

Conducting pre-shift briefings

Course duration	1-day
Who should attend?	This course is appropriate for those with responsibility for conducting pre-shift briefings, particularly in the resources and construction industries.
Workshop aim	<p>To equip participants with the skills and knowledge to plan and conduct effective and engaging pre-shift briefings.</p> <p>The main focus of the course is on how those leading pre-shift briefings can use communication skills effectively to engage and involve audience members.</p>
Delivery method	Face-to-face learning facilitated off-the-job.
Delivery location	This course may be delivered at TSA's training centre, or at the client's premises.
Group size	The ideal group size for this course is between 4 and 8 participants, however smaller or larger groups (up to 15 participants) can also be accommodated.
Topics:	<p>This course consists of the following topics:</p> <ol style="list-style-type: none">1. What is a pre-shift briefing?2. What makes a pre-shift briefing effective?3. Planning a pre-shift briefing4. Ground rules5. Presentation principles6. Presentation aids7. Models of communication8. Questioning skills and techniques9. Listening to and monitoring your audience10. Managing different meeting personalities11. Documenting pre-shift briefings12. Review and practice
Assessment:	There is no formal assessment for this course, however, time has been allowed within the program for participants to practice conducting a short pre-shift briefing and for feedback to be provided by the TSA facilitator using a structured checklist.
Course customisation:	<p>This course can be customised to suit client needs. Examples of information that may be requested for customisation purposes includes:</p> <ul style="list-style-type: none">- Pre-shift briefing policy and procedures- Pre-shift briefing agenda / template used by the organisation- Pre-shift briefing record keeping requirements / templates
Pre-requisites:	No qualifications or other formal pre-requisites are necessary to participate in this course.
Accreditation	This course is not nationally recognised.