

THE ANSWER IS YES



WE SOLVE BUSINESS PROBLEMS!

360° Approach to Solving Business Problems

THE BOOK OF ANSWERS!



WHAT PROBLEM DO YOU NEED SOLVING?

Businesses usually have only one of three problems that can destroy your business.

Problem	How to Solve
Lack of Money	Increase Sales Business Development
Technology Issues	Business Systems Business Software
People Problems	Human Resource Management Work Health and Safety Personal Development

COST OF SOLVING YOUR PROBLEM

You have the following choices in solving your problems:

Options	Issues
Trial and error	You can try doing it yourself through trial and error but often “you don’t know, what you don’t know, until someone tells you what you don’t know”. In the long run this can be very costly and you your business.
Get a consultant to do it for you	Consultants can be very costly and often just get in there and do it, but you still may not know what you need to know.
The Answer is Yes	Our experts have put all their essential knowledge into online courses so you get expert knowledge at a fraction of the consultancy fees would cost you. If you still need a consultant afterwards, your questions are much more intelligent.

WHY MUST OUR EXPERTS HAVE 10+ YEARS EXPERIENCE?

Each person in business has an experience where they have been through the ‘valley of the shadow of death’ and come through the other side triumphant. Their experience is they KNOW what works and doesn’t work. You are not getting theory you are getting wisdom and knowledge. By collaborating with The Answer is Yes, we can help guide you through your ‘valley of the shadow of business death’.

Call Us On: 07 3180 4422

Learn More: <https://answeryes.com.au/>

[Book a Meeting with a Training Concierge](#)

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What is Proficiency Based Training?

Proficiency-based training is a method of instruction aimed at helping students to become proficient in the subjects they are learning. Unlike more traditional forms of education, which focus on teaching a fixed set of information and testing students based on that content, proficiency-based training is much more flexible. Rather than covering an entire subject at once and then testing for a specific set of knowledge, proficiency-based

training focuses on helping students to master individual skills and concepts. By breaking down learning into bite-sized chunks and allowing students to work at their own pace, proficiency-based training helps to build confidence in the learning environment and provides greater opportunities for success. Overall, it represents an important shift in how we approach instruction and has the potential to transform businesses for the better.

WORK HEALTH AND SAFETY





Do you struggle, stress, or worry at the first mention of “Work Health and Safety”?

Perhaps you know you need Work Health and Safety for your business but not sure what to do or where to start?

Did you know that the minimum fine for not implementing the correct system of safety in your organisation is at least \$6600 and can blow out to over \$500k?

Or even worse you could go to jail for failing to implement a safe work system?



Some recent WHS incidents have resulted in....

- **\$130k** fine after an incident on a construction site
- **\$325k** fine after a delivery of product
- A Not-for-profit fined **\$72k** for not protecting a staff member from inappropriate behaviour at work

A mistake that many business owners make is that they think they can buy a few templates and that makes them compliant with Work Health and Safety, but it is not true!

Work health and safety is a complete system and is something that you ‘DO” not something covered by buying a few templates!

The great news is that with over 60 years of knowledge and experience our team, are here to guide you and protect you from unwittingly incurring fines while improving the wellbeing of you and your staff.

Having a robust WHS system in place has demonstrated that your tender applications will be taken into consideration as opposed to consistent early rejection of those without adequate Work Health and Safety.

Do you have your basic Essential WHS Fundamentals in place? OR



Are you risking your business by not doing this?

Failing to conduct a Hazard & Risk Assessment on your business can result in penalties as it is the foundation for your WHS system. This assessment helps you determine what you need to implement in your business regarding WHS such as policies, procedures, training etc. Everything you do is connected to this assessment.

The Person Conducting the Business or Undertaking can be personally fined from \$300k plus for failing to initiate a system of safe work. Plus each individual worker can also be fined \$150k for failing to adhere to a safe system of work.

Would you know what to do if there was an accident on your premises? Obtaining first aid for injured parties is ONLY the first step but it then entails much more after that.

Some accidents you must report and if you fail to do so can result in additional penalties...

A Toowoomba based transport company was fined \$5000 for not reporting a serious workplace injury more than a year after an injury which hospitalised a worker for a week.

The 'she'll be right mate' attitude or the belief 'it will never happen to me' will not protect your business or you personally if you fail to implement your WHS Fundamentals.

To see whether your current WHS system is adequate please book a complimentary review to assess your current compliance levels.

Use this link to book your call with one of our experienced team members ...

Could you produce a Safety Management Plan for your organisation if asked to produce one by an inspector?

If you ever had to stand before the coroner, could you sufficiently demonstrate that your organisation had a safety management plan that was integrated into your work processes and that you had policies and procedures that staff should adhere to?



WHS FUNDAMENTALS



Are you truly safeguarding your employees? Work health and safety (WHS) is not a buzzword—it is a foundation that, when drilled deep into the bedrock of your operational strategy, creates a strong and secure environment for every individual. But where do you start? In a sea of guidelines and regulations, the necessary steps often feel overwhelming.

The following courses are a series of essential WHS fundamentals, each vital not only for your compliance with legal directives but also for building a culture of safety awareness. From conducting a hazard and risk assessment to managing contractors safely, the goal is to empower you with actionable insights that can transform your workplace.

WORK HEALTH AND SAFETY FUNDAMENTALS

- [Conduct a Hazard and Risk Assessment to Meet Your WHS Legal Obligations](#)
- [How to Conduct a Signage Audit](#)
- [How to Conduct an Accident and Incident Investigation](#)
- [How to Create Your Own WHS Induction Program](#)
- [How to Manage WHS and Contractors Working in Your Premises](#)
- [Learn How to Conduct a Gap Analysis](#)
- [PCBU Safety Strategies for Management to Reduce Liability](#)
- [WHS Get Start Program](#)



[CONTACT US](#)

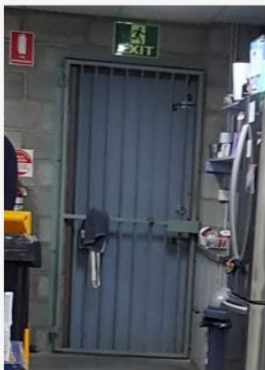
"It takes leadership to improve safety."
- Jackie Stewart





FIRE TRAINING

Can your business sustain these costs?
Or are you prepared to go to jail?



DID YOU KNOW

that not having emergency signs and diagrams and an emergency response plan could **cost your business up to \$39,000*** in penalties?

Something as simple as not displaying your Certificate of Classification at the front of your building could **cost you \$30,500***.

Did you know adding a security gate could **cost you up to \$35,000*** and your business shut down?

It is so easy to do... but blocking your fire equipment could **cost up to \$18000***...



Not having a \$5 sign could **cost your business up to \$4000***... because who knew that there was a fire hose reel in this cupboard



Failing to have a right arrow on this emergency exit sign and the **finest in excess \$600,000*** and jail time because they recklessly endangered guests as the emergency exit door was not where the light was situated but on the opposite wall. Can you imagine if a fire had started at night and in the dark people followed the signs and were trying to find the door handle on the left but the door was on the opposite wall!



And not training your staff in warden training, general evacuation and also first response training each year could **cost up to \$35,000***.

These are just some of the fines you can be hit with for breaching the fire and work health and safety legislation.

Could you be like the 1400 other businessowners that were shocked to find that they were not compliant? Only one of 1400 businesses was compliant! Not even the lawyers that were audited complied!



It is more than likely that you are not compliant with your fire compliance or your work health and safety requirements. But to give yourself peace of mind and protect your bank account **do a complete fire safety audit of your business.**

FIRE COMPLIANCE—SAFETY AUDITS

- [How to Do a Fire Safety Audit—NSW](#)
- [How to Do a Fire Safety Audit—NT](#)
- [How to Do a Fire Safety Audit—SA](#)
- [How to Do a Fire Safety Audit—TAS](#)
- [How to Do a Fire Safety Audit—QLD](#)
- [How to Do a Fire Safety Audit—VIC](#)
- [How to Do a Fire Safety Audit—WA](#)

FIRE COMPLIANCE—PRIOR PREPARATION COURSES

- [Create an Emergency Plan that Covers all Workplace Emergencies](#)
- [Create Evacuation Signs and Diagrams that are Legally Compliant](#)
- [Hazard and Risk Assessment—Fire Module](#)

FIRE COMPLIANCE—STAFF TRAINING

NOTE: ALL STAFF FIRE TRAINING CAN BE CUSTOMISED COMPLIMENTARY TO SPECIFIC BUILDINGS.

DISCOUNTS APPLY FOR 10+ STAFF.

Email: admin@answeryes.com.au

- [Evacuation Coordination Training—2024](#)
- [Evacuation Coordination Training—High Rise—2024](#)
- [Evacuation Coordination Training—Churches—2024](#)
- [First Response Evacuation Training—2024](#)
- [General Evacuation Training—2024](#)
- [General Evacuation Training and First Response Training—2024](#)
- [Fire Training for Home Care Workers—2024](#)
- [Fire Training for Your Remote Workforce—2024](#)
- [Home Fire Safety for Seniors](#)

COMING SOON

More General Evacuation Training

Many cleaners working alone at night do not speak or fully understand English. Therefore we are creating multiple versions of our General Evacuation Training courses so that they will know what to do in an emergency.

CHEMICAL TRAINING



The penalty for not complying with a safe system of handling, storing, transporting chemicals can result in extensive penalties from Work Health and Safety legislation.

Chemical burns and injuries can have life threatening consequences that can easily lead to industrial manslaughter charges and gaol time if your business does not implement adequate systems and training.

However, did you know that you can also be fine extensively if you breach the Environmental Protection act?

Warringa Golf Club was fined and incurred costs of \$600,000 when the manager negligently released pesticide into a drain that led to a waterway that created a major ecological disaster. The manager was convicted and had to do 250 ask community services and personally pay \$50,000 toward costs, plus his own personal legal fees.

CHEMICAL HANDLING TRAINING

- [HAZOP and CHAZOP for Manufacturing Businesses](#)
- [How to Handle, Store and Manage Chemicals and Respond to a Spill](#)
- [How to Implement Chemical Handling Systems in Your Business](#)
- [How to Manage Pool Chemicals and Implement Spill Management Systems](#)

Drug and Alcohol Training

Understanding Drug and Alcohol Training: It's More Than Just a Policy

Drug and alcohol training for business owners is about clarity, intent, and a well-oiled procedural machine. By understanding its multifaceted role, from legal compliance to employee support, you are taking a proactive step towards a better business environment. With this in mind, our courses go beyond the basics. Here's what you'll take away:

- **Implementing For Cause Testing:** Recognizing the signs and legal framework behind for-cause testing can nip potential problems in the bud and deter risky behavior.
- **Supervisor Roles for Drug and Alcohol Management:** Here, we dissect the critical responsibilities of your team leaders, empowering them to enforce policies with fairness and decisiveness.
- **Developing A Drug and Alcohol Management Plan (PCBU level):** Navigating the intricacies of policy design at the Person Conducting a Business or Undertaking (PCBU) level ensures you're not just ticking boxes but are holistically prepared.
- **Drug and Alcohol Awareness Training:** This section is life-saving knowledge for your team, boosting awareness and safety without fear-mongering.



The ROI of Preventing Substance Abuse in the Workplace

Lastly, I want to take a moment to discuss what might be the most persuasive argument to your bottom line: the sheer cost-effectiveness of preventing substance abuse in the workplace.

- **Calculating the Costs of Inaction:** Consider the financial toll drug and alcohol problems can take on your business, from accidents to absenteeism. If you do not have a robust system in place, the industrial manslaughter legislation means you may find yourself in jail if someone dies because you failed to have a system in place to protect workers.
- **Quantifying the Benefits of Training Investments:** Training is not just an expense, it is an investment with tangible returns.



DRUG AND ALCOHOL

- [Developing A Drug and Alcohol Management Plan \(PCBU level\)](#)
- [Drug and Alcohol Awareness Training](#)
- [Implementing For Cause Testing](#)
- [Supervisor Roles for Drug and Alcohol Management](#)



MANUAL HANDLING FATIGUE AND PAIN MANAGEMENT



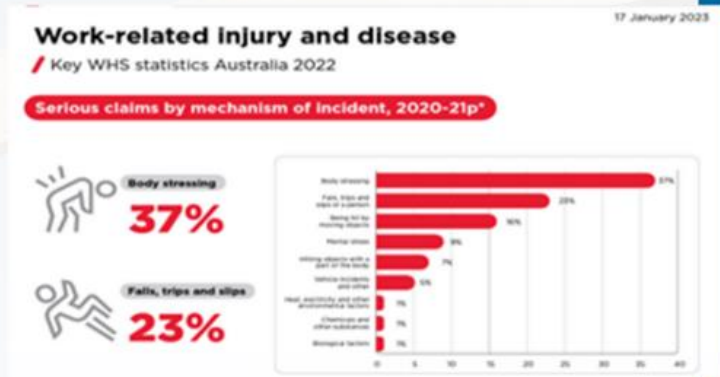
Body Stressing (manual handling injuries) is the number one cause of workplace injuries.

As the **Person Conducting the Business** or Undertaking you have a legal obligation to keep workers and workplaces safe from the risks of manual handling.

Manual handling training has been proven to reduce the risk of injury as it raises awareness and develops good practices.

Failure to implement will result in:

- Increased Workcover premiums
- Worker injury
- Decrease in production.
- Accident investigation expenses
- Cost of hiring replacement staff



Manual handling training helps employees understand how they can contribute to a safe working environment and why it's important to take responsibility for their own safety. Manual handling training teaches employees about how to safely lift and move objects without putting strain on their bodies. It helps them understand how to use proper lifting techniques, posture, and body mechanics when performing manual tasks. It also explains how to identify potential hazards in the workplace and why it's important to follow safety procedures. It will also cover the use of appropriate devices such as hand trucks or pallet jacks which can make manual tasks easier and reduce potential risk of injury.

MANUAL HANDLING | FATIGUE AND PAIN MANAGEMENT

- [Manual Handling Training to Prevent Office Injuries](#)
- [Manual Handling Training—Construction Industry](#)
- [Manual Handling Training to Prevent Warehouse Injuries](#)
- [How to Reduce Fatigue Management by Helping Workers Get Sleep](#)
- [Introduction to the Alexander Technique for Back and Neck Pain Management](#)
- [Getting Ahead of The Pain](#)

With changes to the **Work Health and Safety** legislation now specifically including **Psychosocial Hazards**, you have a legal obligation to look after your staff's mental health.



- **53% Increase in Psychological Injury** claims from 2015 to 2019 and after COVID the rate continues to increase
- **175 days per Psychological Injury** claim off work compared to physical Injury of 44 days
- **\$85,000 average Psychological Injury** claim compared to physical injury claims of \$21,000

Of those paid out in 2019...

- 42% anxiety/stress disorder
- 17% reaction to stressors
- 16% Anxiety/depression combined
- 10% post-traumatic stress disorder
- 5% Depression

The upside of implementing a strategy to reduce Psychosocial Hazards and implementing a wellbeing in your organisation is that

- Early Intervention ROI = 492%
- Staff Engagement 8 Times Higher

So... Where do you Start?

This assessment is the foundation on which you build your Mental Health Work Health and Safety Program. It is a process of identifying psychosocial hazards and assessing the risks they pose to workers, customers, and visitors.

The goal is to eliminate or minimize the risks associated with those hazards. By taking our online course, you will learn how to conduct a thorough and effective Psychosocial Hazard & Risk Assessment for your business. By the end of this course, you will know what you need to implement in your organisation to reduce Psychosocial Hazards in your workplace.



MANAGEMENT AND TEAM LEADERS

- [How to Conduct a Psychosocial Hazard and Risk Assessment](#)
- [How to Have SAFE Mental Health Conversations with Staff](#)
- [Implementing the Mental Health Zen Program for Team Leaders](#)

INDIVIDUALS/EMPLOYEES

- [Applying Forgiveness for Your Own Mental Health](#)
- [How to Cope with Change and Develop Your Resilience](#)
- [How to Develop Resilience to Overcome Life Challenges](#)
- [How to Move Beyond Any Kind of Loss](#)
- [Mental Health Awareness and Resources for Yourself and Others](#)
- [Mental Health Awareness in the Office and Resources for Yourself and Others](#)
- [Mental Health Requires More Than One Solution](#)
- [Taking Control of Your Own Mental Health to Increase Resilience](#)
- [The Stigma on Suicide is Over](#)
- [Strategies for Health and Wellbeing at Work and in Life](#)
- [Support Over Suicide](#)
- [What to Do When Someone Tells You They are Thinking of Suicide](#)

MENTAL HEALTH TOOLBOX TOOLS

- [Art Waves—Therapeutic Art Activities to Help You Through the Early Stages of Grief](#)
- [Mastering the Art of Being Zen](#)
- [Habits of an Optimist](#)
- [How to Develop Mindfulness for Improved Mental Health](#)

FIRST AID TRAINING



Providing immediate and effective first aid to workers or others who have been injured or become ill at the workplace may reduce the severity of the injury or illness. In some cases, it could mean the difference between life and death.



However, failing to provide **“effective” first aid** in your workplace can result in:

- fines for breaching Work Health and Safety between \$6,000 and \$150,000
- jail if someone should die due to failing to implement a safe system
- personal injury claims
- increase in Workcover and other insurance costs
- legal fees
- bad publicity
- accident investigation time and money
- loss of productivity

ACCREDITED FIRST AID TRAINING



FIRST AID TRAINING—ACCREDITED TRAINING

NOTE: VIRTUAL FIRST AID TRAINING

Virtual First Aid Training can be done IF you have the required resources for conducting the practical assessments. In remote locations in Australia, it is not practical to fly trainers in or fly trainers out without expending significant money. So, a one-off investment in the equipment is required and then training can be done online. The practical assessments are done via a zoom session with a trainer. The following are the courses that can be done remotely. This method also negates the minimum numbers of getting together a group session.

- [HLTAID009 Provide Cardiopulmonary Resuscitation](#)
- [HLTAID009 and Low Voltage Rescue](#)
- [HLTAID011 Provide First Aid](#)
- [HLTAID011 Provide First Aid and Low Voltage Rescue](#)
- [HLTAID012 Provide First Aid in an Education Childcare Setting](#)
- [HLTAID013 Provide First Aid in Remote or Isolated Site](#)
- [HLTAID013 Provide First Aid in Remote or Isolated Site + HTLAID014 Provide Advanced First Aid](#)
- [HLTAID014 Provide Advanced First Aid](#)
- [HLTAID015 Provide Advanced Resuscitation](#)
- [Low Voltage Rescue Only](#)

NON-ACCREDITED FIRST AID TRAINING



FIRST AID TRAINING—NON-ACCREDITED TRAINING

- [Conducting a First Aid Risk Assessment](#)
- [How to Select, Use and Check Your First Aid Kits](#)
- [General First Aid for Every Household](#)

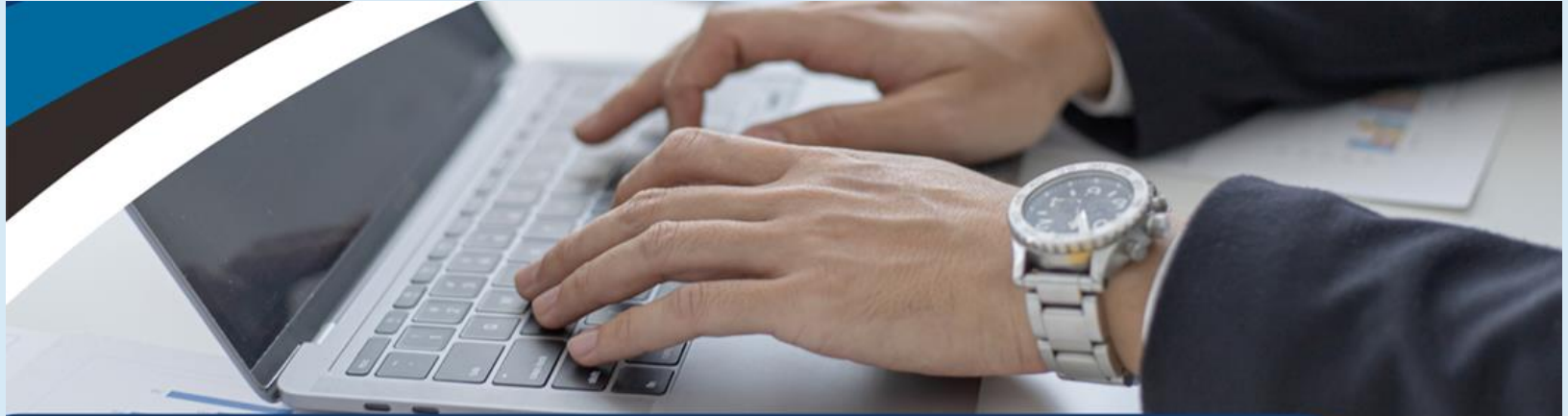
Download [First Aid Compliance Self-Assessment Checklist](#)

HUMAN RESOURCE MANAGEMENT



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THE MOST COMMON MISTAKES THAT CAN SINK YOUR DEFENCE FIGHTING OFF FAIR WORK CLAIMS, WORKERS COMPENSATION CLAIMS OR CIVIL CLAIMS:

1. That you cannot prove your employees knew your policies and procedures.
2. Sloppy documentation (not having a robust system)
3. Discriminatory documentation (emails, policies and procedures, compensation strategies that are paved with unconscious bias)
4. Dishonest or biased performance reviews. A bad performance review without justification can be just as harmful as an unwarranted glowing performance review.
5. Inconsistent statements when justifying your actions.
6. Not taking complaints seriously
7. Poor interviewing techniques. Are you able to answer questions such as why did you hire this person if you have no documented interviews.
8. Lack of employment law knowledge.
9. Over documenting after someone has been fired is suspicious
10. Failing to work with an employee before firing them. Failing to try to improve performance.
11. Not ensuring that it was poor work performance that led to termination and not signs of mental health issues.
12. Not having a system of staff training, learning and development

Could your Human Resource practices stand up to scrutiny?

Can you afford the fines and penalties for breaching the HR laws?

Would the lost of productivity, low staff morale and employee turnover affect your profits?

Download the HR Start-Up Checklist to see how compliant you are

Human Resource Training



HR BEHAVIOURAL TRAINING

- [How to Discipline, Counsel and Terminate Staff](#)
- [How to Manage Unacceptable Behaviours in the Workplace](#)
- [What Bias Water are You Swimming in that is Ruining Your Life](#)

HR RECRUITMENT

- [Create a Strategic Compensation Management Plan](#)
- [Effective Strategies for Successful Recruitment and Selection](#)
- [Establishing a Total Rewards Approach to Employee Compensation](#)
- [Get Started with Human Resources - FREE!](#)
- [How to Avoid the Costly HR Mistakes when Establishing Your Payroll](#)
- [How to Create Effective Position Descriptions for Your Business](#)
- [How to Create Positive Staff Inductions that Reduces Staff Turnover](#)
- [How to Design an Equitable, Effective Pay System](#)
- [How to Forecast Your People Costs to Establish a Compensation Plan](#)
- [How to do a Job Analysis and Job Evaluation to Improve Your HR Functions](#)
- [Successfully Recruit the Right Personnel for Your Business](#)
- [The Essentials in HR Inductions](#)

HR STAFF PERFORMANCE

- [How to Build a Congruent Powerful Team](#)
- [How to Establish a System of Performance Monitoring and Appraising](#)
- [How to Implement a System of Training and Developing Employees](#)
- [How to Prepare for a Performance Review that Advances Your Career](#)
- [Implementing a Competency based Performance Management System](#)
- [Master the Art of Collective Bargaining.](#)
- [The Staff Engagement Program to Increase Profits and Staff Retention](#)

INDIGENOUS TRAINING

- [5 Steps to Cultural Clarity to Counteract Racism](#)
- [Identifying Bias in Your Life that is Impacting Your Work Performance](#)

BUSINESS SYSTEMS





What Happens When You Don't Have Robust Business Systems?

As a business owner or manager, it's important to have robust systems in place to help your organization run smoothly and efficiently. But what happens if you don't have the right ones in place? Not having robust business systems such as finance, information technology, cybersecurity, customer service, and project management can lead to a variety of problems. Let us look at some of the issues that can arise if your business is operating without the proper systems.

Finance Issues

Without a solid financial system, it is hard to accurately measure your company's performance. Without access to accurate financial data, it can be difficult to make informed decisions about investments, pricing strategies, and more. Without robust financial systems in place, your business may be at risk for cash flow issues or even bankruptcy.

Information Technology Issues

Without strong IT systems in place, your business is vulnerable to cyberattacks and data breaches. Hackers are constantly on the lookout for businesses that do not have the right security measures in place. In addition, without up-to-date software and hardware solutions that are suitable for your industry and needs, you could be missing out on important innovations that could help you stay ahead of the competition.

Customer Service Problems

If you do not have an effective customer service system in place, then it will be difficult to serve customers quickly and efficiently. Poor customer service can lead to disgruntled customers who won't hesitate to share their negative experiences with others – which could ultimately damage your reputation and hurt sales. On the other hand, good customer service can foster loyalty among customers who will be more likely to recommend your products or services to others.



Derailed Projects

Without these systems, it could be difficult to ensure that projects are completed on time, that customer issues are addressed promptly, and that team members have the information they need when they need it.

Customer Relationship Management (CRM) Systems

Another important system for any successful organization is a Customer Relationship Management (CRM). A CRM system helps manage customer interactions by providing easy access to customer data such as contact information, order history, notes from previous conversations with customers, etc. This type of system also makes it easier to automate repetitive tasks such as generating reports or sending automated emails based on customer behaviors or preferences. Additionally, CRMs can provide insights into how customers interact with your company so you can better understand their needs and create better products or services that meet those needs.

It is important for businesses of all sizes to have robust systems in place to ensure smooth operations and successful growth over time. Having these systems will not only help protect against cyber threats but also improve customer satisfaction by providing faster response times as well as better quality products or services overall. Investing in these types of systems now can save you money down the line while helping you achieve greater success both now and into the future!





BUSINESS FINANCE



Do you know how profitable your business is?



Are you having cashflow issues?



Do you know where you can increase your profits?



Can you know your monthly budget and cash flow projections?



Do you wait until your accountant does your tax return to know if you are a profitable business?



Did you put up your house as equity for a business loan?

IGNORANCE IS NOT BLISS!

As a business owner, it is critical that you understand your business finance. Knowing how to read financials, doing business budgets, and how to do cash flow projections are essential skills. Without these skills, you will not be able to make informed decisions about your business. Furthermore, you will not be able to identify opportunities or threats to your business. As such, understanding your business finance is essential for every business owner. With the proper knowledge, you will be able to make sound decisions that will help your business grow and succeed.

BUSINESS FINANCE

- [7 Top Strategies to Improve Your Cashflow in 7 Days](#)
- [Accelerate Your Business Growth with Business Budgeting Strategies](#)
- [How to Avoid the Costly HR Mistakes when Establishing Your Payroll](#)
- [How to Create a Business Plan that Becomes Your Business Blueprint for Success](#)
- [How to Determine the Best Business Structure Before You Start Business](#)
- [How to Generate Powerful Profits in Your Business](#)
- [How to Increase Your Cashflow with Invoice Financing](#)
- [How the NDIS can Work for Your Business](#)
- [How the People, Profits and Connections Increases Company Profits](#)
- [How to Read Financial Reports](#)
- [Implementing Good Financial Habits to Create Sound Business Practices](#)
- [The Three Keys to Greater Profits](#)
- [Understanding Your Business Finances at a Glance to Make Instant Decisions](#)



Business Software



In today's business world, there is a wide variety of business software available to help companies operate more efficiently and effectively. Some businesses may have specific needs that require specialised software, there is also a core group of programmes that are essential for any business. These include Microsoft Office and word, as well as a number of online courses about software. By investing in this essential software, businesses can improve their overall productivity and efficiency. In addition, by taking advantage of the answer is yes online courses, businesses can assure that their employees are up to date on the latest software offerings by investing in both essential software and employee training businesses can position themselves for greater productivity.

BUSINESS SOFTWARE

- [Efficient Electronic File Management that Minimises Confusion](#)
- [Email Mastery to Improve Efficiency](#)
- [How to Manage Passwords to Keep You Safe Online](#)
- [How to Optimise Your Workflows Using the Windows Home Key](#)
- [How to Prevent Your Facebook Identity from Being Hacked](#)
- [How to Secure Google and Your Privacy Setting from Hackers](#)
- [How to Secure Your Windows System to Repel Hackers](#)
- [How to Set Up and Use Calendly to Automate Your Appointments](#)
- [Managing Computer Bookmarks for Greater Productivity](#)
- [Master Microsoft Excel \(Level One\) to Improve Productivity](#)
- [Mastering Microsoft Word for Greater Efficiency](#)
- [Reduce Typing with Text Automation and Increase Productivity](#)
- [Using Dictation Programs to Improve Efficiency](#)

Cybersecurity



- Penalties for breaching your customers privacy are hefty.
- Loss of intellectual property can result in more competition.
- Professional hackers can hold you to ransom or destroy your business.
- The cost of rectification after a cyber attack are extremely costly in both time and money.

Do you and your Leadership Team fully understand the extent of Information Security Risk in your business? If you cannot answer your Boards question with a convincing **YES** to that question, then you need to enrol in a **Cyber Risk Assessment course**.

This course will enable decision makers at all levels to focus on critical risks and impacts to their business and help inform Senior management of the Strategic and Operational key areas that require attention whilst maintaining transparency through the entire process.

Who should do this training:

- Personnel who are involved with risk making decisions (**CEO, CIO, COO, CFO, CISO**)
- **Professionals in government and private sector organisations** who need an in-depth understanding of the OCTAVE Allegro Risk Assessment Methodology
- **Security professionals**, business continuity planners, compliance personnel, risk managers, and other professionals requiring the knowledge and skills to understand operational risk and perform risk assessments
- **Professionals** needing to perform a formal risk assessment to satisfy PCI-DSS (Payment Card Industry Data Security Standard) requirements.

CYBER SECURITY TRAINING

- [What Every CEO needs to Know About Cybersecurity \(FREE\)](#)
- [How to Conduct a Cyber Risk Assessment](#)
- [How to Create a Cyber Security Incident Response Team](#)
- [Managing a Cyber Security Incident Response Team \(CSIRT\)](#)
- [Deploying a Cyber Security Incident Response Team](#)
- [Cyber Awareness Training Australia—2024](#)
- [How to Keep You and Your Family Safe Online](#)
- [Remote Workers Cyber Security Prevention Strategies](#)
- [Virtual Assistants Cybersecurity Prevention Training](#)
- [How to Lock Essential Aspects of Your Online Systems to Prevent a Cyber Attack](#)
- [How to Configure Your Router for Greater Security](#)
- [How to Secure Google and Your Privacy Setting from Hackers](#)
- [How to Secure Your Windows System to Repel Hackers](#)

Customer Service



Excellent customer service is the key to any successful business. It is what sets businesses apart from their competitors and keeps customers coming back. Furthermore, happy customers are more likely to recommend a business to their friends and family. Therefore, it is essential that all staff members are properly trained in customer service. This includes everything from how to handle customer complaints to how to upsell products and services. By ensuring that all staff are on the same page when it comes to customer service, businesses can provide a consistently positive experience for their customers. In turn this will lead to increased sales and improved brand loyalty.

CUSTOMER SERVICE

- [How to Handle Irate Customer and De-escalate the Situation](#)
- [9 Steps to a Service Culture that will Drive Sales](#)
- [Customer Service Bootcamp for Managers that Turns Your Business from Ordinary to Extraordinary](#)
- [How to Implement Speed in Customer Service](#)
- [How Group Leaders Can Ensure Service that has Speed](#)
- [Extraordinary Customer Service Training in the Retail Sector](#)
- [How to Remember a Customers Name to Drive Sales](#)
- [Service Recovery Program for Loyal for Life Customers \(Group Leaders\)](#)
- [Implementing a Service Recovery Program with Your Team](#)
- [How to Perform Exceptional Service that Gets You Bonuses and Rewards](#)
- [How to Empower Your Staff that Keeps Customers Coming Back](#)
- [How to Deliver Exceptional Service that Attracts Elite Clients to Your Business](#)
- [Extraordinary Customer Service Training for Professionals](#)

Also we have some customer service courses in other languages.

Project Management



Do you have experience operating and managing large construction projects?

Have you ever encountered a project that went off track?

Have you won a tender and then realised that you under quoted?

Have you spent weeks writing tenders only to realise you should never have applied for it in the first place.

If you have, our online courses on **Project Management** may be able to help.

Our courses are designed to solve the issues that can cause a project to go off course, allowing you to get back on track and achieve success.



PROJECT MANAGEMENT

- [The Keys to Project Management Success](#)
- [How to Decide to Bid on a Project by Doing a Go/No Go Assessment](#)
- [Developing a Work Breakdown Structure with Clear Scope](#)
- [Developing a Project Plan to Improve Efficiency](#)
- [Do an Earned Value Assessment to Determine Profitability](#)
- [Dealing and Coping with Project Change](#)
- [Creating and Leading an Engaged Project Team](#)
- [How to Effectively Close a Project that Prevents Project Extras](#)

PERSONAL DEVELOPMENT





THE BENEFITS OF PERSONAL DEVELOPMENT FOR EMPLOYEES

Are you looking for a way to get the most out of your employees and help them reach their full potential? If so, consider creating learning and development plans that include personal development goals. Read on to learn why this is important and how it can benefit your business.

Creating learning and development plans with personal development goals is a great way to help your team members grow professionally while also increasing productivity and improving morale in the workplace. With clear objectives in place, managers are able to track progress easily while also motivating employees by recognizing their individual potential for greatness. Investing in your team's learning and development demonstrates your commitment to helping them succeed both personally and professionally – a win-win situation for everyone involved!

Why Personal Development Matters

Personal development is an important part of any employee's journey. It enables them to grow their skills and knowledge, gain confidence in their abilities, and develop their career paths. By providing employees with individualized learning plans that include personal development goals, managers are able to support employees as they progress through their roles. This can not only improve morale, but also increase productivity as well.

Another important factor to consider when implementing personal development plans is goal setting. Having clear goals for each employee helps managers track progress and measure success. Additionally, having specific goals can help motivate employees to reach higher levels of performance as they strive to meet those objectives. This can lead to better results for both the individual and the organization as a whole.

Offering personal development opportunities shows that you care about your team members' professional growth. Not only are you investing in their future success, but you are also demonstrating that you value them as individuals and recognize their potential for greatness. This is a powerful message that will have a positive impact on employee morale, loyalty, and overall job satisfaction.

Improving Skills & Knowledge

The most obvious benefit of having a learning and development plan for each employee is that it allows them to develop new skills and gain knowledge needed to perform their job better. It also enables them to become more efficient by giving them the opportunity to refine existing skills or learn new ones. This not only increases individual productivity but also improves overall team performance as well. With regular training sessions, employees can stay up-to-date with evolving technologies and industry trends so that they remain relevant in the current market place.

Developing Leadership Skills

Having a learning and development plan for each employee can help to foster leadership within the company by helping them improve their communication skills, decision making capabilities, problem solving abilities, etc. This not only benefits individuals but also contributes positively to the overall success of the organization by encouraging employees to take on more responsibility. By providing employees with opportunities to learn how to lead effectively, businesses can create an environment where everyone is working towards common goals instead of competing against one another in order to get ahead.

Encouraging Employee Engagement & Motivation

When employees feel like they have access to resources that help them grow professionally, they are more likely to be engaged with their work and motivated to do their best. Learning and development plans provide employees with an opportunity to hone their individual strengths while developing new ones as well. This helps them feel more empowered which in turn leads to increased loyalty towards the company as well as improved job satisfaction levels overall - both of which are essential for keeping staff retention high.

Employees need learning and development plans in order for organizations to succeed in today's competitive business environment. With these plans in place, businesses can ensure that every member of their team is equipped with the necessary skills and knowledge required for success while simultaneously fostering leadership qualities throughout the organization. In addition, having personalized plans encourages employee engagement which ultimately leads higher motivation levels amongst staff members - all essential components of any successful business! As such it is essential that employers invest in creating learning and development plans for each employee if they want their business thrive over time!



BODY LANGUAGE AND FACIAL PROFILING



Do you want to know the secrets for getting more customers to say yes?

Ever wished you knew what the other person was thinking?

Or wondering if someone is telling the truth?

Are they saying one thing but you think they are really meaning something else?

Non-verbal communication is a powerful tool for expressing ourselves, and it can be used to both enhance and supplement verbal communication.

By understanding and utilizing non-verbal communication, you can create stronger connections with others and improve the quality of your interpersonal relationships. By understanding the non-verbal communication you can close more sales!



BODY LANGUAGE AND FACIAL PROFILING

- [Develop Basic Facial Profiling Skills that Positions You for Success](#)
- [Fast Track Your Client Engagement](#)
- [How to Detect the Truth in All Your Business and Personal Relationships](#)
- [How to Persuade and Influence the Behaviours of Others](#)
- [How to Project an Authoritative Presence in Your Body Language](#)
- [Smart Meaningful Personal Relationships](#)
- [The Ultimate Course on Body Language](#)

Career Development Training



Job skills and career development play an important role in achieving success in the workplace.

In today's competitive job market, employers are looking for employees who possess the necessary skills to **stand out from the competition and excel in their chosen field.**

Developing the skills necessary to succeed in the workplace takes effort and dedication.

Employees can take courses to further their knowledge and expertise in their chosen field.



In addition to acquiring the skills necessary to excel in the workplace, employees **must also network and stay up-to-date with industry trends.**

Networking allows employees to build relationships and gain new insights into the field. Additionally, staying up-to-date with industry trends can help employees stay ahead of the competition and increase their chances of success.



Overall, job skills and career development are essential for achieving success in the workplace. Employees must take the initiative to develop the skills necessary to succeed, and employers must support their employees by providing them with the necessary tools and resources. By investing in their development, employees and employers can create a strong team and a successful workplace.

CAREER DEVELOPMENT TRAINING

- [6 Strategies to Help You to Recession-Proof Your Career](#)
- [Develop Employability Skills to Give You More Career Opportunities](#)
- [Grow Your Career Through Networking](#)
- [How to Achieve Career Excellence that Gets You Noticed](#)
- [How to Make a Career Decision that Resonates with You](#)
- [How to Manage Your Career Change Successfully](#)

JOB SKILLS

- [How to Answer Key Selection Criteria to Get the Job You Want](#)
- [How to Create a Resume that Has the WOW Factor](#)
- [How to Prepare for Your First Job](#)
- [How to Use Job Application Rejection to Build Resilience](#)
- [Learn to Write a Cover Letter that the R Manager Wants to Read!](#)



Communication Training



Poor Communication skills has resulted in many relationship breakups (both personal and business).

Do you need to build trust with clients?

Great communications skills can break down barriers and bridge gaps in understanding between people.

Good communication skills can help increase productivity, facilitate better teamwork, and provide better opportunities for success.

Non-verbal communication is a critical part of interpersonal communication.

It is the use of communication without words, using body language, gestures, and facial expressions. **Non-verbal communication** is an important tool for conveying messages between two individuals or larger groups.



Humans use non-verbal communication to convey a range of emotions and feelings.

Facial expressions are one of the most common forms of non-verbal communication, with the face being used to express a variety of emotions, such as happiness, anger, sadness, and fear. Body language, such as posture, gestures, and eye contact, can also be used to signal emotions and to create a sense of connection between individuals.

COMMUNICATION TRAINING

- [3 Step Business Essentials Program](#)
- [Caring Communication in the Workplace that Creates Respect](#)
- [Fast Start Your Client Engagement](#)
- [Honing Effective Communication Skills within Businesses](#)
- [How to Develop Professional Writing Skills](#)
- [How to Develop Your Questioning Skill](#)
- [How to Manage Conflict with Colleagues](#)
- [Master the Art of Writing High-Impact Business Proposals](#)
- [Trim and Tone Your Writing in 7 Easy Steps](#)

Leadership Training



Leaders are not born, they are made!

Most companies understand the value of having strong leadership at the top. But what about having strong leadership skills throughout the organization? That is where a variety of leadership training courses comes in. Leadership training can help differentiate and set the boundary between management and leadership skills, allowing supervisors, managers, and leaders to use their strengths in each area to help grow the business.



What is the difference between management and leadership?

It is a question that often gets asked but is difficult to answer. At its core, management is focused on tasks and goals, while leadership is focused on inspiring people to strive for excellence. Managers are responsible for keeping operations running smoothly while leaders are inspired by a vision of how things could be better; they take risks and create opportunities for innovation.

Different types of **leadership training** helps bridge this gap by teaching managers how to use their unique skills as leaders as well as managers. It allows supervisors to learn how to motivate employees through positive reinforcement rather than relying on traditional forms of discipline or punishment. Additionally, it gives them strategies for building consensus among team members and promoting collaboration rather than competition within their departments or teams. Finally, it allows them to develop their own personal style of leading that incorporates both their management skills and their leadership capabilities into an effective approach that works best for them.

LEADERSHIP TRAINING

- [8 Tactics for Building a Change Management Capability in Your Organisation](#)
- [Coaching for Success](#) – How to Coach Your Staff to be Successful.
- [Creating Goals that Resonate with Your Value so that You Succeed](#)
- [Effective Delegation for the Workplace](#)
- [How to Build a Congruent Powerful Team](#)
- [How to Give Positive and Constructive Feedback to Motivate Your Team](#)
- [How to Increase Company Profits with the People, Profits Connection](#)
- [How to Inspire Employees to Succeed and Move Up](#)
- [How to Manage Change in Your Business](#)
- [How to Manage Conflict with Colleagues](#)
- [It Doesn't Have to be Difficult to Deal with Difficult People](#)
- [Managing Bias in the Workplace that Could be Affecting Your Sales](#)
- [The Art of Negotiating and Winning in Business](#)
- [The Effective Use of Power as a Leader](#)
- [Transition from Team Player to New Supervisor Without Alienating Colleagues](#)
- [Why You Need to Have an Understanding of The People Profit Connection \(FREE\)](#)



NEGOTIATION SKILLS AND CONFLICT RESOLUTION



What is the best negotiation tactic?

How do you stay calm during conflict?

What is the best way to resolve conflict?

When is it appropriate to be aggressive during a negotiation?

What makes a successful negotiator?

How do you stay calm in high-stress situations?

What is your go-to conflict resolution strategy?

How do you know when you are being too aggressive during a negotiation?

What are some of the most common mistakes people make during negotiations?

Is it possible to resolve conflicts without any negative consequences?

How can you stay calm and focused during tense negotiations?

If you do not have ready answers for these questions then our online courses can help you. These are just some of the questions that get covered in our **negotiation courses** or our **conflict courses**.



NEGOTIATION SKILLS AND CONFLICT RESOLUTION

- [How to Manage Conflict with Colleagues](#)
- [It Doesn't Have to be Difficult to Deal with Difficult People](#)
- [Handlingirate Customers and Other Difficult Situations](#)
- [Master the Art of Collective Bargaining](#)
- [The Art of Negotiating and Winning in Business](#)



Personal Finances

- Do you sometimes impulse buy while shopping and later regret it?
- Have you got savings set aside that would get you through a difficult three months?
- Do you feel confident when making money decisions?
- Has your partner always controlled your finances and now you have to do it?
- Do you have a clear vision on what will bring abundance and joy in your life?
- Do you live intentionally when making money decisions that will support your vision?
- Are you sometimes worried that you won't have enough money to retire comfortably at 65?
- Do you feel worried about your financial position relative to your age?
- Do you use credit cards to fund your lifestyle?
- Are you wanting to have a holiday every year but don't seem to afford it?

If you are tired of not living your dream or feel like life is out of control, then it is time to do something that your future self will thank you for! **You are the only person that can change your destiny!** It starts with learning how to manage your finances and become empowered. Achieve your dreams or goals!

PERSONAL FINANCES

- [Develop a Spending Plan that Creates Financial Freedom](#)
- [Live a Life that You Love! Live, Love, Keys to Success](#)
- [The Blueprint to Build Property Wealth](#)
- [Understand Your Money Beliefs that are Holding You Back](#)
- [What to Do When Your Personal Finances Implode](#)

Personal Growth



Are you reaching your full potential?

Do you feel that you lack direction in life or life is starting to get on top of you?

Do you feel like you have a ball and chain around your ankle and it is past issues that are preventing you from reaching your future goals?

The Answer is Yes provides the tools to help you learn how to make better decisions, think more creatively and become more confident in your abilities.

Become more aware of your own strengths and weaknesses, and learn how to make the most of both.

By mastering life skills, you can become better equipped to handle life's challenges and live your best life.

PERSONAL GROWTH

- [Challenge Your Negative Self Talk to Create Life Opportunities](#)
- [Determining Your Core Values and Fundamental Beliefs](#)
- [Discover Your Life Purpose to Create a Fulfilling Life](#)
- [Elevate Your Professional Presence Online \(Women\)](#)
- [How to Be Happy and Free from Anxiety](#)
- [How to Develop Self-Love and Connection](#)
- [How to Revitalise Your Life After a Tragedy](#)
- [How to Visualise and Create Your Future Self](#)
- [Identifying Bias in Your Life that is Impacting Your Work Performance](#)
- [Knowing Your Personal Rights to Empower You](#)
- [Live a Life that You Love! Live, Love Keys to Success](#)
- [Sharpening Your Focus and Attention Management Skills](#)
- [Step Into Your Power](#)
- [Spiral Into Control](#)
- [The Benn 5R Renewal Program](#)
- [Understand What Motivates You to Succeed](#)



Personal Health

The Unseen Asset in Business Success: Your Personal Health

Never has the saying "health is wealth" been more poignant than in the high-stake game of entrepreneurship. The drive to grow our businesses often eclipses the much-needed focus on personal health. However, as recent studies and countless real-life stories have brought to light, neglecting our well-being can be detrimental not just to our personal lives, but also to the growth and sustainability of the businesses we so passionately nurture.

It's not difficult to understand why. Building a business from the ground up is an all-consuming venture, leaving little time for anything else. Yet, as paradoxical as it may seem, our striving, dedicated selves are the very lifeblood of our enterprises. Your health serves as the foundation on which your business ambitions stand.

PERSONAL HEALTH

- [Taking Control of Your Own Mental Health](#)
- [The Path to a Stronger Immune System](#)



PERSONAL RELATIONSHIPS

The complex tapestry of our personal relationships—spouses, children, extended family—often interweaves with the fabric of our professional lives in ways both subtle and profound. Why then, should businesses invest in personal relationship courses? It's a pertinent query that requires an exploration of how translating personal growth into professional success is an essential strategy for the modern workplace. We aim to address the multifaceted ways personal dynamics can influence performance, and how an investment in personal relationship courses can yield not only happy, balanced lives but also thriving, resilient businesses.

Why Good Personal Relationships Are the Cornerstone of Professional Success

The importance of personal relationships in shaping our professional persona is not to be underestimated. Personal relationships can impart valuable soft skills that are transferable to the business environment. From communication to empathy, these essential qualities are honed within personal relationships and directly impact our effectiveness in professional settings.

Balancing Act: Maintaining a Work-Life Consistency

The line between personal and professional lives has become increasingly blurred. For many, the harmony between these two spheres is fundamental to well-being and productivity. By navigating the complexities of personal relationships, individuals can translate the same resilience and compromise into their professional roles.

PERSONAL RELATIONSHIPS

- [Coercive Control What You Need to Know to Avoid Becoming a Victim](#)
- [Develop Your Assertiveness Skills to Others Stop Running Your Life](#)
- [Smart Meaningful Personal Relationships](#)
- [The Keys to Understanding Your Child](#)

PUBLIC SPEAKING



Do you want to become a professional speaker?

Or do you want to have a greater stage presence?

Do you have problems with your voice? (Too soft, too loud, mumbling, accents etc)

Whether you want to be a **professional speaker** or you just want to be more confident talking in front of your team, learning public speaking skills is a must for every professional.

We have developed a online courses that can help you with all aspects of public speaking (from writing to presentation). Our courses cover everything from preparation and delivery to understanding the audience. Plus, you will learn how to handle any situation that may come up while you are on stage.

At the end of the training, you will have all the tools and knowledge you need to become a successful public speaker. The best part is that you can access our courses from anywhere, anytime – allowing you to work on your skills whenever it's convenient for you. So don't wait – **start learning the secrets of professional speaking today with our online training courses.**



PUBLIC SPEAKING

- [7 Key Story Pieces to Share Your Business with Prospects](#)
- [Conquer Your Fear of Public Speaking Like a Pro](#)
- [Develop the Mindset to Become a Profitable Authentic, Inspirational Speaker](#)
- [Learn Techniques to Possess Supreme Confidence on Stage and Speak like a Pro](#)
- [Learn How to Speak Like a Professional with Influence and Authority in Any Environment](#)
- [Learn to Remove the Unprofessional "Ums" from Your Speaking Engagements](#)
- [7 Speaking Voice Elements that Empower Your Leadership Credibility](#)
- [Learn How to Deliver an Engaging Message on any Platform](#)

RETIREMENT JOURNEY



What does your retirement journey mean to you?

For many of us, retirement is the light at the end of the tunnel. After years of working hard, we finally get to enjoy our golden years doing what we want, when we want. But while financial planning is an important part of retirement, it's not the only thing you need to think about. Making the transition from work to retirement can be a big adjustment, and it's important to make sure you're prepared for it both mentally and emotionally.

Think about what you want your days to look like in retirement. What activities will bring you joy? What do you want to learn or experience? Planning your retirement journey with intention will help you make the most of this next phase of your life. And don't forget to stay connected to your community and build a support network of family and friends. With a little planning, you can set yourself up for a retirement that is both purposeful and satisfying.

RETIREMENT JOURNEY

- Am I Ready to Retire?
- [How to Plan for a Successful Retirement](#)



STUDY SKILLS



Have you ever failed an exam or an assignment?

Do you feel you have no life as it revolves around studying?

Are you wanting to go back and study to scale your career path?

Do you want to Achieve Academic Success?

No matter what stage of education you are in, having the right study skills is essential for your success. Developing efficient study habits can help you get more out of your education and set yourself up for future success. While it may seem like a daunting task, learning how to study smarter rather than harder does not have to be difficult

We have a range of study skills courses that will help you to achieve academic success.

STUDY SKILLS

- [Answer Assignment Questions with Clarity](#)
- [Essential Research Skills to Find Business Solutions](#)
- [How to Retain Knowledge when Studying for Exams](#)
- [Learn the Secret to Reading Vast Amounts of Material Quickly](#)
- [Learn the Techniques that Make You an Effective Notetaker in Business](#)



STRESS MANAGEMENT



Stress is a common experience that we all face at some point in our lives. Whether it comes from work, school, relationships, finances, or health, stress can have a significant impact on our physical, emotional and mental well-being. If left untreated, stress can lead to various health problems, such as heart diseases, high blood pressure, anxiety, and depression. Fortunately, there are ways to manage stress, and one of the most effective ways is by taking stress management courses.

STRESS MANAGEMENT

- [How to Loosen Up, Keep Calm and Detox Your Life for Better Results in Business](#)
- [Learn to Manage Your Stress so that You Live Longer](#)
- [Mastering the Art of Being Zen](#)



TIME MANAGEMENT



TIME IS MONEY!

All your staff are at different levels of proficiency using business software. Many if you asked would not know all the short-cut keys for common software such as Microsoft Word and Excel. They are using this software daily... how much time are they costing your business through lack of knowledge?

Many of your staff have likely had no formal training on using some of the basic business software and their lack of knowledge often results in using software inefficiently.

Utilising modern technology readily available software hacks can increase staff proficiency and could give each staff member an hour or two of time back each week.



TIME MANAGEMENT TRAINING

- [How to Get Back an Hour Every Day](#)
- [How to Kill the Procrastination Bug](#)
- [How to Optimise Your Workflows Using the Windows Home Key](#)
- [Master Your Time, Master Yourself](#)
- [Train Your Brain: Master the Art of Focused Productivity](#)
- [Unlocking the Secrets of Productivity](#)

Why Businesses Fail and How to Avoid It

Starting a business can be an exciting, but daunting process. You have so many decisions to make in order to ensure success, from product development and marketing to financial planning and customer service. So much goes into launching and running a successful company, that it is easy for entrepreneurs to get overwhelmed or even fail without the right guidance.

Lack of Experience and Knowledge

One of the most common reasons businesses fails is due to a lack of experience and knowledge. When starting a business, it is important that entrepreneurs understand the industry they are entering and develop the expertise necessary to succeed. Without the right expertise, trying to launch a successful business can be like walking blindfolded through a minefield—you may step on explosives before you realize what happened.

Not Setting Goals

Every successful business needs a goal in order for it to grow and thrive over time. Without clear goals, it can be hard for entrepreneurs to stay focused on what matters most, achieving their objectives and providing value for their customers. Additionally, having specific goals helps keep employees motivated since everyone knows what needs to be accomplished in order for the company is succeed.

We Have the Solution!

The Answer is Yes has over 85 experts who have put their key learnings, their secret sauce, their wealth of knowledge into online courses. This means you can get the expert advice that you need in all areas of your business at a massive price reduction. We also have coaches, consultants and mentors that you can tap into!

With enough knowledge and experience, as well as expert advice when needed, any entrepreneur has the potential to create a thriving business that stands out from its competitors! By avoiding common pitfalls such as lack of experience or failing to set goals, you give yourself an advantage when starting your own venture!



Failure to Get Expert Advice

Another key reason why businesses fail is because they don't get expert advice when they need it. It is understandable that entrepreneurs want to save money by handling certain tasks themselves, but not getting professional advice when needed can be costly in the long run. Not having access to experts who understand your industry can set your business up for failure from day one.

Brand and Marketing



What is Branding?

Branding involves **creating an identity** that sets your company apart from others in the same industry. This includes designing a logo, creating a tagline or slogan, writing content, and creating visuals that all reflect your company's mission and values. It also involves defining your target audience so that you can more effectively reach them with your message. Your brand should be consistent across all platforms, including print materials, website design, social media accounts, etc., to ensure customers recognize and remember it easily.

What is Marketing?

Marketing encompasses the strategies used to **promote a product or service** to potential customers. In today's digital age, this includes things like Google Ads or Facebook Ads as well as organic search engine optimization (SEO). It also involves using social media platforms such as Twitter or Instagram to engage with followers on a regular basis. Additionally, email campaigns are another great way to market yourself because they allow you to directly reach customers in their inboxes with timely offers or updates about your products or services.

Understanding why branding and marketing are important for business success can seem overwhelming at first but it doesn't have to be!

What Problem Does Branding and Marketing Solve?

Branding and marketing go hand-in-hand when building a successful business model. By understanding who your target audience is and creating content tailored specifically for them, you will be able to reach more potential customers than ever before. Additionally, utilizing digital marketing strategies such as SEO and social media campaigns will enable you to get maximum exposure for minimal costs. Ultimately, effective branding and marketing will help you build trust with customers so that they know they can rely on you when it comes time for them to make a purchase decision.

BRAND AND MARKETING

- [7 Steps to Create an Effective Brand and Marketing Plan](#)
- [8 Steps to Building an Impactful Marketing Strategy](#)
- [Create the Foundations of Your Ideal Customer Journey](#)
- [Creating Your Magnetic Message to Market](#)
- [How to Conduct a Competitor Analysis Like a Professional](#)
- [How to Create a Podcast Channel that Makes You a Success](#)
- [Identify Your Ideal 5 Star Customer Avatar](#)
- [The 3C's of Storytelling Your Business to Instantly Attract Clients](#)
- [The Steps in Your Niche Domination Campaign](#)

Business Growth



Business growth is essential for any company that wants to remain competitive and succeed in today's marketplace. There are a number of ways to facilitate business growth, and the most effective approach depends on the specific needs of your company.

Business growth is more than just expanding into new markets, developing new products or services, and increasing marketing efforts. It is understanding and knowing the stages of growth, the management structures, and the skills you need as a business owner to help you grow into new areas.

By taking proactive steps to encourage business growth, and learn new skills you can ensure that you stay ahead of the competition and remain successful for years to come.

BUSINESS GROWTH

- [Build and Evolve Your Business](#)
- [Eight Stages of Business Growth](#)
- [How the NDIS Can Work For Your Business](#)
- [How to “Let Go” and Transition to the CEO of Your Business](#)
- [How to Pass Through the Glass Ceiling of Business Growth](#)
- [How to Prepare a Successful Tender Response](#)
- [How to Run a Business for Long-Term Sustainable Growth](#)
- [How to Write a Grant Proposal that Complies with the Requirements](#)
- [Learn to “Let Go” and Grow Your Business to a Small Business](#)
- [The 3 Keys to Monitoring Business Growth](#)
- [The Three Keys to Greater Profits](#)

BUSINESS NETWORKING



The Power of Business Networking

Business networking is the process of **making connections with other businesses** that share similar interests or goals. These connections may range from simple referrals to full-on collaboration projects. By connecting with other professionals, you can get access to a wider range of resources and ideas, as well as help each other succeed in your respective fields.

Why Do Business Networking?

Business networking provides numerous benefits, including but not limited to:



• **Increased visibility** – By connecting with other businesses and professionals, you open yourself up to potential customers and partners that you would not have been able to reach on your own. This increased visibility gives you the opportunity to increase your customer base and expand your operations.



• **Improved efficiency** – By working together, two or more businesses can achieve better results in less time than if they worked independently. This improved efficiency will ultimately save time and money for both parties involved.



• **Access to new ideas** – Working with other businesses gives you access to new ideas that can help you grow or improve upon existing processes within your own organization. This could be anything from new marketing strategies to innovative ways of doing things that you had never considered before.



• **Improved reputation** – Working with successful companies helps build trust among potential customers, which can lead to an overall improvement in reputation over time.

Business networking is a powerful tool that provides a number of benefits for any organization looking to grow and succeed in today's competitive market. By building relationships with other businesses, you gain access to valuable resources such as insights into new trends, innovative solutions, and improved efficiency when tackling complex tasks or projects. Ultimately, this makes business networking an invaluable tool for any individual looking for success in their field!



BUSINESS NETWORKING

- [How to Overcome the Fear of Networking that is Stunting Your Business](#)
- [How to Write an Elevator Pitch for Business Networking Events](#)
- [Networking for the Socially Awkward](#)

Digital Marketing



Digital marketing is an essential part of any successful business strategy today. It allows businesses to reach out directly to potential customers online with targeted messages that are tailored specifically for them. By leveraging the power of the internet through various types of digital marketing strategies—such as SEO, content marketing and social media—businesses can increase their visibility online while also building relationships with their target audiences.



DIGITAL MARKETING

- [Learn Business Blogging Basics to Make an Impact](#)
- [Level-Up on LinkedIn to Have Greater Influence](#)
- [Social Media Trends You Should be Leveraging to Increase Your Presence](#)





ENTREPRENEURSHIP



From Employee to Entrepreneur: What You Need to Know Before Taking the Leap

Being your own boss, having more control over your work, and being free to pursue your passions are just some of the reasons why people decide to become entrepreneurs. However, the road to entrepreneurship is not always smooth, and most people who venture into this path often face challenges along the way. If you are considering making the transition from an employee to entrepreneur, it is important to know what you are getting into before taking the leap.

Launching a business can be expensive, and it may take some time before your business starts generating any revenue.

So, wouldn't you rather know before you invest your money if your business idea is viable?

The road to entrepreneurship is paved with many ups and downs. You might experience setbacks and failures before you achieve success. However, failure is not the end of the journey but rather a learning opportunity.

Every businessperson reflects back and says, **"if only I had known..."** Learn from the mistakes of others.



ENTREPRENEURSHIP

- [Corporate Entrepreneurship](#)
- [Discover Whether Entrepreneurship is For You](#)
- [How to Turn Your Ideas into Business Opportunities Without Going Broke](#)
- [Mastermind Facilitators Training Course](#)

Sales Training



Do you want more sales?

Then you need more customers?

Do you struggle with 'selling'?

Old-school sales training is dead!

No one likes to be sold to.

Today's sales training revolves around being authentic as a salesperson. Following scripts, handling objections are all old school. Today's method of sales training increases your sales significantly if you just know the secrets!



SALES TRAINING

- [Become an Authentic Sales Leader](#)
- [How to Apply the 7 Steps of Fear-Free Cold Calling to Increase Your Sales](#)
- [Managing Bias in the Workplace that Could be Affecting Your Sales](#)
- [How to Get Your Sales Team Selling Consistently](#)
- [The Steps in Your Niche Domination Campaign](#)

PROFESSIONAL DEVELOPMENT



Are you a Professionals looking to develop your skills?

Does your industry require ongoing professional development?

Are you disillusioned with your Job?

Are you Seeking New Career Growth Opportunities?



Investing in professional development can create a number of new career growth opportunities. You'll learn new skills that can give you a leg up when applying for promotions or positions with different employers. Employers are always looking for candidates who are willing to invest in their own professional growth, so taking advantage of these opportunities is an invaluable way to differentiate yourself from the competition and gain an edge in the job market.

Do you want to Increase Your Earning Potential

The benefits of professional development are numerous. First and foremost, investing in your own professional development can have a direct impact on your earning potential. By continually improving your skillset, you will be better able to secure higher paying positions that require specific expertise or qualifications.

Increase Your Job Satisfaction with Professional Development

Participating in professional development activities can increase job satisfaction by providing you opportunities for growth and recognition within your organization. Participating in online training courses introduces you to new ideas that could lead to more job opportunities down the road.

Why Professional Development Matters for Your Business

In business, you must stay ahead of the competition if you want to stay relevant. That is why professional development is so important - it helps you maintain a competitive edge in your industry. Professional development can help you acquire new skills, stay up to date on the latest trends, and ultimately get ahead of the competition.

Professional development can give you access to valuable resources such as mentors or advisors who have extensive experience and knowledge about your industry. They may be able to provide valuable advice that can help you move forward with confidence.

You may also find that professional development helps you build relationships with people in your industry or even outside of it. This type of networking is essential for any successful business, as it gives you access to potential partners, clients, or even investors who could be crucial to taking your business to the next level. Not only that but having a network of like-minded professionals who are all striving for success can be a great source of motivation and inspiration when times get tough.



Are you working with people to help them into a career?

Do you lack the skills and qualifications to call yourself a career coach?

Do you want to fill some gaps in your career coaching skill set?



These courses can provide career practitioners with a strong foundation in career counselling and coaching, helping them to better serve their clients.

Theories and applications of career coaching are covered in detail, along with the legal and ethical requirements of the profession. In addition, these courses often cover topics such as well-being and self-care for practitioners, administering career assessment tools, and starting and growing a successful career coaching business. By completing these courses, practitioners can develop the skills and knowledge necessary to help their clients find fulfillment in their careers.



CAREER DEVELOPMENT PRACTITIONERS – COMING SOON

- Introduction to Career Counselling and Coaching Skills
- Foundations for Understanding Career Counselling
- Career Development Theories
- Career Coaching Theory and Application in Your Practice
- Well-being and Self-care for Practitioners
- Legal and Ethical Requirements in Career Development
- Developing Career Coaching Skills
- How to Implement Career Coaching Skills
- Administering Career Assessment Tools
- The Next Step in Becoming a Career Coach
- How to Help Your Clients Find the Perfect Job
- Plan, Start and Grow a Successful Career Coaching Business

PROFESSIONAL DEVELOPMENT FOR TEACHERS AND TRAINERS

Indigenous Cultural Training

Why should we normalise Aboriginal Culture within the school environment?

Aboriginal students are Aboriginal every day of the year, not just at NAIDOC time. They have to deal with racism, discrimination, and negative stereotype every day, for the rest of their lives.... Unless we do something about it.

Well, what can we do to change things?

Replace ignorance with understanding. We need to normalise Aboriginal Culture and build personal connections to it for all students, their families, and all teachers. Aboriginal Culture is the longest-ongoing culture in the world. We should be proud and curious about it.



PRIMARY TEACHERS

- [Aunty Donna’s Morning Meditations](#)
- [Aboriginal Cultural Lesson Plans for Primary Schools Bundle](#)
- [Primary School Lesson Plan-Why the Emu Cannot Fly](#)
- [Primary School Lesson Plan-How Kangaroo Got his Tail](#)
- [Primary School Lesson Plan-Why Platypus Lives Alone](#)
- [Primary School Lesson Plan-The Rainbow Serpent](#)

ALL TEACHERS

- [Integrating Indigenous Teaching Methods for Emotionally Resilient Classrooms](#)

COMING SOON

- Adapting to Online Teaching and Training
- Upskill with Hybrid Teaching
- Engaging with Students in Online Learning
- Building an Online Student Community



PROFESSIONAL DEVELOPMENT FOR REAL ESTATE AGENTS

Are you a real estate agent looking to take your career to the next level?

Do you want more listings, bigger sales commissions, and a steady stream of new clients?

The ability to read prospective clients faces and know what they are not actually saying but thinking will help you close more sales.

What if you could help future clients get into property investing and then help them make their purchase?

First time investors in the property market are often hesitant to take the leap but we have an online course that can address their fears.

If you need to obtain your annual CPD points, then do a course that will increase your sales!



REAL ESTATE AGENTS

- [Building Instant rapport in Real Estate that Results in More Sales](#)
- [How to Help Your Clients Build Property Wealth](#)



PROFESSIONAL DEVELOPMENT FOR THE CONSTRUCTION INDUSTRY

Solutions to Common Challenges in the Construction Industry

As a building contractor, you know that there are many challenges that come with the job. From managing contractors to ensuring project timelines and budgets are followed, as well as addressing the high risk of suicide in your industry, each day can be a minefield. Fortunately, there are solutions available to make your job easier.

WHS Responsibilities in Managing Contractors

Having a good relationship with the subcontractors you hire is key in ensuring a successful end result for your projects. To ensure positive working relationships with contractors, you must have an organized system for managing them. This includes having clear communication about expectations and desired outcomes for all parties involved. It's also important to establish procedures for resolving disputes should they arise and ensure that everyone is working towards the same goal. Our online courses on contractor management will help you establish clear systems

Suicide Prevention in Construction

The construction industry has one of the highest rates of suicide among any profession. With this sobering statistic in mind, it is important to take steps to create an environment where construction workers feel safe and supported. Our online course will help you recognize signs of distress or mental illness among workers on site, create policies around workplace mental health, and promote open dialogue about mental health issues within your organization.



Project Management


Finally, project management is another critical issue facing construction companies today. Poor project management can lead to costly delays or budget overruns which can affect profit margins significantly. Our online courses on project management issues will give you the tools you need to stay organized while overseeing multiple projects at once.

CONSTRUCTION INDUSTRY

- [Leading the Field: Advanced Contractor Management in Construction](#)
- [Preventing Suicide in the Construction Industry by Increasing Mental Health Awareness](#)

SEE ALSO:

- Project Management
- Work Health and Safety



Do you have
professional
obligations to
do obtain
annual CPD
points?

CERTIFIED CONTINUOUS PROFESSIONAL DEVELOPMENT COURSES

- [7 Steps to Develop an Effective Brand and Marketing Plan](#)
- [Building Instant Rapport in Real Estate that Results in More Sales](#)
- [Develop Basic Facial Profiling Skills that Positions You for Success](#)
- [Fast Start Your Client Engagement](#)
- [How to Detect The Truth In All Your Business and Personal Relationships](#)
- [How to Increase Company Profits with the People, Profits and Connections](#)
- [How to Move Beyond any Kind of Loss](#)
- [The Keys to Understanding Your Child](#)
- [The Three Keys to Greater Profits](#)




MULTI-LINGUAL AND COUNTRY SPECIFIC COURSES

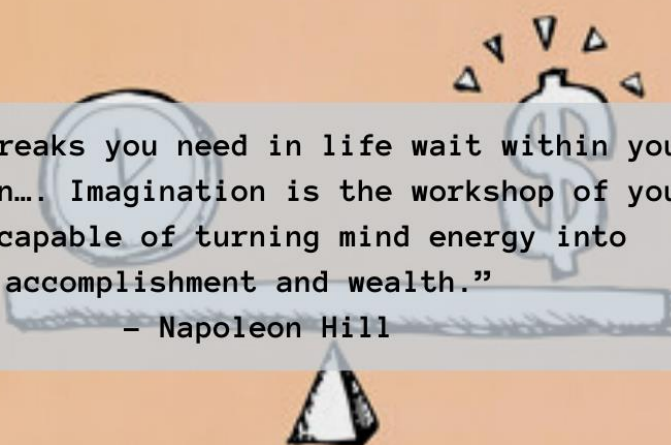


FREE COURSES

- [Get Started with Human Resources \(Aust.\)](#)
- [6 Strategies to Help You to Recession-Proof Your Career](#)
- [7 Top Strategies to Improve Your Cashflow in 7 Days](#)
- [9 Steps to a Service Culture that will Drive Sales](#)
- [Habits of an Optimist Changes the Pessimists in Your Business](#)
- [How to Do a Fire Safety Audit—NSW](#)
- [How to Do a Fire Safety Audit—VIC](#)
- [How to Do a Fire Safety Audit—QLD](#)
- [How to Identify the Signs of Stress and Burnout in Staff](#)
- [How to Optimise Your Workflows Using the Windows Home Key](#)
- [How to Persuade and Influence the Behaviours of Others](#)
- [What Every CEO needs to Know About Cybersecurity](#)
- [Why You Need to have an Understanding of the People, Profit, Connection](#)
- [Work Health and Safety Get Start Program](#)



“All the breaks you need in life wait within your imagination... Imagination is the workshop of your mind, capable of turning mind energy into accomplishment and wealth.”
– Napoleon Hill





MULTI-LINGUAL AND COUNTRY SPECIFIC COURSES



How to Ensure Compliance Training is Accessible for Non-Native English Speakers

Ensuring all staff in your business are aware of the critical areas of compliance is essential. However, when training materials are not in a person's native language, it can be difficult to understand and retain the information. To ensure everyone has access to the important materials they need, we have started converting courses into different languages in areas such as customer service and fire compliance.

How Translation Can Help Your Business Meet Its Goals

Providing training materials in other languages has multiple benefits for businesses too – not only does it help meet legal requirements around equal opportunities but it also allows you to reach out and engage with new audiences both inside and outside of your organization. This increased engagement encourages loyalty and commitment from both current employees as well as potential customers who may appreciate seeing that their language is respected by your business.

Providing multilingual training materials plays an important role in ensuring all staff in your business are aware of key compliance issues regardless of their first language or cultural background.

(If you need a course in a specific language, just ask us).



The Benefits of Multilingual Training Materials

When training materials are translated into a person's native language, it removes many of the barriers that can limit understanding and hinder learning. For example, text heavy presentations can be difficult to follow if they are entirely in English when someone's first language is different. By having them translated, people can focus more on grasping the concepts being taught rather than simply trying to comprehend what is being said.

The same goes for audio or video presentations too – having them available in different languages means non-native English speakers will be able to fully engage with what is being communicated rather than struggling to keep up due to language and cultural differences. As a result, this reduced stress encourages further participation which can lead to an overall better understanding of the materials being taught.

MULTI-LINGUAL AND COUNTRY SPECIFIC COURSES

Chinese Courses

- [Customer Service Relationship Connections for the Retail Sector—Chinese](#)

Greek

- [How to Handle Irate Customers—Greek—Πώς να χειριστείτε τους θυμωμένους πελάτες](#)
- [Customer Service Training Retail Sector—Greek | Η ΑΠΟΛΥΤΗ ΙΚΑΝΟΠΟΙΗΣΗ ΤΟΥ ΠΕΛΑΤΗ](#)
- [Coaching For Success—Καθοδηγώντας την ομάδα μου σε επιτυχίες \(Greek\)](#)

Samoaan

- [Cyber Awareness Training—A'oa'oga Fa'amatalaga Cyber](#)

Trinidad and Tobago

- [HR 101 \(Trinidad and Tobago\)](#)
- [How to Establish a System of Performance Monitoring and Appraising](#)
- [How to Create Positive Staff Inductions that Reduces Staff Turnover](#)
- [Establish a Total Rewards Approach to Staff Compensation](#)
- [Create a Strategic Compensation Management Plan](#)
- [Successfully Recruit the Right Personnel for Your Business](#)
- [How to Design an Equitable, Effective Pay System](#)
- [How to Create Effective Position Descriptions for Your Business](#)
- [How to Forecast Your People Costs to Establish a Compensation Plan](#)

Spanish

- [Lidiar con clientes enojados y situaciones difíciles | Dealing with Angry Customers and Difficult Situations Spanish](#)
- [Entrenamiento General de Evacuación | General Evacuation Training Spanish](#)
- [Customer Service Training for Retail—Capacitación en servicio al cliente para el comercio minorista](#)

New Zealand

- [Cyber Awareness For Businesses New Zealand](#)

ABOUT OUR TEAM



Adam Bude | [Sales Trainer and Coach](#) |

Alan Stevens | [Facial Profiler](#) |

Alina Graham | [First Aider](#) | [Aquatics Specialist](#) |

Angela Heise | [Emotional Intelligence Coach](#) |

Arlaine Berman | [IT Consultant and Coach](#) |

Aveline Clarke | [Customer Journey Expert](#) |

Barbara Clifford | [Business Coach](#) | [Time and Productivity Expert](#) |

Becki Coombe | [Mental Health and Suicide Prevention Expert](#) |

Bill Carson | [A Master Instructor of Mental Health First Aid](#) |

Bronwyn Williams | [Bias Expert](#) |

Carla Caswell | [Marketing Guru](#) |

Cheryl Hayes | [Research Expert](#) |

Chris Ward | [Cybersecurity Expert](#) |

Corrina Lindby | [Business Consultant](#) | [Fire Safety Advisor](#) |

Dawn Cady | [Pain Management Consultant](#) |

Deborah Laurel | [Executive Coach](#) | [Curriculum Designer](#) |

Dianne Simboro | [Domestic Violence Recovery Specialist](#) |

Donna Hensen | [Indigenous Trainer](#) | [Counsellor](#) | [Artist](#) |

Edward Foord | [Environmental Sustainability](#) | [WHS](#) |

Evelyn Szumski | [Executive Coach](#) |

Faith Eeson | [Work Health and Safety Consultant](#) |

Gillia Liverpool-Roberts | [GR Management Consultant](#) |

Hendrik Tait | [Chemical and Nuclear Engineer](#) | [Machine Safety](#) |

Dr Hyacinth Guy | [Organizational Development and Strategic HR](#) |

James Short | [Business Coach](#) |

Jane Vandermeer | [Fashion Designer](#) | [Business Stylist](#) |

Jennie Gorman | [Business Mastermind](#) |

Janeen Vosper | [Public Speaker Coach](#) |

Jenny Boymal | [Induction Specialist and Animator](#) |

Jo Stevens | [Zen Coach and Mental Health First Aider](#) |

John Tschohl | [Customer Service Global Guru](#) |

John Gillespie | [Business Analyst](#) |

Karen Chaston | [Loss Expert](#) |

Karen Vercoe | [Human Resource Consultant](#) |

Karen Howe | [Human Resources Recruitment](#) |

Katie Jones | [Human Resource Development Coach](#) |

Leah Shmerling | [Career and Retirement Coach](#) |

Leah Fink | [Leadership Coach](#) |

Leanne Wyvill | [Corporate Communications Coach](#) |

Leanne Shelton | [Marketing Coach](#) | [Copywriter](#) |

Les Watson | [Time Management](#) |

Linda Benn | [Holistic Health](#) |

Dr Liz Isenring | [Dietitian](#) | [Nutritionist](#) | [Professor](#) |

Maria Pellicano | [Vocal Coach](#) | [Public Speaker Coach](#) |

Mario McDonagh | [Drug and Alcohol](#) | [Suicide Prevention](#) |

Marisa Punshon | [Financial Management Accountant](#) |

Martha Mok | [Coach to Coaches](#) |

May Chang | [Brand and Marketing Expert](#) |

Melanie Wood | [Public Speaking and Business Storytelling](#) |

Michael Shellshear | [Work Health and Safety Consultant](#) |

Michael de Haan | [Financial Planner](#) |

Moein Varaie | [Building Project Management](#) |

Natalie Lynch | [Art Therapist](#) |

Paul Bickerton | [Warehousing](#) | [Manual Handling](#) |

Paul Rees | [Philanthropic Entrepreneurial Coach](#) |

Peter Annis-Brown | [Physical Trainer](#) | [Mental health](#) |

Dr Peter Ellis | [Business Growth Strategist](#) |

Racquell Rockley | [WHS Consultant](#) | [Private Investigator](#) |

Rasti Vaibhav | [Property Investor](#) | [Architect](#) |

Rene Deceuninck | [Body Language Expert](#) |

Roy Dickan | [Niche Domination](#) |

Russell Reeves | [Counsellor](#) | [Communication Specialist](#) |

Sherri Dumbrell | [Personal Spending Specialist](#) |

Sidney Goodwin | [Invoice Factoring Specialist](#) |

Steven Franks | [Accountant and NDIS Specialist](#) |

Tim Vero | [Workplace Productivity](#) | [Staff Engagement](#) |

Tobi Nagy | [Entrepreneurial Coach](#) |

Tony Skinner | [Podcasting Producer](#) |

Trevor Russell | [Sales and Marketing](#) |

Zak Obaid | [Grant and Tender Coach](#) |

ABOUT OUR TEAM



If you are looking for the right coach to help in your business, book a strategy session and we can discuss what type of coach you are looking for. You may only need a coach for a season.

Investment in Coaching

\$330AUD per hour | \$1500 (5) five hours | \$2750 10 hours |

Contact us today.... <https://www.answeryes.com.au> Ph: 07 3180 4422 admin@answeryes.com.au

WE HAVE A TEAMS OF COACHES THAT CAN HELP YOU WITH...

<p>EXECUTIVE COACHES</p>	<p>LEADERSHIP COACHES</p>	<p>Team Coaches</p>	<p>STRATEGIC COACHES</p>	<p>CAREER COACHES</p>
<p>SPECIALTY COACHES</p>	<p>BUSINESS COACHES</p>	<p>PERSONAL COACHES</p>	<p>Communications Coach</p>	<p>Speaker Coaches</p>