support real business outcomes.

Our flexible, consultative approach ensures your investment in professional development delivers measurable value where it matters most.



Tailored content

- Adapt course materials to reflect your organisation's language, tools, and ways of working.
- Incorporate real-world scenarios and case studies relevant to your industry or workplace.
- Develop custom content to target specific skills, challenges, or operational needs unique to your team.



Brand-aligned materials

- Integrate your organisation's logo and other brand elements into courseware and materials to maintain a cohesive visual identity and reflect your brand values.



Flexible delivery formats

- Select from focused, modular sessions or deep-dive programs delivered over multiple days
- Create a blended learning experience with a mix of in-person workshops, live virtual sessions, and self-paced eLearning—designed to fit your team's schedule and learning preferences.



Custom schedules

- Deliver training simultaneously to in-class and virtual participants, with customised schedules to accommodate global teams and multiple time zones.
- Choose from condensed, short burst sessions or extended programs delivered over several weeks, depending on your team's requirements.
- Design a timetable that aligns with your team's workflow and availability, minimising disruption while maximising engagement.



I always enjoy Steve's training sessions. His deep knowledge, combined with his understanding of the healthcare sector, means our questions are never out of place.

Belinda Berkhout | Engaging Stakeholders Effectively (Gold Coast)



The benefits of customised training

Partnering with us for customised training means more than just convenience – it's about achieving measurable results. Some of the benefits of customised training include:

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

Why professionals choose Power Skills

25+

Years of experience

Decades of expertise in professional capability development.

15,000

Professionals trained each year

Empowering individuals across Australia and Southeast Asia.

80%

Of the top 200 ASX companies

Driving performance across Australia's largest organisations.

1,000+

Organisations supported

Trusted by global brands, government agencies, and high-performing teams.



Building & Leading a Team

1-day course



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

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

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

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

Objectives



This course will enable you to:

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

Key topics



This course explores the following content:

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

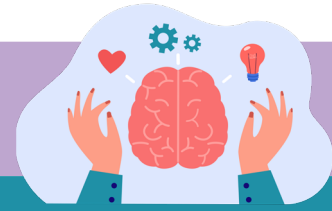
Who is this course for?



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

Optimising Interactions with Emotional Intelligence

1-day course



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

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

Our Optimising Interactions with Emotional Intelligence course equips you with essential

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

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

Objectives



This course will enable you to:

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

Key topics



This course explores the following content:

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

Who is this course for?



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

Writing for Success

1-day course



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

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

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

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

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

Objectives



This course will enable you to:

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

Key topics



This course explores the following content:

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

Who is this course for?



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

Delivering Powerful Presentations

1-day course



Elevate your presentation skills with our Delivering Powerful Presentations course.

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

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

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

Objectives



This course will enable you to:

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

Key topics



This course explores the following content:

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

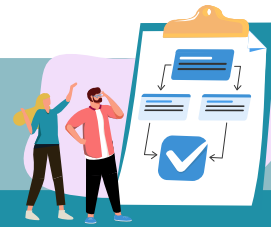
Who is this course for?



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

Engaging Stakeholders Effectively

1-day course



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

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

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

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

Objectives



This course will enable you to:

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

Key topics



This course explores the following content:

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

Who is this course for?



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

Coaching for High-Performing Teams

1-day course



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

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

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

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

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

Objectives



This course will enable you to:

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

Key topics



This course explores the following content:

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

Who is this course for?



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

Leading Effective Negotiations

1-day course



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

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

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

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

Objectives



This course will enable you to:

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

Key topics



This course explores the following content:

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

Who is this course for?



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

Managing Challenging Behaviour

1-day course



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

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

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

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

Objectives



This course will enable you to:

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

Key topics



This course explores the following content:

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

Who is this course for?



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

Facilitating for Results

1-day course



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

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

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

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

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

Objectives



This course will enable you to:

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

Key topics



This course explores the following content:

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

Who is this course for?



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

Communicating with Impact

1-day course



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

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

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

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

Objectives



This course will enable you to:

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

Key topics



This course explores the following content:

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

Who is this course for?



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



Course delivery

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

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

- **Materials:** A comprehensive participant workbook is provided.
- **Hybrid training:** You can learn more about our hybrid training visiting www.powerskills.com.au/group-training/



Why train with us?

Our proven approach works to uplift the capabilities of your people and ensures new skills are put to work in the most effective way across your organisation.

- We help our customers achieve the learning outcomes they need to drive successful delivery
- Each year we train and certify over 15,000 people across Australia, New Zealand, and South-East Asia, to globally recognised standards

To facilitate and embed learning, our expert facilitators draw from a variety of techniques, formats and methods, including:

- Integrated learning (classroom, virtual and hybrid)
- Tailored team training
- Online, micro-learning, staged learning and bootcamps
- Global professional certifications
- Coaching, mentoring and refresher training
- Capability assessments and uplift



Scan and check
our course calendar



Download our
Power skills catalogue

www.powerskills.com.au



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