

mcmillan

**GRADUATE  
DEVELOPMENT  
PROGRAM**

*"This program is aimed specifically at graduates working within the public sector environment and would like to build on existing competencies and enhance their effectiveness within their organisation"*

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## GRADUATE DEVELOPMENT PROGRAM

### OVERVIEW

The Graduate Development Program is aligned with Government qualifications (Certificate IV or Diploma of Government) and covers the competencies required to be an effective team member and potential leader in the public sector. This program is aimed specifically at graduates working within the public sector environment and would like to build on existing competencies and enhance their effectiveness within their organisation.

McMillan takes a hands-on practical approach to delivering the Graduate Development Program. We focus on the needs of the individuals and our goal is to assist them with professional development throughout the entire program.

Program content and assessments are completely contextualised to participants' workplaces, ensuring clear alignment with the organisation's vision, current business and strategic plans. As a result, participants are able to see the relevance of the training and have the maximum opportunity to apply the skills and knowledge gained from the program back in the workplace.

### PROGRAM OBJECTIVES

We understand the pressures and environment that those working in the public sector experience on a regular basis. The Graduate Development Program provides participants with specific competencies, skills, knowledge and appropriate attitudes to work effectively within their organisation.

The program objectives are for participants to:

- Understand changes in the Public Service and specifically within their organisation which impact on them directly and indirectly
- Understand and practice interpersonal skills which affect your ability as a team member and potential leader and how you interact with others
- Apply strategies to manage for effective results
- Develop knowledge of yourself and your style as a team member and potential leader
- Plan actions to implement practical strategies in the workplace

### PROGRAM METHODOLOGY

McMillan ensures that the Graduate Development Program is closely aligned to organisations' internal performance management programs that provide a formal structure for participants to be supported throughout their career. We tailor the program to meet organisations' specific needs.

## AN OVERVIEW TO OUR APPROACH

- Consultation to tailor program
- Supervisor briefing session
- Participant induction session
- 10 x monthly training sessions
- 10 x monthly collaboration sessions
- Learner's guides, reading materials, work-based activities, self-assessment checklists and appropriate assessment activities
- Monthly supervisor contact
- Monthly monitoring of participants' progress
- Coaching support
- Regular feedback to your organisation
- Regular assessment sessions
- Evaluation of program

## OUR APPROACH IN DETAIL

### **Consultation**

McMillan will consult with your organisation to identify specific needs and to select appropriate content, Government qualification level and assessment activities. McMillan will then tailor the program to meet the needs of your organisation.

### **Supervisor Briefing Sessions**

McMillan will conduct a group briefing session for all supervisors who have staff completing the Graduate Development Program. The session will provide an overview of the whole program with particular emphasis on how the supervisor can support their staff to successfully complete the program.

McMillan will be in contact with supervisors on a monthly basis to gain feedback on participants' progress in relation to the program. McMillan also provides support for supervisors to help them coach their staff members.

### **Participant Induction**

All participants will attend an induction session conducted by McMillan. The program will be explained to them in full and they will receive a folder with all the relevant learning and assessment information. On completion of the induction session the participants will be confident to commence their learning.

### **Training Sessions**

McMillan will conduct group workshops for staff in your organisation completing the Graduate Development Program. This training will be delivered in a four week cycle and has been organised into four themes with one or more modules within each theme. The program themes have been aligned with the Australian Public Service Integrated Leadership System.

Each module has a number of topics designed to enable participants to progressively explore the concepts and techniques being introduced. Learning activities will include discussions of relevant theoretical and conceptual material and techniques as well as practical application of these.

Participants are expected to participate fully in the learning activities and take responsibility for their own learning.

The four themes integrated throughout the Program are:

1. Organisational Knowledge
2. Self Management
3. Relationship Management
4. Communication

**ORGANISATIONAL KNOWLEDGE**

- Organisation's vision, mission and business objectives
- Organisation-specific policies, protocols, procedures, legislation

**SELF MANAGEMENT**

- Understanding yourself and others
- Emotional Intelligence
- Values & ethics
- Work / Life Balance
- Personal effectiveness
- Work priorities
- Managing work projects to achieve results
- Respond positively to change
- Career directions

**RELATIONSHIP MANAGEMENT**

- Understanding yourself and others
- Building productive relationships
- Managing difficult situations
- Conflict resolution
- Effective negotiation
- High performing teams
- Respond positively to change

**COMMUNICATION**

- Concepts and importance of communication
- Building productive relationships
- Techniques for influencing others
- Managing difficult situations
- Conflict resolution
- Effective negotiation
- Marketing yourself

## Reflection

At the end of each training session, participants are required to reflect on and critically evaluate the topics covered and how they apply to their current work practices. Participants record their reflections in their **Learning Journal**. The notes made in the journal become a summary of the knowledge and skills gained or reinforced from the program. The journal also forms the basis of an action plan to implement practical strategies into the workplace. Participants are encouraged to discuss the topics with their supervisor and colleagues to gain a broader understanding and to assist in implementing these new practices.

## Collaboration Sessions

After each training session participants are given a workplace activity to complete to help consolidate their learning as well as practice or reinforce new and existing skills. Collaboration sessions are designed for participants to share their reflections with other participants and to broaden their understanding of new concepts. They provide an opportunity for participants to start thinking of how they will apply their new skills, and report on the outcomes of their workplace activities.

Collaboration sessions are held four weeks after the training sessions and will be initially facilitated by McMillan with the view to participants managing this process.

## Assessment

As the Graduate Development Program is aligned to a Government qualification, assessment is a formal component of the program. Each participant will be assessed to make sure they meet the requirements of the qualification.

McMillan will provide participants with checklists setting out the evidence they need to gather, and then the participants will present their evidence to a qualified McMillan assessor. Participants will also need to seek confirmation from their supervisor that they meet the technical and interpersonal requirements of their position.

A major component of the assessment process is the **Graduate Challenge**. The 'challenge' is for participants to develop and implement a new idea in the workplace and report on the results against a set of criteria which are aligned to the qualification competencies. The 'challenge' is project-based and runs for the duration of the Graduate Development Program. At the conclusion of the program participants present the results of their 'challenge' to each other, their supervisors and senior executives from their organisation.

## Monitoring

Once a month a McMillan Client Service Officer will be in contact with your organisation's co-ordinator to discuss training and participants' progress.

Participants will receive regular feedback on their progress and establish action plans where there is work required to successfully complete the program and qualification.

## **Evaluation**

As McMillan tailors the Graduate Development Program to meet organisations' specific needs, they evaluate the effectiveness of the program against the organisation's objectives.

At the commencement of the program participants complete a **Learning Contract**. The contract is an opportunity for participants to make an investment for themselves and their organisation in graduate development. The contract enables participants to clarify their development needs and to focus on how they can begin to address them during the program. Participants spend time with their supervisor to identify development needs and learning outcomes prior to the program. At the conclusion of the program they revisit the contract and evaluate their success in achieving their development goals.

At the conclusion of each training session McMillan obtains participants' reactions to the learning activities through an evaluation form. Comprehensive reports are generated from this information and feedback provided to the organisation including feedback from the trainer's perspective.

McMillan also evaluates what skills and knowledge participants gained from the program and how it is being applied in the workplace. The effectiveness of the program is captured by analysing the results that have been achieved in the workplace. Evaluating the effectiveness of program involves comparing the actual results achieved against the organisation's objectives and measures of success.

## **Graduation**

Upon successful completion of the Graduate Development Program participants will receive a certificate of completion together with a certificate for the Government qualification. The certificates are presented at a graduation morning or afternoon tea where supervisors, senior executive and relevant stakeholders from the organisation are invited to attend.

## **INCENTIVES**

When employees undertake this program in their workplace, Government incentives may be available. Please discuss this with us further to see if your organisation is eligible for such incentives.

## **INVESTMENT**

As a guide, the investment for the Certificate IV in Government is \$3,800 per participant and the Diploma of Government is \$4,000.

Prices may vary depending on the delivery option and number of participants completing the program.

## EXAMPLE TRAINING SCHEDULE

	TRAINING SESSION	THEME	Alignment with ILS
Month 1	<ul style="list-style-type: none"> <li>• Induction</li> <li>• Program Overview</li> <li>• Behavioural Styles               <ul style="list-style-type: none"> <li>- Understanding yourself and others</li> </ul> </li> </ul>	Self Management  Relationship Management	Displays Personal Drive and Integrity  Supports Productive Working Relationships
Month 2	<ul style="list-style-type: none"> <li>• Emotional Intelligence</li> <li>• Recognise your strengths and opportunities for growth               <ul style="list-style-type: none"> <li>- Self-assessment and action plan</li> </ul> </li> </ul>	Self Management	Displays Personal Drive and Integrity
Month 3	<ul style="list-style-type: none"> <li>• Organisation's vision, mission and business objectives</li> <li>• Organisation-specific policies, protocols, procedures, legislation</li> <li>• Values &amp; ethics</li> <li>• Diversity</li> </ul>	Organisational Knowledge  Self Management	Supports Strategic Direction  Displays Personal Drive and Integrity
Month 4	<ul style="list-style-type: none"> <li>• Concepts and importance of communication</li> <li>• Building productive relationships</li> <li>• Techniques for influencing others</li> </ul>	Communication  Relationship Management	Communicates with Influence
Month 5	<ul style="list-style-type: none"> <li>• Work / Life Balance</li> <li>• Work priorities</li> <li>• Personal effectiveness</li> <li>• Managing work projects to achieve results</li> </ul>	Self Management  Relationship Management	Achieves Results
Month 6	<ul style="list-style-type: none"> <li>• Respond positively to change</li> </ul>	Self Management  Relationship Management	Achieves Results
Month 7	<ul style="list-style-type: none"> <li>• Managing difficult situations</li> <li>• Conflict resolution</li> <li>• Effective negotiation</li> </ul>	Relationship Management  Communication	Supports Productive Working Relationships
Month 8	<ul style="list-style-type: none"> <li>• High performing teams</li> </ul>	Relationship Management  Communication	Supports Productive Working Relationships
Month 9	<ul style="list-style-type: none"> <li>• Career directions</li> <li>• Marketing yourself</li> </ul>	Self Management	Displays Personal Drive and Integrity
Month 10	<ul style="list-style-type: none"> <li>• Learning Review and Action Plans</li> </ul>	All	
Month 11	<ul style="list-style-type: none"> <li>• 'Graduate Challenge' presentations</li> </ul>		
Month 12	<ul style="list-style-type: none"> <li>• Graduation – Certificate presentation</li> </ul>		