

## Persuading & Service Activity Sheet

People working in these industries like selling, or promoting ideas or a point of view. Occupations usually focus on people so you need to have good communication skills, enjoy customer service and interactions involving influence, motivation or negotiation. Australian Apprenticeships training combines development of broad selling and influencing skills and the practical skills used every day in the workplace.



Occupations can include selling things, promoting ideas, or customer service.



Skills needed include listening and communication.



You might work with a variety of different people.

- Activity:**
- > This activity will focus on using the Persuading and Service work type to find apprenticeships and traineeships.
  - > This activity will take around 15 to 20 minutes.
  - > You can repeat the steps to find information on other Work Types, or in different Industry Groups or Areas of Interest.

## The Steps

1. Open the **Work Type Explorer** from the Australian Apprenticeships Pathways website at [aapathways.com.au/explorer](http://aapathways.com.au/explorer).
2. If prompted, select a **Persona** and **State**.
3. Select the **Persuading and Service** work type.
4. Select an **Industry Group** that interests you. Record the title of the industry group you have chosen:

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5. From the **Areas of Interest** listed, record up to four that match your interests:


6. Select an Area of Interest to see a **list of occupations** that are included in this area. Record up to five occupation titles that interest you:


7. Occupation titles are listed under the course level that you would do as part of that apprenticeship or traineeship. Click on an occupation title to view its sample **Job and Training Description**. This describes a typical apprenticeship or traineeship in that area.

At the top of the sample Job and Training Description page you will see the occupation title, the course level and course name. Below this you will find a summary of training that you could do as part of the apprenticeship or traineeship.

8. The **Job Pathways Chart** on this page shows other occupations related to the one you are currently looking at. You can click on these to see the sample Job and Training Descriptions and related career pathways.

Looking at the **Job Pathways**, record another occupation you could get through an apprenticeship or traineeship in this area:

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