

Sarah Partosh

From: iLearn
Sent: Thursday, 14 July 2016 8:49 AM
To: Louise Cumberland
Subject: FW: iLearn Notification - Evaluation for DPC-HR - Working in Open Plan

Morning – FYI see below – thought you might find this interesting!

B



Bronte Reid

Senior Human Resource Consultant
Human Resource Services
Department of the Premier and Cabinet

P 07 3003 9438 M [REDACTED] E: bronte.reid@premiers.qld.gov.au
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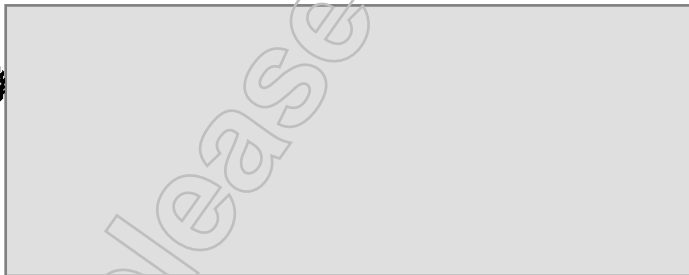
From: [REDACTED]
Sent: Wednesday, 13 July 2016 4:39 PM
To: iLearn <iLearn@premiers.qld.gov.au>
Subject: RE: iLearn Notification - Evaluation for DPC-HR - Working in Open Plan

Thanks,

In that case I am happy to give you my feedback directly, the Working in Open Plan session offered NO value to me or many of the staff I talked to after attending.

It's unfortunate that feedback couldn't have been sort earlier so as to address the issues associated with the sessions and derive some value for DPC.

Cheers,



From: iLearn
Sent: Wednesday, 13 July 2016 4:22 PM
To: [REDACTED]
Subject: RE: iLearn Notification - Evaluation for DPC-HR - Working in Open Plan

Hi [REDACTED]

To complete the evaluation you will need to login to iLearn. The evaluations aren't confidential however we do not report individuals information. We do provide annual reports to CGG on overall evaluations statistics.

The feedback in this case will not affect the continuation of these sessions as they were only planned to occur once in preparation for 1WS. However, HR monitors evaluations to ensure the programs we offer are meeting staff needs and are valuable. We don't want to be recommending training if it isn't providing the value we want.

Let me know if you would like to discuss further.

Bronte



Queensland
Government

Bronte Reid

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From: [redacted]
Sent: Wednesday, 13 July 2016 2:47 PM
To: iLearn <iLearn@premiers.qld.gov.au>
Subject: RE: iLearn Notification - Evaluation for DPC-HR - Working in Open Plan

Hi,

Are these surveys anonymous? Hard to tell if you need to log-in to complete the survey.

Also, what happens with the feedback? Is the feedback likely to impact the ongoing delivery of these workshops?

Cheers,



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From: no-reply@janison.com.au [mailto:no-reply@janison.com.au]
Sent: Wednesday, 13 July 2016 11:46 AM
To: [redacted]
Subject: iLearn Notification - Evaluation for DPC-HR - Working in Open Plan

Congratulations, you have completed the **DPC-HR - Working in Open Plan** program.

Your feedback is extremely important to us and we encourage you to complete a quick online evaluation as your final step to completing the program. This ensures that we continue to offer the department high quality development programs and provide you with the opportunity to tell us about your learning experience.

Please click on this link <https://dpc.cls.janisoncloud.com/q/dpc-hr-training-program-evaluation> to commence the evaluation.

Please note, if you have already completed an online evaluation through iLearn for this program thank you for your feedback and please disregard this email.

If you have any queries, please email ilearn@premiers.qld.gov.au

DPC HRS L&D Team

Released under RTI - DPC

Sarah Partosh

From: Bronte Reid
Sent: Tuesday, 17 May 2016 3:09 PM
To: Louise Cumberland
Subject: RE: Short workshops for 1WS prep

Ok – I got a quote today of [REDACTED] + GST for a 90 minute session

Would be cheaper if multiple sessions are booked

B



**Queensland
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Bronte Reid

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From: Louise Cumberland
Sent: Tuesday, 17 May 2016 1:56 PM
To: Bronte Reid <Bronte.Reid@premiers.qld.gov.au>
Subject: RE: Short workshops for 1WS prep

Hey B
Still waiting on a quote from them to proceed. Will let you know as we progress

Kind Regards,

Louise Cumberland

(Part time: Tues/ Wed/ Thurs)
Manager (Organisational Culture)
Corporate and Government Services
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E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]
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PO Box 15185, City East, QLD 4002

From: Bronte Reid
Sent: Tuesday, 17 May 2016 8:53 AM
To: Louise Cumberland <Louise.Cumberland@premiers.qld.gov.au>
Subject: RE: Short workshops for 1WS prep



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Government**

Bronte

Hi Lou

Just wanted to follow up to see if you ended up running any of these sessions with Sarden?

Im thinking of scheduling one for the LIOs in a few weeks time.



Bronte Reid

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From: Elizabeth Buckby
Sent: Thursday, 21 April 2016 10:34 AM
To: Louise Cumberland <Louise.Cumberland@premiers.qld.gov.au>
Cc: Bronte Reid <Bronte.Reid@premiers.qld.gov.au>
Subject: FW: Short workshops for 1WS prep

Hi Lou

Thanks for keeping us in the loop.

We are happy for you to arrange any programs you think support your work for 1WS – we don't need to be included in any meetings with suppliers for these programs as they are not part of CDP, however would appreciate the heads up if/when you do decide to run with any of these so that we don't schedule other in house programs on the same dates.

Will continue to forward on anything we come across that we think might be of interest.

Elizabeth



Elizabeth Buckby

Manager, Capability, Learning and Development
Human Resource Services
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P 07 3003 9031 M [REDACTED] E Elizabeth.Buckby@premiers.qld.gov.au
Executive Building, Level 1, 100 George Street, Brisbane QLD 4000
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From: Louise Cumberland <Louise.Cumberland@premiers.qld.gov.au>
Date: 20 April 2016 10:07:01 am AEST
To: Bronte Reid <Bronte.Reid@premiers.qld.gov.au>
Cc: Elizabeth Buckby <Elizabeth.Buckby@premiers.qld.gov.au>
Subject: FW: Short workshops for 1WS prep

Hey Bronte,

I would like to meet with providers on attached seminars to talk about options/ dates etc. Should I do this directly and invite you – or do you want to organise and include me? Ideally I want to have sessions planned for end of May/ June so I figure I need to start the conversation

Kind Regards,

Sarah Partosh

From: Bronte Reid
Sent: Tuesday, 29 March 2016 11:23 AM
To: Louise Cumberland
Cc: Elizabeth Buckby
Subject: Short workshops for 1WS prep
Attachments: SL_Direct Focus Seminars.pdf; Seminar Outline_Working in an Open Plan Office.pdf; Seminar Outline_Dealing With Interruptions.pdf; Seminar Outline_Assertiveness Skills.pdf; Seminar Outline_Difficult Conversations.pdf; Seminar Outline_Business Etiquette.pdf; Seminar Outline_Organisational Skills.pdf; Seminar Outline_Managing Priorities & Tasks.pdf; Seminar Outline_Workspace Management.pdf

Hi Lou

Hope you had a nice Easter ☺

I am currently looking into a provider for short workshops and thought you might be interested. They have a range of topics that could be great for preparing staff for 1WS including working in open plan office, dealing with interruptions, business etiquette etc.

I've attached the list of available topics and some program overviews. If there are any others you are interested in let me know and I can request them from the provider.

We were thinking of doing a couple of these as part of the LIO meetings.

Let me know what you think about the topics

Bronte



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Bronte Reid

Human Resource Consultant

Human Resource Services

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Pages 7 through 15 redacted for the following reasons:

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Sarah Partosh

From: Bronte Reid
Sent: Wednesday, 23 March 2016 3:03 PM
To: Elizabeth Buckby
Subject: FW: Short Presentations: Direct Focus Seminars
Attachments: Seminar Outline_Business Etiquette.pdf; Seminar Outline_Organisational Skills.pdf; Seminar Outline_Managing Priorities & Tasks.pdf; Seminar Outline_Workspace Management.pdf



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From: [redacted]@sardengroup.com.au
Sent: Wednesday, 23 March 2016 2:54 PM
To: Bronte Reid <Bronte.Reid@premiers.qld.gov.au>
Subject: RE: Short Presentations: Direct Focus Seminars

Hi Bronte

Please see attached.

Cheers

From: Bronte Reid [<mailto:Bronte.Reid@premiers.qld.gov.au>]
Sent: Wednesday, 23 March 2016 12:31 PM
To: [redacted]
Subject: RE: Short Presentations: Direct Focus Seminars

Hi [redacted]

Can you also send me:

- Business etiquette
- Organisational skills
- Managing priorities and tasks
- Workspace management

Thanks
Bronte



Bronte Reid

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From: [redacted]@sardengroup.com.au
Sent: Tuesday, 22 March 2016 3:32 PM
To: Bronte Reid <Bronte.Reid@premiers.qld.gov.au>
Subject: RE: Short Presentations: Direct Focus Seminars

Hi Bronte

Here you go.

If you require anything else, let me know.

Cheers
[redacted]

From: Bronte Reid [<mailto:Bronte.Reid@premiers.qld.gov.au>]
Sent: Tuesday, 22 March 2016 1:09 PM
To: [redacted]
Subject: RE: Short Presentations: Direct Focus Seminars

Hi [redacted]

Do you have any more specific information for the following topics :

- Working in open plan office
- Dealing with disruptions
- Assertiveness skills
- Difficult conversations

We are interested in bringing these topics in-house to target our admin/business support staff as we prepare for our move to the new building 1WS.

Bronte



Bronte Reid

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PO Box 15185, City East, QLD 4002

From: [redacted]@sardengroup.com.au
Sent: Monday, 21 March 2016 2:07 PM

To: Bronte Reid <Bronte.Reid@premiers.qld.gov.au>
Subject: RE: Short Presentations: Direct Focus Seminars

Hi Bronte

I have attached a list of topics available. We can also develop a session from scratch if required.

These sessions are suited for general staff with the exception of Managing Others and Effective Teams. These are suited for supervisors, team leaders and managers. Having said that with a little tweaking we can easily deliver any of these short sessions for managers.

As long as we know beforehand what level you would like the session targeted at, we can then ensure the presentation is suited to them.

Cheers

From: Bronte Reid [<mailto:Bronte.Reid@premiers.qld.gov.au>]
Sent: Monday, 21 March 2016 2:26 PM
To: [REDACTED]
Subject: RE: Short Presentations: Direct Focus Seminars

Hi [REDACTED]

Thanks for that. Could you send me more information about the topics that are available?

What level are they generally targeted at?

Thanks
Bronte



Bronte Reid
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From: [REDACTED] <[\[REDACTED\]@sardengroup.com.au](mailto:[REDACTED]@sardengroup.com.au)>
Sent: Monday, 21 March 2016 1:20 PM
To: Bronte Reid <Bronte.Reid@premiers.qld.gov.au>
Subject: RE: Short Presentations: Direct Focus Seminars

Hi Bronte

Hope you are well.

The pricing for up to 30 participants is [REDACTED] + GST. This pricing applies for any presentation for up to 90 minutes in duration.

Inclusions:

- A pre course questionnaire, which is designed to assist you in receiving the best outcome and return on investment from your training.

- Professional presentation by one of our expert trainers
- Presentation handout material for each participant
- Minor tailoring (such as adding your logo to the presentation)

If you would like me to send through any session outlines, let me know.

Cheers

[Redacted]

[Redacted]
Education & Training Manager



Visit our websites at www.sardenlearning.com.au
www.organisingplace.com.au

From: Bronte Reid [<mailto:Bronte.Reid@premiers.qld.gov.au>]
Sent: Monday, 21 March 2016 11:53 AM
To: [Redacted]
Subject: FW: Short Presentations: Direct Focus Seminars

Hi [Redacted]

Ive just seen this come through – could you provide me some info on pricing for a short 1 hour-90min session.

Thanks
Bronte



Bronte Reid
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From: Sarden Learning [<mailto:info@sardengroup.com.au>]
Sent: Monday, 21 March 2016 10:32 AM
To: Bronte Reid <Bronte.Reid@premiers.qld.gov.au>
Subject: Short Presentations: Direct Focus Seminars



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Org Unit	Test	Date Completed	Course Title (you can refer to your evaluation notification email) for the (correct course)	Please enter your program date: (dd/mm/yyyy)	My expectations of the program were met:	I am satisfied with the overall facilitation of content of the program:	I am satisfied with the overall facilitation of content of the program: own role:	I will be able to apply what I learnt to my development:	I will be able to apply what I learnt to my development: other colleagues?	The program was relevant to my personal development:	I will recommend this program to other colleagues?	What were the most valuable aspects of the program?	What were the least valuable aspects of the program?
DPCJ 03.06 Strategy and Engagement	DPC-HR Training Program Evaluation	00/01/1900	DPC-HR Working in Open Plan	27/07/2016	Disagree	Strongly Disagree	Strongly Disagree	Disagree	No	Strongly Disagree	No	It ended on time	CTPI - Business Affairs
DPCJ 03.06 Strategy and Engagement	DPC-HR Training Program Evaluation	13/07/2016	DPC-HR Leading in Open Plan	27/06/2016	Agree	Agree	Agree	Agree	Yes	Agree	Yes	Discussion with the group ideas on how to manage and lead within the 1WS environment New ideas and information shared about the new environment	
DPCJ 03.03 Corporate and Government Services Division	DPC-HR Training Program Evaluation	18/07/2016	DPC-HR Leading in Open Plan	27/06/2016	Disagree	Disagree	Disagree	Agree	No	Disagree	No	Meeting with the managers of other areas	
DPCJ 03.03 Corporate and Government Services	DPC-HR Training Program Evaluation	15/07/2016	DPC-HR Working in Open Plan	28/06/2016	Neutral	Agree	Neutral	Neutral	No	Neutral	No	Some additional consideration to some of the issues in working in open plan	
DPCJ 03.03 Corporate and Government Services Division	DPC-HR Training Program Evaluation	13/07/2016	DPC-HR Working in Open Plan	28/06/2016	Strongly Disagree	Disagree	Disagree	Disagree	No	Strongly Disagree	No	None.	

[DPC] 03.03 _Corporate and Training Program	DPC-HR - Leading in Open Plan	00/01/1900	Neutral	Neutral	Neutral	Agree	Agree	No		
[DPC] 03.02 _Policy Training	DPC-HR - Working in Open Plan	00/01/1900	Disagree	Disagree	Disagree	Strongly Agree	Neutral	No	Tip sheet on ideas for how to work amicably in open plan.	CTPI - Business Affairs
[DPC] 03.04 _Cabinet and Training Program	DPC-HR - Working in Open Plan	13/07/2016	Disagree	Disagree	Disagree	Agree	Agree	No		
[DPC] 03.03 _Corporate and Training Program	DPC-HR - Working in Open Plan	14/07/2016	Neutral	Neutral	Neutral	Agree	Neutral	No	n/a	
[DPC] 03.04 _Cabinet and Training Program	DPC-HR - Working in Open Plan	13/07/2016	Neutral	Neutral	Neutral	Agree	Neutral	No		
[DPC] 03.03 _Corporate and Training Program	DPC-HR - Leading in Open Plan	13/07/2016	Agree	Disagree	Neutral	Agree	Agree	Yes	Easy to understand tips	
[DPC] 03.03 _Corporate and Government Services Division	DPC-HR - Working in Open Plan	13/07/2016	Disagree	Disagree	Disagree	Neutral	Neutral	No		

Sarah Partosh

From: Louise Cumberland
Sent: Wednesday, 20 July 2016 1:13 PM
To: Bronte Reid
Cc: Elizabeth Buckby
Subject: RE: Requested quotation - LD010225

Thanks Bronte.

Unfortunately I used a large portion of 1WS budget on the Sarden Group that was previously recommended and I am gathering from feedback from employees ^{CTPI - Business Affairs}

Don't have any further funding [REDACTED]

Appreciate you thinking of me though!

Kind Regards,

Louise Cumberland

Part time: Tues/ Wed/ Thurs and Teleworking Fridays

Manager (Organisational Culture)

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From: Bronte Reid

Sent: Wednesday, 20 July 2016 12:38 PM
To: Louise Cumberland <Louise.Cumberland@premiers.qld.gov.au>
Cc: Elizabeth Buckby <Elizabeth.Buckby@premiers.qld.gov.au>
Subject: FW: Requested quotation - LD010225



**Queensland
Government**

Hi Lou

Yesterday I met with one of our providers Odyssey (who now have their management training listed under Leadership Directions). They recommended a program called Change Resilience. It's a 3 hour program. Ive attached the program outline and quote if you are interested/still looking for 1WS training providers.

Bronte



**Queensland
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From: trainingservices@leadershipdirections.com.au [<mailto:trainingservices@leadershipdirections.com.au>]
Sent: Wednesday, 20 July 2016 11:32 AM

To: Bronte Reid <Bronte.Reid@premiers.qld.gov.au>

Subject: Requested quotation - LD010225

Hi Bronte,

Thank you for your time in meeting with myself and Sarah yesterday.

As promised, please see attached proposal for the Change Resilience training you were considering.

If you have any questions, please do not hesitate to give me a call on [REDACTED].

Warm regards,

[REDACTED] | Customer Service and Sales Consultant

Phone [REDACTED]

Leadership Directions

www.leadershipdirections.com.au

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Sarah Partosh

From: Elizabeth Buckby
Sent: Tuesday, 28 June 2016 7:26 PM
To: Louise Cumberland
Cc: Bronte Reid
Subject: Re: Open plan seminars

Hi Louise - no problem - we won't send out the survey - can always ask sarden for their survey feedback. I didn't mind my session although it was low level - I thought people did participate but I know there was mixed views on the value of the session. Elizabeth

Sent from my iPhone

On 28 Jun 2016, at 3:56 pm, Louise Cumberland <Louise.Cumberland@premiers.qld.gov.au> wrote:

Hey Elizabeth –

I am receiving some negative feedback on the open plan seminars. Mostly around people thinking it would be about 'difficult conversations' or that it would cover 'rules for 1WS'
Just flagging this with you because I don't think it would be helpful to send out the survey just yet. Instead I will contact all attendees and give them an overview of workplace etiquette guidelines and I am thinking about designing a survey that asks feedback from these sessions and also ask what they need to see in next round of workshops to make them more valuable.

While was targeted to people who have never worked in an open plan before – instead the same Corporate Services people have attended who are in a good position to move so probably feel like they didn't learn anything new from the session.

CTPI - Business Affairs

Keen to hear what Bronte thinks of course

Kind Regards,



**Queensland
Government**

Louise Cumberland

Part time: Tues/ Wed/ Thurs and Teleworking Fridays

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