

TECHNICAL WRITING, INSTRUCTIONAL DESIGN, EDITING, AND PROOF-READING

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Full list of recently written materials produced by Right Good

- **Business and trade instruction manuals**
- **Government policy documents**
- **Health & Safety standards**
- **Industry training organisation assessments (NZQA)**
- **On-line business modules**
- **Tertiary education curriculum workbooks**

Business and trade instruction manuals

General Business

Excel for accounting

Leadership skills

Leadership, time management, and communication skills

Marketing and revenue management

Paypal basics for business

PowerPoint and Word for business

The Right Good Guide to a right good résumé

Hospitality

À la carte and silver service skills

Air New Zealand Holiday Shop administration and customer service manual

Business and hospitality law

Conflict resolution front desk operations

Exceeding expectations

Housekeeping and room service skills

Human resources and emergency planning

Intercultural management and diversity in the workplace

Poker machine cancel credit, refills, and minor repair

IT

Configuring your e-mail accounts

Control panel basics

Domain name registration and web hosting

Formatting photos for your website

K.I.S.S. design

Updating your website

Website do's and don'ts

Trade

Urban rain barrel installation
Urban rain basic installation
Urban rain ecomax installation
Urban rain green fingers installation

Business training workshops

Countdown Supermarkets disciplinary procedures – preliminary investigation
Countdown Supermarkets disciplinary procedures – formal investigation meeting
Countdown Supermarkets disciplinary procedures – the outcomes

Government policy documents

Auckland Council Code of Practice for Fencing of Swimming Pools Act 1987 (FOSPA) – full document
Auckland Council Code of Practice for FOSPA – industry document
Auckland Council Code of Practice for FOSPA – public information brochures
Auckland Council Code of Practice for Building Warrants of Fitness (BWOFF) – Auckland Council

Government training workshops (MFAT)

China Capable Public Sector Masterclasses:
Day 1: Who and what is Chinese, and what is China?
Day 2: Cross agency crisis and challenge
Day 3: Trade, services and investment
Day 4: Changing China
Day 5: Current conditions and future prospects

Health & Safety standards

Asbestos risks
Assurance
Biological agents
Building, structures, and earthworks risks
CARE, SHARE, WALK, and LEARN; Golden Rules; Protect (Fletcher Building's core H&S documents)
Confined space risks
Contractor management
Crane and ancillary equipment
EHS change management
EHS incident management
EHS risk management
Electrical risks
Emergency planning and response
Environmental management
Explosive risks
Fixed plant and equipment risks
Hazardous substances
Light vehicle risks
Manual handling risks
Material storage and handling risks
Occupational health risk management

On road heavy vehicle risks
Permit to work
Personal protective equipment
Plant and equipment isolation
Process safety management
Process safety risks
Sea / air / rail transport risks
Social factors and behaviours
Tools and equipment risks
Traffic management
Underwater operations risks
Work at height

Industry training organisation assessments (NZQA)

US 1224 Use prescription maps for forestry operations
US 1243 Prune plantation trees from the ground
US 21102 Demonstrate knowledge of vehicle paint technology
US 21670 Demonstrate knowledge of general engineering tasks in the motor industry
US 21704 Demonstrate knowledge of removing and replacing damaged bolted-on motor body panels
US 23983 Demonstrate knowledge of motor vehicle bumpers
US 24010 Demonstrate knowledge of workshop and paint curing equipment in the automotive refinishing industry
US 24105 Demonstrate knowledge of wiring and wiring diagrams used in automotive circuits
US 28962 Demonstrate knowledge of design principles for commercial RAC systems
US 3877 Demonstrate knowledge of protecting vehicle electronics in the motor industry
US28961 Demonstrate knowledge of electrical and electronic components used in commercial RAC systems

On-line business modules

Advanced skills for the practical trainer
Balanced scorecard basics
Basic business management
Branding
Budgets & managing money
Building better teams
Business ethics
Business leadership
Business succession planning
Business writing
Call centre training
Conquering your fear of public speaking
Giving effective feedback
Goal setting
Hiring for success
Human resources training
Intermediate project management
Leadership skills
Lean process improvement
Managing difficult conversations
Marketing and sales

Neuro linguistic programming
Overcoming objections to nail the sale
Performance management
Personal brand
Problem solving and decision making
Project management fundamentals
Project management training – understanding project management
Prospecting for leads like a pro
Public speaking - presentation survival school
Public speaking - speaking under pressure
Research skills
Risk management
Safety in the workplace
Sales training - building relationships for success in sales
Selling smarter
Talent management
Telemarketing using the telephone as a sales tool
The ABCs of supervising others
The minute takers workshop
The practical trainer
The professional supervisor
Time management
Tough topics
Using activities to make training fun
Working smarter
Workplace ergonomics
Workplace harassment
Writing reports and proposals

Tertiary education curriculum workbooks

Basic power protection
Basic protection scheme
Blowers and compressors
Busbar protection
Cooling systems
Electrical diagrams
Fuses, circuit breakers, and switchgear
Instrument transformers
Line protection
Lubrication systems
Plant maintenance
Power system overview
Protection grading and coordination
Protection relays
Relay protection
Root cause analysis
SCADA
Transformer protection
Vibration and alignment
Work plans