

Professionalising
International Education

critical incidents • international education • internationalisation
professional development • career pathways • cross-cultural
communication • teamwork • international students support • risk
management • transnational programs • occupational health and safety
and responsibilities • compliance • the national code • accommodation
RIANA • English language • diversity • international schools • foundation
higher education • guardianship • orientation • overseas student
student visa • conferences • scholarships • ESOS Act • NVA

Managing Effective Workplace Relationships

- Communication and Information
- Workplace Relationships and Behaviour
- Managing Difficulties

Communication and Information

- Information Types and Sources
- Skills, Knowledge and Credentials
- Improvements and Strategies




Workplace Relationships & Behaviour

- Ethics and Workplace Culture
- Personality Styles
- Improvements and strategies



LEVELS OF TRUST	DESCRIPTION
Deterrence based	Fear of consequences New relationships with little experience on which to base the trust. Power
Knowledge –based	based on the behavioural predictability history of previous interactions. based on information Knowledge-based trust isn't necessarily broken by inconsistent behaviour
Identification – based	Highest level of trust Controls are minimal at this level Unquestioned loyalty People who have worked together for long periods of time May replace identification based trust with knowledge-based trust



 Professional International
 Education Resources

Managing Difficulties

- Performance and Support
- Policies and Procedures
- Improvements and Strategies