



Experts in bespoke training

Training Services

Custom-made corporate training for any business need.

We are experts in bespoke training. Articulate specialises in the strategy, design and delivery of custom-made corporate training programs.

- › **Policy and Process Training**
Sales, Customer Service, Billing, Emergency Response, Corporate Security/Risk, OH&S ...
- › **Enterprise Software Training**
SAP, Siebel, PeopleSoft, Oracle, Salesforce, TRIM, Objective ...
- › **Custom Software Training**
Web Applications, Geospatial Applications, Database Applications, Excel Applications ...
- › **Packaged Software Training**
MS Office, Lotus Notes ...
- › **Soft Skills Training**
Leadership, Time Management, Stress Management, Negotiation, Communication, Facilitation ...

Outsource Your Training

No resource or desire to maintain your own training capability in-house?

Outsource your training to an expert trainer to allow you to get on with what you do best.

How People Learn

Learning is a science which has been exhaustively explored and documented. While many theories exist, Articulate believes three key aspects of this science must be addressed for effective adult learning:

- › **Neuro Linguistic Programming**
- › **Individual Learning Styles**
- › **Adult Learning Principles**

The way people are trained must be driven by how people learn.

Neuro Linguistic Programming (NLP)

Proposes that people learn visually, auditorily and kinaesthetically. Most people learn through a combination of all three modes.

Individual Learning Styles

Identifies the existence of four different learning styles: Activist, Reflector, Theorist and Pragmatist. Each style requires a variation on the training approach to engage all types of participants on their own terms.

Adult Learning Principles (Andragogy)

Malcolm Knowles identified differences between adult learning and child learning. He advocated that adult learning be self directed, relevant and practical, influenced by participants' life experience and motivated by internal factors: self-esteem, natural curiosity, desire for recognition, innate love of learning.

How We Train

We work with our clients to understand training needs and tailor our proven methodologies to each project and business environment. Whilst we have a library of tools, templates and work instructions to reference, we do not simply use pre-packaged materials; we design training to suit the client and their business outcomes.

Articulate's proven methodologies provide quality foundations for each project.

Fusion is our Training Methodology

Fusion ensures quality standards for training design and delivery are met every time, by addressing two critical factors:

- › **How People Learn**
Training must be crafted around the science of learning.
- › **What a Business Needs**
Learning outcomes must reflect business outcomes.



Cohesion is our Project Management Methodology

Cohesion harnesses our managers' expertise, drawn from a range of business and technology training backgrounds, to consistently and reliably implement pragmatic training programs with high quality deliverables.

Articulate works with clients to understand specific training needs and we then agree suitable activities from the Cohesion methodology to manage each project.



Articulate leads the way in the strategy, design and delivery of custom-made corporate training programs.



Training Experts

Values

Articulate is a boutique Australian training consultancy founded in 2003. Our focus is entirely on the discipline of training and we custom-make training programs to suit any business need.

We have a comprehensive understanding of the common drivers for corporate training: process improvement, business transformation, software development and professional development.

*We train in any subject.
The principles of good corporate training do not vary; only the subject matter varies.*

Expert Training = Training Expert + Subject Matter Expert

Our customers don't engage us to be experts in their business, they engage us because we're experts in bespoke training. Articulate work alongside subject matter experts to design and deliver effective, relevant, expert training.

We have a core team of highly qualified consultants with experience across key sectors including Government, Banking, Manufacturing, Telecommunications, Finance & Insurance, Mining & Natural Resources, Agriculture, Retail, Utilities and Not-For-Profit.

Training Values

Learning is a Science

Training is only successful if a participant can recall and apply learning. We understand the science that makes learning stick.

Training is an Art

All Articulate trainers are versed in the science underlying our course design, so they can focus on the art of training. People learn differently, so effective training requires different learning styles to be embraced.

Context is Critical

We believe business context provides the often missing link in training programs: the **Why**, **What** and **Where** not just the **How**.

Community Values

Environmental Sustainability

Articulate promotes practices which aid in the protection of the environment. We minimise our impact on nature's resources and support Greenfleet to offset carbon produced from our travel.

Diversity

We are sensitive to, and have worked with people from ethnically diverse backgrounds, people with a disability, people from rural and remote areas, the young and the elderly. We value social, community and family responsibilities.

Equal Employment Opportunity

Articulate supports the principles of equal employment opportunity in Australia.

