



Adult Learners' Week

CCIQ Study Festival Program

Adult continuous learning and existing worker upskilling are important strategies to assist industry meet the challenges of an aging population and skills shortages. The Chamber of Commerce and Industry Queensland is supporting Adult Learners Week 2009 by assisting industry recognise the opportunities and participate in adult training and workforce upskilling.

More than 100 free training places are available to Queensland employers during the CCIQ ALW Study Festival. Register your staff for training during ALW and take the opportunity to realise the benefits training and new skills can bring to your business.

Functioning as a WHSO Core	Communication & Conflict Mgmt	Telephone Techniques	Develop Teams & Individuals	Essential Business Writing Skills	Excellence In Customer Service	Promote Team Effectiveness	Show Leadership in the Workplace	Identify Risk & Apply Risk Mgmt Processes
This course is designed to develop understanding of WHS Legislation & practical measures & skills for WHS management.	This course develops communication techniques and applies these new skills to managing workplace conflict.	This course covers the fundamentals of effective service and inquiry management for improved client relations.	This unit covers the skills and know-ledge required to determine individual and team development needs to facilitate team effectiveness.	This practical and interactive workshop develops skills to ensure that every form of business communication is professional and effective.	This course is designed to develop communication and interpersonal skills for improved levels of customer service.	This unit develops the skills required to participate in and lead work teams to achieve organisational outcomes.	This unit develops workplace leadership, teamwork and mentoring skills to support improved organisational performance.	This unit develops practical skills and processes required to identify, analyse & manage risks in the workplace.
BRISBANE 7 -11 September Venue, Hotel Grand Chancellor Spring Hill	BRISBANE 8 September Venue, Hotel Grand Chancellor Spring Hill	BRISBANE 9 September Venue, Hotel Grand Chancellor Spring Hill	GOLD COAST 3 September Venue, Arundel Hills Country Club, Arundel	Sunshine Coast Date 1 September Venue, Mooloolaba Surf Club	TOOWOOMBA Date 4 September Venue, CCIQ Toowoomba	ROCKHAMPTON 9 September Venue, CCIQ Rockhampton	CAIRNS 7 September Venue, CCIQ Cairns	TOWNSVILLE 1 September Venue, Seagulls Townsville Event ID:
MACKAY 7-11 September Venue, CCIQ Mackay	ROCKHAMPTON 24 September Venue, CCIQ Rockhampton	TOWNSVILLE 9 September Venue, Leisure Inn Townsville	TOOWOOMBA Date 3 September Venue, CCIQ Toowoomba	CAIRNS 4 September Venue, CCIQ Cairns	WIDE BAY Date 3 September Venue, Group Training Wide Bay	MACKAY 9 September Venue, CCIQ Mackay		

Limited places for the above training courses are available. Register Today by calling 1300 138 470 or email training@cciq.com.au

Adult Learners Week 2009 is a national event and with a wide range of activities and learning opportunities available. For information on other events and activities in your local area visit www.adultlearnersweek.org



Australian Government

Department of Education, Employment
and Workplace Relations



CHAMBER OF
COMMERCE &
INDUSTRY
QUEENSLAND