

Louise Cumberland

From: Louise Cumberland
Sent: Wednesday, 21 September 2016 5:03 PM
To: 'Amanda Sarden'
Subject: RE: Time for a chat

Hi Amanda,

My apologies in my delayed response. I have been focused on our move and has meant my inbox has been severely neglected.

My project sponsor has decided that we will be running our conversation session in-house.

CTPI - Business Affairs

[REDACTED] we are going to change the pitch of difficult conversations – to constructive conversations – but again we have been asked to deliver these in-house.

Can you provide me some advice on how I can go about a refund seeing as we will not be progressing with the sessions – minus your cancellation fee of course.

Thanks in advance

Kind Regards,

Louise Cumberland
Manager (Organisational Culture)
Corporate and Government Services
Department of the Premier and Cabinet

E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

WS ready

From: Amanda Sarden [mailto:[REDACTED]@sardengroup.com.au]
Sent: Thursday, 18 August 2016 2:34 PM
To: Louise Cumberland <Louise.Cumberland@premiers.qld.gov.au>
Subject: Time for a chat



Queensland
Government

Hi Louise

I hope you are well!!

I wanted to organise a time for next week to have a chat about the Open Plan sessions that we delivered in late June. I also wanted to discuss the rescheduling of the Difficult Conversations sessions and also how we can conduct the Business Etiquette coaching sessions so staff receive the most value from them.

I am available next Wednesday from 1pm to 4pm or Thursday from 10am to 2pm. Please let me know what day/time is best for you.

I look forward to hearing from you soon.

Warm regards
Amanda

Amanda Sarden
Managing Director



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

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NO. 27106

Date

Feedback from sessions.

CTPI - Business Affairs

Have [redacted] feedback after 2nd session

Feedback from
employees verbally

Agreed with [redacted] that we
would provide survey
feedback from iLearn
Sardar took copies of
paper feedback sheets.

Gwen Scaini

From: Amanda Sarden <[REDACTED]@sardengroup.com.au>
Sent: Thursday, 9 June 2016 2:10 PM
To: Gwen Scaini; Louise Cumberland
Subject: Working in an Open Plan sessions
Attachments: SardenLearning_Quote.pdf

Hi Gwen

As per our conversation earlier, please find attached the proposal/ quote for the Working in a Open Plan Office sessions and the email communication between Louise and myself (below).

The 27th and 28th June would work for us and we have tentatively booked these into our training calendar. Louise was going to advise me if a room had been booked so I can then lock these dates and allocate facilitators for both days.

Louise sent me the requirements and numbers for both groups and we discussed the delivery of a few sessions in one day which is the most cost effective solution for you. Once the dates are confirmed we can move forward with tailoring the sessions and then the logistics for the days.

If these dates no longer work, please let me know so we can discuss other possible dates.

Warm regards
Amanda

Amanda Sarden
Managing Director



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

From: Amanda Sarden [mailto:[REDACTED]@sardengroup.com.au]
Sent: Monday, 6 June 2016 10:49 AM
To: 'Louise Cumberland'
Subject: RE: Working in an Open Plan sessions

Hi Louise

We have facilitators available on both those dates.

As these dates are only 3 weeks away I will tentatively book these dates into our training calendar and once the room is confirmed, I will also confirm in our calendar.

Once the dates are booked in we can then confirm your exact requirements so I can move ahead with tailoring the sessions.

Warm regards
Amanda

Amanda Sarden
Managing Director



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

From: Louise Cumberland [<mailto:Louise.Cumberland@premiers.qld.gov.au>]
Sent: Thursday, 2 June 2016 5:08 PM
To: Amanda Sarden
Cc: Gwen Scaini
Subject: RE: Working in an Open Plan sessions

Thanks Amanda
I have provided the quote to my manager for review.
May I ask whether 27 and 28th would work for your facilitators?
Just wanting to get an idea before I go ahead and start looking at booking a room.

Kind Regards,

Louise Cumberland
(Part time: Tues/ Wed/ Thurs)
Manager (Organisational Culture)
Corporate and Government Services
Department of the Premier and Cabinet

E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: Amanda Sarden [[mailto:\[REDACTED\]@sardengroup.com.au](mailto:[REDACTED]@sardengroup.com.au)]
Sent: Monday, 23 May 2016 4:01 PM
To: Louise Cumberland <Louise.Cumberland@premiers.qld.gov.au>
Subject: RE: Working in an Open Plan sessions



Queensland
Government

Hi Louise

Please find attached the quote for the Working in an Open Plan sessions.

If you have any questions or require clarification on any part of the quote, please let me know.

Also if you have any dates in mind it would be good to pencil them in.

Looking forward to speaking with you soon.

Warm regards
Amanda

Amanda Sarden
Managing Director



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www.organisingplace.com.au

From: Louise Cumberland [<mailto:Louise.Cumberland@premiers.qld.gov.au>]
Sent: Tuesday, 17 May 2016 10:37 AM
To: Amanda Sarden
Cc: Gwen Scaini
Subject: RE: Working in an Open Plan sessions

Hi Amanda,

You are correct – my week simply got away from me. See below summary of what we would like to achieve from the seminars.

We would want to hold these in June – but I haven't got prospective dates as yet.

We have a draft workplace model which we will be running a targeted pilot group with a few teams – I have attached. Hopefully this gives you a sense on what the business rules will be in new environment. Closer to the move we would look at combining this model with your Business Etiquette session.

Background:

I have attached an overview of the new 1WS work environment for your understanding.

CTPI - Business Affairs

I believe people are seeking some basic skills sessions, but will need to walk away really learning something new, different or interesting – and/or feel highly engaged in the process.

Topic/ Subject	Learning objectives
Leading in Open Plan Audience – Team Leaders/ Directors Duration 1.5 hours Estimate - 30 participants	Different types of interruptions and disruptions Tips for visual distractions Dealing with drop in visitors and loud colleagues Self-inflicted interruptions Learning to change your mindset Duty of care for employees
Working in Open plan Audience – All staff Duration 1.5 hours Estimate - 200 participants	Working in Agile environment (use of space in new building) Keeping things secure and confidential Sorting and culling workplace clutter Getting things done and managing your workload Managing interruptions – what to say/do Dealing with distractions – visual and noise factors

Look forward to hearing from you

Kind Regards,

Louise Cumberland

(Part time: Tues/ Wed/ Thurs)

Manager (Organisational Culture)

Corporate and Government Services

Department of the Premier and Cabinet

E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]

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Pages 9 through 16 redacted for the following reasons:

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Gwen Scaini

From: Gwen Scaini
Sent: Friday, 24 June 2016 10:27 AM
To: 'Amanda Sarden'; Louise Cumberland
Cc: [REDACTED]@sardengroup.com.au
Subject: RE: meeting with [REDACTED] yesterday and EOS
Attachments: DPC signed engagement difficult conversations.pdf; DPC signed engagement open learning.pdf; DPC signed quote difficult conversations.pdf; DPC signed quote open learning.pdf

Hi Amanda

Docs attached.

Kind regards,



**Queensland
Government**

Gwen Scaini

Project Officer

Organisational Culture

Department of the Premier and Cabinet

P 07 3003 9489 or M [REDACTED]

Executive Building, Level 4, 100 George Street, Brisbane QLD 4000

PO Box 15185, City East, QLD 4002

From: Amanda Sarden [mailto:[REDACTED]@sardengroup.com.au]
Sent: Friday, 24 June 2016 10:24 AM
To: Louise Cumberland <Louise.Cumberland@premiers.qld.gov.au>
Cc: Gwen Scaini <gwen.scaini@premiers.qld.gov.au>; [REDACTED]@sardengroup.com.au
Subject: re: meeting with [REDACTED] yesterday and EOS
Importance: High

Hi Louise

I hope you are well.

I spoke with [REDACTED] yesterday and she let me know that she enjoyed meeting you and the meeting was very valuable for her. Thank you for taking the time to explain your requirements for sessions and also showing her the layout for the new office. She is looking forward to running the sessions next week. Not sure if I have already given you her mobile but for FYI it is [REDACTED].

Also are you or Gwen able to send through the signed Engagement of Services documents. Please send the last page either to myself or [REDACTED].

If you require anything else before Monday, let me know.

Thanks
Amanda

From: Amanda Sarden [mailto:[REDACTED]@sardengroup.com.au]
Sent: Friday, 17 June 2016 9:06 AM
To: 'Louise Cumberland'

Subject: Quick question
Importance: High

Hi Louise

Quick question – when moving to your new building – will people have their own desk/ workspace or will they be hot desking?

Thanks
Amanda

From: Amanda Sarden [mailto: [REDACTED]@sardengroup.com.au]
Sent: Thursday, 16 June 2016 2:42 PM
To: 'Louise Cumberland'
Subject: RE: Sorry about this Amanda

Hi Louise

I totally understand. In a previous life I used to work in government!

I have attached both the quote and the Engagement of Services document.

If you require anything else changed, please let me know.

Thanks
Amanda

From: Louise Cumberland [mailto:Louise.Cumberland@premiers.qld.gov.au]
Sent: Thursday, 16 June 2016 1:53 PM
To: Amanda Sarden
Cc: Gwen Scaini
Subject: Sorry about this Amanda

Hi Amanda

We are trying to get our internal processes in order –

We have the EOS and Quote for Open plan sessions – but I need the same for difficult conversations

We simply need the engagement of sale and the quote. I have attached the attached document to which I refer – it says Engagement of Services on the front page – and I need it to be 'quote'.

Just a small change please!

So sorry – the joys of working in government!

Kind Regards,

Louise Cumberland
(Part time: Tues/ Wed/ Thurs)
Manager (Organisational Culture)
Corporate and Government Services
Department of the Premier and Cabinet



E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]
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Gwen Scaini

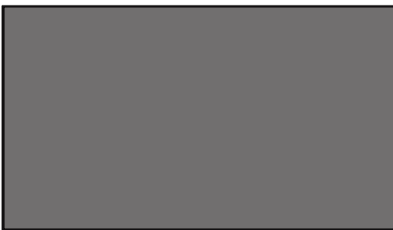
From: [redacted]@sardengroup.com.au>
Sent: Friday, 24 June 2016 11:32 AM
To: Gwen Scaini
Subject: RE: meeting with [redacted] yesterday and EOS
Attachments: signed EOS_DC_WOP_LOP.pdf

Hi Gwen

Please find attached the signed Engagement of Services documents from our end for your records.

Also when the box arrives (I addressed it to you) please let me know.

Thanks



Education & Programs Manager



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www.organisingplace.com.au

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Louise Cumberland

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 are part of the LIO meetings.

Let me know what you think about the topics

Bronte



Queensland
Government

Bronte Reid

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

P 07 3003 9438 **Email:** bronte.reid@premiers.qld.gov.au
Executive Building, Level 1, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

Louise Cumberland

From: Louise Cumberland
Sent: Wednesday, 6 April 2016 9:25 AM
To: Kyla Hayden; Alex Bernard
Subject: FW: Short workshops for 1WS prep
Attachments: Seminar Outline_Working in an Open Plan Office.pdf; Seminar Outline_Dealing With Interruptions.pdf; Seminar Outline_Difficult Conversations.pdf; Seminar Outline_Business Etiquette.pdf

Hi Kyla and Alex,

I have been speaking with HR who have a provider who might be able to run some seminar sessions for staff around difficult conversations and working in open plan.

Would you be able to have a quick look at the attached outlines and give me some feedback as to whether you think this would be valuable for some of your team members?

Thanks in advance

Kind Regards,

Louise Cumberland

(Part time: Tues/ Wed/ Thurs)

Manager (Organisational Culture)

Corporate and Government Services

Department of the Premier and Cabinet

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PO Box 15185, City East, QLD 4002



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Government

Louise Cumberland

From: Louise Cumberland
Sent: Wednesday, 20 April 2016 10:07 AM
To: Bronte Reid
Cc: Elizabeth Buckby
Subject: FW: Short workshops for 1WS prep
Attachments: Seminar Outline_Working in an Open Plan Office.pdf; Seminar Outline_Dealing With Interruptions.pdf; Seminar Outline_Difficult Conversations.pdf; Seminar Outline_Business Etiquette.pdf

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,

Louise Cumberland

(Part time: Tues/ Wed/ Thurs)

Manager (Organisational Culture)

Corporate and Government Services

Department of the Premier and Cabinet

E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]
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PO Box 15185, City East, QLD 4002



Queensland
Government

Louise Cumberland

From: Elizabeth Buckby
Sent: Thursday, 21 April 2016 10:34 AM
To: Louise Cumberland
Cc: Bronte Reid
Subject: FW: Short workshops for 1WS prep
Attachments: image002.png; ATT00001.htm; Seminar Outline_Working in an Open Plan Office.pdf; ATT00002.htm; Seminar Outline_Dealing With Interruptions.pdf; ATT00003.htm; Seminar Outline_Difficult Conversations.pdf; ATT00004.htm; Seminar Outline_Business Etiquette.pdf; ATT00005.htm

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



Queensland
Government

Elizabeth Buckby

Manager, Capability, Learning and Development
Human Resource Services
Department of the Premier and Cabinet

P 07 3003 9031 M [REDACTED] E Elizabeth.Buckby@premiers.qld.gov.au
Executive Building, Level 1, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

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,

Louise Cumberland

From: Amanda Sarden <[REDACTED]@sardengroup.com.au>
Sent: Friday, 13 May 2016 1:02 PM
To: Louise Cumberland
Subject: re: Working in an Open Plan sessions

Hi Louise

It was lovely speaking with you yesterday, regarding the sessions you require for **Working in an Open Plan Office**.

As I haven't received an email from you yet, just wondering if you have my correct email. If you haven't had a chance to compile the information you would like to send to me – that's totally fine.

Once I receive the information, I will send you a full quote and moving forward we can discuss the length of the sessions, your required outcomes for the different groups (leaders and general staff) and tailoring the sessions to suit your objectives.

Have a great afternoon.

Warm regards
Amanda

Amanda Sarden
Managing Director



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

Phone chat w/ Sarden.

30 Session - [REDACTED]

Cabaral style

* 50 people room.

2 x leading } 9.30 11
4 x working }

[Monday half-day

2 < lead
working

[Tuesday full-day.

4 < lead
3x working.

Amanda Sarden.

[REDACTED]

→ email conf.

~~Queen's Wharf Issues paper
part of this agreement~~

Louise Cumberland

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
Government**

Bronte Reid

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

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Executive Building, Level 1, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

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
Department of the Premier and Cabinet

E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
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



**Queensland
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.



Queensland
Government

Bronte Reid

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

P 07 3003 9438 Email: bronte.reid@premiers.qld.gov.au
Executive Building, Level 1, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

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

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Queensland
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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
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Kind Regards,

Louise Cumberland

From: Amanda Sarden <[REDACTED]@sardengroup.com.au>
Sent: Monday, 23 May 2016 4:01 PM
To: Louise Cumberland
Subject: RE: Working in an Open Plan sessions
Attachments: SardenLearning_Quote.pdf

Follow Up Flag: Follow up
Flag Status: Completed

Hi Louise

Please find attached the quote for the Working in an Open Plan sessions.

If you have any questions or require clarification on any part of the quote, please let me know.

Also if you have any dates in mind it would be good to pencil them in.

Looking forward to speaking with you soon.

Warm regards
Amanda

Amanda Sarden
Managing Director



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www.organisingplace.com.au

From: Louise Cumberland [mailto:Louise.Cumberland@premiers.qld.gov.au]
Sent: Tuesday, 17 May 2016 10:37 AM
To: Amanda Sarden
Cc: Gwen Scaini
Subject: RE: Working in an Open Plan sessions

Hi Amanda,

You are correct – my week simply got away from me. See below summary of what we would like to achieve from the seminars.

We would want to hold these in June – but I haven't got prospective dates as yet.

We have a draft workplace model which we will be running a targeted pilot group with a few teams – I have attached. Hopefully this gives you a sense on what the business rules will be in new environment.

Closer to the move we would look at combining this model with your Business Etiquette session.

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CTPI - Business Affairs

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Look forward to hearing from you

Kind Regards,

Louise Cumberland

(Part time: Tues/ Wed/ Thurs)

Manager (Organisational Culture)

Corporate and Government Services

Department of the Premier and Cabinet

E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: Amanda Sarden [mailto:amanda.sarden@sardengroup.com.au]

Sent: Friday, 13 May 2016 1:02 PM

To: Louise Cumberland <Louise.Cumberland@premiers.qld.gov.au>

Subject: re: Working in an Open Plan sessions



Hi Louise

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**Queensland
Government**

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Have a great afternoon.

Warm regards
Amanda

Amanda Sarden
Managing Director



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www.organisingplace.com.au

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Louise Cumberland

From: Louise Cumberland
Sent: Thursday, 2 June 2016 5:08 PM
To: 'Amanda Sarden'
Cc: Gwen Scaini (gwen.scaini@premiers.qld.gov.au)
Subject: RE: Working in an Open Plan sessions

Thanks Amanda

I have provided the quote to my manager for review.

May I ask whether 27 and 28th would work for your facilitators?

Just wanting to get an idea before I go ahead and start looking at booking a room.

Kind Regards,

Louise Cumberland

(Part time: Tues/ Wed/ Thurs)

Manager (Organisational Culture)

Corporate and Government Services

Department of the Premier and Cabinet

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Queensland
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Warm regards
Amanda

Amanda Sarden
Managing Director


Sarden Group

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

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Subject: RE: Working in an Open Plan sessions

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We have a draft workplace model which we will be running a targeted pilot group with a few teams – I have attached. Hopefully this gives you a sense on what the business rules will be in new environment.

Closer to the move we would look at combining this model with your Business Etiquette session.

Background:

I have attached an overview of the new 1WS work environment for your understanding.

CTPI - Business Affairs

I believe people are seeking some basic skills sessions, but will need to walk away really learning something new, different or interesting – and/or feel highly engaged in the process.

Topic/ Subject	Learning objectives
Leading in Open Plan Audience – Team Leaders/ Directors Duration 1.5 hours Estimate - 30 participants	Different types of interruptions and disruptions Tips for visual distractions Dealing with drop in visitors and loud colleagues Self-inflicted interruptions Learning to change your mindset Duty of care for employees
Working in Open plan Audience – All staff Duration 1.5 hours Estimate - 200 participants	Working in Agile environment (use of space in new building) Keeping things secure and confidential Sorting and culling workplace clutter Getting things done and managing your workload Managing interruptions – what to say/do Dealing with distractions – visual and noise factors

Look forward to hearing from you

Kind Regards,

Louise Cumberland

(Part time: Tues/ Wed/ Thurs)

Manager (Organisational Culture)

Corporate and Government Services

Department of the Premier and Cabinet



**Queensland
Government**

E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [redacted]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: Amanda Sarden [mailto:[redacted]@sardengroup.com.au]
Sent: Friday, 13 May 2016 1:02 PM

Louise Cumberland

From: Elizabeth Buckby
Sent: Wednesday, 1 June 2016 3:05 PM
To: Louise Cumberland
Subject: RE: difficult conversations training

Yep happy if you want to pop down for a chat. I'll be here.

From: Louise Cumberland
Sent: Wednesday, 1 June 2016 2:34 PM
To: Elizabeth Buckby <Elizabeth.Buckby@premiers.qld.gov.au>
Subject: FW: difficult conversations training

Hi Elizabeth

I have been speaking to Kyla about 1WS specific training we are developing and she has asked for Social Policy to have a Difficult Conversations training.

I was going to engage Sarden to run it – but just wanted to see if you had any thoughts on best way and whether there is budget with you guys or if I need to find it in 1WS.

Let me know if it's better if I pop down and have a chat too

Kind Regards,

Louise Cumberland
(Part time: Tues/ Wed/ Thurs)
Manager (Organisational Culture)
Corporate and Government Services
Department of the Premier and Cabinet

E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: Kyla Hayden
Sent: Friday, 27 May 2016 9:26 AM
To: Louise Cumberland <Louise.Cumberland@premiers.qld.gov.au>
Subject: difficult conversations training



One of the Directors has asked whether team members can also attend the difficult conversations training? We are encouraging people to stand up for themselves so I suppose similar skills are involved – albeit with Directors having to raise things on behalf of other people, and develop techniques to ensure that we possibly intervene early etc, which are not quite the same skills. Would that work to have a combined session– or shall we just see how the etiquette session goes and then do something later for team members? K.



Kyla Hayden
A/Senior Director, Social Policy
Policy Division
Department of the Premier and Cabinet
P 07 3003 9372 M [REDACTED]
Executive Building, Level 14, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

Louise Cumberland

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Sent: Wednesday, 1 June 2016 2:34 PM
To: Elizabeth Buckby
Subject: FW: difficult conversations training

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Let me know if it's better if I pop down and have a chat too

Kind Regards,

Louise Cumberland

(Part time: Tues/ Wed/ Thurs)

Manager (Organisational Culture)

Corporate and Government Services

Department of the Premier and Cabinet

E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: Kyla Hayden
Sent: Friday, 27 May 2016 9:26 AM
To: Louise Cumberland <Louise.Cumberland@premiers.qld.gov.au>
Subject: difficult conversations training



**Queensland
Government**

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**Queensland
Government**

Kyla Hayden
A/Senior Director, Social Policy
Policy Division
Department of the Premier and Cabinet
P 07 3003 9372 M [REDACTED]
Executive Building, Level 14, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

To: Louise Cumberland <Louise.Cumberland@premiers.qld.gov.au>

Subject: re: Working in an Open Plan sessions

Hi Louise

It was lovely speaking with you yesterday, regarding the sessions you require for **Working in an Open Plan Office**.

As I haven't received an email from you yet, just wondering if you have my correct email. If you haven't had a chance to compile the information you would like to send to me – that's totally fine.

Once I receive the information, I will send you a full quote and moving forward we can discuss the length of the sessions, your required outcomes for the different groups (leaders and general staff) and tailoring the sessions to suit your objectives.

Have a great afternoon.

Warm regards

Amanda

Amanda Sarden
Managing Director


Sarden Group

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

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Louise Cumberland

From: Jane Hedger
Sent: Thursday, 9 June 2016 3:40 PM
To: Louise Cumberland
Subject: Re: Working in an Open Plan sessions

Hi Lou - yes let's book these in.

What combination are you looking at?
2 of the leader sessions and 4 of the staff sessions?

From: Louise Cumberland
Sent: Thursday, 9 June 2016 1:58:04 PM
To: Jane Hedger
Subject: FW: Working in an Open Plan sessions

Hi Jane

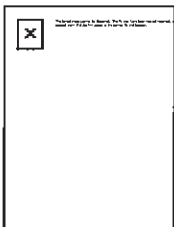
We haven't landed on this yet – are you still happy for me to go ahead with these sessions?
I have tentatively booked 27 and 28th and thinking a few sessions each day so employees have a few to chose from.
Sarden is chasing me on whether we proceed with the booking these dates with their facilitators

Kind Regards,

Louise Cumberland
(Part time: Tues/ Wed/ Thurs)
Manager (Organisational Culture)
Corporate and Government Services
Department of the Premier and Cabinet

E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: Louise Cumberland
Sent: Wednesday, 1 June 2016 4:51 PM
To: Jane Hedger (jane.hedger@premiers.qld.gov.au) <jane.hedger@premiers.qld.gov.au>
Subject: FW: Working in an Open Plan sessions



Hi Jane
Can we please have a chat on this quote tomorrow?
Would like to start booking in seminars and finalise payment before end of month
Kind Regards,

Louise Cumberland
(Part time: Tues/ Wed/ Thurs)
Manager (Organisational Culture)
Corporate and Government Services

Department of the Premier and Cabinet
E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: Amanda Sarden [mailto: [REDACTED]@sardengroup.com.au]
Sent: Tuesday, 31 May 2016 12:23 PM
To: Louise Cumberland <Louise.Cumberland@premiers.qld.gov.au>
Subject: Working in an Open Plan sessions

Hi Louise

I hope you are well.

Just following up to see if you had a chance to look through the quote yet.

If you have any questions or would like to discuss possible session dates, let me know.

Warm regards
Amanda

Amanda Sarden
Managing Director



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

From: Louise Cumberland [mailto:Louise.Cumberland@premiers.qld.gov.au]
Sent: Tuesday, 17 May 2016 10:37 AM
To: Amanda Sarden
Cc: Gwen Scaini
Subject: RE: Working in an Open Plan sessions

Hi Amanda,

You are correct – my week simply got away from me. See below summary of what we would like to achieve from the seminars.

We would want to hold these in June – but I haven't got prospective dates as yet.

We have a draft workplace model which we will be running a targeted pilot group with a few teams – I have attached. Hopefully this gives you a sense on what the business rules will be in new environment.

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Background:

I have attached an overview of the new 1WS work environment for your understanding. [REDACTED]

CTPI - Business Affairs

[REDACTED]. I believe people are seeking some basic skills sessions, but will need to walk away really learning something new, different or interesting – and/or feel highly engaged in the process.

Topic/ Subject	Learning objectives
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Louise Cumberland

From: Louise Cumberland
Sent: Thursday, 9 June 2016 5:57 PM
To: Jane Hedger
Subject: Re: Working in an Open Plan sessions

Yep you are spot on.

Thinking-

27th 1 X leading in open plan and 1 X working in open plan

28 1 X leading 3 X working in open plan

We will advertise all through ilearn because it's just easier to manage and then we can report on attendees
We will have to pay for the room in Annexe (Dow Jones - have you been in this one?) because we want 30 people for each session and I think it might be a good idea anyway so we aren't in the qld room like always...

We will have a briefing with the facilitator as well because I thought that would be helpful to explain that we don't want to make it about lws- it's about working in open plan. Staff will have opportunities to learn more about work spaces in lws through lws briefings by shape and our workplace etiquette neighbourhood workshops

This is not a seminar for complaining!!!

Apparently the facilitator is also an 'efficiency coach' for Foxtel so I thought you would definitely want to meet her

Louise Cumberland
(Part time: Tues/ Wed/ Thurs)
Manager (Organisational Culture)
Department of the Premier and Cabinet
E louise.cumberland@premiers.qld.gov.au
P 07 3003 9311 M [REDACTED]
Executive Building, Level 13, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

On Thu, Jun 9, 2016 at 3:40 PM +1000, "Jane Hedger" <jane.hedger@premiers.qld.gov.au> wrote:

Hi Lou - yes let's book these in.

What combination are you looking at?

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(Part time: Tues/ Wed/ Thurs)
Manager (Organisational Culture)
Corporate and Government Services
Department of the Premier and Cabinet

**Queensland
Government**

E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000

PO Box 15185, City East, QLD 4002

From: Louise Cumberland

Sent: Wednesday, 1 June 2016 4:51 PM

To: Jane Hedger (jane.hedger@premiers.qld.gov.au) <jane.hedger@premiers.qld.gov.au>

Subject: FW: Working in an Open Plan sessions

Hi Jane

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Would like to start booking in seminars and finalise payment before end of month

Kind Regards,



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(Part time: Tues/ Wed/ Thurs)
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**Queensland
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E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]
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From: Amanda Sarden [[mailto:\[REDACTED\]@sardengroup.com.au](mailto:[REDACTED]@sardengroup.com.au)]

Sent: Tuesday, 31 May 2016 12:23 PM

To: Louise Cumberland <Louise.Cumberland@premiers.qld.gov.au>

Subject: Working in an Open Plan sessions

Hi Louise

I hope you are well.

Just following up to see if you had a chance to look through the quote yet.

If you have any questions or would like to discuss possible session dates, let me know.

Warm regards

Amanda

Amanda Sarden
Managing Director

Visit our websites at www.sardenlearning.com.au

Louise Cumberland

From: Amanda Sarden <[REDACTED]@sardengroup.com.au>
Sent: Friday, 10 June 2016 9:59 AM
To: Louise Cumberland
Subject: Working in an Open Plan sessions
Attachments: SardenLearning_EOS.pdf; SL Pre Session Briefing Questions.doc; SL_Karen Low_Bio.pdf; SG_tax invoice.pdf

Hi Louise

As promised, please find attached:

- Our Engagement of Services which I would appreciate if you could sign and return to me at your earliest convenience.
- Pre Course Briefing Questions – this enables us to gain a better understanding of your organisation, the culture and your needs for the day.
- The facilitator's Bio
- Our invoice

Below is a draft schedule of the sessions. Please let me know if you would like to change the order.

Monday 27th June - two 1.5 hour sessions	Tuesday 28th June – four 1.5 hour sessions
Leading in Open Plan Team Leaders/Directors : 9:30am – 11:00am	Working in Open Plan All staff: 9:30am – 11:00am
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	Working in Open Plan All staff: 3:30pm – 5:00pm

If you could advise when it would be suitable for you to chat with [REDACTED] that would be great.

We look forward to working with you.

Warm regards
Amanda

Amanda Sarden
Managing Director



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www.organisingplace.com.au

Released under RTI - DPC

Louise Cumberland

From: Louise Cumberland
Sent: Friday, 10 June 2016 4:18 PM
To: 'Amanda Sarden'
Cc: Jane Hedger (jane.hedger@premiers.qld.gov.au)
Subject: RE: Working in an Open Plan sessions

Sorry about this Amanda – everything looks great and I will organise for my ED to sign off on quote.

Could you also provide a quote for a 'difficult conversations' seminar? I have had someone ask if this will be featured in the Seminars so I thought we could hold another session on Monday 27th from 1:30 – 3 for key managers looking for this training.

Let me know if there are any issues with this.

Thanks

Also – next Thursday 16th June from 2:30 - 5 works for us to meet with [REDACTED]. That will also give us some time to complete the briefing questions for discussion.

Kind Regards,

Louise Cumberland

(Part time: Tues/ Wed/ Thurs)

Manager (Organisational Culture)

Corporate and Government Services

Department of the Premier and Cabinet

E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: Amanda Sarden [mailto:[REDACTED]@sardengroup.com.au]
Sent: Friday, 10 June 2016 9:59 AM
To: Louise Cumberland <Louise.Cumberland@premiers.qld.gov.au>
Subject: Working in an Open Plan sessions



**Queensland
Government**

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Amanda Sarden
Managing Director



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www.organisingplace.com.au

Released under RTI - DPC

Louise Cumberland

From: Amanda Sarden <[REDACTED]@sardengroup.com.au>
Sent: Tuesday, 14 June 2016 9:03 AM
To: Louise Cumberland
Subject: RE: Working in an Open Plan sessions
Attachments: SardenLearning_quote_difficult conversations.pdf

Hi Louise

Yes we can do a **Difficult Conversations** session from 1:30 – 3:00pm.

I have attached the quote you require. If you could let me know as soon as you are able if this session will be going ahead so I can schedule, that would be great.

Re: meeting with [REDACTED] – she is not available this Thursday 16th as she is in training all day but can do next Thursday 23rd anytime from 10am. Please advise if this works for you and what time would be best.

Warm regards
Amanda

Amanda Sarden
Managing Director



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www.organisingplace.com.au

From: Louise Cumberland [mailto:Louise.Cumberland@premiers.qld.gov.au]
Sent: Friday, 10 June 2016 4:21 PM
To: Amanda Sarden
Cc: Jane Hedger
Subject: RE: Working in an Open Plan sessions

Sorry about this Amanda – everything looks great and I will organise for my ED to sign off on quote.

Could you also provide a quote for a 'difficult conversations' seminar? I have had someone ask if this will be featured in the Seminars so I thought we could hold another session on Monday 27th from 1:30 – 3 for key managers looking for this training.

Let me know if there are any issues with this.

Thanks

Also – next Thursday 16th June from 2:30 - 5 works for us to meet with [REDACTED]. That will also give us some time to complete the briefing questions for discussion.

Kind Regards,

Louise Cumberland

(Part time: Tues/ Wed/ Thurs)

Manager (Organisational Culture)

Corporate and Government Services

Department of the Premier and Cabinet

E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: Amanda Sarden [mailto:[REDACTED]@sardengroup.com.au]

Sent: Friday, 10 June 2016 9:59 AM

To: Louise Cumberland <Louise.Cumberland@premiers.qld.gov.au>

Subject: Working in an Open Plan sessions



**Queensland
Government**

Hi Louise

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If you could advise when it would be suitable for you to chat with [REDACTED], that would be great.

We look forward to working with you.

Warm regards
Amanda

Louise Cumberland

From: Amanda Sarden [redacted]@sardengroup.com.au>
Sent: Thursday, 16 June 2016 9:54 AM
To: Louise Cumberland
Subject: Difficult Conversations session

Importance: High

Hi Louise

Just following up to see if the Difficult Conversations session is going ahead for Monday 27th June.

Also please advise if meeting with [redacted] next Thursday works for you and what time would be best.

Thanks
Amanda

From: Amanda Sarden [mailto:[redacted]@sardengroup.com.au]
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Amanda Sarden
Managing Director


Sarden Group

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www.organisingplace.com.au

From: Louise Cumberland [mailto:Louise.Cumberland@premiers.qld.gov.au]
Sent: Friday, 10 June 2016 4:21 PM
To: Amanda Sarden

Cc: Jane Hedger
Subject: RE: Working in an Open Plan sessions

Sorry about this Amanda – everything looks great and I will organise for my ED to sign off on quote.

Could you also provide a quote for a 'difficult conversations' seminar? I have had someone ask if this will be featured in the Seminars so I thought we could hold another session on Monday 27th from 1:30 – 3 for key managers looking for this training.

Let me know if there are any issues with this.

Thanks

Also – next Thursday 16th June from 2:30 - 5 works for us to meet with [REDACTED]. That will also give us some time to complete the briefing questions for discussion.

Kind Regards,

Louise Cumberland

(Part time: Tues/ Wed/ Thurs)

Manager (Organisational Culture)

Corporate and Government Services

Department of the Premier and Cabinet

E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: Amanda Sarden [[mailto:\[REDACTED\]@sardengroup.com.au](mailto:[REDACTED]@sardengroup.com.au)]

Sent: Friday, 10 June 2016 9:59 AM

To: Louise Cumberland <Louise.Cumberland@premiers.qld.gov.au>

Subject: Working in an Open Plan sessions



**Queensland
Government**

Hi Louise

As promised, please find attached:

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Louise Cumberland

From: Amanda Sarden <[REDACTED]@sardengroup.com.au>
Sent: Thursday, 16 June 2016 1:01 PM
To: Louise Cumberland
Cc: Gwen Scaini
Subject: RE: Difficult Conversations session

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Louise

Great. I will lock this session in for you.

11:30am next Thursday works well for [REDACTED].

If you could send me the completed briefing questionnaire before the meeting, that would be great.

Thanks
Amanda

From: Louise Cumberland [mailto:Louise.Cumberland@premiers.qld.gov.au]
Sent: Thursday, 16 June 2016 11:01 AM
To: Amanda Sarden
Cc: Gwen Scaini
Subject: RE: Difficult Conversations session

Hi Amanda

Yes please we are all go. I am just waiting for my manager to sign the EOS and quotes for you.
Also – I am available at 11:30 next Thursday if this works for [REDACTED].

Gwen – can I ask you to chase Jane for signatures for Sarden please?

Kind Regards,

Louise Cumberland
(Part time: Tues/ Wed/ Thurs)
Manager (Organisational Culture)
Corporate and Government Services
Department of the Premier and Cabinet

E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

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Subject: Difficult Conversations session

Importance: High

Hi Louise

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Queensland
Government

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Louise Cumberland

From: Amanda Sarden <[REDACTED]@sardengroup.com.au>
Sent: Friday, 24 June 2016 10:24 AM
To: Louise Cumberland
Cc: Gwen Scaini; [REDACTED]@sardengroup.com.au
Subject: re: meeting with [REDACTED] yesterday and EOS
Attachments: SardenLearning_EOS.pdf; SardenLearning_EOS_Difficult Conversations.pdf

Importance: High

Hi Louise

I hope you are well.

I spoke with [REDACTED] yesterday and she let me know that she enjoyed meeting you and the meeting was very valuable for her. Thank you for taking the time to explain your requirements for sessions and also showing her the layout for the new office. She is looking forward to running the sessions next week. Not sure if I have already given you her mobile but for FYI it is [REDACTED].

Also are you or Gwen able to send through the signed Engagement of Services documents. Please send the last page either to myself or Tammie.

If you require anything else before Monday, let me know.

Thanks
Amanda

From: Amanda Sarden [mailto:[REDACTED]@sardengroup.com.au]
Sent: Friday, 17 June 2016 9:06 AM
To: 'Louise Cumberland'
Subject: Quick question
Importance: High

Hi Louise

Quick question – when moving to your new building – will people have their own desk/ workspace or will they be hot desking?

Thanks
Amanda

From: Amanda Sarden [mailto:[REDACTED]@sardengroup.com.au]
Sent: Thursday, 16 June 2016 2:42 PM
To: 'Louise Cumberland'
Subject: RE: Sorry about this Amanda

Hi Louise

I totally understand. In a previous life I used to work in government!

I have attached both the quote and the Engagement of Services document.

If you require anything else changed, please let me know.

Thanks
Amanda

From: Louise Cumberland [mailto:Louise.Cumberland@premiers.qld.gov.au]
Sent: Thursday, 16 June 2016 1:53 PM
To: Amanda Sarden
Cc: Gwen Scaini
Subject: Sorry about this Amanda

Hi Amanda

We are trying to get our internal processes in order –

We have the EOS and Quote for Open plan sessions – but I need the same for difficult conversations

We simply need the engagement of sale and the quote. I have attached the attached document to which I refer – it says Engagement of Services on the front page – and I need it to be 'quote'.

Just a small change please!

So sorry – the joys of working in government!

Kind Regards,

Louise Cumberland

(Part time: Tues/ Wed/ Thurs)

Manager (Organisational Culture)

Corporate and Government Services

Department of the Premier and Cabinet

E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

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Louise Cumberland

From: [redacted]@sardengroup.com.au>
Sent: Tuesday, 21 June 2016 1:06 PM
To: Louise Cumberland
Cc: Gwen Scaini; [redacted]@sardengroup.com.au
Subject: Logistics and requirements for sessions next week

Follow Up Flag: Follow Up
Flag Status: Flagged

Hi Louise

I just wanted to clarify our requirements for the sessions (see below), we are delivering for you next **Monday 27** and **Tuesday the 28 June**.

Monday 27 June: two 1.5 hour sessions	Tuesday 28 June: four 1.5 hour sessions
[redacted]	[redacted]
[redacted]	[redacted]
Difficult Conversations Team Leaders/Directors (1:30pm – 3:00pm)	[redacted]
[redacted]	[redacted]

Our requirements:

- Flip chart stand and paper
- Projector, laptop and speakers
- Cabaret style seating
- A waste paper basket

Logistics

The box with the session notes for the participants will be sent to your office to arrive by Friday at the latest. Who should I address the box to?

Please confirm that the sessions will be held at your office - **Executive Building, Level 4, 100 George Street, Brisbane**. [redacted] will be your facilitator for all the sessions and she will be arriving at around 8:30am on both days. When she arrives, will she be meeting with you? If not who does [redacted] ask for?

Please advise if there is anything else that [redacted] needs to know before she arrives.

Warm regards

[redacted]

Education & Programs Manager



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

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Louise Cumberland

From: Louise Cumberland
Sent: Friday, 24 June 2016 11:48 AM
To: 'Amanda Sarden'
Subject: RE: meeting with [REDACTED] yesterday and EOS
Attachments: 1WS dpc floor plans.pdf; 15-208 1WS Workplace Etiquette Diagram_v2.pdf; 1ws_use_of_space_guide.pdf

Hi Amanda,

Just wanted to send a couple of things to [REDACTED] based on our discussion yesterday. I didn't have her email - apologies

I also just want to flag that the difficult conversations session has only 3 participants registered to attend! At what point do we consider rescheduling the event? I don't want to cancel but my concern is wasting everybody's time when we could simply hold it another day – depending on your availability and policy on this of course. I will have final numbers for all sessions by COB today.

Kind Regards,

Louise Cumberland
(Part time: Tues/ Wed/ Thurs)
Manager (Organisational Culture)
Corporate and Government Services
Department of the Premier and Cabinet

E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: Amanda Sarden [mailto:[REDACTED]@sardengroup.com.au]
Sent: Friday, 24 June 2016 10:24 AM
To: Louise Cumberland <Louise.Cumberland@premiers.qld.gov.au>
Cc: Gwen Scaini <gwen.scaini@premiers.qld.gov.au>; [REDACTED]@sardengroup.com.au
Subject: re: meeting with [REDACTED] yesterday and EOS
Importance: High



Queensland
Government

Hi Louise

I hope you are well.

I spoke with [REDACTED] yesterday and she let me know that she enjoyed meeting you and the meeting was very valuable for her. Thank you for taking the time to explain your requirements for sessions and also showing her the layout for the new office. She is looking forward to running the sessions next week. Not sure if I have already given you her mobile but for FYI it is - [REDACTED].

Also are you or Gwen able to send through the signed Engagement of Services documents. Please send the last page either to myself or Tammie.

If you require anything else before Monday, let me know.

Thanks
Amanda

From: Amanda Sarden [mailto: [REDACTED]@sardengroup.com.au]
Sent: Friday, 17 June 2016 9:06 AM
To: 'Louise Cumberland'
Subject: Quick question
Importance: High

Hi Louise

Quick question – when moving to your new building – will people have their own desk/ workspace or will they be hot desking?

Thanks
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Thanks
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Cc: Gwen Scaini
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We have the EOS and Quote for Open plan sessions – but I need the same for difficult conversations
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Louise Cumberland
(Part time: Tues/ Wed/ Thurs)

Manager (Organisational Culture)
Corporate and Government Services
Department of the Premier and Cabinet



Queensland
Government

E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

Louise Cumberland

From: Amanda Sarden <[REDACTED]@sardengroup.com.au>
Sent: Friday, 24 June 2016 2:32 PM
To: Louise Cumberland
Subject: RE: meeting with [REDACTED] yesterday and EOS

Importance: High

Hi Louise

Thanks for sending through – I will forward to [REDACTED]. Can you resend the last document – the use of space guide again, it has a problem and won't open.

In regards to the Difficult Conversations session, yes I agree that it would not be worth it going ahead with three people. Hopefully you don't need to cancel but we can certainly reschedule to another date if needed.

As it's so close to the training date our normal policy is that we can reschedule to another date but the full fee is payable for the new date. In this instance as it's a short session we can reschedule to another date but a 30% additional fee will be charged for the new date to cover some of our costs.

If could let me know if it will be going ahead by COB today that would be very much appreciated. That way I can advise [REDACTED].

Warm regards
Amanda

Amanda Sarden
Managing Director


Sarden Group

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

From: Louise Cumberland [mailto:Louise.Cumberland@premiers.qld.gov.au]
Sent: Friday, 24 June 2016 11:49 AM
To: Amanda Sarden
Subject: RE: meeting with [REDACTED] yesterday and EOS

Hi Amanda,

Just wanted to send a couple of things to [REDACTED] based on our discussion yesterday.
I didn't have her email - apologies

I also just want to flag that the difficult conversations session has only 3 participants registered to attend! At what point do we consider rescheduling the event? I don't want to cancel but my concern is wasting everybody's time when we could simply hold it another day – depending on your availability and policy on this of course. I will have final numbers for all sessions by COB today.

Kind Regards,

Louise Cumberland

(Part time: Tues/ Wed/ Thurs)

Manager (Organisational Culture)

Corporate and Government Services

Department of the Premier and Cabinet

E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: Amanda Sarden [mailto:[REDACTED]@sardengroup.com.au]
Sent: Friday, 24 June 2016 10:24 AM
To: Louise Cumberland <Louise.Cumberland@premiers.qld.gov.au>
Cc: Gwen Scaini <gwen.scaini@premiers.qld.gov.au>; [REDACTED]@sardengroup.com.au
Subject: re: meeting with [REDACTED] yesterday and EOS
Importance: High



**Queensland
Government**

Hi Louise

I hope you are well.

I spoke with [REDACTED] yesterday and she let me know that she enjoyed meeting you and the meeting was very valuable for her. Thank you for taking the time to explain your requirements for sessions and also showing her the layout for the new office. She is looking forward to running the sessions next week. Not sure if I have already given you her mobile but for FYI it is [REDACTED].

Also are you or Gwen able to send through the signed Engagement of Services documents. Please send the last page either to myself or Tammie.

If you require anything else before Monday, let me know.

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Amanda

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Sent: Friday, 17 June 2016 9:06 AM
To: 'Louise Cumberland'
Subject: Quick question
Importance: High

Hi Louise

Quick question – when moving to your new building – will people have their own desk/ workspace or will they be hot desking?

Thanks
Amanda

From: Amanda Sarden [mailto:[REDACTED]@sardengroup.com.au]
Sent: Thursday, 16 June 2016 2:42 PM

Louise Cumberland

From: Louise Cumberland
Sent: Friday, 24 June 2016 3:11 PM
To: Bronte Reid
Subject: Seminar numbers

Hey B can you send me numbers before 5 today please? Just need to confirm with Sarden and would like to send before 5 just in case we need to reschedule
Thanks

Louise Cumberland
(Part time: Tues/ Wed/ Thurs)
Manager (Organisational Culture)
Department of the Premier and Cabinet
E louise.cumberland@premiers.qld.gov.au
P 07 3003 9311 M [REDACTED]
Executive Building, Level 13, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

Released under RTI - DPC

Louise Cumberland

From: [REDACTED]@sardengroup.com.au>
Sent: Tuesday, 28 June 2016 11:11 AM
To: Louise Cumberland
Cc: [REDACTED]@sardengroup.com.au
Subject: Interruptions & Distractions
Attachments: Interruptions & Distractions.pdf

Hi Louise

I have attached the Tips for Interruption and Distractions document you require.

Kind regards



Education & Programs Manager



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www.organisingplace.com.au

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Pages 93 through 94 redacted for the following reasons:

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Louise Cumberland

From: Amanda Sarden <[REDACTED]@sardengroup.com.au>
Sent: Friday, 1 July 2016 2:45 PM
To: Louise Cumberland
Subject: feedback from Open Plan sessinos

Hi Louise

I hope you are well.

I spoke with [REDACTED] this morning and she mentioned that you have the feedback forms from the sessions she delivered earlier this week. [REDACTED] and I discussed some of the issues and themes that came out during the sessions and also ideas for encouraging more people to come around to the open plan concept.

She also mentioned that you will be doing an internal survey which you are happy to share so I look forward to chatting further when you have all the feedback from this.

Also if you have a timeframe for rescheduling the Difficult Conversations session, let me know.

Have a lovely weekend.

Warm regards
Amanda

Amanda Sarden
Managing Director



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www.organisingplace.com.au

Louise Cumberland

From: Amanda Sarden [REDACTED]@sardengroup.com.au>
Sent: Thursday, 18 August 2016 2:34 PM
To: Louise Cumberland
Subject: Time for a chat

Hi Louise

I hope you are well!

I wanted to organise a time for next week to have a chat about the Open Plan sessions that we delivered in late June. I also wanted to discuss the rescheduling of the Difficult Conversations sessions and also how we can conduct the Business Etiquette coaching sessions so staff receive the most value from them.

I am available next Wednesday from 1pm to 4pm or Thursday from 10am to 2pm. Please let me know what day/time is best for you.

I look forward to hearing from you soon.

Warm regards
Amanda

Amanda Sarden
Managing Director



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www.organisingplace.com.au

Gwen Scaini

From: Accounts Payable <Accounts.Payable@premiers.qld.gov.au>
Sent: Wednesday, 15 June 2016 5:06 PM
To: p1masterdatacustodians@dsiti.qld.gov.au
Subject: URGENT - DPC - 1041 - Vendor Creation - Sarden Learning - FI0768654
Attachments: Vendor Master Data Maintenance form - CREATE VENDOR - Sarden.pdf; RE: Working in an Open Plan sessions (198 KB); Working in an Open Plan sessions (596 KB); ABN SARDEN.pdf

Hi team,

Please process urgent vendor creation request – **Sarden Learning**

The bank account details are provided in the attached email – RE: Working in an Open Plan sessions

Thank you for your assistance.

Kind regards,



Queensland
Government

Koji Fukumoto

Finance Officer

Financial Services

Department of the Premier and Cabinet

P 07 3003 9047

Executive Building, Level 1, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: Gwen Scaini

Sent: Tuesday, 14 June 2016 4:50 PM

To: purchasing <purchasing@premiers.qld.gov.au>

Subject: URGENT: Vendor create

Hello

Please see attached vendor create form for processing ASAP please.

Kind regards,



Queensland
Government

Gwen Scaini

Project Officer

Organisational Culture

Department of the Premier and Cabinet

P 07 3003 9489 or M [REDACTED]

Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

Enquiries: Vendor Master Data Unit, Email: P1masterdatacustomers@dsiti.qld.gov.au

Agency*	Company code*	Account group	Purchasing organisation
DPC	1041 DPC		Please Specify

CPID

Master Data action*

Create Change Extend Block Unblock

Section 1: Vendor type

Business/Company Government Entity Employee

Section 2: Vendor details

Trading name (business/company)	Name (business/company)
Sarden Learning	SARDEN GROUP PTY LTD

Contact name (business/company)	Head office telephone number	Alternate payee	Permitted payee
Amanda Sarden			

Clearance required by customer No Yes

Vendor number (if known)

Alternate Payee

Vendor address	Postcode
Level 21, 1 Alfred Street Sydney NSW	2000

Email address	Telephone number	Fax number	Mobile number
@sardengroup.com.au	02 9008 1130		

Preferred contact method for remittance advice Email Fax Post Postal address (if different from above)

Section 3: Vendor account details

Payment terms	Payment method
Net payable in 30 days	<input checked="" type="checkbox"/> EFT <input type="checkbox"/> Cheque

BSB number	Account number	Account name
		Sarden Group Pty Ltd

Multiple bank account

Section 4: Tax details

Does the Vendor have an ABN? Yes No

ABN number

Registered for GST? Yes No

Section 5: Certification/Authorisation

Requestor details

I have attached all supporting documentation.

Approver details

This authorisation provides endorsement for SAP to be updated as detailed above

Name	DAL/level (if applicable)	Name	DAL/level (if applicable)
Gwen Scaini	N/A	Jane Hedger	4
Position title	Telephone number	Position title	Telephone number
Project Officer	3003 9489	Senior Organisational Change Lead	3003 9376
Signature	Date	Signature	Date
	14/6/16		14/6/16

Please forward completed form to: Financial Services, Level 1 Executive Bldg

Privacy statement

The information being collected in this form is for the purpose of managing the financial accountability relevant to Queensland Government and is authorised under the Financial Accountability Act 2009. Your personal information may be disclosed within the Queensland Government, contracted service providers or financial institutions only as is necessary for the performance of the financial functions performed by these bodies. Your personal details will not be disclosed to any other third party or used for any other purpose without your consent, unless authorised or required to do so by law.



ABN Lookup

Current details for ABN 43 099 051 699

ABN details

Entity name: SARDEN GROUP PTY LTD
 ABN status: Active from 17 Apr 2002
 Entity type: Australian Private Company
 Goods & Services Tax (GST): Registered from 06 May 2002
 Main business location: NSW 2040

Trading name(s)

Trading name	From
ORGANISING PLACE	10 Nov 2006
Sarden Group	10 Nov 2006

ASIC registration - ACN or ARBN

099 051 699 [View record on the ASIC website](#)

Deductible gift recipient status

Not entitled to receive tax deductible gifts

ABN last updated: 21 Sep 2015

Record extracted: 14 Jun 2016

Disclaimer

The Registrar makes every reasonable effort to maintain current and accurate information on this site. The Commissioner of Taxation advises that if you use ABN Lookup for information about another entity for taxation purposes and that information turns out to be incorrect, in certain circumstances you will be protected from liability. For more information see [disclaimer](#).

Released under RTI - DPC

Gwen Scaini

From: Amanda Sarden <[REDACTED]@sardengroup.com.au>
Sent: Tuesday, 14 June 2016 4:11 PM
To: Gwen Scaini
Subject: RE: Working in an Open Plan sessions

Hi Gwen

Here you go.

Account name: Sarden Group Pty Ltd
Bank: [REDACTED]
BSB: [REDACTED]
Account Number: [REDACTED]

Would you like me to send you the invoice?

Warm regards
Amanda

From: Gwen Scaini [mailto:gwen.scaini@premiers.qld.gov.au]
Sent: Tuesday, 14 June 2016 3:34 PM
To: Amanda Sarden
Subject: RE: Working in an Open Plan sessions

Hi Amanda

Could you please send me your BSB, account number and account name asap for our finance purposes?

Kind regards,



Queensland
Government

Gwen Scaini
Project Officer
Organisational Culture
Department of the Premier and Cabinet

P 07 3003 9489 or M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: Amanda Sarden [mailto:[REDACTED]@sardengroup.com.au]
Sent: Thursday, 9 June 2016 2:10 PM
To: Gwen Scaini <gwen.scaini@premiers.qld.gov.au>; Louise Cumberland
<Louise.Cumberland@premiers.qld.gov.au>
Subject: Working in an Open Plan sessions

Hi Gwen

As per our conversation earlier, please find attached the proposal/ quote for the Working in a Open Plan Office sessions and the email communication between Louise and myself (below).

The 27th and 28th June would work for us and we have tentatively booked these into our training calendar. Louise was going to advise me if a room had been booked so I can then lock these dates and allocate facilitators for both days.

Louise sent me the requirements and numbers for both groups and we discussed the delivery of a few sessions in one day which is the most cost effective solution for you. Once the dates are confirmed we can move forward with tailoring the sessions and then the logistics for the days.

If these dates no longer work, please let me know so we can discuss other possible dates.

Warm regards
Amanda

Amanda Sarden
Managing Director



Sarden Group

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

From: Amanda Sarden [mailto: [REDACTED]@sardengroup.com.au]
Sent: Monday, 6 June 2016 10:49 AM
To: 'Louise Cumberland'
Subject: RE: Working in an Open Plan sessions

Hi Louise

We have facilitators available on both those dates.

As these dates are only 3 weeks away I will tentatively book these dates into our training calendar and once the room is confirmed, I will also confirm in our calendar.

Once the dates are booked in we can then confirm your exact requirements so I can move ahead with tailoring the sessions.

Warm regards
Amanda

Amanda Sarden
Managing Director



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

Sarden Group

From: Louise Cumberland [mailto:Louise.Cumberland@premiers.qld.gov.au]
Sent: Thursday, 2 June 2016 5:08 PM
To: Amanda Sarden
Cc: Gwen Scaini
Subject: RE: Working in an Open Plan sessions

Thanks Amanda
I have provided the quote to my manager for review.
May I ask whether 27 and 28th would work for your facilitators?
Just wanting to get an idea before I go ahead and start looking at booking a room.

Kind Regards,

Louise Cumberland
(Part time: Tues/ Wed/ Thurs)
Manager (Organisational Culture)
Corporate and Government Services
Department of the Premier and Cabinet

E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: Amanda Sarden [mailto:[REDACTED]@sardengroup.com.au]
Sent: Monday, 23 May 2016 4:01 PM
To: Louise Cumberland <Louise.Cumberland@premiers.qld.gov.au>
Subject: RE: Working in an Open Plan sessions



Queensland
Government

Hi Louise

Please find attached the quote for the Working in an Open Plan sessions.

If you have any questions or require clarification on any part of the quote, please let me know.

Also if you have any dates in mind it would be good to pencil them in.

Looking forward to speaking with you soon.

Warm regards
Amanda

Amanda Sarden
Managing Director



Sarden Group

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

From: Louise Cumberland [mailto:Louise.Cumberland@premiers.qld.gov.au]
Sent: Tuesday, 17 May 2016 10:37 AM
To: Amanda Sarden
Cc: Gwen Scaini
Subject: RE: Working in an Open Plan sessions

Hi Amanda,

You are correct – my week simply got away from me. See below summary of what we would like to achieve from the seminars.

We would want to hold these in June – but I haven't got prospective dates as yet.

We have a draft workplace model which we will be running a targeted pilot group with a few teams – I have attached. Hopefully this gives you a sense on what the business rules will be in new environment.

Closer to the move we would look at combining this model with your Business Etiquette session.

Background:

I have attached an overview of the new 1WS work environment for your understanding.

CTPI - Business Affairs

. I believe people are seeking some basic skills sessions, but will need to walk away really learning something new, different or interesting – and/or feel highly engaged in the process.

Topic/ Subject	Learning objectives
Leading in Open Plan Audience – Team Leaders/ Directors Duration 1.5 hours Estimate - 30 participants	Different types of interruptions and disruptions Tips for visual distractions Dealing with drop in visitors and loud colleagues Self-inflicted interruptions Learning to change your mindset Duty of care for employees
Working in Open plan Audience – All staff Duration 1.5 hours Estimate - 200 participants	Working in Agile environment (use of space in new building) Keeping things secure and confidential Sorting and culling workplace clutter Getting things done and managing your workload Managing interruptions – what to say/do Dealing with distractions – visual and noise factors

Look forward to hearing from you

Kind Regards,

Louise Cumberland

(Part time: Tues/ Wed/ Thurs)

Manager (Organisational Culture)

Corporate and Government Services

Department of the Premier and Cabinet

E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

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Queensland
Government

Released under RTI/OPC

Gwen Scaini

From: Amanda Sarden <[REDACTED]@sardengroup.com.au>
Sent: Thursday, 9 June 2016 2:10 PM
To: Gwen Scaini; Louise Cumberland
Subject: Working in an Open Plan sessions
Attachments: SardenLearning_Quote.pdf

Hi Gwen

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Louise sent me the requirements and numbers for both groups and we discussed the delivery of a few sessions in one day which is the most cost effective solution for you. Once the dates are confirmed we can move forward with tailoring the sessions and then the logistics for the days.

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Amanda Sarden
Managing Director



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www.organisingplace.com.au

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Amanda Sarden
Managing Director



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www.organisingplace.com.au

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Cc: Gwen Scaini
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Kind Regards,

Louise Cumberland
(Part time: Tues/ Wed/ Thurs)
Manager (Organisational Culture)
Corporate and Government Services
Department of the Premier and Cabinet

E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: Amanda Sarden [mailto:[\[REDACTED\]@sardengroup.com.au](mailto:[REDACTED]@sardengroup.com.au)]
Sent: Monday, 23 May 2016 4:01 PM
To: Louise Cumberland <Louise.Cumberland@premiers.qld.gov.au>
Subject: RE: Working in an Open Plan sessions



Hi Louise

Please find attached the quote for the Working in an Open Plan sessions.

If you have any questions or require clarification on any part of the quote, please let me know.

Also if you have any dates in mind it would be good to pencil them in.

Looking forward to speaking with you soon.

Warm regards
Amanda

Amanda Sarden
Managing Director



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

From: Louise Cumberland [mailto:Louise.Cumberland@premiers.qld.gov.au]
Sent: Tuesday, 17 May 2016 10:37 AM
To: Amanda Sarden
Cc: Gwen Scaini
Subject: RE: Working in an Open Plan sessions

Hi Amanda,

You are correct – my week simply got away from me. See below summary of what we would like to achieve from the seminars.

We would want to hold these in June – but I haven't got prospective dates as yet.

We have a draft workplace model which we will be running a targeted pilot group with a few teams – I have attached. Hopefully this gives you a sense on what the business rules will be in new environment.

Closer to the move we would look at combining this model with your Business Etiquette session.

Background:

I have attached an overview of the new 1WS work environment for your understanding.

CTPI - Business Affairs

. I believe people are seeking some basic skills sessions, but will need to walk away really learning something new, different or interesting – and/or feel highly engaged in the process.

Topic/ Subject	Learning objectives
Leading in Open Plan Audience – Team Leaders/ Directors Duration 1.5 hours Estimate - 30 participants	Different types of interruptions and disruptions Tips for visual distractions Dealing with drop in visitors and loud colleagues Self-inflicted interruptions Learning to change your mindset Duty of care for employees
Working in Open plan Audience – All staff Duration 1.5 hours Estimate - 200 participants	Working in Agile environment (use of space in new building) Keeping things secure and confidential Sorting and culling workplace clutter Getting things done and managing your workload Managing interruptions – what to say/do Dealing with distractions – visual and noise factors

Look forward to hearing from you

Kind Regards,

Louise Cumberland

(Part time: Tues/ Wed/ Thurs)

Manager (Organisational Culture)

Corporate and Government Services

Department of the Premier and Cabinet

E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002



Queensland
Government

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Pages 109 through 116 redacted for the following reasons:

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Gwen Scaini

From: Gwen Scaini
Sent: Friday, 17 June 2016 3:15 PM
To: purchasing
Cc: Mandy Marquis
Subject: HPRM: URGENT Requisition forms and supporting documents
Attachments: DPC signed quote difficult conversations.pdf; DPC signed quote open learning.pdf; DPC signed engagement difficult conversations.pdf; DPC signed engagement open learning.pdf; Signed Innovation Edge contract.pdf; Requisition for Goods and Services - Innovation Edge .pdf; Requisition for Goods and Services - Sarden Learning.pdf

Hi Larissa and team

Please see attached requisition forms for Sarden Learning and Innovation edge and supporting documentation for urgent processing please.

Kind regards,



Queensland
Government

Gwen Scaini

Project Officer

Organisational Culture

Department of the Premier and Cabinet

P 07 3003 9489 or M [REDACTED]

Executive Building, Level 4, 100 George Street, Brisbane QLD 4000

PO Box 15185, City East, QLD 4002

Pages 118 through 145 redacted for the following reasons:

s.68(4)(c) Copyright

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Queensland Government

Requisition for Goods/Services

Mandatory field*

Agency Company code* Requisition reference number Plant Award contract reporting* Offer type*

DPC 1041 Please Specify Limited offer process Sole/limited supply market

Section 1: Vendor information

Vendor name

Sarden Learning

Vendor number Telephone number ABN/ACN

6134070 4 3 0 9 9 0 5 1 6 9 9

Email address Contact name

dsardengroup.com.au Amanda Sarden

Address Postcode

Level 21, 1 Alfred Street Sydney NSW 2 0 0 0

Section 2: Requisition officer

Name

Gwen Scaini

Business unit

Organisational Culture

Telephone number

3003 9489

Email address

gwen.scaini@premiers.qld.gov.au

Additional contact person

Louise Cumberland

Section 3: Instructions

Purchase order (supplier's copy) Purchase order (receiver's copy)

Send to vendor/supplier Send to requisition officer Multiple invoices expected (This creates a service order PO)

Discount incentive Delivery date*

June Delivery address

Brisbane Postcode*

4 0 0 0

Additional instructions

Please complete Section 6: Order details on page 2.

Section 4: Automated totals (automatically populated from Section 6)

Total value (excluding GST) Total GST Total amount (including GST)

\$11,280.00 \$1,128.00 \$12,408.00

Section 5: Certifications

Procurement officer: I certify this requisition and endorse that it complies with the requirements of the Queensland Procurement Policy, and the agency's procurement policy and associated procedures.

Name Procurement certification level

JANE HAYZEL 4

Telephone number Signature Date

X39376 JANE HAYZEL 17.6.16

Please forward completed form to: operations@procurement.qld.gov.au

Financial approval: I certify that the GL account codes, cost collector codes, tax codes and all other information are correct. I approve this expenditure in accordance with my delegated Financial Authority.

Name Position

ANNA DIRECTOR ORG CULTURE

DA/level (if applicable) Signature Date

5 ANNA 17.6.16

Privacy statement: The information being collected in this form is for the purpose of managing the financial accountability relevant to Queensland Government and is disclosed under the Financial Accountability Act 2009. Your personal information may be disclosed within the Queensland Government, contracted service providers or financial institutions only as is necessary for the performance of the financial functions performed by these bodies. Your personal details will not be disclosed to any other third party or used for any other purpose without your consent, unless authorised or required to do so by law.

Section 6: Order details

Line	Item description	Quantity	Unit of issue	Unit rate (excluding GST)	Tax code	GST %	Value (excluding GST)	GST amount	Price (including GST)	Account assign	GL account/asset code	Cost collector	Cost type	
1	Leading in Open Plan		"		PG	10%	\$3,600.00	\$360.00	\$3,960.00	Purchase	520504	4102985	Cost centre	
2	Working in Open Plan		"		PG	10%	\$6,000.00	\$600.00	\$6,600.00	Purchase	520504	4102985	Cost centre	
3	Difficult conservations		"		PG	10%	\$1,680.00	\$168.00	\$1,848.00	Purchase	520504	4102985	Cost centre	
Packing/handling charges														
Total							\$11,280.00	\$1,128.00	\$12,408.00					

Please complete Section 5: Certifications on page 1.

Released under RTI - DRG

Gwen Scaini

From: Gwen Scaini
Sent: Monday, 20 June 2016 9:20 AM
To: purchasing
Subject: FW: Working in an Open Plan sessions
Attachments: SG_tax invoice_02002.pdf

Hi Larissa

Please see attached invoice for processing ASAP and approval below. Requisition for Sarden Learning was sent last week for processing.

Kind regards,



**Queensland
Government**

Gwen Scaini

Project Officer
Organisational Culture
Department of the Premier and Cabinet

P 07 3003 9489 or M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: Anna Zilli
Sent: Monday, 20 June 2016 9:17 AM
To: Gwen Scaini <gwen.scaini@premiers.qld.gov.au>
Subject: RE: Working in an Open Plan sessions

Approved



**Queensland
Government**

Anna Zilli

Director, Organisational Culture
Corporate and Government Services
Department of the Premier and Cabinet

P 07 3003 9283 M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: Gwen Scaini
Sent: Monday, 20 June 2016 9:15 AM
To: Anna Zilli <Anna.Zilli@premiers.qld.gov.au>
Subject: FW: Working in an Open Plan sessions

Hi Anna

Could you please advise if you approve the attached invoice (Invoice No: 02002) to be paid?

Kind regards,



Gwen Scaini
Project Officer
Organisational Culture
Department of the Premier and Cabinet
P 07 3003 9489 or M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: Amanda Sarden [mailto:[REDACTED]@sardengroup.com.au]
Sent: Friday, 17 June 2016 5:08 PM
To: Gwen Scaini <gwen.scaini@premiers.qld.gov.au>
Cc: Louise Cumberland <Louise.Cumberland@premiers.qld.gov.au>; accounts@sardengroup.com.au
Subject: RE: Working in an Open Plan sessions

Hi Gwen

Here you go.

Warm regards
Amanda

From: Gwen Scaini [mailto:gwen.scaini@premiers.qld.gov.au]
Sent: Friday, 17 June 2016 4:43 PM
To: Amanda Sarden
Cc: Louise Cumberland; accounts@sardengroup.com.au
Subject: RE: Working in an Open Plan sessions

Hi Amanda

Thank you. Could you please also send the other invoice for open plan sessions?

Kind regards,



Gwen Scaini
Project Officer
Organisational Culture
Department of the Premier and Cabinet
P 07 3003 9489 or M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: Amanda Sarden [mailto:[REDACTED]@sardengroup.com.au]
Sent: Friday, 17 June 2016 4:19 PM
To: Gwen Scaini <gwen.scaini@premiers.qld.gov.au>
Cc: Louise Cumberland <Louise.Cumberland@premiers.qld.gov.au>; accounts@sardengroup.com.au
Subject: RE: Working in an Open Plan sessions

Hi Gwen

Please find attached the invoice for the Difficult Conversations session.

Let me know if you require anything else.

Warm regards
Amanda

From: Louise Cumberland [mailto:Louise.Cumberland@premiers.qld.gov.au]
Sent: Friday, 17 June 2016 3:43 PM
To: Amanda Sarden
Cc: Gwen Scaini
Subject: FW: Working in an Open Plan sessions

Hi Amanda,

Sorry about this – can you please email my admin star in cc - an invoice for difficult conversation sessions included please?

I seem to only have one for open plan session. Apologies if you have sent it to me already

Kind Regards,

Louise Cumberland
(Part time: Tues/ Wed/ Thurs)
 Manager (Organisational Culture)
Corporate and Government Services
 Department of the Premier and Cabinet

E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]
 Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
 PO Box 15185, City East, QLD 4002

From: Amanda Sarden [mailto:[REDACTED]@sardengroup.com.au]
Sent: Friday, 10 June 2016 9:59 AM
To: Louise Cumberland <Louise.Cumberland@premiers.qld.gov.au>
Subject: Working in an Open Plan sessions



**Queensland
 Government**

Hi Louise

As promised, please find attached:

- Our Engagement of Services which I would appreciate if you could sign and return to me at your earliest convenience.
- Pre Course Briefing Questions – this enables us to gain a better understanding of your organisation, the culture and your needs for the day.
- The facilitator’s Bio
- Our invoice

Below is a draft schedule of the sessions. Please let me know if you would like to change the order.


Monday 27 th June - two 1.5 hour sessions	Tuesday 28 th June – four 1.5 hour sessions
Leading in Open Plan Team Leaders/Directors : 9:30am – 11:00am	Working in Open Plan All staff: 9:30am – 11:00am
Working in Open Plan All staff : 11:30am – 1:00pm	Leading in Open Plan Team Leaders/Directors : 11:30am – 1:00pm
	Working in Open Plan All staff: 1:30pm – 3:00pm
	Working in Open Plan

If you could advise when it would be suitable for you to chat with [REDACTED], that would be great.

We look forward to working with you.

Warm regards
Amanda

Amanda Sarden
Managing Director



Sarden Group

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State of Queensland. This email is confidential and may be subject to a claim of legal privilege. If you have received this email in error, please notify the author and delete this message immediately

Released under RTI - DPC

Tax Invoice



Sarden Group

Head Office:
Level 21, 1 Alfred Street
Sydney NSW 2000

P: 1300 783 987
F: +61 2 8088 6442

ABN: 43 099 051 699
ACN: 099051699

Bill To:

Louise Cumberland
Department of the Premier and Cabinet
Executive Building, Level 4
100 George Street, Brisbane QLD 4000

Invoice No: 02002

Date: 10/6/16

ITEM	DESCRIPTION	AMOUNT	
IH33	█ Open Plan Office 1.5 hour sessions delivered over a half day for up to 30 people per session	Fee:	\$3,360
		GST:	\$336
IH33	█ Open Plan Office 1.5 hour sessions delivered over a full day for up to 30 people per session	Fee:	\$6,000
		GST:	\$600
	(to be delivered 27 & 28 June, 2016)		
		Amount due: \$10,296	

Thank you for your business!

Payment terms:

Full payment required within 30 days from the date of this invoice

Payment methods:

- By credit card: Please charge the following credit card VISA Mastercard * AMEX

* A credit card fee of 3% will apply for Amex

Card number

Name on card

Expiry date Signature

- By direct debit into our business account:

Account name: Sarden Group Pty Ltd
Bank: █
BSB: █
Account Number: █

Please send the payment remittance to accounts@sardengroup.com.au

www.sardenlearning.com.au

Gwen Scaini

From: Gwen Scaini
Sent: Monday, 20 June 2016 9:20 AM
To: purchasing
Subject: FW: Working in an Open Plan sessions
Attachments: SG_tax invoice.pdf

Hi Larissa

Please see attached invoice for processing ASAP and approval below. Requisition for Sarden Learning was sent last week for processing.

Kind regards,



**Queensland
Government**

Gwen Scaini
Project Officer
Organisational Culture
Department of the Premier and Cabinet

P 07 3003 9489 or M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: Anna Zilli
Sent: Monday, 20 June 2016 9:15 AM
To: Gwen Scaini <gwen.scaini@premiers.qld.gov.au>
Subject: RE: Working in an Open Plan sessions

Approved



**Queensland
Government**

Anna Zilli
Director, Organisational Culture
Corporate and Government Services
Department of the Premier and Cabinet

P 07 3003 9283 M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: Gwen Scaini
Sent: Monday, 20 June 2016 9:14 AM
To: Anna Zilli <Anna.Zilli@premiers.qld.gov.au>
Subject: FW: Working in an Open Plan sessions

Hi Anna

Could you please advise if you approve the attached invoice (Invoice No: 02004) to be paid?

Kind regards,



Queensland
Government

Gwen Scaini

Project Officer

Organisational Culture

Department of the Premier and Cabinet

P 07 3003 9489 or M [REDACTED]

Executive Building, Level 4, 100 George Street, Brisbane QLD 4000

PO Box 15185, City East, QLD 4002

From: Amanda Sarden [mailto:[REDACTED]@sardengroup.com.au]
Sent: Friday, 17 June 2016 4:19 PM
To: Gwen Scaini <gwen.scaini@premiers.qld.gov.au>
Cc: Louise Cumberland <Louise.Cumberland@premiers.qld.gov.au>; accounts@sardengroup.com.au
Subject: RE: Working in an Open Plan sessions

Hi Gwen

Please find attached the invoice for the Difficult Conversations session.

Let me know if you require anything else.

Warm regards
Amanda

From: Louise Cumberland [mailto:Louise.Cumberland@premiers.qld.gov.au]
Sent: Friday, 17 June 2016 3:43 PM
To: Amanda Sarden
Cc: Gwen Scaini
Subject: FW: Working in an Open Plan sessions

Hi Amanda,

Sorry about this – can you please email my admin star in cc - an invoice for difficult conversation sessions included please?

I seem to only have one for open plan session. Apologies if you have sent it to me already

Kind Regards,

Louise Cumberland
(Part time: Tues/ Wed/ Thurs)
Manager (Organisational Culture)
Corporate and Government Services
Department of the Premier and Cabinet

E louise.cumberland@premiers.qld.gov.au P 07 3003 9311 M [REDACTED]
Executive Building, Level 4, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: Amanda Sarden [mailto:[REDACTED]@sardengroup.com.au]
Sent: Friday, 10 June 2016 9:59 AM
To: Louise Cumberland <Louise.Cumberland@premiers.qld.gov.au>
Subject: Working in an Open Plan sessions



Queensland
Government

Hi Louise

As promised, please find attached:

- Our Engagement of Services which I would appreciate if you could sign and return to me at your earliest convenience.
- Pre Course Briefing Questions – this enables us to gain a better understanding of your organisation, the culture and your needs for the day.
- The facilitator's Bio
- Our invoice

Below is a draft schedule of the sessions. Please let me know if you would like to change the order.

Monday 27 th June - two 1.5 hour sessions	Tuesday 28 th June – four 1.5 hour sessions
Leading in Open Plan Team Leaders/Directors : 9:30am – 11:00am	Working in Open Plan All staff: 9:30am – 11:00am
Working in Open Plan All staff : 11:30am – 1:00pm	Leading in Open Plan Team Leaders/Directors : 11:30am – 1:00pm
	Working in Open Plan All staff: 1:30pm – 3:00pm
	Working in Open Plan All staff: 3:30pm – 5:00pm

If you could advise when it would be suitable for you to chat with [REDACTED], that would be great.

We look forward to working with you.

Warm regards
Amanda

Amanda Sarden
Managing Director



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

Sarden Group

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Released under RTI - DPC

Tax Invoice



Sarden Group

Head Office:
Level 21, 1 Alfred Street
Sydney NSW 2000

P: 1300 783 987
F: +61 2 8088 6442

ABN: 43 099 051 699
ACN: 089051699

Bill To:

Louise Cumberland
Department of the Premier and Cabinet
Executive Building, Level 4
100 George Street, Brisbane QLD 4000

Invoice No: 02004

Date: 16/6/16

ITEM	DESCRIPTION	AMOUNT
IH27	Difficult Conversations 1.5 hour session for up to 30 people <i>(to be delivered 27 June, 2016)</i>	Fee: \$1,680 GST: \$168
		Amount due: \$1,848

Thank you for your business!

Payment terms:

Full payment required within 30 days from the date of this invoice

Payment methods:

- By credit card: Please charge the following credit card VISA Mastercard * AMEX

* A credit card fee of 3% will apply for Amex

Card number

Name on card

Expiry dateSignature

- By direct debit into our business account:

Account name: Sarden Group Pty Ltd

Bank:

BSB:

Account Number:

Please send the payment remittance to accounts@sardengroup.com.au

www.sardenlearning.com.au

Gwen Scaini

From: [REDACTED]@sardengroup.com.au>
Sent: Tuesday, 17 May 2016 11:56 AM
To: Bronte Reid
Subject: RE: Short Presentations: Direct Focus Seminars
Attachments: Sarden_Seminar Outlines.zip

Categories: iLearn/Training Courses

Hi Bronte

Please find attached the outlines you require.

Let me know if you require anything further.

Cheers
[REDACTED]

From: Bronte Reid [mailto:Bronte.Reid@premiers.qld.gov.au]
Sent: Monday, 16 May 2016 2:40 PM
To: [REDACTED]
Subject: RE: Short Presentations: Direct Focus Seminars

No worries ☺



Queensland
Government

Bronte Reid

Human Resource Consultant

Human Resource Services

Department of the Premier and Cabinet

P 07 3003 9438 Email: bronte.reid@premiers.qld.gov.au

Executive Building, Level 1, 100 George Street, Brisbane QLD 4000

PO Box 15185, City East, QLD 4002

From: [REDACTED]@sardengroup.com.au]
Sent: Monday, 16 May 2016 2:26 PM
To: Bronte Reid <Bronte.Reid@premiers.qld.gov.au>
Subject: RE: Short Presentations: Direct Focus Seminars

Hi Bronte

I was in a course this morning – will send through the overviews shortly.

Thanks
[REDACTED]

From: Bronte Reid [mailto:Bronte.Reid@premiers.qld.gov.au]
Sent: Monday, 16 May 2016 10:21 AM
To: [REDACTED]
Subject: RE: Short Presentations: Direct Focus Seminars

Hi [REDACTED]

Thanks for your emails. Ill have a chat to my team and get back to you about dates.

Could you send through the following overviews:

- Personal management
- Effective teams
- Planning and goal setting
- Working effectively in a team
- Negotiation skills
- Understanding body language
- Active listening skills
- Giving and receiving feedback
- Communicating effectively
- Multi-generational teams

Not sure which programs we want to combine yet. Im going to pick a few topics and put it to a vote within the cohort that will undertaking the training.

At this stage we would be looking at just one session but potentially more in the future.

Thanks!

Bronte



Queensland
Government

Bronte Reid

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

P 07 3003 9438 Email: bronte.reid@premiers.qld.gov.au
Executive Building, Level 1, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: [REDACTED]@sardengroup.com.au]

Sent: Monday, 16 May 2016 8:19 AM

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

Subject: RE: Short Presentations: Direct Focus Seminars

Hi Bronte

I hope you had a lovely weekend.

Just noticed that I gave you a date we don't actually have available for the short presentation. Tuesday 31 is not available.

The dates we have available in late May are:

- Thursday 26th
- Friday 27th

In early June are:

- Thursday 2nd

- Friday 3rd

Thanks

From: [REDACTED]@sardengroup.com.au]
Sent: Friday, 13 May 2016 4:55 PM
To: 'Bronte Reid'
Subject: RE: Short Presentations: Direct Focus Seminars

Hi Bronte

I am well and hope you are too!

Yes I can send through a quote and yes we can combine the content from two programs. A few questions though: -

- I'm assuming you require a quote for a short presentation? Is this correct? If so which one?
- Which two programs would you like to combine?
- How many programs will you be running?
- Which programs do you require overviews for as I'm not sure what you mean by all of them.

We have Friday 27 & Tuesday 31 May. If you would like me to send you available dates in June, let me know.

Thanks

From: Bronte Reid [mailto:Bronte.Reid@premiers.qld.gov.au]
Sent: Friday, 13 May 2016 1:47 PM
To: [REDACTED]
Subject: RE: Short Presentations: Direct Focus Seminars

Hi [REDACTED]

Hope you are well.

Sorry I haven't got back to you about these programs.

Could you please give me a quote for running 1 in-house program? What availability do you have closer to the end of May?

Could you also provide me the overviews for all the programs?

Is it possible to combine the content from say 2 of the programs?

Thank you

Bronte



Bronte Reid

Human Resource Consultant

Human Resource Services

Department of the Premier and Cabinet

P 07 3003 9438 Email: bronte.reid@premiers.qld.gov.au

Executive Building, Level 1, 100 George Street, Brisbane QLD 4000

PO Box 15185, City East, QLD 4002

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

Human Resource Consultant

Human Resource Services

Department of the Premier and Cabinet

P 07 3003 9438 Email: bronte.reid@premiers.qld.gov.au

Executive Building, Level 1, 100 George Street, Brisbane QLD 4000

PO Box 15185, City East, QLD 4002

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



Queensland
Government

Bronte Reid

Human Resource Consultant

Human Resource Services

Department of the Premier and Cabinet

P 07 3003 9438 Email: bronte.reid@premiers.qld.gov.au

Executive Building, Level 1, 100 George Street, Brisbane QLD 4000

PO Box 15185, City East, QLD 4002

From: [REDACTED] [mailto:[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.

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Cheers
[REDACTED]

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



Queensland
Government

Bronte Reid

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

P 07 3003 9438 Email: bronte.reid@premiers.qld.gov.au
Executive Building, Level 1, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: [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

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Cheers
[REDACTED]

Education & Training Manager

Sardden

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]

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Thanks
Bronte



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Executive Building, Level 1, 100 George Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

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

Direct Focus Seminars

delivered as morning, lunch, afternoon or evening sessions. The seminars are delivered on-site at your premi

nto a short presentation or design a session to suit your individual requirements.

- Meetings Management
- Time Management
- Personal Management
- Presentation Skills
- Stress Management
- Minute Taking
- Organisational Skills
- Managing Others
- Leadership
- Effective Teams
- Workspace Management
- Working in Open Plan Office
- Email Etiquette
- Managing Priorities and Tasks
- Dealing With Interruptions
- Planning and Goal Setting
- Document Management
- Delegation Skills
- Email and Calendar Management
- Assertiveness Skills
- Dealing With Difficult People
- Negotiation Skills
- Difficult Conversations
- Understanding Body Language
- Active Listening Skills
- Business Etiquette
- Exceptional Client Service
- Giving and Receiving Feedback
- Business Writing Skills
- Managing Anger
- Handling Difficult Callers
- Email & Calendar Management
- Communicating Effectively
- Cultural Awareness at Work
- Multi Generational Teams

ng contact us on **1300 783 987** or email info@sardengroup.com.au

Sarden Group, Level 21, 1 Alfred Street, Sydney, NSW 2000 Australia

[SafeUnsubscribe™ bronte.reid@premiers.qld.gov.au](mailto:SafeUnsubscribe@bronte.reid@premiers.qld.gov.au)

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Gwen Scaini

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

Categories: LIO/admin Review

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



Queensland
Government

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Executive Building, Level 1, 100 George Street, Brisbane QLD 4000
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.

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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

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What level are they generally targeted at?

Thanks
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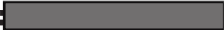



Education & Training Manager



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



From: Bronte Reid [<mailto:Bronte.Reid@premiers.qld.gov.au>]
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Hi 

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Subject: Short Presentations: Direct Focus Seminars



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Gwen Scaini

From: [REDACTED]@sardengroup.com.au>
Sent: Wednesday, 23 March 2016 2:54 PM
To: Bronte Reid
Subject: RE: 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

Categories: LIO/admin Review

Hi Bronte

Please see attached.

Cheers
[REDACTED]

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



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[REDACTED]
Education & Training Manager

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Subject: Short Presentations: Direct Focus Seminars



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The Direct Focus Seminars are designed to:

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