

RCSA Digital Pass Webinar Library

Work Health & Safety (WHS)

- RCSA Leading Work Health & Safety for Members, *aired date 1 October 2019*
- How to Establish a Culture of Safety Excellence, *aired date 16 October 2019*
- Due Diligence & Understanding Workplace Manslaughter, *aired date 14 July 2020*

Legislation

- Being Business Ready: Legal Tips and Traps for Agency Owners, *aired date 3 October 2017*
- Client Bids & Contracts: 5 Top Tips to Keep you in the Game, *aired date 15 February 2018*
- Being Business Ready: Legal Tips – Traps for Agency Owners, *aired date 10 May 2018*
- Recruitment Fees #1: Make Binding & Effective Agreements, *aired date 27 February 2020*
- Recruitment Fees #2: Resolve Recruitment Fees Disputes Ethically & Professionally, *aired date 28 February 2020*

Recruitment Essentials

- Managing your Time to Maximise your Productivity, *aired date 28 March 2017*
- Driving Measurable Value through Metrics, *aired date 31 March 2017*
- Forging Stronger Relationships to Make More Matches, *aired date 5 April 2017*
- How to Stop Great Candidates Disappearing, *aired date 11 April 2017*
- Competency Based Interviews - Part I, *aired date 12 May 2017*
- How to Hang on to Refocus, *aired date 23 May 2017*
- Competency Based Interviews -Part II, *aired date 2 June 2017*
- The Art of Influential Conversations, *aired date 21 June 2017*
- How to Source & Attract Multi-Generational Talent, *aired date 9 July 2019*
- How to Prepare your 'Pitch Team' to Win Business, *aired date 18 July 2017*
- The Neuroscience of Feedback, *aired date 19 September 2017*
- Writing Job Advertisements that will Attract the Right Candidates, *aired date 23 August 2017*
- Building Incentives that Actually Incentivise, *aired date 31 October 2017*
- Breaking Bad Habits, *aired date 3 November 2017*
- Developing a Long-term (3 Year) Strategy for the First Time in a Growing Business, *aired date 24 November 2017*
- Credible Communication: How to be a Trusted Advisor to your Client, *aired date 28 November 2017*

- Crucial Conversations: How to Build Trust with your Clients, *aired date 1 Feb 2018*
- Talent Dynamics, *aired date 14 February 2018*
- The Power of the Candidate, *aired date 23 February 2018*
- Building your Network of Trusted Advisors, *aired date 24 August 2018*
- Part I & Part II: Fearless Cold Calling & Contacting, *aired date 6 & 12 February 2019*
- Critical Thinking in Recruitment, *aired date 29 March 2019*
- Time Management & Qualifying Skills, *aired date 3 May 2019*
- Winning Over Hiring Managers, *aired date 15 May 2019*
- Negotiating & Closing Strategies for Recruiters, *aired date 4 June 2019*
- How to Negotiate Up, *aired date 25 July 2019*
- Developing Advanced Questioning & Negotiation Skills, *aired date 2 August 2019*
- Crucial Conversations & How to Build Trust with your Clients, *aired date 4 September 2019*
- How to Write an Effective Job Advertisement, *aired date 10 September 2019*
- Maximise Your Key Accounts, *aired date 19 September 2019*
- 12 Competencies of a Recruitment Consultant, *aired date 24 September 2019*
- Why Developing your Strategic Client Relationship Matters, *aired date 2 October 2019*
- How to Avoid Being a One Hit Wonder Consultant (Account Management), *aired date 8 October 2019*
- Recruitment Essentials: Qualifying & Controlling the Process, *aired date 15 October 2019*
- The Power of the Candidate, *aired date 24 January 2020*
- Writing with Influence, *aired date 4 February 2020*
- Competency Interviewing, *aired date 12 February 2020*
- On-Boarding the Candidate, *aired date 21 February 2020*
- Driving Measurable Value through Recruitment Metrics, *aired date 22 April 2020*

Sales

- Word Sex Winning Words for Recruiters, *aired date 23 June 2017*
- How to Build Rapport in 23 Seconds, *aired date 28 June 2017*
- How to Turn Cold Calls into Clients, *aired date 4 July 2017*
- Grow Your Sales Through the Art of Questioning, *aired date 19 July 2017*
- Looking to Double your Business in the Next 3 Years?, *aired date 25 August 2017*
- How to Build an Effective Pipeline & Call Cycle, *aired date 14 September 2018*
- Working Smarter Not Harder, *aired date 18 October 2017*
- Adapting Sales to Different Personalities, *aired date 10 November 2017*
- Relationship Selling Masterclass, *aired date 14 November 2017*
- From Frustration to Flow, *aired date 30 October 2018*
- 3 Keys to Becoming an Empowered Leader, *aired date 21 May 2019*
- How to Develop Consultative Phone Calls with Clients & Candidates, *aired date 26 November 2019*
- Annual Business Plans that Achieve your Goals, *aired date 11 December 2019*
- Structuring Sales & Consultative Sales, *aired date 4 March & 1 April 2020*

- Your Elevator Pitch as Bait, *aired date 24 March 2020*
- Working Smarter, Not Harder, *aired date 7 April 2020*
- Elegant Language to Pace & Lead, *aired date 6 May 2020*
- Negotiation for the 360 consultant, *aired date 23 June 2020*
- Abundant Sales: How to Get your Pipeline Overflowing with the Right Opportunities, *aired date 11 August 2020*

Personal Development

- How to be Your Own Best Friend, *aired date 12 May 2017*
- Neuroscience of Trust: 'How to Build Trust with your Clients', *aired date 31 May 2017*
- How to Build your Social & Emotional Intelligence, *aired date 13 June 2017*
- A Professional Mind-set for Recruiters, *aired date 1 August 2017*
- How Meditation Can Improve your Performance as a Recruiter, *aired date 11 October 2017*
- 25 Practical Tips on How to Improve your Mental Toughness, *aired date 13 October 2017*
- Situational Leadership II and Team Development, *aired date 1 December 2017*
- How to Use Focus to Kick-Start the New Year, *aired date 20 February 2018*
- The EQ Interview: Finding Candidates with High EQ, *aired date 11 April 2018*
- Your Authentic Brand & Professional Reputation, *aired date 9 August 2019*
- What is Emotional Intelligence and its relevance to Recruitment, *aired date 14 May 2020*

Sourcing

- How to Find Clients & Vacancies for your Agency, *aired date 20 September 2018*
- Boolean Strings Basics, *aired date 17 October 2018*

Digital Marketing

- Why your Digital Profile is so important? , *aired date 24 March 2017*
- Social recruiting - How to Build Talent Pools, *aired date 26 April 2017*
- Why Video Should Be Your New Best Friend, *aired date 6 June 2017*
- Your Staff and their Digital Profiles: Employee Brand Ambassadors, *aired date 13 June 2017*
- Using Content to Attract More Candidates & Clients, *aired date 7 July 2017*
- Recruiter Personal Branding 101, *aired date 11 July 2017*
- Digital Alternative to Job Boards, *aired date 18 August 2017*
- How to Create a Great Story & Connect with your Clients, *aired date 12 September 2017*
- How to Use Simple Automation to Stay in Touch, *aired date 20 September 2017*
- Social Media for Prospecting, *aired date 11 October 2017*
- How to Develop an Ideal Client Profile to improve your Social Media Marketing Activity, *aired date 14 November 2017*

- How to Extend your Marketing Reach on LinkedIn with Groups & Showcase Pages, *aired date 2 May 2018*
- Networking Strategies for LinkedIn, *aired date 16 May 2018*
- How to Develop an Ideal Client Profile to Improve your Social Media Marketing Activity Focus, *aired date 19 July 2018*
- How to Audit your Team's LinkedIn Profile, *aired date 3 October 2018*
- How to Develop a Content Plan & Schedule for Social Media, *aired date 1 February 2019*
- Daily Rituals on LinkedIn to Keep You Top of Mind with your Connection, *aired date 5 April 2019*
- How to Publish & Leverage a LinkedIn Article, *aired date 30 July 2019*
- Master the Mind-set of a LinkedIn Thought Leader, *aired date 10 October 2019*
- New Year, New LinkedIn: How to Boost your Online Profile, *aired date 3 December 2019*
- The LinkedIn Checklist to Navigate the New Normal, *aired date 24 June 2020*
- 5 Steps for Automating your Candidate Pipeline, *aired date 26 August 2020*

Procurement

- Understanding What Makes Procurement Tick, *aired date 27 June 2017*
- Talking Tenders: Tips & Tricks, *aired date 27 August 2020*

Sourcing

- Sourcing Techniques, *aired date 12 July 2018*
- Sourcing without LinkedIn, *aired date 13 November 2018*
- Digital Alternatives to Job Boards, *aired date 3 April 2019*

Leadership

- How to Assess Emotional & Social Intelligence, *aired date 7 July 2017*
- The Neuroscience of Leadership, *aired date 15 August 2017*
- Emotional Intelligence (EQ) Across your Recruitment Process, *aired date 16 August 2017*
- How to Be an Influential Women in Business, *aired date 30 August 2017*
- Employee Engagement for the Recruitment Industry, *aired date 1 September 2017*
- What is Collaborative Leadership? And Why does it Matter?, *aired date 29 September 2017*
- The Challenge of Leading & Managing Millennials, *aired date 22 November 2017*
- How to Give Feedback so even Donald Trump Would Listen, *aired date 29 November 2017*
- Leadership Skills for the Billing Manager, *aired date 8 February 2018*
- Navigating Challenging Conversations, *aired date 12 September 2018*
- Values for Winning Teams: Creating a Foundation for Behaviours & Qualities which Drive Performance, *aired date 22 March 2019*



- Unconscious Bias & Cultural Sensitivity, *aired date 16 April 2019*
- Supporting Candidates to Navigate a World of Change, *aired date 27 November 2019*
- Managing a Distributed Recruitment Team, *aired date 1 May 2020*

Business Development

- End of Year Business Development, *aired date 5 December 2017*
- Database - List Building, *aired date 6 December 2017*
- The Perfect End of Year BD Strategy, *aired date 30 November 2018*