

DUPONT AND ASSOCIATES

INFORMATION SHEET: TRAINING AND FACILITATION SERVICES

Training

Investing in training can benefit your business. It is an essential pathway to maintaining and increasing performance for every employee which helps increase employee satisfaction and productivity. In our rapidly changing world, continual professional development is important.

Dupont and Associates can design, develop and deliver customised programs that support your organisation's policies, procedures and service delivery.

Examples:

- Contact Officer Training
- Communication skills
- Dealing with Difficult People
- Conflict Resolution Training
- Career Development Transition Skills
- Performance Management

Facilitation

Facilitation is a process in which the parties (usually a group), with the assistance of a neutral third party (the facilitator), identify problems to be solved, tasks to be accomplished or disputed issues to be resolved. The facilitator has no determinative role on the content of the matters discussed or the outcome of the process but may use their subject expertise to guide the group to an outcome that is realistic and workable.



An independent facilitator can be utilised effectively in many different situations.

Meetings

Meetings often fail because no effective agenda has been developed, time and participation are not managed well, or agreed actions are not followed through or reviewed. A facilitator can effectively achieve real outcomes by providing focus, direction and management of a meeting. *Dupont* facilitators can also coach individuals to improve their individual performance in meetings including the often challenging role of taking the minutes.

Strategic Planning

An external facilitator is independent and generally more able to manage a strategic planning meeting to ensure all views are considered and all subjects presented in a manner that prevents the session from becoming bogged down in minutiae. Our facilitators ensure full engagement by participants, practical solutions, ownership of outcomes and a clear understanding of actions and accountabilities.

Focus Groups

With a wide range of backgrounds *Dupont* consultants are able to facilitate a wide range of focus groups often using subject expertise to set context, establish boundaries, encourage participation, and achieve effective outcomes.

Evaluation and Review

Consultants engaged by *Dupont and Associates* can help organisations review and improve policies, procedures, programs and services, including using broad feedback mechanisms. *Dupont* can also undertake review of individual case files and provide relevant recommendations to progress a case or issue.

Audits

Dupont and Associates can provide a consultant qualified to audit rehabilitation providers in line with the requirement for accredited providers to complete annual self-audits.

Team Building

Our experienced consultants are effective in helping organisations to build successful work teams, helping to clarify expectations, improve communication, resolve issues, and develop bonds.