2021 Professional Development Planner


Look out for this symbol and colour to click for more information.
QUTeX is a flexible learning paradigm helping individuals and organisations get future fit through specialised Short Courses, Professional Development and Executive Education.

Our unique, progressive approach enables learners to extend existing skills, learn new skills, become more adaptable, more multi-disciplined and more valuable in the future.

QUTeX programs draw upon a vast network of transdisciplinary skills, experience, diversity and variety from across QUT to deliver rigorously-developed, compact, real world courses. It’s fast, affordable education, ideally suited to forward thinking people who recognise that continuous learning is essential in times of continuous change.

eXplore your options qut.edu.au/qutex

Executive Education
Ranking 2020

Recognised as a leading provider of customised executive education by Financial Times
You can access the full array of QUTeX Professional Development and Executive Education, as an individual or through your organisation.

Specific learning experiences can be tailored to your team or organisation's requirements, using a combination of learning methodologies, blended delivery, cutting edge content and world class educators.
Short Courses and Professional Development

Improve your performance, advance your career and make a change with real world learning.

Real world focus
QUTeX brings together knowledge from across all QUT to help you upskill and stay relevant using QUT's signature real world focus.

Learn today, use tomorrow
We use a combination of problem-based theory and practice with blended learning, so you can hit the ground running and apply your new knowledge and skills in your workplace. Fast.

Flexible options
You can benefit from constantly evolving course options, designed for the practitioner through to the executive leader, and developed to meet changing industry expectations.

Choose from a variety of short courses, master classes, flexible work-based programs and full day workshops designed to inspire you and help you focus on your job performance and career aspirations.

Alumni benefits for lifelong learning
We encourage QUT Alumni to continue their journey of lifelong learning and to stay ahead of the game in their career, by discounting a wide range of short courses and professional programs by up to 25% off the standard fee.

The more you learn, the more you save. Ask us about our course packaging options for Alumni.

For You

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eXplore your options qut.edu.au/qutex
2021 Course Guide

Find the right course for you

Choose from over 100 courses across a broad range of study areas and levels of expertise.

Short Courses
Recommended for Practitioners
Be introduced to new knowledge and skills.

Master Classes
Recommended for Advanced Practitioners or Team Leaders
Develop advanced application of knowledge and skills.

eXcelerators & Programs
Recommended for Expert Practitioners or Organisational Leaders
Grow your capability to lead your organisation.

Choose Your Study Format

Online
Virtual
Blended
Face-to-Face
Classroom

Choose Your Skill Focus

Leadership and Transformation
I want to grow as a leader to enable personal and organisational transformation.

Capability Development
I want to upskill or expand my knowledge to be the best in my field.

Education
I want to build on my teaching and classroom knowledge to deliver the best for my students.

Health and Community
I want to build on skills specific to my health care or community setting.

Specialist
I want to acquire or hone technical skills specific to my industry.
<table>
<thead>
<tr>
<th>Course Category</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td><strong>Enterprise Leadership</strong></td>
<td>Professional Development Series: Discover how to design and implement strategies that turn breakthrough innovation into competitive advantage, with a contemporary suite of professional development options for Enterprise Leaders. If you are currently working in a professional capacity as a manager of projects, manager of complex stakeholder groups then enterprise leadership is for you.</td>
</tr>
<tr>
<td><strong>Leadership, Coaching and Culture</strong></td>
<td>Supercharge your team’s performance and workplace satisfaction by establishing a culture of coaching. Business leaders, managers, freelance coaches and consultants will benefit from honing their leadership skills and learn fresh ideas to inject into their coaching practices to build collaborative workplace cultures.</td>
</tr>
<tr>
<td><strong>Leading Change and Growth Through the Power of Conversation</strong></td>
<td>Use conversational leadership to lead change in your organisation. Designed for leaders and managers wanting to discover how to lead change in the workplace, enhance their verbal communication abilities and influence those around them using conversation as a social and professional tool.</td>
</tr>
<tr>
<td><strong>Activate: Transformation eXcelerator</strong></td>
<td>A revolutionary experience for highly motivated and courageous business leaders looking to re-orient and transform their businesses and organisations. Designed for highly motivated senior leaders and executives who are currently responsible for transformation and responding to disruption in their own organisations.</td>
</tr>
<tr>
<td><strong>Ascend: Executive eXcelerator</strong></td>
<td>Our prestigious Ascend Program offers career boosting training and leadership coaching, condensed into a rapid format, allowing you to step up and make an immediate impact in your organisation, without impacting your personal world. Designed specifically for high performing leaders seeking to secure their place on the senior executive or supplement their entrepreneurial vision with executive business acumen.</td>
</tr>
<tr>
<td><strong>Human-Centered Leadership for Transformation</strong></td>
<td>Design a successful transformation journey by understanding how to take a human-centric leadership approach. Put people first, create value and focus on your service delivery.</td>
</tr>
<tr>
<td><strong>Leadership in the Digital Age</strong></td>
<td>Bolster your leadership capabilities to take advantage of today’s opportunity-rich digital environment. This course will assist business leaders and managers in positioning their organisation to thrive in today’s digital landscape. No prior experience or training is required to complete this course.</td>
</tr>
<tr>
<td><strong>Maximising Your Influence as a Leader</strong></td>
<td>Effective leaders communicate with influence. As organisations become less hierarchical, flexible, and flatter, leaders increasingly need to influence not just up and down but sideways. This expertly designed course will diagnose and build on your existing capabilities to develop your real leadership potential and influence. This course is not just for leaders, managers, supervisors, but anybody looking to upskill, broaden, and develop their influencing abilities.</td>
</tr>
<tr>
<td><strong>Transformational Leadership and Workforce Change</strong></td>
<td>Keeping up with today’s fast-paced world and balancing competing priorities while managing staff is a struggle experienced by many leaders in today’s workplace. Explore new ways of working and supercharge your leadership skills to reduce fatigue and create meaningful change. This course will future-proof the careers of mid-senior managers and leaders working with learning, development and change management.</td>
</tr>
<tr>
<td><strong>Building a High-Performing Team: The Eight Characteristics of Winnings Teams</strong></td>
<td>Learn the secrets of the All Blacks winning team formula and spark your team’s high-performance potential. The cornerstone to a high performing team is a strong group identity. Purposely built by great teams, winning identities aren’t products of chance. This course takes the guesswork out of building successful teams. For team leaders and middle managers wanting to propel their team’s performance.</td>
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Real World Success

Flexible study enabled me to get to the next step in my career.

“Study has helped me understand concepts and given me the confidence to apply them in the workplace, helping to communicate effectively and motivate staff.

When senior leadership teams were talking at meetings, I was confident in offering ideas and concepts that I had learnt in the Graduate Certificate program. It gave me confidence to seek more challenging leadership roles within the organisation.

This study has enabled me to get to the next step in my career and stand out from others when applying for new positions.”

- Esther Murphy, Enterprise Leadership Participant
<table>
<thead>
<tr>
<th>Capability Development</th>
<th>2021 QUTeX Course Guide (Sample)</th>
</tr>
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<tbody>
<tr>
<td><strong>Creating Publications That Cut Through and Inspire Action</strong></td>
<td>To view ALL course options visit qut.edu.au/qutex</td>
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<tr>
<td>Understand how a successful publication is built from scratch and planned with purpose. You’ll learn how concept, copy, and design work together to create a compelling package of content that provides long-tail value for its readers, and effective return on investment.</td>
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<tr>
<td>Designed for professionals from all sectors who want their publications to better engage with target audiences.</td>
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<tr>
<td><strong>The Psychology of Negotiation</strong></td>
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<tr>
<td>Get your preferred outcome by securing your knowledge of psychological negotiation techniques.</td>
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<tr>
<td>This course will benefit business leaders and managers wanting to master the art of negotiation and create mutually beneficial partnerships, along with human resource professionals looking to better negotiate complex performance reviews with clients and colleagues.</td>
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<tr>
<td><strong>Using Influence to be an Effective Negotiator</strong></td>
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<tr>
<td>Whether it is your boss, a colleague in another team, stakeholder, customer, or a team member, learning to negotiate with influence is important to your personal and career success.</td>
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<tr>
<td>Targeted at team leaders and middle managers with an interest in developing their ability to negotiate and influence a successful outcome.</td>
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<tr>
<td><strong>Developing Emotional Intelligence</strong></td>
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<tr>
<td>Evolve your emotional intelligence to foster successful workplace relationships, increase productivity and kick personal and organisational goals.</td>
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<tr>
<td>For business leaders, managers, relationship managers, talent management and leadership development professionals looking for strategies to raise productivity, boost team morale and foster positive working relationships.</td>
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<tr>
<td><strong>Lean Six Sigma Green Belt</strong></td>
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<td>Bolster your decision making and streamline your business processes with the Lean Six Sigma DMAIC approach.</td>
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<tr>
<td>Designed to develop or strengthen professionals’ Lean Six Sigma capabilities. Covering topics relevant to IT personnel and business and executive staff involved in process improvement and management, lean initiatives, and strategic development projects.</td>
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<tr>
<td><strong>The Use of Big Data for Decision Making</strong></td>
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<tr>
<td>Know your customers, your teams and your organisation using big data.</td>
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<tr>
<td>This one-day workshop has been designed for business leaders and managers who want to understand the impact of big data on business and learn technology to transform huge amounts of data into useful information for decision making.</td>
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<tr>
<td><strong>Building Resilience in an Uncertain World</strong></td>
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<tr>
<td>Thrive in challenging situations, curb stress and improve your performance by building personal resilience in the workplace.</td>
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<tr>
<td>This course builds the resilience of business leaders and managers and equips human resource professionals with the latest innovations and frameworks to foster workplace harmony.</td>
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<tr>
<td><strong>Business Process Modelling with BPMN and Improvement</strong></td>
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<tr>
<td>Boost your knowledge of process modelling and improve business processes by mastering real-world techniques to identify, analyse, and improve processes.</td>
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<tr>
<td>Especially relevant to business and executive personnel working with process modelling, BPM, and strategic development or improvement projects as well as IT professionals involved in process automation initiatives.</td>
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<tr>
<td><strong>Planning Professional Presentations</strong></td>
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<tr>
<td>A great presentation can sell an idea, seal a deal, and secure the support of key stakeholders. This workshop will empower you to create presentations that command attention and invite audience buy-in. Utilising storytelling techniques and a proven planning framework, this course provides the tools to ensure your next presentation stands out from the crowd.</td>
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<tr>
<td>Designed for professionals from all sectors.</td>
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<tr>
<td><strong>Successful Speechwriting</strong></td>
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<tr>
<td>Designed for professionals from all sectors who write speeches, and seek to fine-tune their practice.</td>
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<tr>
<td>This workshop has been designed for professionals from all sectors who seek to be more effective communicators and storytellers.</td>
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For the most recent source of information, please visit qut.edu.au/qutex
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Rhythm and Movement for Self-Regulation:
Learn how to use rhythm and movement to support positive behaviour for children aged 3-6 years old.
Suitable for any educator or practitioner working with children aged 3 to 6 years in any group setting.

Mentoring Beginning Teachers
Learn how to share your practical skills and knowledge with beginning teachers, and help them build their practice and their confidence.
Designed for early childhood, primary and secondary teachers in all sectors as well as education professionals wanting to share their knowledge and help build the practice and confidence of beginning teachers.

First Nations’ Perspectives for Teaching and Learning
Develop an action plan to embed Aboriginal and Torres Strait Islander perspectives into your early childhood service, classroom or school. Make your contribution to reconciliation and successful education experiences for all learners.
Designed for early childhood, primary and secondary teachers, early childhood educators, teaching assistants, curriculum-related positions, early childhood and school leaders.

Innovative Thinking for Teachers and School Leaders
Build the capabilities to bring to life ideas and opportunities in your educational context.
This online module has been designed for teachers and educational leaders who want to improve their teaching practice and develop new skills to advance their career. It may also be of interest to entrepreneurs and anyone looking to support students in learning entrepreneurial thinking.

Teaching Students Who Have Suffered Complex Trauma
Become equipped with the right practices to support students impacted by trauma.
This online module is designed for teaching staff and educational leaders who want to improve their professional practice and understand the impact of trauma and how to develop practices for students who have experienced it.

Teaching Phonics in Early Childhood
Learn how to support young children to develop their oral language and phonological and phonemic awareness.
Teaching Phonics in Early Childhood has been designed for early childhood educators and workers who want to improve their professional practice and learn how to teach phonics step by step. This course is also of interest to parents of young children who want to introduce their children to phonics prior to school.

Inclusive Education: Core Concepts and Essential Knowledge
Gain essential knowledge to make inclusive education work for all children and young people.
Designed for practitioners and parents interested in achieving genuine inclusion, including principals, teachers, teacher aides, school counsellors, and allied health professionals.

Creating Apps in the Classroom
Developing an educational app to meet specific learning needs can be a useful and creative teaching tool to engage students, share useful teaching resources and support students in making their own apps.
This 13-hour online module has been designed for pre-service teachers, teachers, and education leaders who want to learn how to create an app for their classroom activities.

Bullying in Schools: What can Teachers do?
Find out how to avoid the common issues that can undermine the success of your school’s prevention of bullying policy. Learn what you can do to minimise bullying behaviour in your classroom, school and community.
This module is designed for teaching staff and educational leaders who want to improve their professional practice.

Teaching Probability and Stats: Middle Years
Build on your knowledge as an educator and learn the best strategies for teaching probability and statistics to high school students.
This online course is for educators in early secondary school (Years 7-9 or from ages 12-14) who may not have trained as maths teachers but need the capabilities to teach mathematics.
Did you know, almost all of our courses can be **customised and contextualised for your organisation**?

QUTeX can work closely with you to develop a contextualised learning solution to help build capability and achieve your specific business objectives.

**ENQUIRE TODAY >**
<table>
<thead>
<tr>
<th>Course Title</th>
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<tbody>
<tr>
<td><strong>CT Anatomy for Radiation Therapy</strong></td>
<td>CT has been available for a significant time and is now embedded into all aspects of radiation therapy planning and treatment. So now more than ever before, Radiation Therapists need to be able to understand and interpret CT data. This course expands and refreshes the CT knowledge of Radiation Therapists and allied health staff.</td>
</tr>
<tr>
<td><strong>Principles of Ophthalmic Nursing</strong></td>
<td>Gain the knowledge and skills to meet the health needs of people with a variety of eye disorders. Aimed at registered and enrolled nurses, who have at least 3 months experience working with patients requiring ophthalmic care. Additionally, students should be employed at least part-time in ophthalmic practice.</td>
</tr>
<tr>
<td><strong>Introduction to Quality Management in Health</strong></td>
<td>Gain an in-depth understanding of quality management and advanced skills in the development of quality management programs in clinical frameworks. This course is designed for frontline clinicians, clinical leaders and managers.</td>
</tr>
<tr>
<td><strong>Palliative Care Nursing in Various Contexts</strong></td>
<td>Grow your skills to sensitively care for palliative and end-of-life patients. This course is aimed at registered and clinical nurses, clinical nurse consultants, and nurse managers who care for adults with life-limiting illness in any healthcare sector. Learners are advised to have at least 3 months experience caring for people with life limiting conditions.</td>
</tr>
<tr>
<td><strong>Health Care Law and Ethics</strong></td>
<td>Participants in this online short course will develop an understanding of health law, health ethics and the relationship between the two. Designed for health professionals and practitioners from a wide range of fields, who are interested in receiving an introduction to the intersections between ethics and law in the healthcare setting.</td>
</tr>
<tr>
<td><strong>Disaster Planning and Preparedness</strong></td>
<td>This course examines how communities and organisations develop and implement policy for disaster management. Designed for anyone currently or potentially involved in or responsible for planning, preparation and management of services or organisations during major incidents or disasters.</td>
</tr>
<tr>
<td><strong>General Surgical Anatomy</strong></td>
<td>Advance your knowledge of general surgical anatomy by examining clinical case studies and observing practical demonstrations and surgical dissections. Designed for all professionals working in disciplines of anatomy, including general surgeon trainees, resident/junior/senior/principal house officers of various disciplines, radiologists, medical officers, and allied health professionals.</td>
</tr>
<tr>
<td><strong>Health Planning and Evaluation</strong></td>
<td>This course introduces the principles and practice of integrated health planning, and evaluates the effectiveness of health policies, planning and services. Designed for anyone seeking to develop skills and knowledge in the planning of health services, and the translation of health policy into practice.</td>
</tr>
<tr>
<td><strong>Leadership in Health Management</strong></td>
<td>This course provides you with the knowledge and competencies to enable you to cope with the complex and changing environment of health care delivery. Ideal for individuals who aspire to leadership roles and who require the knowledge and competencies to enable them to cope with the complex and changing environment of healthcare delivery.</td>
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For the most recent source of information, please visit [qut.edu.au/qutex](qut.edu.au/qutex)
Postgraduate Electrical Supply Training Courses (PESTC)

A series of courses which have been specifically designed to provide the underpinning skills and knowledge that have been identified in the competency standards for electricity supply engineers.

These units are for people who want to fast-track, re-skill or up-skill their careers in electricity supply engineering.

Trainee Solicitors Program (TSP) and Supplementary Training

Set yourself up for success and excel in your admission to the Supreme Court of Queensland as a legal practitioner. Complete your 90 hours of approved training or fill gaps in your workplace training with supplementary training.

To be eligible for the Trainee Solicitors Program you must hold a Bachelor of Laws and a current traineeship with a registered law firm.

Financial Literacy for Public Sector Business Managers

Learn how to read, analyse and interpret financial information and assist in future decision-making.

This course is suited to business managers of all levels who have input into the budget process or who are involved in reading and interpreting financial reports and reporting to managers above them with appropriate recommendations.

Professional Mediation

Mediation is a structured negotiation process used across many different professions and industries. Mediators use specialised communication and negotiation skills to resolve conflict in a variety of contexts such as in legal, government, consumer, workplace and education settings.

Designed for professionals wanting the skills to conduct both formal mediations and informal conflict resolution.

Contract Law for Non-Lawyers

By deciphering complex concepts into manageable terms, this workshop provides non-lawyers with a foundation in contract law. Participants will gain a basic understanding of contract formation, negotiations, potential pitfalls, contract content including exemptions and terms as well as ending contracts and contract terminations and breaches.

Designed for anybody wanting to gain a basic understanding of contract law.

CARRS-Q Road Safety: Road Safety Audit – A Safe System Approach

Develop your skills in road safety and injury prevention interventions.

CARRS-Q courses are designed for road safety practitioners, researchers and policy makers working in road safety and injury prevention. As these courses have no prerequisites, they are designed to provide you with an opportunity to upgrade your professional skills or formal qualifications.

Unable to find what you’re looking for?

Visit the QUTeX course catalogue for the most up to date course information available.

COURSE CATALOGUE

For the most recent source of information, please visit [qut.edu.au/qutex](http://qut.edu.au/qutex)
Real World Success

**Ethics redefined my corporate core muscle.**

“For me, Ethical Decision Making in Complex Environments six-part series has provided some future-proofing. Far from an ideological feel-good discussion, this course had grit. It responded to my own self-reflective questions that as an individual, as a leader, as a consultant, and as a Director, if it was me in front of a Royal Commission, how would my actions (or lack of actions) stack up? How had my leadership shone a light on the hidden culture, and how had I identified and treated the situation that created a set of conditions for a winner and a loser?

For me, Ethical Decision Making in Complex Environments answered a need that perhaps an MBA or a mentor could not.

- Monika Campbell, Ethical Leadership Series Participant
World-class Faculty

From transformation to wellness, from local to global, our world-class educators, industry experts and practitioners advance the public interest and generate solutions to the world’s most urgent and challenging issues.

In the classroom (virtual or face-to-face) they lead a variety of stimulating, thought-provoking sessions.

Regardless of the course or its duration, each one achieves a level of academic excellence and rigor you would expect from one of Australia’s leading universities.
Experiential Learning for Better Leading

At QUTeX, experiential learning is front and centre of our executive education offerings, whether it be with management teams from organisations, or in our Executive MBA program.

Our programs are informed by contemporary educational research in adult learning, and the creation of long-term sustainable changes to workplace practices.

This approach is designed to encourage you to:

- Reflect on current practices
- Engage with new ideas
- Examine issues from multiple perspectives to challenge and extend your thinking within a supportive learning environment.

Research, experienced practitioners and leadership experts are all telling us the same thing: the skills required by leaders in ‘Industry 4.0’ are not those that can be learned from a textbook. A maturity of consciousness is required which can only come from an established practice of reflecting on doing, a practice well developed in experiential learners."

- Dr Shari Read, QUTeX (pictured)
Tailored Executive Education

QUTeX can work closely with your organisation to develop customised learning solutions to help build the 'future fitness' of your team and meet your organisational goals.

Our rich engagement with industry and the public service, combined with QUT’s broad areas of real world expertise and experience, allows us to work with organisations to more effectively design and deliver skills and capabilities that are fit-for-purpose today and into the future.

We leverage and integrate intellectual capital from across the university to co-create high impact, custom education solutions with local, national and international corporate and government organisations, that are relevant, and encompass global trends and best practice.

As your partner, we offer you an innovative approach and methodologies to co-design, co-develop and co-deliver a program that leverages our expertise and experience in the development of capability.

QUTeX provided Powerlink Queensland with a tailored program aimed at building enterprise leadership capability, instilling trust and alignment across our senior leadership team to create a high performing team.

The program has enabled the team to strengthen their relationships, foster greater collaboration across organisational issues and build our leadership capability to drive cultural transformation.”

Cathy Heffernan, Executive General Manager People and Corporate Services, Powerlink Queensland

For Your Organisation

LEARN MORE ›
A Collaborative Approach to Organisational Success

From design to delivery, QUTeX executive education offers an energising learning experience that is meaningful and actionable.

When colleagues from different functions, roles and locations come together in a collaborative learning environment, they form new networks and strengthen existing ones. This improves communication and community and carries into the workplace through greater productivity and better decision making.
Creating a Future Ready Workforce with the Australian Army

In 2020 QUTeX became the preferred provider of a professional military education product for the Australian Army.

The Ryan Review (2016) had a number of recommendations to ensure that the Army was future-ready. Recognising that size and technology would not be an advantage in future conflict, a strategy was formulated around increasing intellectual and decision-making ability leading to the development of a new professional development initiative, COVE+.

In April 2020 the Graduate School of Business/QUTeX was successful in winning the contract for the first year of development of COVE+. COVE+ is a series of co-designed and customised learning solutions across 70 topics, to provide a library of self-paced online learning modules.

COVE+ is available at no cost to learners and is targeted at soldiers in the first 15 years of their Army service after which they typically attend military college for their specific military education. All serving Army personnel can choose units of general learning to benefit their professional career as well as their personal life. It is expected that participation in the program will enable participants to tackle a broader range of complex problems through improving critical thinking skills.

The goal is for Australia to be better prepared to outpace, out-manoeuvre, and out-think conventional and unconventional threats, and to create a truly future-ready workforce able to operate in an era of accelerated warfare.

LEARN MORE >
Inspiring Leaders to be Visionaries for Western Downs Regional Council

Western Downs Regional Council (WDRC) recognised they needed some help to tackle future-orientated problems. They were looking to upskill their staff in a rapid way, to think more innovatively, and to commence developing a coaching culture for leadership. More than that, they wanted to do something cutting edge and needed to ensure a quality educational experience, and so they chose to partner with QUTeX.

Professor of Practice, Dr Brett Heyward, engaged with WDRC Senior Executives in a number of strategic discussions to identify and explore core business challenges and opportunities, for example, organisational culture, business processes, and work environments. These discussions informed the program co-design process.

Our QUTeX team then immersed themselves in the Western Downs environment to enable us to really understand the issues they were facing. The education response was then tailored to meet their needs, and delivered in their language.

The program provided the participants, and the organisation, the ability to see new opportunities that were open to them. The program aimed to bring in an external agent to foster those ideas, the transition in idea generation confirmed our ability to stimulate new ways of working and thinking.

Western Downs now has a highly engaged workforce focused on the issues of tomorrow not just what is coming through the door today.
Everyday Coaching Skills for Better Conversations: Micro Learning for Queensland Government

With key responsibilities for workforce policy, strategy, leadership and organisational performance across the Queensland public service, the Public Service Commission (PSC) is an independent central agency of the Queensland Government.

The PSC wanted to provide a program to support the Leadership competencies for Queensland, fostering healthy workplaces initiative, that was easily accessible by every Queensland public sector employee – from Chief Executives to individual contributors, anywhere in Queensland, Australia or the world.

Co-developed by the Leadership Coaching Hub at QUT and the Queensland Public Service Commission, and co-designed with Queensland public sector agencies, Everyday Coaching skills for Better Conversations strongly aligns to Leadership competencies for Queensland and provides micro-learning guidance for learning coaching skills and experimenting with coaching moments.

The aim of this micro learning package is to support agencies to become places where everyone takes advantage of daily opportunities to support each other with their thinking and problem solving, using everyday coaching as a powerful way to connect in complex environments.
Building Customer-Focused Leadership for Retailer
Michael Hill

With the retail landscape constantly experiencing change and transformation, global jewellery retailer Michael Hill needed to equip their senior team with the capabilities to lead the business through change and manage their teams effectively.

Michael Hill partnered with QUTeX to co-design and deliver two leadership and business programs, which harnessed design thinking to develop their focus on the customer experience. The team developed their leadership capability through a range of workshops, one-to-one coaching, virtual group sessions and high impact projects.

By the end of the program, the teams had strengthened their advanced skills in personal leadership, leading others and strategic decision making. While each program taught specific leadership capabilities relevant to the complexity of each group, both the Regional Managers and Executive Teams came away with new ways of incorporating design thinking into their approach to customer experience.
QUTeX offers a broad array of complementary services to enhance your Professional Development or Executive Education experience, including:

**Coaching and Mentoring**
Our highly developed leadership coaching capability supports leaders to consider different perspectives, question assumptions and practice new ways of thinking, in both group and one-to-one coaching environments. We also offer ‘Workplace Shadowing’ as a unique and powerful way of developing leadership capability to aid with cultural transformation, and mentoring others.

**QUTeX Professional Advantage**
A corporate subscription to QUTeX Professional Programs enables you to create a powerful learning investment plan that aligns with your organisation’s goals and meets the specific needs of your team. A package option gives you a generous discount off the standard rate and offers flexibility of when and how you allocate your seats throughout the year across programs.

**QUTeX Speakers’ Circle**
The QUTeX Speakers’ Circle is a carefully curated group of QUT academics whose entire speaking fee goes directly into the QUT Learning Potential Fund. This supports prospective students by giving them the financial boost they need to reach their full potential.

**Community and Events**
Throughout the year, QUTeX hosts, facilitates and sponsors several industry-leading events, including **Real World Futures**, which tracks the impact of technology on how we think, work and live.

**Communities of Practice**
QUTeX champions a variety of capability development practices, which provide world-class research, analysis, advisory services and education to guide you and your organisation on topics such as digital transformation and leadership coaching.
Postgraduate Courses That Can Take You Further

Business
- Master of Business Administration (MBA)
- Executive Master of Business Administration (EMBA)
- Master of Business Administration (Digital MBA)
- Graduate Certificate in Business (Enterprise Leadership)
- Graduate Certificate in Business (Public Sector Management)
- Graduate Certificate in Business Administration (Digital)
- Executive Graduate Certificate in Business (Leadership Coaching)
- Executive Graduate Certificate in Business Administration
- Graduate Certificate in Business Administration
- Master of Business
- Doctor of Philosophy

Law and Justice
- Graduate Certificate in Future Law Technologies
- Graduate Certificate in Policy and Governance
- Graduate Certificate in Applied Law
- Doctor of Philosophy

Creative Industries
- Graduate Certificate in Digital Communication
- Graduate Diploma in Digital Communication
- Master of Digital Communication
- Master of Architecture
- Doctor of Creative Industries
- Doctor of Philosophy
- Graduate Certificate in Digital Communication (online)
- Graduate Diploma in Digital Communication (online)
- Master of Digital Communication (online)

Education
- Graduate Certificate in Education (Educational Leadership)
- Graduate Certificate in Education (STEM in Education)
- Master of Education (Early Childhood Teaching)
- Master of Education (Educational Leadership Specialisation)
- Master of Education (STEM in Education)
- Doctor of Education
- Doctor of Philosophy

Health
- Graduate Certificate in Nursing
- Graduate Diploma in Health Management
- Graduate Certificate in Health Services Management (online)
- Graduate Diploma in Health Management (online)
- Master of Advanced Practice Nursing
- Master of Applied Science (Medical Physics)
- Master of Diagnostic Genomics
- Master of Health Management (on campus)
- Master of Health Management (online)
- Master of Health, Safety and Environment
- Master of Nurse Practitioner
- Master of Philosophy
- Master of Public Health
- Master of Gerontology (online)
- Doctor of Philosophy
- Graduate Certificate in Digital Health Leadership and Management

Science and Engineering
- Graduate Certificate in Business Process Management
- Graduate Certificate in Data Analytics
- Graduate Certificate in Project Management
- Graduate Diploma in Applied Science (Medical Physics)
- Master of Applied Science (Medical Physics)
- Master of Business Process Management
- Master of Data Analytics
- Master of Engineering
- Master of Engineering Management
- Master of Information Technology
- Master of Professional Engineering
- Master of Project Management
- Master of Project Management (Online)
- Master of Philosophy
- Doctor of Philosophy
- Master of Architecture

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Real World Success

Looking back now, the PSMP was a defining moment for my career.

“In simple terms, the Public Sector Management Program (PSMP) opened my eyes to the importance of leaders in driving innovation, implementing change, and creating positive organisational cultures to deliver outcomes for the community and government.

It provided me with the practical tools, understanding, and confidence to engage and lead on important policy issues as well as to become more involved in driving change at the workplace level. In addition, the networks and exposure to different people and new perspectives opened my mind to being more critical in my thinking and reinforced the value and knowledge that can be gleaned through collaboration across multiple sectors.”

- David Pryce, Deputy Director-General Access Canberra
“Corporate education is about solving real world business problems. It’s about taking the expertise of the university into the marketplace and assisting organisations to solve their bottom line business issues.”

– Bob O’Connor, Executive Director QUTeX and QUT Graduate School of Business
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