



# Advanced HR Solutions

Leading-edge providers of  
management and interpersonal skills  
training for council management,  
staff and councillors



# We know how people learn

All of our training has a **strong adult learning focus**, making it experiential, practical and closely linked to workplace needs and realities. Workplace templates are available. However, the objectives and content of each workshop are customised to the needs of the group and signed off by the client. We always aim to ensure that there is sustained benefit from the training.



# Our clients are many and varied

We have provided training or other services to **around 80 NSW councils** during the last 16 years. These have ranged from the very large councils such as the City of Sydney and Parramatta City Council to smaller regional councils. Our clients have included:

- Armidale Dumaresq
- Ashfield
- Auburn
- Ballina
- Bankstown
- Bega Valley
- Bellingen
- Broken Hill
- Burwood
- Byron Bay
- Carrathool
- Cessnock
- City of Sydney
- Cobar
- Coffs Harbour
- Cooma Monaro
- Cowra
- Deniliquin
- Dubbo
- Dungog
- Eurobodalla
- Fairfield
- Glen Innes Severn
- Gloucester
- Gosford
- Goulburn
- Greater Taree
- Griffith
- Gunnedah
- Harden
- Hawkesbury
- Hills Shire
- Holroyd
- Hornsby
- Hurstville
- Kempsey
- Lake Macquarie
- Leichhardt
- Lismore
- Liverpool
- Liverpool Plains
- Marrickville
- Moree Plains
- Mudgee
- Murray Shire
- Muswellbrook
- Narrabri
- Narrandera
- Narromine
- North Sydney
- Orange
- Parramatta
- Penrith
- Pittwater
- Port Macquarie
- Hastings
- Randwick
- Rockdale
- Ryde
- Shoalhaven
- Shellharbour
- Singleton
- Snowy River
- Sutherland
- Tamworth
- Tenterfield
- Tumbarumba
- Tumut
- Tweed Heads
- Upper Hunter
- Upper Lachlan Shire
- Urana
- Wagga Wagga
- Walgett
- Warringah
- Warrumbungle
- Waverley
- Wingecarribee
- Wollongong
- Wyong
- Yass

Some of our training is through public workshops, but most of it is in-house, and we consistently receive requests from clients who were highly satisfied with the previous service and want to use us again.

## Participants say ...

### Finance for Non-Finance Managers

- "Loved the training. Very well presented, helped a great deal without being boring. Five star!"

### Effective Chairing and Meeting Skills for Councillors

- "Narayan, your enjoyment of what you do shines through in your training. We are fortunate to have enjoyed the wealth of your experience."

### Performance Management

- "Excellent presentation – learnt heaps about performance management and achievable goals."

### Recruitment and Selection

- "Very high opinion of facilitator – very knowledgeable and able to control the group well."

### Revisiting Leadership (for Executive Team)

- "Clear, practical tools – achieved a high level of discussion and exchange."

### Long-Term Strategic and Financial Planning

- "Very thorough introduction to the challenges of Integrated Planning and Reporting."

# Workshops and other services to councils

Most of our services to councils relate to workshops as summarised below. But there's more to our role than just workshops – refer to the next page to see what else we can offer you.

## Leadership & Management

- Business Ethics
- Change Management
- Coaching and Mentoring
- Effective Leadership
- Finance for Non-Finance Managers
- Giving Constructive Feedback
- Good Governance
- Leadership & Managing Performance
- Managing an Ageing Workforce
- Managing a Virtual Team
- People Skills for Project Managers
- Performance Management
- Price Setting for Fees & Charges
- Project Management Basics
- Team Building

## Customer Service

- Consulting Skills
- Customer Service Skills
- Dealing With Difficult Customers
- Stakeholder Profiling & Communication

## Self-Management

- Career Management
- Managing Time & Stress
- Stress Management
- Telephone Skills
- Time Management

## Councillor Training

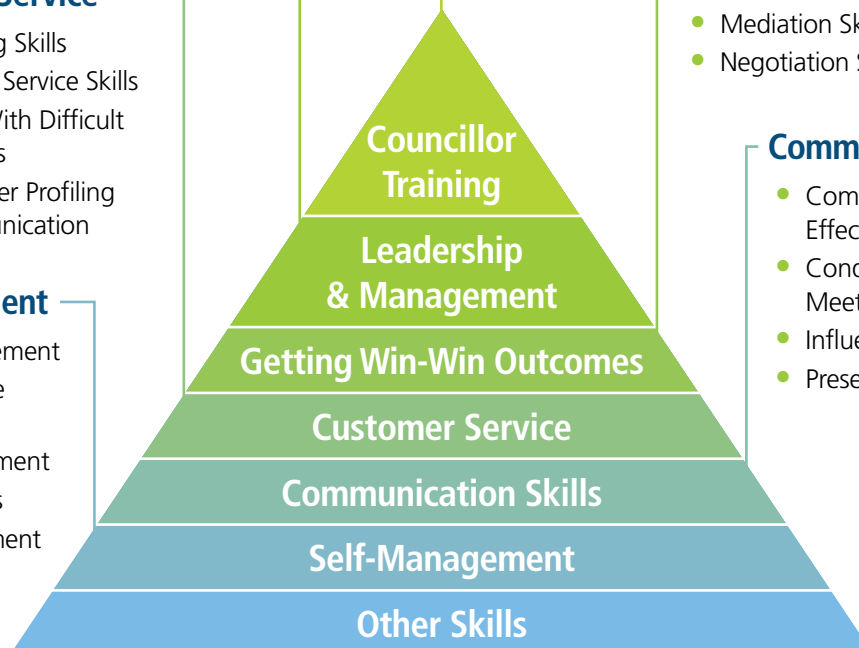
- Code of Conduct/Conflict of Interests
- Community Leadership/Good Governance
- Effective Chairing & Meeting Skills
- Elected Life: the Role of a Councillor
- Engaging Your Community
- Long-Term Strategic & Financial Planning
- **Councillor Weekends** (incorporating the above)

## Getting Win-Win Outcomes

- Assertiveness Skills
- Complaints Resolution
- Conflict Resolution
- Crucial Conversations
- Getting Win-Win Outcomes
- Managing Diversity
- Mediation Skills
- Negotiation Skills

## Communication Skills

- Communicating Effectively
- Conducting Effective Meetings
- Influencing Skills
- Presentation Skills



## Other Skills

- HR Coaching Skills
- Problem Solving & Decision Making
- Recruitment & Selection
- Train-the-Trainer
- Winning That Job
- Law for Non-Lawyers
- Alcohol & Drug Awareness

# Our people

## Narayan van de Graaff

BCom(Acc) GradDipSocSc (Psych)  
Cert IV Training & Assessment  
DipBus DipMgt

**Managing Director**

- Managing Director of Advanced HR Solutions for 18 years
- 16 years of experience with around 80 councils
- Many years of experience running workshops for councillors
- 28 years of management consulting/human resources experience
- Design and facilitation of a broad range of people skills programs
- Facilitation of workshops from senior executive to general staff
- Accredited executive coach

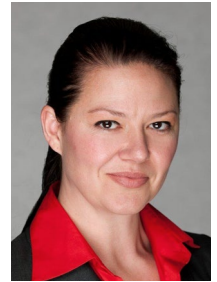


## Tulsi Levin de Graaff

BA (Psych) LLB GDipLegPrac,  
Cert IV Training & Assessment

**Director**

- Legal and psychology background
- High-level training in legal issues for managers, decision-making capacity, child protection, risk assessment and discrimination
- Very strong conflict resolution, mediation, communication skills
- Strong interest in helping organisations to improve staff morale, reduce conflict and improve communication
- Extensive experience in community sector, mediation and counselling

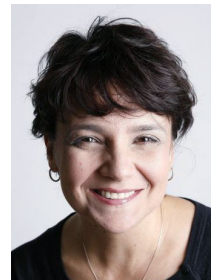


# Our associates

## Sue Pedri

BScPsych (Hons) MAppPsych MAPS  
MCOP MAHRI Registered Psychologist

- Over 23 years in senior HR and consulting roles
- Design and implementation of People Practices to drive high-achievement cultures
- Workforce planning, recruitment, performance management
- Organisational development and talent management
- Accredited in various assessment methodologies
- Learning and development
- Job and competency profiling and assessment



## Penny York

BA (Ed) MBA DipBus DipMgt  
Cert IV Training & Assessment  
Cert IV VolProgCoord

- Strategic business management consulting
- Business/Management Diplomas educator
- Strong sales/marketing management focus
- Consults to executive committees to improve governance, strategies and planning
- Marketing principles across all disciplines
- Background in business management, facilitation, sales, project management, public relations



# Contact us

Advanced HR Solutions  
PO Box 906  
Neutral Bay Junction NSW 2089

contact Narayan van de Graaff  
mobile 0438 792 300

email [training@advancedhr.com.au](mailto:training@advancedhr.com.au)  
web [www.advancedhr.com.au](http://www.advancedhr.com.au)