

# Professional Development Solutions

Course Guide 2021

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# Our Learning Solutions

Live, Hybrid and Virtual Learning Solutions.



## Power Sessions

60 to 90 minute micro learning sessions designed to give quick, powerful knowledge transfer and practical take home strategies.



## Half-Day

A 3.5 hr workshop designed to be a solid skills session with lots of interaction and tailored content to nail your learning objectives.



## 1-Day

A full day workshop designed to bring in-depth learning and powerful skills upgrade. Customised scenarios and activities that ensure a high level experiential learning journey.



## 2-Day

A comprehensive 2 day workshop that focuses on learning penetration and behavioural evidence within the session. Designed for deep integration and observation to achieve learning objectives.



## Coaching

One on One coaching sessions tailored for the individual designed to develop practical application skills and relevant strategies.



## Remote Ready

All our programs have remote workplace delivery methods to cater for your specific organisational needs. Our facilitators are highly experienced in Live, Hybrid and Virtual formats.



## Adaptable Delivery

Each program can be conducted in a variety of time and delivery formats to suit your staffing needs. Talk to us about how we can best adapt to your training requirements.



## Fully Customisable

All training content is tailored to your specific training needs and objectives. This includes using real workplace scenarios for activities and exercises.



## Social Learning Integration

With increased remote workplace challenges our workshops integrate social learning techniques to develop your team through connecting with each other.

**NB:** All workshops are conducted as In-House, onsite or virtual learning solutions. Each program can be delivered in any of the above formats with course content being adjusted accordingly.

# Leadership and Management

## COURSES BY TOPICS

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# Learning to Lead



## *The Fundamental Characteristics & Skills to Lead High Performing Teams*

Learning to Lead is designed to equip participants with the practical and intuitive skills necessary to lead harmonious and productive teams and individuals. Often in the corporate world, people can be promoted on their technical abilities not on their ability to manage people.

This can then become a challenging struggle balancing the behavioural and emotional management of people whilst delivering results. This course will help individuals to understand the dynamics of human interaction and how to effectively utilise the key elements of successful leadership and people management.

**Learning to Lead** is a one-day course that addresses the core elements of what it takes to be a high performing leader. Whether you lead a team or have reached a higher, more senior position in your organisation, this course targets the critical skills required to empower people performance, through leadership practice.

### Designed for?

- > Anyone who needs to gain results leading teams or individual staff, work effectively with other managers and senior executives, persuade and achieve set outcomes.
- > If you desire to increase your influence in your organisation and make your mark as a high performing leader, then this course is a must for you.
- > This course is applicable for non-managers looking to advance their career, supervisors, and experienced managers who have never had formal training.
- > An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Have a clear action plan to develop your leadership to a whole new level of impact.
- ✓ Quickly identify the right strategy to motivate poor performing individuals.
- ✓ Communicate and position your message in the most influential way.
- ✓ Understand the key characteristics necessary to be a high performing leader.
- ✓ Create an inspiring and engaging vision for your team to follow.
- ✓ Gain awareness of the core character traits required to be a leader of influence.
- ✓ Develop the right strategy to create team harmony and synergy.
- ✓ Gain a higher level of self-awareness and techniques to manage emotions of yourself and others.
- ✓ Navigate through any conflict that arises and get back on track.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Leading the Remote Workplace



## *The Modern Managers Guide to Building Successful & Flexible Workplace Teams.*

Global operations, device driven workplaces, as well as subject matter experts, all become a part of a modern-day team environment. Many leaders find themselves with a blended bunch of team members who operate and report to them from other parts of the country, world, or even sit under other team leaders at the same time.

This makes leading people complex and often creates an impersonal relationship with the loss of physical face to face interaction, or divided reporting loyalties. The challenge then becomes how to build a cohesive and motivated team that has buy-in and feels like they are a community rather than just a working group.

There are also many benefits in working in a virtual team that are not always recognised. It can become a rewarding and motivating experience to engage and motivate members when you know how

**'Leading the Remote Workplace'** is a workshop-based program that builds a framework and explores modern strategies of leading teams in complex structures. It addresses core drivers and explores key topics like, engagement, accountability, diverse thinking, contribution, cultural diversity and identifies the strategies that ensure success.

### Designed for?

- > Coordinators, managers, team leaders or individuals who are looking for keys and solutions to increase the effectiveness of working as a virtual and/or across teams.
- > An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand the core psychology drivers to engagement and disengagement.
- ✓ Mapping out a strategy for managing the team.
- ✓ Understand the core drivers and how to maximise for better results.
- ✓ Use the power of divergent thinking and create a greater buy-in.
- ✓ Set up effective communication plans to create cohesive engagement.
- ✓ Create a virtual culture that sets new standards.
- ✓ Identify the right medium for the team member.
- ✓ Create strategic trust bridges.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Managing Remote Performance



## *Successful Performance Strategies for the Flexible Workplace.*

It takes superior people management skills to work through and provide practical solutions and a clear strategy in order to develop your staff to deliver consistent results. The challenge is, managing performance can take time, commitment, energy and blind courage to deal with the highs and lows of people performance. Too many managers can subscribe to 'performance management denial' and can play down the issues of poor performance, or adversely micro manage an individual to the point where trust and empowerment have vacated the relationship.

Some managers can give excuses such as "lack of adequate training or they were not fully aware of the organisations performance management policies or the legal environment," etc. As a result they do not manage performance issues effectively or in alignment with the objectives of their team or business unit. Without proper skills and necessary attention, poorly managed performance issues will impact on morale, staff engagement and ultimately, the financial bottom line.

**'Managing Remote Performance'** is a breakthrough training course that will provide your managers with a range of skills and knowledge to better manage poor performance and most importantly, understand how to develop high performing individuals. It has been designed with the remote workplace in mind and the challenges that can arise from managing teams in remote workplace situations.

### Designed for?

- Successful Performance Management is applicable to anyone looking for ways to lead their team's performance to new levels.
- It is aimed at all levels of leadership that manages performance remotely.
- It is designed to give fresh ideas and techniques to improve people management skills through the performance process.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand and manage the process of Performance Management.
- ✓ Implement the necessary communication skills required.
- ✓ The knowledge to develop key strategies needed for performance improvement.
- ✓ How to deal with resistance and uncomfortable performance issues.
- ✓ Diagnosing the correct performance strategies necessary to facilitate progress.
- ✓ Framing techniques and managing the performance discussion effectively.
- ✓ Conducting effective feedback and one on one sessions virtually.
- ✓ Effective strategies to improve managing individual performance issues in remote workplace teams.
- ✓ How to create overall positive performance synergy with virtual teams.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Developing High Performance Teams



## *The Critical Steps to Creating a Super Performing Team.*

'Developing High Performance Teams' is a program designed to equip individuals with the necessary skills and understanding to deal with the day-to-day challenges of team performance. Working in a modern-day corporate environment requires a wide range of adaptability skills.

Technology has enabled teams to operate from remote locations, embrace globalisation, use outsourcing models, as well as working across different teams. This demands new models that empower and create a new breed of high performing people. This course addresses the latest methods and solutions for creating high performers to get your team achieving their objectives successfully.

If you are looking for ways to develop the right team dynamic that brings growth, productivity and cohesion, as well as discovering solutions to manage more challenging team scenarios, then '**Developing High Performance Teams**' is a must for you.

## Designed for?

- > This is applicable for anyone who manages or leads a team and needs to gain the knowledge and understanding of the core skills required to be a successful team leader.
- > Those who have a desire to find strategies to lead relationships that produce results and are looking for new ideas on how to lead more challenging team scenarios.
- > It is also suitable for both those who are new to leadership and those who have team experience.
- > Anyone who desires to go to the next level in their ability to manage performance.
- > An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Understand the key elements to create a winning team dynamic.
- ✓ Develop the right strategy to build cohesion with more challenging team models.
- ✓ Understand the psychology of influence and the triggers that all human beings react to.
- ✓ Learn the power of vision and the right way to communicate it.
- ✓ Strategies to work across teams and get results.
- ✓ Motivate people to your way of thinking.
- ✓ How to identify the current team stage and the strategies to move it forward.
- ✓ Deliver the right message to gain 'buy in' from the team.
- ✓ Manage the differences within the team and position them to release their hidden potential.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching



# Next Step - Advanced Leadership Program



## Leading and Managing the Modern Workplace Successfully

The **'Next Step - Advanced Leadership Program'** is a high level workshop dedicated to developing the key leadership skills that successfully bring alignment to your style and your team or organisation. It is a breakthrough training session designed to identify and remove growth barriers and bring strategy and clarity and get you moving forward as a leader.

In today's high pressured, results driven work environment, we need to lead the smart way. This workshop is designed to help fine tune and provide a high level, strategic approach to team engagement and empowerment. It helps leaders to avoid the *'Set up to Fail Syndrome'* and to develop a team culture environment that everyone wants to be a part of. This program reveals the psychology drivers and necessary self and people management tools, that will produce breakthrough results for your leadership.

*If you are looking for that next move in your leadership development then this workshop is for you!*

### Designed for?

- > This workshop is designed for those looking to go to the next level in their leadership skills.
- > It is suitable for managers and leaders at all levels in organisations, even without prior leadership training experience.
- > It is equally as relevant for those who are still finding their leadership feet, as well as seasoned managers.
- > An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand the core drivers that motivate your team to action.
- ✓ Identify areas of strength and weakness and form action strategies to move forward.
- ✓ Know the tell tale signs of the *'Set up to Fail Syndrome'* and how to avoid them.
- ✓ Create a team dynamic that inspires others to want to be on your team.
- ✓ Manage the day-to-day pressures and maintain healthy resilience levels.
- ✓ Use adaptation skills to operate in multiple leadership styles.
- ✓ Understand simple communication strategies to gain greater buy-in.
- ✓ Make *'Tough Mudder'* decisions when necessary and win your teams respect.
- ✓ Communicate clear vision and mission and give your followers something to strive for.
- ✓ Deal with diversity and change without losing momentum and focus.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Powerful Performance Reviews



## *The Successful Strategies to Managing Your Teams Performance.*

This workshop is designed to equip both managers and teams with the necessary skills and understanding, to conduct and engage in successful performance reviews. It addresses the process of managing performance with confidence and helps to create pathways to help achieve career goals. When performance is managed properly it can be the best opportunity to develop successful, motivated and results driven people.

- **Managers** sometimes find themselves ill equipped to know how to conduct the review process and empower their staff to fulfill their performance requirements, as well as helping them on to a path of career development.
- **Staff** can be unsure of the right way to prepare and plan for a review session. Sometimes this uncertainty results in anxiety or a lack of focus to know how to develop unified strategies, to move towards career goals.

This workshop can be conducted as a focused session for managers, or staff, to help both ends of the review process work successfully. It is designed as an interactive program to apply the learning through practical exercises, activities and role plays.

## Designed for?

- This program is designed for managers and team members to understand the responsibility and the frameworks needed to achieve successful performance review outcomes.
- Anyone wanting to understand the best practice methodology to create mutually acceptable pathways for career development.
- An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

### For Managers

- ✓ How to prepare and plan effectively for a results focused review. How to set motivating career goals and gain agreement.
- ✓ Identify the drivers of poor performance.
- ✓ Give encouraging feedback and discuss improvement opportunities, develop the core skills to have difficult conversations.
- ✓ Understand the psychology of motivation.
- ✓ Facilitate and encourage feedback from staff members and conduct the performance review conversation.

### For Staff

- ✓ How to plan and prepare for a review session.
- ✓ Actively engage with their manager in the performance review process.
- ✓ Ask for performance feedback and discuss development opportunities.
- ✓ Actively listen without forming judgement.
- ✓ Provide effective feedback for their manager.
- ✓ Reframe any negative feedback as a growth opportunity.
- ✓ Adopt a positive mindset to the performance review process.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Out of the Box



## Leading a Culture of Innovation.

Leadership Edition

'**Out of the Box**' is a workshop style program designed to help leaders and managers break new ground and smash traditional approaches to workplace improvement.

This workshop is highly practical and interactive harnessing the power of brain behaviour to shift thinking from entrenched patterns. It is filled with activities, exercises and case studies to help practically experience what it takes to lead an innovative culture.

This program will also help to identify the key traits necessary to build an innovative team, that knows how to problem solve and adapt to change and challenges. It addresses different types of innovation styles and thinking and how these can be practically applied for breakthrough improvement.

The **Out of the Box** program will help give leaders plenty of innovative strategies to improve the team's ability to push through difficult road blocks with fresh perspective.

## Designed for?

- > This workshop is relevant to leaders and managers looking for new ways to shape and lead their team and bust out of old mindsets and routines.
- > It is ideally suited to those who are wanting to break free from entrenched mindsets and find methods to create fresh momentum and new cultural standards.
- > An ideal group size is 6 – 15 participants

### Key Learning Outcomes

- ✓ Understand the drivers to create a culture of innovation and continuous improvement.
- ✓ Nurture a creative work environment that engages a whole team.
- ✓ Identify improvement opportunities and develop the right strategies.
- ✓ Use challenging situations to find the opportunities and new ways forward.
- ✓ Understand how leading organisations innovate and learn from them.
- ✓ Remove blame culture and reactive practice that stifles innovation.
- ✓ Turn ideas into products, services and process.
- ✓ Adapt and use different innovation styles to break new ground.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# The Emotionally Intelligent Leader



## *Enhancing your Impact with Awareness and Empathy!*

Great leaders read people well and it is often what sets them apart from the manager/leadership rank and file. Fortunately EI is a developed skill and with the right methodology and understanding, any leader can use the power of EI to make a positive impact on their people.

Leadership often requires a subtle and sensitive approach to ascertain the correct strategy and the right way to deal with individuals who need to be addressed in order to keep the daily wheels turning. EI or EQ, as it often called, helps leaders to recognise behaviours, moods, and impulses and the impact they have on the workplace and relationships.

Understanding how EI can be used in the work environment empowers individuals to manage their emotions in a positive way, to communicate effectively, empathise with others, manage stress, overcome challenging situations and defuse conflict.

**'The Emotionally Intelligent Leader'** is a workshop designed to give you a greater level of self and people awareness in how you lead and engage your team. If you are looking for ways to motivate, remove personality blockages and build greater bonds with those you lead, then this is the program for you.

## Designed for?

- > The Emotionally Intelligent Leader is applicable to anyone who is looking for ways to lead their team, or themselves to new levels of personal and people awareness resulting in improved performance.
- > It is aimed at all levels of the organisation and is designed to give fresh ideas and techniques to enhance self and people management skills.
- > An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Learn the core skills required to practice and lead with emotional intelligence.
- ✓ Define and practice self-management, self-awareness, self-regulation, self-motivation and empathy.
- ✓ Manage your EI to enhance your performance levels.
- ✓ Identify the benefits of EI in team leadership.
- ✓ Use EI to help resolve workplace conflict.
- ✓ Assess your personal EI level.
- ✓ Master tools to regulate and gain control of one's own emotions.
- ✓ Communicate your emotions using the right language.
- ✓ Use EI to be an outstanding coach and leader.
- ✓ Understand the difference between intention and impact.
- ✓ Develop better team building techniques.
- ✓ Be more aware of your emotional blind spots.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Successful Coaching & Mentoring Strategies



## ***Developing Talent & Empowering Performance!***

With today's modern manager it is almost a given that they understand and have the skills to coach and mentor their talent successfully. This can be a challenge for many managers who may be time poor, don't have a proper coaching/mentoring strategy, or maybe just a little inconsistent in how they coach and support the team.

Coaching is one of the most effective upskilling methods managers have at their disposal to nurture their talent and align staff to business performance objectives. With the right methodology and plan an effective coaching and mentoring program can really make a huge positive difference for the team. This has also become timely with the increase in remote working teams making this skill of necessary and high value to build improved engagement levels.

**Successful Coaching and Mentoring Strategies** is a workshop that will provide managers with the skills and knowledge to apply a variety of coaching methods to improve performance. It focuses on building better relationships with teams and individuals and identifies ways to release true potential using coaching/mentoring techniques. This workshop has been designed as a highly interactive session with lots of practical activities and exercises to achieve the learning goals.

## **Designed for?**

- Applicable to all leaders, managers, supervisors and those who are responsible to train staff.
- Those looking to find new ways to nurture their talent's capabilities and need effective methodology.
- Are looking to move into a coaching or mentoring role in their career.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand and apply the different coaching models and what will work best.
- ✓ The difference between coaching and mentoring and which is best to use in the given situation.
- ✓ Break down the components of coaching to identify where you are at in the process.
- ✓ How to customise and build your own coaching or mentoring program.
- ✓ Understand the role of the coach and your unique coaching style.
- ✓ Mapping the talent and skill capability of your team to support the gaps.
- ✓ Know when coaching is not the right approach.
- ✓ How to develop a coaching and mentoring culture.
- ✓ Understand the traits of an excellent coach and mentor.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Making Things Better



## *Leading a Continuous Improvement Culture.*

The modern day workplace is a competitive and sometimes complex, results driven environment. Innovation, strategy and creativity are crucial components to maintaining your edge and improving business process.

This also means moving away from the blame game, constantly fighting the same old fires that never seem to go out and identifying how to work smarter, not just harder. Creating a culture that has a continuous improvement mindset is a part of intentional leadership strategy. It requires a plan to nurture it as an Integrated practice into the daily operations of the team.

**'Making Things Better'** is a workshop style program that delivers key strategies and proven methods to help support the need to identify causes, improve work quality and maximise opportunities. This course helps identify the 'Best Practice' methods for continuous improvement and the necessary mindset needed to develop winning strategies that get results.

## Designed for?

- Making Things Better is applicable to managers and teams looking to discover new ways to improve and streamline workplace process.
- It is targeted to all staff who have the responsibility to improve performance and work at an operational level.
- Anyone looking for the mindset and methodology of continuous improvement practice.
- An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Analyse and identify the core drivers of a problem.
- ✓ Understand the 'best practice approach' vs 'current approach'.
- ✓ Learn to identify opportunities to streamline the process.
- ✓ Developing the right performance standards around particular tasks.
- ✓ Time efficient methods to improve task performance.
- ✓ Drawing on the power of the team to better evaluate work practices.
- ✓ Set up the correct communication plan to keep everyone on the same page.
- ✓ Develop a team culture that nurtures continuous improvement.
- ✓ Identify characteristics of successful organisations.
- ✓ Understand the methodology of continuous improvement practice.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day




Coaching

# Critical Thinking & Problem Solving



## *Unlocking Ideas to Create Effective Solutions.*

Leadership Edition 

Moving your organisation or team forward into the future can be a daunting task. By taking a structured and planned approach you are more likely to achieve clarity and confidence with reaching your goals.

Critical thinking and problem solving are normally imperative abilities needed to solve complex issues that block the pathway forward. Understanding how these two skills are applied and the important ingredients to get to a positive solution.

Critical thinking combines right brain intuitive, creative and imaginative thought with left brain analytical thinking. Problem solving requires a practical methodology that helps you arrive at your best available options.

The **'Critical Thinking and Problem Solving'** workshop helps participants to understand the core competencies to effective critical thinking and the various problem solving methods.

Solving problems in the face of pressure, or even using short term thinking inhibits how we reach objectives and get the results we are after. This workshop explores the key components necessary to move things forward and the methods required to navigate to the desired results.

## Designed for?

- Anyone who needs to understand the methodology for critical thinking and problem solving for best practice.
- It is relevant for Employees, Supervisors, Managers, Team Leaders, or Senior Leaders who need to find ways through complex issues.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand the different problem solving methods and how to apply them.
- ✓ Identify risks and develop effective contingency.
- ✓ Understand the ways to tap into effective thinking practice.
- ✓ Identify the source of the issue by using correct problem solving methodology.
- ✓ Remove fixed thinking by applying critical thinking frameworks.
- ✓ How to engage and gain contribution to solving problems with the right people.
- ✓ Understand the key methods to integrate the skills in daily practice.
- ✓ How to break moulds and remove entrenched thinking blockages.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Leading Change Successfully



## *Positive Strategies to Ensure that you Manage Change & Transition with Rewarding Results!*

Many individuals fear the uncertainty that change can bring to their role and organisation. If it's led well, your employees will embrace change positively. If it's led and communicated poorly, forget it. One thing is for sure, change in any organisation is a given.

Change is a part of our personal and professional lives and most people struggle at some level with it. The lack of experience in leading change can result in chaos, disengagement issues and dysfunctional team performance. It's critical that your key people know how to nurture an environment that will help employees embrace change in your organisation, in a successful and beneficial way.

**'Leading Change Successfully'** will help you lead your team, department, or organisation into the greener pastures of higher performance whilst minimising resistance throughout the change process.

## Designed for?

- Leading and Managing Change Successfully is applicable to anyone who is looking for ways to lead their team and department through organisational change.
- It is aimed at all levels of senior and middle management, as well as those looking for new and fresh ideas to help take their team to the next level.
- This course is applicable to all those who are either currently or will be going through the change process with their team.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Avoid the common mistakes that people make when leading change and identify your key influences and change agents.
- ✓ Understand the key motives of change.
- ✓ Create a continuous improvement process encouraging effective feedback.
- ✓ Lead change positively.
- ✓ Help employees identify the positive opportunities within change.
- ✓ Understand the psychology of how humans react to change and know how to manage it.
- ✓ Develop the right communication strategy for your team during the change process.
- ✓ Define the change and its stages.
- ✓ Develop an understanding that change is a continued process that never stops.
- ✓ Set up a successful communication plan that removes unhealthy feedback loops during change.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching



# Managing Remote Meetings Successfully



## Keeping Virtual Meetings Focused, Engaging & On Track.

Leadership Edition

Time spent in unproductive or out of control remote meetings can be frustrating. In order to be successful, it is important to understand the strategies that help set up the 'virtual do's & don'ts' as well as keeping the participants engaged and focused. Having a clear strategy of how to navigate virtual meetings is imperative to help them be successful and productive.

As the majority of meetings today are now conducted remotely managing the people dynamic in this format can be challenging at the best of times. Just like face to face meetings participants can dominate, waffle, or use the opportunity to promote their own agenda.

'Managing Remote Meetings Successfully' is a learning session to empower participants with ideas to get remote meetings back on track! It covers many of the key strategies to relieve common sore points that make virtual meetings frustrating and unfruitful.

This workshop explores the best practice for running virtual meetings, as well as strategies to manage diverse and challenging participants. It is designed as an interactive session with a wide range of ideas to improve engagement, set boundaries and make virtual meetings run smoothly.

## Designed for?

- > Tailored for anyone who needs to co-ordinate, chair or facilitate virtual meetings.
- > Ideal for those who run or who are looking for strategies as a meeting leader.
- > Individuals who have to attend or chair regular meetings.
- > Ideal group size 6-15 participants.

### Key Learning Outcomes

- ✓ Identify why meetings go wrong and what you can do about it.
- ✓ Create an effective process that ensures virtual or hybrid meetings run well.
- ✓ Manage the participants in a fair but effective manner, allowing everyone to contribute.
- ✓ Know how to manage difficult participants successfully in a virtual setting.
- ✓ Strategies for getting the meeting started and finished on time.
- ✓ Understand the role of the chairperson in a virtual dynamic.
- ✓ Understand engagement techniques and how to keep the meeting flowing.
- ✓ Understand influencing techniques to get your ideas across in a virtual medium.
- ✓ Create open and honest communication in a safe way.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Leading Under Pressure



## *Maintaining Calm When the Heat is On!*

The ability to manage the stress and pressure of a leadership role can sometimes vary depending on the circumstances. One of the most challenging aspects is the ability to keep your cool in complex high stress situations. It is in these moments that the ability to be a leader can really shine through. It is also often a determining factor in how leadership is respected and followed in the future.

Being able to manage the pressure of a situation and the emotional fallout is a key ability leaders need to develop. Not just the personal impact to themselves but also the ability to help carry those who follow them as well. For most, this aspect of leadership can only be learned when the heat is on. If you like, a forging in the fire is normally catalytic in bringing out the best and worst in current leadership abilities.

**The Leading Under Pressure** workshop creates a template for developing winning strategies to manage the tension of high stakes and demanding roles. This session is designed to equip leaders with the tools and methods to remain calm under pressure, maintain effective decision making and people management skills. It is ideally suited for those looking for ways to develop their capacity to lead to new found levels.

## Designed for?

- Tailored for all managers and leaders looking for ways to take their leadership abilities to the next level.
- Suited for every level of organisational leadership and relevant to those looking for keys to unlock hidden strength to increase leadership performance.
- Anyone who needs strategies to help manage the pressure of their leadership role.
- An ideal group size is 6 – 15 participants

## Key Learning Outcomes

- ✓ Understand the core psychology drivers that result in the personal capacity to manage pressure.
- ✓ Create a 'Leading Under Pressure' strategy unique to your situation.
- ✓ Identify the hidden strengths that you can tap into to improve resilience.
- ✓ Meet challenging poor performance head on and navigate to clear solutions.
- ✓ Manage team expectations and create aligned perception when the heat is on.
- ✓ Techniques to apply high, value low value task assessment when the workload is overwhelming.
- ✓ Understand the critical self-management disciplines to set the correct tone and pace under fire.
- ✓ Manage the tension of tough conversations to keep the team on track.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Leading Difficult People & Situations



## *Tools for Managing Challenging People and Tough Situations.*

Whatever your role and responsibility it's likely that at some point you will face difficult situations and difficult people. When leading a team or a project it can be as you are moving ahead to meet deadlines and you find yourself up against different agendas, or challenging personalities. This session will help you navigate and understand the mechanisms and psychology at play, when you're dealing with difficult situations and often the difficult people involved as a result.

Whether it is finding solutions in tough circumstances, keeping clients satisfied, dealing with difficult team members or project stakeholders, this course is designed to help leaders and managers find the right solution to get moving forward.

This course will help you learn, develop and practice the successful behaviours that are necessary to navigate through the tough times – and often help you to avoid them in the first place. Handled poorly or left unaddressed, difficult situations can create compounding problems that will only effect ongoing working relationships and client satisfaction. This course will equip you with an understanding and ability to diagnose the correct strategy for handling the diverse personalities involved and make the right resolution-based decisions every time.

## Designed for?

- > Dealing with Difficult Situations and People is suited for anyone who needs to lead and manage challenging situations, people or clients. Supervisors, Team Leaders, Senior Managers or CEOs.
- > Anyone looking for strategies to deal with tough or complex situations and find ways through.
- > An ideal group size is 6 – 10 participants.

## Key Learning Outcomes

- ✓ Identify the underlying driving force of a difficult situation.
- ✓ Develop the right leadership strategy to get the desired outcome.
- ✓ Understand what works and what doesn't work when dealing with difficult situations and people.
- ✓ Know your reaction mechanisms and work towards developing successful self-management behaviours.
- ✓ Adopt influencing strategies to steer towards desired outcomes and build better rapport.
- ✓ Use advanced communications techniques to create better rapport and defusing techniques.
- ✓ Apply assertive techniques to respond to difficult people.
- ✓ Apply techniques to effectively process criticism.
- ✓ Define conflict and identify your style in conflict situations.
- ✓ Apply a process for resolving workplace conflicts.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# The Remote Workplace

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# The Remote Communicator



## Effective Communication Strategies for the Flexible Workplace.

A recent survey conducted by Atlas Cloud, an IT company, discovered the following from their remote workers:

- A 10-15% decrease in information given to them by their managers.
- 15% decline in collaboration with other colleagues.
- Remote staff feeling ignored, alienated and isolated through reduced communication.
- 15% of Managers and 40% of employees received insufficient training prior to the pandemic, resulting in poor policy buy-in and adaptation of new work tools.
- This has resulted in a long term, negative impact on performance and productivity.

Remote Communication is different, it is not the same as normal inter-office exchange, it requires a new strategy. Understandably, many organisations took an incident response approach to the recent pandemic but now are finding the need to develop more effective strategies to improve remote performance.

Office-based teams have a different communication fluidity which can spark more spontaneous interaction. Remote communication is intentional and driven, often by schedule or other task drivers. It requires a greater dependence on being thoughtful and focused when using different tools and methods to ensure effective communication.

This workshop focuses on developing the right communication strategies to ensure improved cohesiveness and performance for all remote workers and managers. It covers all methods from virtual, device driven and written methods.

### Designed for?

- It is aimed at all levels of organisation and is designed to give fresh ideas and techniques to enhance people communication skills in remote work environments.
- It is applicable for those looking for virtual management strategies for remote workers.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand how to build a common language with your team.
- ✓ Understand the importance of developing an effective remote communication plan.
- ✓ Usage of different mediums strategically to improve message clarity in remote work environments.
- ✓ Knowledge of how to identify communication gaps and develop solutions.
- ✓ Ability to manage difficult communication in virtual mediums.
- ✓ Understanding of how to manage team communication & cohesiveness when working remotely.
- ✓ Understanding of the barriers and people filters that will block your message.
- ✓ Ability to profile different personality styles and create strategies to adapt and flex.
- ✓ Development and application of a regular check-in strategy.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Remote Workforce Planning



## *Creating Frameworks for Emerging Trends & Flexible Work Arrangements.*

In a recent article from 'Smarter with Gartner' about COVID-19 resetting the workforce, the following was identified:

- The competition for talent has changed radically as talent can be located anywhere.
- The digital literacy and discretionary skills needed for remote workplace employees has changed how we recruit for traditional positions
- Identifying 'Skill Clusters' is now more important than defined roles, as 40% of employees say they frequently perform tasks outside their job description.
- Workforce planning requires flexible models to adapt to diverse workflow for remote workers.

Workforce Planning has traditionally been the process of analysing, forecasting, and planning workforce critical skill needs, to ensure that an organisation has the right people with the right skills to achieve its strategic objectives.

After the biggest upheaval in workforce, history flexible workforce planning is now an urgent need. The challenge is now to move from a static to an agile planning approach. To adopt models that can continually reshape and assess the impact to the workforce, as well as incorporating changes in business behaviour. The imperative for leaders is to identify the relevant talent and skill needs during and beyond the pandemic.

Remote Workforce Planning is a program designed to reassess what workforce planning needs to be in a post COVID environment. It is designed to identify remote workplace trends and the flexible models needed for effective planning.

## Designed for?

- It is aimed at anyone required to create capability and remote workforce plans for recruitment or role definition.
- It is applicable for those in HR or a management role, who are required to identify strategies for effective remote workers.
- An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Create a talent plan with effective build and buy strategies for remote and flexible workforces.
- ✓ Learn how to remain predictive in your planning to continue to drive aligned business strategies.
- ✓ Understand the tools to identify critical 'Skill Clusters' for business workflows.
- ✓ Understand the phases of workforce planning in a post pandemic business future.
- ✓ Assess and integrate effective risk strategies into your plan.
- ✓ Use Agile methodology to drive and develop continuous improvement.
- ✓ Identify workforce trends and refine strategies in response to changing employment landscapes.
- ✓ How to analyse and interpret the metrics to make informed decisions and recommendations.
- ✓ Develop a Remote Capabilities Framework.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Managing Remote Performance



## *Successful Performance Strategies for the Flexible Workplace.*

It takes superior people management skills to work through and provide practical solutions and a clear strategy in order to develop your staff to deliver consistent results. The challenge is, managing performance can take time, commitment, energy and blind courage to deal with the highs and lows of people performance. Too many managers can subscribe to 'performance management denial' and can play down the issues of poor performance, or adversely micro manage an individual to the point where trust and empowerment have vacated the relationship.

Some managers can give excuses such as "lack of adequate training or they were not fully aware of the organisations performance management policies or the legal environment," etc. As a result they do not manage performance issues effectively or in alignment with the objectives of their team or business unit. Without proper skills and necessary attention, poorly managed performance issues will impact on morale, staff engagement and ultimately, the financial bottom line.

**'Managing Remote Performance'** is a breakthrough training course that will provide your managers with a range of skills and knowledge to better manage poor performance and most importantly, understand how to develop high performing individuals. It has been designed with the remote workplace in mind and the challenges that can arise from managing teams in remote workplace situations.

### Designed for?

- Successful Performance Management is applicable to anyone looking for ways to lead their team's performance to new levels.
- It is aimed at all levels of leadership that manages performance remotely.
- It is designed to give fresh ideas and techniques to improve people management skills through the performance process.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand and manage the process of Performance Management.
- ✓ Implement the necessary communication skills required.
- ✓ The knowledge to develop key strategies needed for performance improvement.
- ✓ How to deal with resistance and uncomfortable performance issues.
- ✓ Diagnosing the correct performance strategies necessary to facilitate progress.
- ✓ Framing techniques and managing the performance discussion effectively.
- ✓ Conducting effective feedback and one on one sessions virtually.
- ✓ Effective strategies to improve managing individual performance issues in remote workplace teams.
- ✓ How to create overall positive performance synergy with virtual teams.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Creating Productive Habits



*Developing Adaptable & Focused Performance Skills for the Hybrid & Remote Worker.*

'**Creating Productive Habits**' is a breakthrough training course that is relevant and timely, particularly as remote working has now become normal practice. Understanding how to integrate adaptable disciplines when dividing time between home and work environments has become a requirement to maintain high performance standards.

## Some of these adaptable skills include:

- The ability to work with agile methodology.
- Being able to re-prioritise constantly throughout the day.
- Creating focused work zones.
- Developing the right work/home boundaries.

It takes superior self-management skills to work through and prioritise effectively, develop the right strategies in order to deliver consistent results. When moving from one work environment to the next it is not as simple as doing what we have always done before. It requires intentional focus and the ability to recognise subtle emotional triggers that can undermine productive habits.

If you are looking for ways to improve your work routines in a remote or flexible workplace role then this workshop is for you.

## Designed for?

- Individuals and teams looking for strategies to improve flexible workforce routines.
- Job functions that have been impacted by the recent pandemic and you need to find realignment.
- Managers and Team leaders looking for strategies to support the performance of remote workers.
- An ideal group size is 6 - 15 participants.

## Key Learning Outcomes

- ✓ The ability to identify poor habit triggers early and remove them for good.
- ✓ Understand the key principles to create focused work zones in each environment you are in.
- ✓ The ability to assess and reprioritise simply and quickly.
- ✓ Create a plan that helps keep healthy boundaries with your remote work and home life.
- ✓ Understand the key components to maintain strong performance standards when the goal posts keep shifting.
- ✓ Learn the key methodology required to operate with strong adaptability skills.
- ✓ Identify the patterns in your day that help you design more effective workflow.
- ✓ Discover how to minimise distractions and manage interruptions.
- ✓ Harness the power of your technology to work for you not against you.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching



# Leading the Remote Workplace



## *The Modern Managers Guide to Building Successful & Flexible Workplace Teams.*

Global operations, device driven workplaces, as well as subject matter experts, all become a part of a modern-day team environment. Many leaders find themselves with a blended bunch of team members who operate and report to them from other parts of the country, world, or even sit under other team leaders at the same time.

This makes leading people complex and often creates an impersonal relationship with the loss of physical face to face interaction, or divided reporting loyalties. The challenge then becomes how to build a cohesive and motivated team that has buy-in and feels like they are a community rather than just a working group.

There are also many benefits in working in a virtual team that are not always recognised. It can become a rewarding and motivating experience to engage and motivate members when you know how

**'Leading the Remote Workplace'** is a workshop-based program that builds a framework and explores modern strategies of leading teams in complex structures. It addresses core drivers and explores key topics like, engagement, accountability, diverse thinking, contribution, cultural diversity and identifies the strategies that ensure success.

### Designed for?

- > Coordinators, managers, team leaders or individuals who are looking for keys and solutions to increase the effectiveness of working as a virtual and/or across teams.
- > An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand the core psychology drivers to engagement and disengagement.
- ✓ Mapping out a strategy for managing the team.
- ✓ Understand the core drivers and how to maximise for better results.
- ✓ Use the power of divergent thinking and create a greater buy-in.
- ✓ Set up effective communication plans to create cohesive engagement.
- ✓ Create a virtual culture that sets new standards.
- ✓ Identify the right medium for the team member.
- ✓ Create strategic trust bridges.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Remote Resilience



## *Team Health & Strength for the Flexible Workplace.*

Change can be stressful at the best of times. The recent impact to organisations from COVID-19 created the biggest upheaval in work history. Companies scrambled to establish alternate work environments to sustain ongoing operations moving into incident response mode. As a result of large numbers working from home, productivity went up as people discovered new found time in familiar environments.

Overtime the social and work changes created heavy impact on many individuals and industries to maintain effective service. Most psychologists agree on one fact: that prolonged periods of stress or continued change in the workplace, will result in burnout, fatigue, job dissatisfaction, depression and ultimately create retention risk to employers.

**'Remote Resilience'** has been designed in response to employers requesting support strategies for their remote work teams to manage the remote work life balance. It has been developed with a holistic focus to help individuals and teams identify the potential stress triggers in your work and personal life. This workshop includes practical activities to bring empowerment and strategy to create a positive emotional state when managing flexible work schedules.

## Designed for?

- Remote Resilience is applicable to anyone who is looking for ways to reduce stress and gain flexible work strategies.
- It is aimed at all levels of organisation and is relevant to senior and middle management, as well as those looking for new and fresh ideas to build better resilience levels for remote practice.
- This is also applicable for anyone looking for self-management strategies to improve disciplined work practice.
- An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Critique individual resilience levels in a remote environment.
- ✓ Scan resilience levels in the workplace.
- ✓ Create an ongoing reprioritisation strategy rather than a crisis management approach.
- ✓ Anticipate struggle points and influence positive outcomes.
- ✓ Find fresh strategies for a new work life balance.
- ✓ Create an effective adaptability plan.
- ✓ Identify and label common remote stressors.
- ✓ Differentiate between positive and negative stressors.
- ✓ Stay motivated and think with the end in mind.
- ✓ Manage how you react to events.
- ✓ Practice the art of unconditional surrender to the events you have no control over.
- ✓ Recognise the telltale signs when resilience levels are dropping.
- ✓ Assemble a career plan and measure your progress.
- ✓ Critique the usefulness of an exercise and health plan.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Managing & Coping with Change



## *Managing the Impact of Change & Moving on Positively.*

Remote Workplace Edition 

Change can be stressful at the best of times. The need to understand and manage the impact of change is a core skill in a modern-day work environment. Sometimes the impact of change, particularly change we didn't ask for, can cause us to get stuck, or we struggle with letting go of how things used to be. For many the recent pandemic created significant upheaval in their work role that required new methods to manage and cope with change.

Having to adjust and adapt to this many changes in order to survive can create levels of stress that place pressure on our ability to cope in the longer term. This can bring in a sense of loss and we may find it difficult to keep up the same enthusiasm and sense of positive expectation we had for our role.

**'Managing and Coping with Change'** helps participants to find fresh ways to cope with the impact of change, walk away from disillusionment and disappointment and start to charter a path of motivation again. This program integrates some of the necessary strategies to adapt to remote working life and role balance. It map outs out remote blueprints to manage flexible work roles successfully.

## Designed for?

- This workshop is relevant to anyone who is going through, or has gone through the impact of organisational change.
- Suited for all levels from employees to management roles.
- Those looking for new or fresh strategies to help manage change and its impact in the workplace.
- An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Understand how change can impact themselves and others.
- ✓ Identify what their control mechanisms are.
- ✓ Recognise the emotional fallout of perceived negative change.
- ✓ Understand coping mechanisms and how to use them in a healthy way.
- ✓ Break away from destructive thought patterns.
- ✓ Identify fresh points of motivation for moving forward.
- ✓ Understand how to let go of past disappointment and disillusionment.
- ✓ Recognise where you are in the change cycle.
- ✓ Developing remote workplace strategies for improved work, life balance.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Flexible Planning Strategies



*How to Plan & Prepare in a World of Business Uncertainty.*

Remote Workplace Edition 

It's clear that working from anywhere, using any device, will be the future of work across many industries. It's a seismic shift that will require businesses to take specific steps to preserve their workplace culture. Not to mention that any sudden restriction changes still require businesses to maintain the quality and delivery of their service. This can be challenging and develop more of a reactive, incident response approach rather than putting effective and flexible plans in place.

In order to maintain and minimise business disruption, understanding how to plan and implement effective, flexible strategies is vital for successful results. Operating a remote-work program can also add complexities to this process. In order to manage risk, be better prepared for unpredictable and uncertain changes, Flexible Planning Strategies could be just the program to support your business in the current climate.

'Flexible Planning Strategies' is a practical workshop packed with a range of planning tools that are critical to being prepared for the uncertainties of the current COVID landscape. This session practically equips participants to apply a range of risk management methods, as well as understanding how to integrate flexibility. Using adaptability and decision making methodology, it is designed to help stay on top of shifting markers and minimise reactivity.

## Designed for?

- It is applicable to any individual who is responsible to maintain delivery of service, standard of performance and ensure clear direction for their team.
- Anyone who is looking to find methods to minimise potential risks and create contingency.
- Designed for managers and team leaders who are looking for ways to manage operational responsibilities effectively.
- An ideal group size is 6 - 15 participants.

## Key Learning Outcomes

- ✓ Identify risks and apply established risk management processes in line with the responsibilities and obligations of your role.
- ✓ Review and improve organisational processes, procedures and apply flexible planning models.
- ✓ Consult stakeholders in the identification of risks to assess for effective flexible contingency quality.
- ✓ Coordinate with stakeholders and establish response implementation frameworks for multiple contingencies.
- ✓ Apply effective decision making models to help accelerate to plan agreement.
- ✓ Understand and apply adaptability methods to identify your flexible style.
- ✓ How to set up effective reporting mechanisms to monitor, evaluate and adjust your plan.
- ✓ Understand the different planning methods available to help you create flexible plans.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day




Coaching

# Difficult, Direct & Daunting Conversations



## *Tools for Managing difficult Conversations & Getting Results!*

Remote Workplace Edition 

Have you ever experienced the following?

- Difficulty in getting your message across when emotions run high and communication gets uncomfortable?
- Walking away from a conversation wishing you had said something that you are now finding easy to articulate?
- Trouble trying to communicate your thoughts to someone in a virtual session not knowing how to approach the subject?

If you can relate to any of the above then **'Difficult, Direct and Daunting Conversations'** is for you. This is an advanced communication workshop that equips you with the necessary tools to handle high stakes, high emotion and intimidating conversations. This Remote Workplace Edition is designed to take the principles and techniques in this program and apply to a virtual communication context.

Whether you need to understand the key strategies to diffuse tension, positively influence uncomfortable communications in a virtual medium or find mutual purpose and critical resolve, then this workshop is for you.

### Designed for?

- This course is a must for individuals who desire to influence and manage dialogue that has the potential to cause stress and conflict.
- Those who are looking for techniques to communicate more confidently and accurately in virtual communication.
- It will benefit anyone who desires to improve open and honest communication in a way that brings effective solutions.
- This is applicable for those working in any organisational role or level who regularly uses virtual tools as a communication method.
- An ideal group size is 6 - 15 participants.

### Key Learning Outcomes

- ✓ Know how to defuse any low to high level emotional communication in a virtual context.
- ✓ Understand your unique communication and stress style.
- ✓ Understand the key phrase and set up statements required to communicate at high levels of effectiveness.
- ✓ Pattern interruption techniques to gain back dialogue control when things get out of hand.
- ✓ Understand a higher level of self awareness to manage emotions of yourself as well as others.
- ✓ Apply the key methods involved to communicate with the best strategies in a virtual situation.
- ✓ Acquire the knowledge and tools to work with a range of communication styles.
- ✓ Learn mapping and preparation methods so you are always ready to communicate in tough situations virtually.
- ✓ Tools to help the other parties involved to communicate more effectively in a virtual environment.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Managing Remote Meetings Successfully



## *Keeping Virtual Meetings Focused, Engaging & On Track.*

Time spent in unproductive or out of control remote meetings can be frustrating. In order to be successful, it is important to understand the strategies that help set up the 'virtual do's & don'ts' as well as keeping the participants engaged and focused. Having a clear strategy of how to navigate virtual meetings is imperative to help them be successful and productive.

As the majority of meetings today are now conducted remotely managing the people dynamic in this format can be challenging at the best of times. Just like face to face meetings participants can dominate, waffle, or use the opportunity to promote their own agenda.

**'Managing Remote Meetings Successfully'** is a learning session to empower participants with ideas to get remote meetings back on track! It covers many of the key strategies to relieve common sore points that make virtual meetings frustrating and unfruitful.

This workshop explores the best practice for running virtual meetings, as well as strategies to manage diverse and challenging participants. It is designed as an interactive session with a wide range of ideas to improve engagement, set boundaries and make virtual meetings run smoothly.

## Designed for?

- > Tailored for anyone who needs to co-ordinate, chair or facilitate virtual meetings.
- > Ideal for those who run or who are looking for strategies as a meeting participant.
- > Individuals who have to attend or chair regular meetings.
- > Ideal group size 6-15 participants.

## Key Learning Outcomes

- ✓ Identify why meetings go wrong and what you can do about it.
- ✓ Create an effective process that ensures virtual or hybrid meetings run well.
- ✓ Manage the participants in a fair but effective manner, allowing everyone to contribute.
- ✓ Know how to manage difficult participants successfully in a virtual setting.
- ✓ Strategies for getting the meeting started and finished on time.
- ✓ Understand the role of the chairperson in a virtual dynamic.
- ✓ Understand engagement techniques and how to keep the meeting flowing.
- ✓ Understand influencing techniques to get your ideas across in a virtual medium.
- ✓ Create open and honest communication in a safe way.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Personal Performance

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# Creating Productive Habits



*Developing Adaptable & Focused Performance Skills for the Hybrid & Remote Worker.*

'Creating Productive Habits' is a breakthrough training course that is relevant and timely, particularly as remote working has now become normal practice. Understanding how to integrate adaptable disciplines when dividing time between home and work environments has become a requirement to maintain high performance standards.

## Some of these adaptable skills include:

- The ability to work with agile methodology.
- Being able to re-prioritise constantly throughout the day.
- Creating focused work zones.
- Developing the right work/home boundaries.

It takes superior self-management skills to work through and prioritise effectively, develop the right strategies in order to deliver consistent results. When moving from one work environment to the next it is not as simple as doing what we have always done before. It requires intentional focus and the ability to recognise subtle emotional triggers that can undermine productive habits.

If you are looking for ways to improve your work routines in a remote or flexible workplace role then this workshop is for you.

## Designed for?

- Individuals and teams looking for strategies to improve flexible workforce routines.
- Job functions that have been impacted by the recent pandemic and you need to find realignment.
- Managers and Team leaders looking for strategies to support the performance of remote workers.
- An ideal group size is 6 - 15 participants.

## Key Learning Outcomes

- ✓ The ability to identify poor habit triggers early and remove them for good.
- ✓ Understand the key principles to create focused work zones in each environment you are in.
- ✓ The ability to assess and reprioritise simply and quickly.
- ✓ Create a plan that helps keep healthy boundaries with your remote work and home life.
- ✓ Understand the key components to maintain strong performance standards when the goal posts keep shifting.
- ✓ Learn the key methodology required to operate with strong adaptability skills.
- ✓ Identify the patterns in your day that help you design more effective workflow.
- ✓ Discover how to minimise distractions and manage interruptions.
- ✓ Harness the power of your technology to work for you not against you.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching



# Time Tactics



## *From Chaos to Control in the Modern Digital Workplace.*

Have you ever experienced the following?

- Emails inundating your inbox.
- Social Media has only provided more ways people can get you, leaving little space.
- Your smartphone has become an addictive distraction.
- Your organisation is placing greater demands on you than ever before to produce results quickly and on time.
- Your work colleagues can often make it difficult for you to cut through and get the job done.

If you can relate to even a couple of the above points, then welcome to the 21st century digital work environment! Never before has the pressure of individual performance been so intensely scrutinised, placing high demand on finding new strategies to cut through the daily chaos and clutter.

'Time Tactics' has been designed with you, the modern day professional, in mind. If you are looking for innovative ways to manage your day and get results in a technology driven work environment, then this course is for you. The strategies in this program address how we manage our time using many of the tools that have now become our great time saboteurs. It also focuses on how to navigate integrated relationships and implement the strategies that are necessary to get the job done!

## Designed for?

- Time Tactics is applicable to anyone who is looking for ways to increase their performance and navigate through the modern-day work pressures, whilst reducing stress and time sabotaging practices.
- It is aimed at all levels of organisation and is relevant to senior and middle management, as well as those looking for new and fresh ideas to increase their personal performance.
- Those looking to manage their device traffic more effectively.
- An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ An understanding of the key elements to implement time management skills in the modern workplace.
- ✓ Gain a clear understanding of successful mindsets that create a high-level performance.
- ✓ Correct use of technology to develop and release your personal productivity style.
- ✓ Knowledge of how to communicate and manage your workplace relationships effectively and achieve your desired outcomes.
- ✓ Know how to set up your work environment as your performance HQ.
- ✓ Ability to set goals and achieve personal reward and satisfaction of fulfilment.
- ✓ Creation of a personal action plan to implement as soon as you are back in the workplace.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Going from Stress to Strength



## *Building Resilience in Times of Change and Uncertainty.*

Change can be stressful at the best of times. The need to understand and manage the impact of change is a critical skill in the modern-day work environment. Most psychologists agree on one fact: that prolonged periods of stress or continued change in the workplace, will result in burnout, fatigue, job dissatisfaction, depression and ultimately create retention risk to employers.

Pressure is normal, and in fact, can be a motivating part of working life when managed correctly. If this pressure passes a certain threshold however, there is a real risk of experiencing some of the above negative conditions. The good news is, that it's preventable and when you discover the key strategies to managing your resilience levels, you can reduce your work stress dramatically.

**'Going From Stress to Strength'** is designed to help you discover the key strategies needed to manage stress in work and in life. It is designed with a holistic focus and helps you to identify the possible triggers in your work and personal life, as well as assisting you in creating a practical plan to develop resilience. This workshop uses proven methodology and practical activities to bring empowerment and strategy to create a positive emotional state.

## Designed for?

- Going From Stress to Strength is applicable to anyone who is looking for ways to reduce stress and increase their daily performance.
- It is aimed at all levels of organisation and is relevant to senior and middle management, as well as those looking for new and fresh ideas to build better resilience levels.
- This is also applicable for those needing self-management strategies in times of organisational change.
- An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Critique individual resilience levels.
- ✓ Scan resilience levels in the workplace.
- ✓ Calibrate a resilience state.
- ✓ Sail through daily tasks rather than a crisis management approach.
- ✓ Anticipate struggle points and influence positive outcomes.
- ✓ Balance work and life.
- ✓ Scan activities to build resilience levels.
- ✓ Identify and label common stressors.
- ✓ Differentiate between positive and negative stressors.
- ✓ Stay motivated and think with the end in mind.
- ✓ Manage how you react to events.
- ✓ Practice the art of unconditional surrender to the events you have no control over.
- ✓ Recognise the telltale signs when resilience levels are dropping.
- ✓ Assemble a career plan and measure your progress.
- ✓ Critique the usefulness of an exercise and health plan.
- ✓ Recognise the discomfort in other people.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Emotional Intelligence in the Workplace



## *Better Performance & Relationships by Staying in Tune & Aware!*

The ability to understand and respond effectively to emotional challenges presented to us on a daily basis is known as Emotional Intelligence. EI or EQ, as it often called has become a popular tool for business leaders to recognise behaviours, moods and impulses and the impact they have on the workplace and relationships around us.

Understanding how EI can be used in the work environment empowers individuals to manage their emotions in a positive way, to communicate effectively, empathise with others, manage stress, overcome challenging situations and defuse conflict.

**'Emotional Intelligence in the Workplace'** is a workshop designed to give you a greater level of self and people awareness. It helps equip you with the necessary tools to improve relationships in a results driven business environment.

### Designed for?

- > Emotional Intelligence in the Workplace is applicable to anyone who is looking for ways to lead their team or themselves to new levels of personal and people awareness, resulting in top performance.
- > It is aimed at all levels of the organisation and is designed to give fresh ideas and techniques to enhance self and people management skills.
- > An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Learn the core skills required to practice emotional intelligence.
- ✓ Define and practice self-management, self-awareness, self-regulation, self-motivation and empathy.
- ✓ Managing your EI to enhance performance levels.
- ✓ Identify the benefits of emotional intelligence.
- ✓ Use EI to help resolve workplace conflict.
- ✓ Assess your personal EI level.
- ✓ Master tools to regulate and gain control of one's own emotions.
- ✓ Communicate your emotions using the right language.
- ✓ Use EI to be an outstanding coach and leader.
- ✓ Understand the difference between intention and impact.
- ✓ Develop better relationship building techniques.
- ✓ Be more aware of your emotional blind spots.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Managing Remote Meetings Successfully



## *Keeping Virtual Meetings Focused, Engaging & On Track.*

Time spent in unproductive or out of control remote meetings can be frustrating. In order to be successful, it is important to understand the strategies that help set up the 'virtual do's & don'ts' as well as keeping the participants engaged and focused. Having a clear strategy of how to navigate virtual meetings is imperative to help them be successful and productive.

As the majority of meetings today are now conducted remotely managing the people dynamic in this format can be challenging at the best of times. Just like face to face meetings participants can dominate, waffle, or use the opportunity to promote their own agenda.

**'Managing Remote Meetings Successfully'** is a learning session to empower participants with ideas to get remote meetings back on track! It covers many of the key strategies to relieve common sore points that make virtual meetings frustrating and unfruitful.

This workshop explores the best practice for running virtual meetings, as well as strategies to manage diverse and challenging participants. It is designed as an interactive session with a wide range of ideas to improve engagement, set boundaries and make virtual meetings run smoothly.

## Designed for?

- > Tailored for anyone who needs to co-ordinate, chair or facilitate virtual meetings.
- > Ideal for those who run or who are looking for strategies as a meeting participant.
- > Individuals who have to attend or chair regular meetings.
- > Ideal group size 6-15 participants.

## Key Learning Outcomes

- ✓ Identify why meetings go wrong and what you can do about it.
- ✓ Create an effective process that ensures virtual or hybrid meetings run well.
- ✓ Manage the participants in a fair but effective manner, allowing everyone to contribute.
- ✓ Know how to manage difficult participants successfully in a virtual setting.
- ✓ Strategies for getting the meeting started and finished on time.
- ✓ Understand the role of the chairperson in a virtual dynamic.
- ✓ Understand engagement techniques and how to keep the meeting flowing.
- ✓ Understand influencing techniques to get your ideas across in a virtual medium.
- ✓ Create open and honest communication in a safe way.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Speed Reading in the Digital Workplace



## Save Time, Reduce Information Overload & Comprehend More!

Speed Reading is a skill of mastery and in our device driven, information overloaded world, it has become an even more valuable skill than ever before. The ability to increase your reading and comprehension rates is one of the key ways to save time and improve your overall productivity.

If you are looking for practical ways to improve staff or personal performance and reduce the amount of time it takes to get through the tons of required daily reading, then the **Speed Reading in the Digital Workplace** program is perfect for you!

### Common reading speeds:

- > Slow readers 150 wpm
- > Average readers 250 wpm
- > Above Average 500 wpm
- > Speed Readers 1000+ wpm!

This program is a practical, workshop style delivery, that is interactive and fun, with lots of reading drills and exercises that guarantee instant reading improvement. Participants will discover simple methods to increase speed, and comprehension techniques. The skills learned in this program are easily applied back in the workplace with noticeable performance improvements.

### Designed for?

- > This workshop is relevant to all employees, supervisors, team leaders, managers, CEO's and senior leaders.
- > Anyone who is needing to manage the volume of information they get on a daily basis and find better methods to save time.
- > An ideal group size is 6 – 10 participants.

### Key Learning Outcomes

- ✓ Improve reading speeds anywhere up to 5 times current levels.
- ✓ Understand and apply simple comprehension tasks.
- ✓ Know the different speed-reading methods.
- ✓ Develop externalisation techniques.
- ✓ Prepare and organise reading material for reading improvement.
- ✓ Apply speed reading principles to device and screens.
- ✓ Improved comprehension and retention of information.
- ✓ Understand the key reading preparation techniques that increase your productivity.
- ✓ Gain the knowledge to apply focused reading skills.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Dealing with Difficult People and Situations



## *Tools for Managing Challenging People & Tough Situations.*

It requires advanced interpersonal skills and the ability to read the real motivation drivers in a situation to find your way through. For most people, these skills need to be developed and learned as well as having sound strategies and methodology to get to the other side of the situation.

The reality of any business environment is that sometimes we find ourselves in the middle of a difficult situation. This can also bring difficulties into managing the relationships that are connected to the circumstances. If you are looking for better ways to manage stakeholders, clients, managers, colleagues and staff when things get tough. If you want to navigate through the complexities of getting to an agreement and moving forward, then this workshop is right for you.

**'Dealing with Difficult People and Situations'** is a program that offers practical solutions and insight into the effective management of difficulties and challenges. This course is non-biased and doesn't look for blame. It looks to find solutions and everyone will leave with a practical strategy and toolkit that gets right to the heart of the matter. As the participant you will be guided through a journey of advanced interpersonal skills and profiling techniques, that will enable you to manage difficult situations successfully.

## Designed for?

- > This workshop is designed for managers, consultants, client and stakeholder managers, project managers and any individual who needs strategies to get things moving in the right direction.
- > For anyone looking for ways to navigate complex and difficult situations and needs to find practical tools to assist.
- > An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Profile the people and drivers involved and develop your unique approach.
- ✓ Manage and form communication strategies for diverse personalities.
- ✓ Work progressively with different agendas and motivations.
- ✓ Manage the dialogue using advanced influencing techniques.
- ✓ Avoid inflammatory phrases and statements.
- ✓ Understand the difference between intent and impact.
- ✓ Learn the necessary self-management skills necessary for navigating through difficult situations.
- ✓ Recognise where they are at in the process of moving forward.
- ✓ Develop an interest map when multiple parties are involved.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Managing & Coping with Change



## *Managing the Impact of Change & Moving on Positively.*

Change can be stressful at the best of times. The need to understand and manage the impact of change is a core skill in a modern-day work environment. Sometimes the impact of change, particularly change we didn't ask for, can cause us to get stuck, or we struggle with letting go of how things used to be.

This can bring in a sense of loss and we may find it difficult to keep up the same enthusiasm and sense of positive expectation we used to have about our role.

**'Managing and Coping with Change'** helps participants to find fresh ways to cope with the impact of change, walk away from disillusionment and disappointment and start to chart a path of motivation again.

This workshop is relevant for anyone who is about to go through or has had to deal with organisational change. It explores the core psychology drivers that will assist in finding new ways to adjust and plan for a more positive future.

### Designed for?

- > This workshop is relevant to anyone who is going through, or has gone through the impact of organisational change.
- > Suited for all levels from employees to management roles.
- > Those looking for new or fresh strategies to help manage change and its impact in the workplace.
- > An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand how change can impact themselves and others.
- ✓ Identify what their control mechanisms are.
- ✓ Recognise the emotional fallout of perceived negative change.
- ✓ Understand coping mechanisms and how to use them in a healthy way.
- ✓ Breakaway from destructive thought patterns.
- ✓ Identify fresh points of motivation for moving forward.
- ✓ Understand how to let go of past disappointment and disillusionment.
- ✓ Recognise where you are in the change cycle.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Setting Achievable Business Goals



## *Practical Strategies to Develop, Motivate & Get you to your Goals!*

People who set clear and achievable goals have a much higher chance of getting results and achieving performance objectives than those who don't. The main reason is 'Focus.'

Some of the benefits of Focused Goal Setting are as follows:

- Increased Motivation.
- Overcoming Procrastination.
- Provides a Benchmark to Measure Progress.
- Helps to Remove Irrelevant Distractions.
- Sense of Achievement and Progression.
- Self Belief and Confidence.

This course identifies the strategic approach and methodology required in setting achievable and realistic performance goals. It addresses the different types of goal setting, including productivity, career, behavioural, educational as well as personal focus. It assists managers and staff with the skills and techniques to map out a clear set of agreed goals, that are aligned to organisational and personal performance objectives.

## Designed for?

- Setting Achievable Business Goals is applicable to anyone who is looking for strategies to set work performance goals that are realistic and rewarding.
- It is applicable to managers and staff and assists in the planning and development of performance objectives.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand the planning and goal setting process.
- ✓ Understand the different types of goals.
- ✓ Ability to use 'SMART Goal' methodology.
- ✓ Recognise the difference between realistic and unrealistic goal setting.
- ✓ Ability to create goals that are work and life balanced.
- ✓ Knowledge and utilisation of organisational 'Line of Sight' in goal setting.
- ✓ Be able to link KPI's to performance goals.
- ✓ Recognise and remove goal saboteurs and procrastination.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching



# Sales and Customer Service

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# Client Management & Consulting Skills



## *Creating Valuable and Rewarding Relationships with Your Clients.*

In a complex and competitive marketplace, it is getting harder and harder to provide quality service and experience what it is like to make a real difference for your client. In order to stand out from your competitors, it is not enough to settle for just being the 'expert' or having the right solutions.

These qualities, although important, are not always enough to keep your clients coming back for more. Clients demand much more than this – they want value and authentic relationships with their service providers.

The ability to navigate complex situations and relationships and come out on top is by no means an easy task. It requires advanced interpersonal skills and effective strategies to manage client expectations to the point of satisfaction. If you are looking for strategies and methods to help your clients to see you as the 'go to consultant' then this is the program for you.

**'Client Management and Consulting Skills'** is a workshop style program designed to help those in client management and consulting roles understand and apply successful interpersonal skills to get winning results. It will help you manage the clients value perception from the common 'garden variety' service provider, to the highly sought after 'Trusted Advisor'.

## Designed for?

- This workshop is relevant to consultants across all industries and disciplines, anyone who manages stakeholders and clients and offers advisory and value based services.
- It is relevant to those starting out, as well as those who are experienced in the client management and consulting process.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Identify the core drivers for clients and stakeholders and recognise what they really value.
- ✓ Understand how to profile (read) clients and diagnose the best solution and strategies.
- ✓ Understand how to become the 'The Trusted Advisor' to your clients.
- ✓ Use 'challenging situations' (disagreements or conflict) to find opportunities or ways forward.
- ✓ Manage the expectations of stakeholders and clients and apply effective influencing skills.
- ✓ Understand the 'Best Practice Methodology' for the consulting process.
- ✓ Manage the conversation and navigate to better outcomes.
- ✓ Understand the psychology of trigger points and how to use them to get it moving when things get stuck.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# MARATE Skills



## *Managing Angry, Rude, Abusive, Threatening & Emotional People and Giving them the Chop!*

### Have you ever experienced the following?

- Feeling overwhelmed and unsure how to deal with someone when they won't stop yelling at you.
- Trying to calm someone down but only to make it worse.
- Realising the issue is not really the issue.
- Feeling like you are stuck in a feedback loop when you answer their questions but they keep going over the same old ground.
- Feeling intimidated and emotionally scarred by aggressive customers or people?

If you can relate to the above, then **'MARATE Skills'** could be just the course you are looking for. No one likes dealing with difficult, aggressive, threatening people. It takes patience, good emotional management and a strong set of communication skills to manage and resolve issues with angry people.

**MARATE Skills**, pronounced the same way as 'Karate' equips participants with the critical **Ninja skills** needed to navigate emotional fallout and the crucial dialogue skills to defuse aggression. This session will help you navigate and understand the mechanisms and psychology at play, when you're dealing with difficult people and what steps to take.

It will equip participants with an understanding and ability to diagnose and apply the correct strategies for diverse personalities, aggression and defusing emotional charges. This course will also teach practical frameworks to help find ways forward with colleagues and customers alike, when it seems like you are not getting anywhere.

### Designed for?

- MARATE SKILLS is applicable to individuals, teams and managers who are looking to develop their ability to deal with aggressive and angry people.
- It is particularly relevant for all those with a contact or customer facing roles and is designed to develop the necessary skills to deal with different levels of aggression and emotion.
- It is also applicable to managing internal defusing issues and covers the necessary techniques for phone or face to face engagement.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Identify the underlying, driving force of a situation.
- ✓ Develop the fight strategy to get the desired outcome.
- ✓ Understand what works and what doesn't work, when dealing with situations and people.
- ✓ Know your reaction mechanisms and work towards developing successful self-management behaviours.
- ✓ Adopt influencing strategies to steer towards desired outcomes and build better rapport.
- ✓ Use advanced communication and defusing techniques to create better rapport.
- ✓ Apply assertiveness techniques to respond to difficult people.
- ✓ Apply techniques to effectively process criticism.
- ✓ Define aggression and identify your style in aggressive situations.
- ✓ Apply a process for resolving workplace conflicts.
- ✓ Know how to diagnose and develop the relevant strategies for difficult individuals or stakeholders.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# The Master Negotiator



*Live at the Top of your Game and Experience the Results!*

**'The Master Negotiator'** is dedicated to empowering individuals with the skills to successfully negotiate and influence in a competitive business environment. A lack of clear strategy in negotiations can affect your outcomes and be costing your organisation time, money and unnecessary frustration.

This course is designed to help identify the key components of how to conduct a successful negotiation, understand core influence psychology drivers and implement the necessary communication and assertiveness strategies to reach your desired objectives.

The participant will learn how to develop and implement strategies to effectively deal with different role levels and power bases, understand the qualities of an effective influencer, and learn how to persuade others to embrace your ideas, gain win/win outcomes, and gain support for initiatives.

It covers everything from the planning and preparation process, strategies, understanding how to communicate assertively, persuasion and closing techniques and everything you will need to know to maximise a win/win outcome.

## Designed for?

- > This program is designed for anyone in a workplace role who is required to negotiate and influence outcomes to customers, clients, stakeholders, colleagues and managers.
- > It focuses on advanced strategies and the psychology behind more complex and demanding negotiations.
- > Would be suited to participants looking to build on a foundation of negotiation skills and knowledge.
- > An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Develop clear solutions and map out the interests of all parties to help gain desired outcomes.
- ✓ Identify the strategic power bases in a negotiation and form an effective strategy.
- ✓ Communicate and position your message in the most influential way.
- ✓ Map out the interests of 'one-one-on' or multiple party negotiations.
- ✓ Deal with stubborn or dominating negotiators and influence the outcome.
- ✓ Engage in effective planning and preparation and save valuable time.
- ✓ Build strategic alliances to gain more negotiation leverage understanding the 5 negotiation styles.
- ✓ Develop the right influence strategy to match the situation.
- ✓ Understand the psychology of influence and the triggers that all humans react to.
- ✓ Communicate and position your message influentially using assertiveness techniques.
- ✓ Use your new-found confidence to create new opportunities.
- ✓ Understand the key advantages of developing an influence network map.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Gaining the Negotiation Edge



## *Master the Strategies to Accelerate you to Yes!*

Gaining the Negotiation Edge is dedicated to empowering individuals with the skills to successfully negotiate in a competitive business environment. A lack of clear strategy in negotiations can affect your bottom line profits and be costing your company potential clients every day.

This course is designed to help identify the key components of how to conduct a successful negotiation. It covers everything from the planning and preparation process, strategies, understanding how to communicate, persuasion techniques and everything you will need to know to maximise a win/win outcome. Whether it's skills needed for sales, commercial contracts, dealing with internal/external clients or even just gaining the best deal, then gain the competitive advantage with '**Gaining the Negotiation Edge**'.

This is a solid and foundational course that covers all aspects of formal and informal negotiations. It is designed with lots of activities, role plays and negotiation scenarios. This really ensures the participant has a deep and practical learning experience. This course can also be tailored to your organisation's unique negotiation style and situation. Whether that be contract, sales, purchasing or internal and external negotiations.

## Designed for?

- > Anyone who is involved with customers or suppliers, sales people, managers and executives or anyone who is required to negotiate win-win outcomes and agreements.
- > This course is applicable for those who are involved in formal or informal negotiations and is designed to meet all levels of negotiation experience.
- > It is ideally suited for any individual wanting to learn the best practice principles for the negotiation process.
- > An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Develop clear solutions and map out the interests of all parties to gain desired outcomes.
- ✓ Identify the strategies power bases in a negotiation and form an effective strategy.
- ✓ Communicate and position your message in the most influential way.
- ✓ Map out the interests of one-on-one or multiple party negotiations.
- ✓ Deal with Stubborn or dominating negotiators and influence the outcome.
- ✓ Engage in effective planning and preparation and save valuable time.
- ✓ Build strategic alliances to gain more negotiation leverage.
- ✓ Understand the 5 negotiation styles.
- ✓ Work with the 5 power bases to create strategy.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Delivering 5-Star Customer Service



## *Turning Your Customers & Clients Into Your Best promotion Yet!*

### **Q. How do you increase profits and create clients who are your best marketing tool?**

#### **A. Deliver 5-star customer service.**

Sales turn prospects into new customers. Service turns new customers into repeat customers. In order to enjoy the rewards of excellent customer experience and repeat business, service needs to be the top priority.

The front-line employees of any business are the face of the company and form the customer's first impression, which has a direct result on profits. This training program is for individuals and companies who desire to be profitable and create a company culture with 5 star customer service. Motivation, training and service effective delivery systems are all critical components to delivering 5 star customer service.

**Delivering 5 Star Customer Service** is a training workshop designed to empower anyone who works in frontline or contact point roles. It covers all aspects of creating a top class customer service culture, from successful staff mindsets to the practical tools needed to create consistent experience for your clients/customers. Participants will be taken through service mapping models helping them to identify the real impact to the customer. They will also learn how to develop successful strategies and communication models that align to creating positive customer experience.

### **Designed for?**

- This is applicable to anyone who desires key strategies to improve their customer service impact.
- It is suitable for those who work in all service areas including sales, call centres, retail and any internal or external customer contact role.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Increase your knowledge and ability in the daily interactions and productivity of your role as a customer service provider.
- ✓ Gain the awareness and skills to handle all possible customer scenarios.
- ✓ Understand and be able to apply the necessary planning and analysis skills to communicate strategically to your customers.
- ✓ Understand how your customer really perceives you.
- ✓ Dealing with difficult customers and creating consistent responses across the team.
- ✓ How to create a customer experience blueprint to improve all contact points.
- ✓ Understanding the critical principles behind creating a successful customer service culture.
- ✓ Dealing with rude and abusive customers and communicating effective boundaries.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Results Driven Influence



## *The Simple Techniques of Successful Workplace Persuasion!*

Achievers understand something that few do; they realise that the ability to communicate and work effectively with other individuals is a key component to influencing outcomes. In a modern workplace, having 'Results Driven Influencing Skills' in business is a crucial skill in order to increase productivity and achieve the necessary outcomes.

'Results Driven Influence' is a one-day program designed to equip individuals with the necessary skills and understanding to deal with the day-to-day challenges of influence and persuasion to achieve desired outcomes. The participant will learn how to develop and implement strategies to effectively deal with different authorities and power bases, understand the qualities of an effective influencer, and learn how to convince others to embrace their ideas, gain win/win outcomes and gain support for initiatives.

This workshop is designed as a highly interactive and fun session to help integrate the learning at deep levels. The session is full of exercises and activities with plenty of opportunities to try out the strategies in social learning groups.

### Designed for?

- > For anyone who needs to gain results when dealing with internal or external stakeholders, employees, clients, managers or senior executives who are required to persuade individuals to achieve initiatives and influence outcomes.
- > If you desire to increase your influence in your organisation to create bigger and better career opportunities then this course is a must for you.
- > An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ How to effectively deal with those down, across and up line to your position.
- ✓ The Practical techniques to gain support for your objectives.
- ✓ How to use the psychology of persuasion and people response triggers.
- ✓ Profiling techniques to analyse and predict the other party's true motives.
- ✓ How to create an Interest Map and develop the right strategy.
- ✓ Secret advanced influencing techniques used by some of the world's top performers.
- ✓ Negotiating to achieve mutually acceptable outcomes.
- ✓ How to become influential in facilitating change.
- ✓ The right strategies to attract motivated individuals when working across multiple teams.
- ✓ The ability to structure and communicate your message persuasively.
- ✓ How to use your confidence to create the right atmosphere for 'buy-in'.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Selling in a Digital Market



## *Cutting through the Noise & Clutter to Increase your Sales Hit Ratio!*

Have you ever experienced the following?

- Finding it difficult to get your potential client/customer's attention in their busy world?
- Difficulty in cutting through the noise and clutter and getting your prospect to engage?
- Thinking you had a hot lead, and feeling the frustration when it ultimately converts into nothing?
- Reading the signs that your prospect is interested only to find they don't return your messages?

If you can relate to any of the above, then **'Selling in the Digital Market'** is for you. This is an advanced sales workshop that equips you with the tools and confidence to handle highly valued prospects in a complex world of device driven demand and distraction.

The Sales role and the world is rapidly changing! The old school sales methods are not as reliable as they used to be and can often be time consuming and unfruitful. It takes an acute sales strategy and clear understanding to get your clients/customer's engaged in a modern world blasted with a barrage of people wanting their attention.

If you are a seasoned campaigner in the sales process but are looking for fresh and innovative ways to engage and build your client/customer portfolios then this workshop is a must you is for you or your team.

## Designed for?

- Individuals who are looking to up-skill their online sales skills.
- Those who are looking for techniques and tools to help increase show-up rate by the prospect.
- Those who are looking to increase confidence in online and digital communication selling.
- This is applicable for all sales individuals and sales managers.
- An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Understand the key foundations to build successful online selling methods.
- ✓ Understand the methods and strategies to help increase show-up rate by the prospect.
- ✓ How to get your client/customer's attention in the midst of the digital clutter.
- ✓ How to build authentic client relationships in a very transactional marketplace.
- ✓ Identify the key methods for device driven and online strategies to increase sales returns.
- ✓ Develop customised blueprints containing higher level strategies unique to your market demographic.
- ✓ How to create priority influence maps to manage your core clients with greater results.
- ✓ Assess and implement the right strategies to streamline your pipeline and nurture campaigns.
- ✓ How to use advanced persuasion skills at all points of your strategy.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching



# Developing a Successful Sales & Marketing Strategy



## *'Sell and Market Your Products using Techniques that Will Blast Your Sales Through the Roof'*

If you're not sure how to approach your prospect in a way that will win their hearts and their business, if you struggle with out of date methods that sometimes just annoy your clients, then **'Developing a Successful Sales and Marketing Strategy'** is just what you need.

The modern day salesperson needs to understand a wide range of strategies in order to be successful. The traditional sales role has evolved to become one that requires a range of digital literacy skills, integrated with a keen marketing mindset in order to get the results.

The techniques and learning approach in this program is designed to help educate salespeople with the understanding and use of digital strategies and create customised marketing approaches to improve their performance.

Many of the techniques in this program have been refined over several years of experience working directly with and across a wide range of industries including retail, wholesale, hospitality and real estate, as well as many business to business organisations.

The workshop is designed with a high level of interaction and practical application to help participants easily apply the learning to their role.

### Designed for?

- Anyone who has to sell and develop strong, solid customer relationships and stimulate return business, generate potential clients or delivers proposals.
- This course is suited for Business Development Managers, Account Managers and those who use customer service as a base to upsell the client base.
- Anyone looking for digital strategy ideas to prospect and market to potential customers/clients.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Develop your own customised sales and marketing strategy blueprint.
- ✓ Develop techniques that help you position your message more persuasively.
- ✓ Understanding the key strategies for digital prospecting.
- ✓ Effectively position your USP and position your product ahead of the competition.
- ✓ Use strategic communication techniques to manage the sales dialogue more confidently in a digital world.
- ✓ Understand and implement key skills to build stronger customer relationships.
- ✓ Developing effective nurture campaigns and then put them on autopilot.
- ✓ Knowledge of how to flush out and handle objections the client may have and then use risk reversal techniques.
- ✓ Integrating the right Apps and technology for your CRM strategy.
- ✓ Strategies to effectively cut through the digital clutter.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Prospecting in the Digital Market



## *Creating Systematic and Successful Strategies to Build your Pipeline Fast!*

Navigating the digital workspace can be stressful at the best of times, especially when you have KPIs and quotas to hit. Therefore, the importance behind understanding how to save time while delivering robust prospecting outreach methods is vital.

Utilising the technology that has been made readily available helps make the prospector's job so much easier. Time should be spent maximizing closing opportunities rather than on monotonous tasks that chew away at precious pipeline building. Have you heard the saying, "work smarter, not harder"? Prospecting with automation in the digital market does precisely that.

**'Prospecting in the Digital Market'** is designed to help you understand that there are ways to leverage your time and help you find more sustainable methods of bringing in a predictable influx of clients every month with the right tools and guidance. This workshop is designed to remove the wasted time of getting bogged down in the clutter of the prospecting process. It is action packed full of ideas to help participants design their personal prospecting blueprint using the latest ideas and technology.

## Designed for?

- > Prospecting in the Digital Market applies to anyone looking for ways to reduce time spent on prospecting and increase their closing numbers.
- > It is aimed at all levels of organisations and is relevant to Sales roles that heavily rely on building new business.
- > This is also applicable for those looking to increase sales effectiveness and create more predictable ways of generating business.
- > An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Critical evaluation of outdated prospecting methods.
- ✓ Understanding the importance of utilizing the proper prospecting tools.
- ✓ Importance of getting the correct prospecting message across.
- ✓ Working smarter, not harder to achieve higher sales numbers.
- ✓ Identify and label levels of improvement in prospecting.
- ✓ How to find the right marketing channel for prospecting.
- ✓ How to design your personal prospecting blueprint that works for you.
- ✓ What latest tools and methods you have available to accelerate the process.
- ✓ How to assess high value and low value prospects earlier to reduce time wastage.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



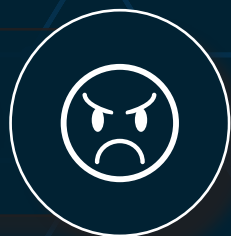
Coaching

# Health

## COURSE TOPICS

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# Managing Difficult & Demanding Patients



## How to Communicate with and Manage Problematic Patients in a busy Practice Environment!

Have you ever experienced the following?

- > Loud, frustrated and demanding behaviours that unsettle other patients?
- > Attempting to calm someone down only to find that it inflames the situation further?
- > The stress and emotion of having to keep your cool when being verbally abused?
- > Having to 'think quickly on your feet' when trying to defuse tension?

If you want your practice team to improve upon how they manage these situations then **'Managing Difficult and Demanding Patients'** could be just what the doctor ordered.

Working in a modern medical health practice can be a busy, rewarding and challenging role at times. It is imperative that your practice maintains a safe and positive environment where all feel welcomed, cared for and non-threatened by other patients.

### Designed for?

- > Anyone who works on the frontline in a health practice and facilitates the daily process of patient management.
- > Those who are looking for effective strategies to defuse and deal with emotional, aggressive or difficult patients.
- > An ideal group size is 6 - 15 participants

### Key Learning Outcomes

- ✓ Learn how to manage high-level emotional reactions to a positive outcome.
- ✓ Identify the key elements of communicating and applying healthy patient boundaries that minimise disruption.
- ✓ Use effective defusing techniques when things get heated or emotional.
- ✓ Know your personal reaction triggers and work towards developing successful self-management behaviours.
- ✓ Strategies to manage the patient's carer or hostile family members.
- ✓ Using influencing strategies to maintain a safe practice environment for all patients.
- ✓ Identify early warning signs to be ahead of the situation.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Going from Stress to Strength



## *Building Resilience in Times of Stress and Change.*

Health Edition 

The need to understand and manage the impact of change is a critical skill in the pressure of a daily medical environment. Most psychologists agree on one fact: prolonged periods of stress or continued change in the workplace will result in burnout, fatigue, job dissatisfaction, depression and ultimately create retention risk to employers. The good news, however, is that it is preventable. When you discover the key strategies for managing your personal resilience levels, you can reduce your work stress dramatically.

'**Going From Stress to Strength**' workshop is designed specifically for medical staff to help discover key strategies in managing the impact of stress in both the workplace and life. It is designed with a holistic focus and helps participants to identify the possible triggers in their work and personal life, as well as assisting in creating a practical plan to develop resilience. This workshop uses proven methodology and practical activities to bring empowerment and strategy to create a positive emotional state.

### Designed for?

- Going From Stress to Strength is applicable to anyone who is looking for ways to reduce stress and increase their daily performance.
- It is aimed at all levels of organisation and is relevant to senior and middle management, as well as those looking for new and fresh ideas to build better resilience levels.
- All levels of the medical practice - it is relevant to management, frontline and administrative staff.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Critique individual personal resilience levels.
- ✓ Sail through daily tasks rather than a crisis management approach.
- ✓ Identify and label common stressors.
- ✓ Differentiate between positive and negative stressors.
- ✓ Recognise the tell-tale signs when resilience levels are dropping.
- ✓ Anticipate struggle points and influence positive outcomes.
- ✓ Scan activities to build resilience levels.
- ✓ Differentiate between positive and negative stressors.
- ✓ Practice the art of unconditional surrender to events you have no control over.
- ✓ Stay motivated and think with the end in mind.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Flexible Planning Strategies



## *How to Plan & Prepare in a Fast Paced, Uncertain & Unpredictable Health Environment.*

Health Edition 

It's clear that knowing how to plan and have good contingency is the best way to minimise potential risks. Sudden changes still require effective delivery of services to maintain operations and the quality of care. This can be challenging and in some health roles, which tend to be highly reactive and incident driven, it is vital that there are flexible and adaptable plans in place.

In order to maintain and minimise disruptions, understanding how to plan and implement effective, flexible strategies is vital for successful results. Particularly in health roles which are often highly demanding and things can change quickly. In order to manage risk, be better prepared for unpredictable and uncertain changes, Flexible Planning Strategies could be just the program to support your health role in the current climate.

'Flexible Planning Strategies' is a practical workshop packed with a range of planning tools that are critical to being prepared for the uncertainties of the current health services landscape. This session practically equips participants to apply a range of risk management methods, as well as understanding how to integrate flexibility. Using adaptability and decision making methodology, it is designed to help stay on top of shifting markers and minimise reactivity.

## Designed for?

- > It is applicable to any individual who is responsible to maintain delivery of service, standard of performance and ensure clear direction for their team.
- > Anyone who is looking to find methods to minimise potential risks and create contingency.
- > Designed for managers, supervisors and team leaders who are looking for ways to manage operational responsibilities effectively.
- > An ideal group size is 6 - 15 participants.

## Key Learning Outcomes

- ✓ Identify risks and apply established risk management processes in line with the responsibilities and obligations of your role.
- ✓ Review and improve organisational processes, procedures and apply flexible planning models.
- ✓ Consult stakeholders in the identification of risks to assess for effective flexible contingency quality.
- ✓ Coordinate with stakeholders and establish response implementation frameworks for multiple contingencies.
- ✓ Apply effective decision making models to help accelerate to plan agreement.
- ✓ Understand and apply adaptability methods to identify your flexible style.
- ✓ How to set up effective reporting mechanisms to monitor, evaluate and adjust your plan.
- ✓ Understand the different planning methods available to help you create flexible plans.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Managing & Coping with Change



## *Managing the Impact of Change & Moving on Positively.*

Health Edition 

Change can be stressful at the best of times. The need to understand and manage the impact of change is a core skill in a modern-day work environment. Sometimes the impact of change, particularly change we didn't ask for, can cause us to get stuck, or we struggle with letting go of how things used to be.

This can bring in a sense of loss and we may find it difficult to keep up the same enthusiasm and sense of positive expectation we used to have about our role.

**'Managing and Coping with Change'** helps participants to find fresh ways to cope with the impact of change, walk away from disillusionment and disappointment and start to charter a path of motivation again.

This workshop is relevant for anyone who is about to go through or has had to deal with organisational change. It explores the core psychology drivers that will assist in finding new ways to adjust and plan for a more positive future.

### Designed for?

- > This workshop is relevant to anyone who works in the Health Sector and is going through, or has gone through the impact of change.
- > Suited for all levels from employees to management roles.
- > Those looking for new or fresh strategies to help manage change and its impact in a Health role.
- > An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand how change impacts you.
- ✓ Identify your personal control thresholds.
- ✓ Understand coping mechanisms and using them in a healthy way.
- ✓ Differentiate between positive and negative stressors.
- ✓ Recognise and manage the perceived fallout of negative change.
- ✓ Anticipate struggle points and influence positive outcomes.
- ✓ Understand how to let go of past disappointments.
- ✓ Breakaway from destructive thought patterns.
- ✓ Identify fresh points of motivation for moving forward.
- ✓ Self-assess where you are in the change cycle.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Leading Cohesive Teams



## Developing Strong Performing Adaptable Teams.

Health Edition 

'Leading Cohesive Teams' is a program designed to equip individuals with the necessary skills and understanding to deal with the day-to-day challenges of team performance. Working in a modern-day demanding health environment requires adaptability skills and the ability to think on your feet.

Technology and role diversity have forced teams to operate in a wide range of functions and there is no one size fits all method. This demands new models that empower and create a new breed of high performing people. This course addresses the latest methods and solutions for creating effective team synergy to achieve objectives and operate successfully in a health role.

If you are looking for ways to develop the right team dynamic that brings growth, productivity and cohesion, as well as discovering solutions to manage more challenging team scenarios in Health services, then '**Leading Cohesive Teams**' is a must for you.

### Designed for?

- This is applicable for anyone who manages or leads a team and needs to gain the knowledge and understanding of the core skills required to be a successful team leader.
- Those who have a desire to find strategies to lead relationships that produce results and are looking for new ideas on how to lead more challenging team scenarios.
- It is also suitable for both those who are new to leadership and those who have team experience.
- Anyone who desires to go to the next level in their ability to manage performance in a health role.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand the key elements to create a winning team dynamic.
- ✓ Develop the right strategy to build cohesion with more challenging team models.
- ✓ Understand the psychology of influence and the triggers that all human beings react to.
- ✓ Learn the power of vision and the right way to communicate it.
- ✓ Strategies to work across teams and get results in busy reactive environments.
- ✓ Motivate people to your way of thinking.
- ✓ How to identify the current team stage and the strategies to move it forward.
- ✓ Deliver the right message to gain 'buy in' from the team.
- ✓ Manage the differences within the team and position them to release their hidden potential.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching



# Difficult, Direct & Daunting Conversations



## Tools for Managing Difficult Conversations & Getting Results!

Health Edition 

Have you ever experienced the following?

- Difficulty in getting your message across when emotions run high and communication gets uncomfortable?
- Walking away from a conversation wishing you had said something that you are now finding easy to articulate?
- Trouble trying to communicate your thoughts to someone who dominates the conversation.

If so, **'Difficult, Direct & Daunting Conversations'** program could be just the workshop for you or your team.

This workshop has been specifically designed for a busy health practice team, equipping participants with the necessary tools to handle high-stake, high-emotion and difficult conversations.

Your team will learn the keys to diffusing tension, positively influencing uncomfortable communication or finding mutual purpose and critical resolve to improve working relationships, all with easy-to-apply, practical strategies.

## Designed for?

- This course is a must for individuals who desire to influence and manage dialogue that has the potential to cause stress and conflict.
- Those who are looking for techniques to communicate more confidently and accurately.
- It will benefit anyone who desires to improve open and honest communication in a way that brings effective solutions.
- This is applicable for those working in any Health Sector role.
- An ideal group size is 6 - 15 participants.

## Key Learning Outcomes

- ✓ The key signals that you need to know to manage yourself effectively in uncomfortable communication.
- ✓ How to identify and develop communication strategies that work with all personality & communication styles.
- ✓ How to manage your emotions and the emotions of the other party.
- ✓ Use effective defusing techniques when things get heated or emotional.
- ✓ How to identify masking and dishonest closed communication and make it honest.
- ✓ The keys to managing dominating and pushy communicators.
- ✓ Ways to identify the real drivers of the conversation agenda.
- ✓ How to bring sensitive and constructive feedback to potential poor reactions.
- ✓ Creating the right dynamic for building positive rapport.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Government


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# MARATE Skills



## Managing Angry, Rude, Abusive, Threatening & Emotional People.

Government Edition 

### Have you ever experienced the following?

- Feeling overwhelmed and unsure how to deal with someone when they won't stop yelling at you.
- Trying to calm someone down but only to make it worse.
- Realising the issue is not really the issue.
- Feeling like you are stuck in a feedback loop when you answer their questions but they keep going over the same old ground.
- Feeling intimidated and emotionally scarred by aggressive customers or people?

If you can relate to the above, then **'MARATE Skills'** could be just the course you are looking for. No one likes dealing with difficult, aggressive, threatening people. It takes patience, good emotional management and a strong set of communication skills to manage and resolve issues with angry people.

**MARATE Skills**, pronounced the same way as 'Karate' equips participants with the critical **Ninja skills** needed to navigate emotional fallout and the crucial dialogue skills to defuse aggression. This session will help you navigate and understand the mechanisms and psychology at play, when you're dealing with difficult people and what steps to take.

It will equip participants with an understanding and ability to diagnose and apply the correct strategies for diverse personalities, aggression and defusing emotional charges. This course will also teach practical frameworks to help find ways forward with colleagues and customers alike, when it seems like you are not getting anywhere.

### Designed for?

- MARATE SKILLS is applicable to individuals, teams and managers who are looking to develop their ability to deal with aggressive and angry people.
- It is particularly relevant for all those with a contact or customer facing roles and is designed to develop the necessary skills to deal with different levels of aggression and emotion.
- It is also applicable to managing internal defusing issues and covers the necessary techniques for phone or face to face engagement.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Identify the underlying, driving force of a situation.
- ✓ Develop the fight strategy to get the desired outcome.
- ✓ Understand what works and what doesn't work, when dealing with situations and people.
- ✓ Know your reaction mechanisms and work towards developing successful self-management behaviours.
- ✓ Adopt influencing strategies to steer towards desired outcomes and build better rapport.
- ✓ Use advanced communication and defusing techniques to create better rapport.
- ✓ Apply assertiveness techniques to respond to difficult people.
- ✓ Apply techniques to effectively process criticism.
- ✓ Define aggression and identify your style in aggressive situations.
- ✓ Apply a process for resolving workplace conflicts.
- ✓ Know how to diagnose and develop the relevant strategies for difficult individuals or stakeholders.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day




2-Day



Coaching

# Managing Disappointment with Planning Decisions



Government Edition 

## *The Tools & Techniques to Manage Frustrated, Angry or Emotional Reactions.*

It can be a tough grind day in and day out dealing with individuals who are extremely disappointed when decisions don't go their way. Not to mention the general sense of entitlement that can often come from certain individuals. This can be quite draining and wear you down over time. When people are rude, abrupt, or extremely demanding and threatening, it requires excellent self-management and people skills to defuse and get things moving forward.

Whether it be dealing with aggressive developers, local residents, or anyone going through a planning and permit process it is important for your team to understand the key elements of managing reactions and emotional behaviours. This includes a range of communication and interpersonal skills such as, defusing techniques, managing boundaries and saying 'NO' effectively. In addition, the self-management behaviours involved require staff to remain calm and minimise the personal emotional impact. Most people are not born with these skills and they have to be developed.

### **Managing Disappointment with Planning Decisions**

is a workshop specifically targeting those who work in a government role and have to manage the planning decision process. This program is designed with a high level of interactivity, exercises and activities that are customised to your team's unique situation.

### **Designed for?**

- Applicable to anyone working in planning departments who manage customers through the permit process.
- Planning Managers and Statutory Planners.
- Planning administration staff who have customer contact as part of their role.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ How to profile different levels of emotions and know best practice response.
- ✓ Defuse angry abusive, threatening and demanding people and move them forward positively.
- ✓ Map the customer experience and identify points of improvement.
- ✓ Create consistent response strategies that the whole team can use.
- ✓ Identify and manage diverse personality styles.
- ✓ How to move on stubborn and pushy communicators.
- ✓ How to say 'No' effectively using reactionary psychology methods.
- ✓ Manage customers with healthy boundaries.
- ✓ The critical components of self-care and self-management to create a stronger front.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Leading the Remote Workplace



Government Edition 

## *The Modern Managers Guide to Building Successful & Flexible Workplace Teams.*

Global operations, device driven workplaces, as well as subject matter experts, all become a part of a modern-day team environment. Many leaders find themselves with a blended bunch of team members who operate and report to them from other parts of the country, world, or even sit under other team leaders at the same time.

This makes leading people complex and often creates an impersonal relationship with the loss of physical face to face interaction, or divided reporting loyalties. The challenge then becomes how to build a cohesive and motivated team that has buy-in and feels like they are a community rather than just a working group.

There are also many benefits in working in a virtual team that are not always recognised. It can become a rewarding and motivating experience to engage and motivate members when you know how

**'Leading the Remote Workplace'** is a workshop-based program that builds a framework and explores modern strategies of leading teams in complex structures. It addresses core drivers and explores key topics like, engagement, accountability, diverse thinking, contribution, cultural diversity and identifies the strategies that ensure success.

### Designed for?

- Coordinators, managers, team leaders or individuals who are looking for keys and solutions to increase the effectiveness of working as a virtual and/or across teams.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand the core psychology drivers to engagement and disengagement.
- ✓ Mapping out a strategy for managing the team.
- ✓ Understand the core drivers and how to maximise for better results.
- ✓ Use the power of divergent thinking and create a greater buy-in.
- ✓ Set up effective communication plans to create cohesive engagement.
- ✓ Create a virtual culture that sets new standards.
- ✓ Identify the right medium for the team member.
- ✓ Create strategic trust bridges.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day




1-Day



Coaching

# Managing Workplace Bullying & Harassment



Government Edition 

## *The Importance of Developing Positive Workplace Behaviours.*

Bullying is a big issue and one that can impact every organisation. In fact, workplace bullying, harassment and discrimination is a severe and pervasive problem that plagues workplaces across the globe.

The impact of bullying in the workplace can be detrimental to morale, staff turnover and the financial performance of an organisation. It can have serious consequences for the organisation including fines and criminal charges for offenders and the organisation they work for.

For individuals, the personal costs can include physical and psychological injuries, a loss of enjoyment and satisfaction from work, and in some cases the loss of job and future career opportunities.

For employers, the costs can include reduced employee morale and productivity, increased absenteeism and staff turnover, increased workers compensation costs and an overall loss of reputation.

***Bullying has no meaningful value in any workplace.***

**'Preventing Workplace Bullying, Harassment and Discrimination at Work'** focuses on bullying, what it is, what causes it and how the law defines it. It then looks at the value and importance of developing positive work behaviours and an open and respectful culture that values and celebrates diversity and integrity.

## Designed for?

- This course is designed for all employees and specifically those who manage others and/or team members.
- Those who are developing their ability to conduct themselves professionally and productively in a Public Sector role.
- An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Understand relevant Australian workplace legislation.
- ✓ Identify acceptable workplace behaviours and the types of behaviours that are considered bullying and/or harassment.
- ✓ Understand the concept of reasonable management and respectful workplaces.
- ✓ Identify strategies that can be used to make workplaces safe and supportive.
- ✓ Understand the basic concepts related to direct and indirect discrimination.
- ✓ Identify organisational and individual roles in relation to the detection and prevention of unlawful discrimination including harassment, workplace bullying and sexual harassment.
- ✓ Uphold the duty of care responsibility of managers with sensitivity and integrity.
- ✓ Understand what to do and how to react to a reported bullying or harassment and the resolution options available for responding to harassment and workplace bullying.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Flexible Planning Strategies



*How to Plan & Prepare in a World of Business Uncertainty.*

Government Edition 

It's clear that working from anywhere, using any device, will be the future of work across many industries. It's a seismic shift that will require businesses to take specific steps to preserve their workplace culture. Not to mention that any sudden restriction changes still require businesses to maintain the quality and delivery of their service. This can be challenging and develop more of a reactive, incident response approach rather than putting effective and flexible plans in place.

In order to maintain and minimise business disruption, understanding how to plan and implement effective, flexible strategies is vital for successful results. Operating a remote-work program can also add complexities to this process. In order to manage risk, be better prepared for unpredictable and uncertain changes, Flexible Planning Strategies could be just the program to support your business in the current climate.

'Flexible Planning Strategies' is a practical workshop packed with a range of planning tools that are critical to being prepared for the uncertainties of the current COVID landscape. This session practically equips participants to apply a range of risk management methods, as well as understanding how to integrate flexibility. Using adaptability and decision making methodology, it is designed to help stay on top of shifting markers and minimise reactivity.

## Designed for?

- It is applicable to any individual who is responsible to maintain delivery of service, standard of performance and ensure clear direction for their team.
- Anyone who is looking to find methods to minimise potential risks and create contingency.
- Designed for managers and team leaders who are looking for ways to manage operational responsibilities effectively.
- An ideal group size is 6 - 15 participants.

## Key Learning Outcomes

- ✓ Identify risks and apply established risk management processes in line with the responsibilities and obligations of your role.
- ✓ Review and improve organisational processes, procedures and apply flexible planning models.
- ✓ Consult stakeholders in the identification of risks to assess for effective flexible contingency quality.
- ✓ Coordinate with stakeholders and establish response implementation frameworks for multiple contingencies.
- ✓ Apply effective decision making models to help accelerate to plan agreement.
- ✓ Understand and apply adaptability methods to identify your flexible style.
- ✓ How to set up effective reporting mechanisms to monitor, evaluate and adjust your plan.
- ✓ Understand the different planning methods available to help you create flexible plans.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day




Coaching

# Planning & Managing the Remote Workforce



## *Creating Frameworks for Emerging Trends & Flexible Work Arrangements.*

Government Edition 

In a recent article from 'Smarter with Gartner' about COVID-19 resetting the workforce, the following was identified:

- The competition for talent has changed radically as talent can be located anywhere.
- The digital literacy and discretionary skills needed for remote workplace employees has changed how we recruit for traditional positions
- Identifying 'Skill Clusters' is now more important than defined roles, as 40% of employees say they frequently perform tasks outside their job description.
- Workforce planning requires flexible models to adapt to diverse workflow for remote workers.

Workforce Planning has traditionally been the process of analysing, forecasting, and planning workforce critical skill needs, to ensure that an organisation has the right people with the right skills to achieve its strategic objectives.

After the biggest upheaval in workforce, history flexible workforce planning is now an urgent need. The challenge is now to move from a static to an agile planning approach. To adopt models that can continually reshape and assess the impact to the workforce, as well as incorporating changes in business behaviour. The imperative for leaders is to identify the relevant talent and skill needs during and beyond the pandemic.

Remote Workforce Planning is a program designed to reassess what workforce planning needs to be in a post COVID environment. It is designed to identify remote workplace trends and the flexible models needed for effective planning and has been tailored for public sector organisations.

### Designed for?

- It is aimed at anyone required to create capability and remote workforce plans for recruitment or role definition.
- It is applicable for those in HR or a management role in the public sector, who are required to identify strategies for effective remote workers.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Create a talent plan with effective build and buy strategies for remote and flexible workforces.
- ✓ Learn how to remain predictive in your planning to continue to drive aligned business strategies.
- ✓ Understand the tools to identify critical 'Skill Clusters' for business workflows.
- ✓ Understand the phases of workforce planning in a post pandemic business future.
- ✓ Assess and integrate effective risk strategies into your plan.
- ✓ Use Agile methodology to drive and develop continuous improvement.
- ✓ Identify workforce trends and refine strategies in response to changing employment landscapes.
- ✓ How to analyse and interpret the metrics to make informed decisions and recommendations.
- ✓ Develop a Remote Capabilities Framework.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day




Coaching



# Improving the Feedback Exchange



*Making the Communication Honest, Meaningful with Actions and Results.*

Government Edition 

It takes superior people management skills and a clear strategy to work through and provide practical solutions to develop your staff to deliver consistent results.

The challenge is, managing the feedback process takes commitment, time and energy to deal with the highs and lows of people performance. Too many managers can subscribe to 'performance management denial' and can play down the issues that sit below the surface.

This can negatively impact open and honest communication, as well as the benefits that can result. Developing effective feedback techniques is crucial for healthy working relationships and creates a foundation for improved performance.

'Improving the Feedback Exchange' is a powerful workshop focused on building communication feedback strategies with colleagues as well as senior and subordinate roles. This interactive session is designed with practical exercises and experiential activities to enhance learning integration.

## Designed for?

- Successful Feedback Techniques is applicable to anyone who is looking for ways to improve the in giving and receiving of feedback.
- It is applicable for all levels of Public Sector roles and is designed to give fresh ideas and techniques to enhance people management skills through the feedback process.
- It is applicable for those looking for virtual management strategies for remote workers.
- An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Implement and manage the process of feedback conversations.
- ✓ Understand and apply the necessary communication skills required.
- ✓ Knowledge of how to develop key strategies needed for improvement and adaptability.
- ✓ How to deal with resistance and uncomfortable issues in the communication.
- ✓ Diagnosing the correct strategies necessary to facilitate progress.
- ✓ Understand framing techniques to manage discussions effectively.
- ✓ Conduct effective feedback in one on one and group sessions.
- ✓ Develop the right type of question techniques to help create authentic exchange.
- ✓ Techniques to profile the other party for improved rapport.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day




Coaching

# Going from Stress to Strength



## *Building Resilience in Times of Change and Uncertainty.*

Government Edition 

Change can be stressful at the best of times. The need to understand and manage the impact of change is a critical skill in the modern-day work environment. Most psychologists agree on one fact: that prolonged periods of stress or continued change in the workplace, will result in burnout, fatigue, job dissatisfaction, depression and ultimately create retention risk to employers.

Pressure is normal, and in fact, can be a motivating part of working life when managed correctly. If this pressure passes a certain threshold however, there is a real risk of experiencing some of the above negative conditions. The good news is, that it's preventable and when you discover the key strategies to managing your resilience levels, you can reduce your work stress dramatically.

**'Going From Stress to Strength'** is designed to help you discover the key strategies needed to manage stress in work and in life. It is designed with a holistic focus and helps you to identify the possible triggers in your work and personal life, as well as assisting you in creating a practical plan to develop resilience. This workshop uses proven methodology and practical activities to bring empowerment and strategy to create a positive emotional state.

## Designed for?

- Going From Stress to Strength is applicable to anyone who is looking for ways to reduce stress and increase their daily performance.
- It is applicable to all levels of the Public Sector and is relevant to senior and middle management, as well as those looking for new and fresh ideas to build better resilience levels.
- This is also applicable for those needing self-management strategies in times of organisational change.
- An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Critique individual resilience levels.
- ✓ Scan resilience levels in the workplace.
- ✓ Calibrate a resilience state.
- ✓ Sail through daily tasks rather than a crisis management approach.
- ✓ Anticipate struggle points and influence positive outcomes.
- ✓ Balance work and life.
- ✓ Scan activities to build resilience levels.
- ✓ Identify and label common stressors.
- ✓ Differentiate between positive and negative stressors.
- ✓ Stay motivated and think with the end in mind.
- ✓ Manage how you react to events.
- ✓ Practice the art of unconditional surrender to the events you have no control over.
- ✓ Recognise the telltale signs when resilience levels are dropping.
- ✓ Assemble a career plan and measure your progress.
- ✓ Critique the usefulness of an exercise and health plan.
- ✓ Recognise the discomfort in other people.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day




1-Day



Coaching

# Creating Productive Habits



Government Edition 

## *Developing Adaptable & Focused Performance Skills for the Hybrid & Remote Worker.*

'**Creating Productive Habits**' is a breakthrough training course that is relevant and timely, particularly as remote working has now become normal practice. Understanding how to integrate adaptable disciplines when dividing time between home and work environments has become a requirement to maintain high performance standards.

### **Some of these adaptable skills include:**

- The ability to work with agile methodology.
- Being able to reprioritise constantly throughout the day.
- Creating focused work zones.
- Developing the right work/home boundaries.

It takes superior self-management skills to work through and prioritise effectively, develop the right strategies in order to deliver consistent results. When moving from one work environment to the next it is not as simple as doing what we have always done before. It requires intentional focus and the ability to recognise subtle emotional triggers that can undermine productive habits.

If you are looking for ways to improve your work routines in a remote or flexible workplace role then this workshop is for you.

### **Designed for?**

- Individuals and teams looking for strategies to improve flexible workforce routines.
- Job functions that have been impacted by the recent pandemic and you need to find realignment.
- Managers and Team leaders looking for strategies to support the performance of remote workers.
- An ideal group size is 6 - 15 participants.

### Key Learning Outcomes

- ✓ The ability to identify poor habit triggers early and remove them for good.
- ✓ Understand the key principles to create focused work zones in each environment you are in.
- ✓ The ability to assess and reprioritise simply and quickly.
- ✓ Create a plan that helps keep healthy boundaries with your remote work and home life.
- ✓ Understand the key components to maintain strong performance standards when the goal posts keep shifting.
- ✓ Learn the key methodology required to operate with strong adaptability skills.
- ✓ Identify the patterns in your day that help you design a more effective workflow.
- ✓ Discover how to minimise distractions and manage interruptions.
- ✓ Harness the power of your technology to work for you not against you.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day




Coaching

# Managing & Coping with Change



## *Managing the Impact of Change & Moving on Positively.*

Government Edition 

Change can be stressful at the best of times. The need to understand and manage the impact of change is a core skill in a modern-day work environment. Sometimes the impact of change, particularly change we didn't ask for, can cause us to get stuck, or we struggle with letting go of how things used to be.

This can bring in a sense of loss and we may find it difficult to keep up the same enthusiasm and sense of positive expectation we used to have about our role.

**'Managing and Coping with Change'** helps participants to find fresh ways to cope with the impact of change, walk away from disillusionment and disappointment and start to charter a path of motivation again.

This workshop is relevant for anyone who is about to go through or has had to deal with organisational change. It explores the core psychology drivers that will assist in finding new ways to adjust and plan for a more positive future.

### Designed for?

- > This workshop is relevant to anyone who is going through, or has gone through the impact of organisational change.
- > Suited for all levels from employees to management roles in the Public Sector.
- > Those looking for new or fresh strategies to help manage change and its impact in the workplace.
- > An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand how change can impact themselves and others.
- ✓ Identify what their control mechanisms are.
- ✓ Recognise the emotional fallout of perceived negative change.
- ✓ Understand coping mechanisms and how to use them in a healthy way.
- ✓ Break away from destructive thought patterns.
- ✓ Identify fresh points of motivation for moving forward.
- ✓ Understand how to let go of past disappointment and disillusionment.
- ✓ Recognise where you are in the change cycle.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Managing Remote Meetings Successfully



## *Keeping Virtual Meetings Focused, Engaging & On Track.*

Government Edition 

Time spent in unproductive or out of control remote meetings can be frustrating. In order to be successful, it is important to understand the strategies that help set up the 'virtual do's & don'ts' as well as keeping the participants engaged and focused. Having a clear strategy of how to navigate virtual meetings is imperative to help them be successful and productive.

As the majority of meetings today are now conducted remotely managing the people dynamic in this format can be challenging at the best of times. Just like face to face meetings participants can dominate, waffle, or use the opportunity to promote their own agenda.

**'Managing Remote Meetings Successfully'** is a learning session to empower participants with ideas to get remote meetings back on track! It covers many of the key strategies to relieve common sore points that make virtual meetings frustrating and unfruitful.

This workshop explores the best practice for running virtual meetings, as well as strategies to manage diverse and challenging participants. It is designed as an interactive session with a wide range of ideas to improve engagement, set boundaries and make virtual meetings run smoothly.

## Designed for?

- > Tailored for anyone who needs to co-ordinate, chair or facilitate virtual meetings.
- > Ideal for those who run or who are looking for strategies as a meeting participant.
- > Individuals who have to attend or chair regular meetings.
- > Ideal group size 6-15 participants.

## Key Learning Outcomes

- ✓ Identify why meetings go wrong and what you can do about it.
- ✓ Create an effective process that ensures virtual or hybrid meetings run well.
- ✓ Manage the participants in a fair but effective manner, allowing everyone to contribute.
- ✓ Know how to manage difficult participants successfully in a virtual setting.
- ✓ Strategies for getting the meeting started and finished on time.
- ✓ Understand the role of the chairperson in a virtual dynamic.
- ✓ Understand engagement techniques and how to keep the meeting flowing.
- ✓ Understand influencing techniques to get your ideas across in a virtual medium.
- ✓ Create open and honest communication in a safe way.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Remote Resilience



Government Edition 

## *Team Health & Strength for the Flexible Workplace.*

Change can be stressful at the best of times. The recent impact to organisations from COVID-19 created the biggest upheaval in work history. Companies scrambled to establish alternate work environments to sustain ongoing operations moving into incident response mode. As a result of large numbers working from home, productivity went up as people discovered new found time in familiar environments.

Overtime the social and work changes created heavy impact on many individuals and industries to maintain effective service. Most psychologists agree on one fact: that prolonged periods of stress or continued change in the workplace, will result in burnout, fatigue, job dissatisfaction, depression and ultimately create retention risk to employers.

'Remote Resilience' has been designed in response to employers requesting support strategies for their remote work teams to manage the remote work life balance. It has been developed with a holistic focus to help individuals and teams identify the potential stress triggers in your work and personal life. This workshop includes practical activities to bring empowerment and strategy to create a positive emotional state when managing flexible work schedules.

## Designed for?

- Remote Resilience is applicable to anyone who is looking for ways to reduce stress and gain flexible work strategies.
- It is aimed at all levels of organisation and is relevant to senior and middle management, as well as those looking for new and fresh ideas to build better resilience levels for remote practice.
- This is also applicable for anyone looking for self-management strategies to improve disciplined work practice.
- An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Critique individual resilience levels in a remote environment.
- ✓ Scan resilience levels in the workplace.
- ✓ Create an ongoing reprioritisation strategy rather than a crisis management approach.
- ✓ Anticipate struggle points and influence positive outcomes.
- ✓ Find fresh strategies for a new work life balance.
- ✓ Create an effective adaptability plan.
- ✓ Identify and label common remote stressors.
- ✓ Differentiate between positive and negative stressors.
- ✓ Stay motivated and think with the end in mind.
- ✓ Manage how you react to events.
- ✓ Practice the art of unconditional surrender to the events you have no control over.
- ✓ Recognise the telltale signs when resilience levels are dropping.
- ✓ Assemble a career plan and measure your progress.
- ✓ Critique the usefulness of an exercise and health plan.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Communication in the Digital Workplace



## *Communicating Successfully in the Modern Digital Era.*

There is no doubt that communication and the device driven technology world that we live in has become an integral part of our daily lives. However, finding a balance can be difficult. Digital communication is designed to assist people's productivity instead of getting in the way, but without the right strategies, it can quickly overwhelm and create poor practice.

This non-stop traffic creates heightened task demand and requires a systematic and strategic approach coupled with strong adaptability skills to manage successfully. Whether it is a diverse range of virtual interactions or writing skills it is important that individuals have a best practice approach. It is also crucial for companies to have a strong digital impact internally and externally, but without the proper digital management skills employees can miss the mark. This can create issues from lack of message clarity, relational cohesion issues or even client and customer challenges.

**Communication in the Digital Workplace** is a session designed to navigate the complexity of communicating in a contemporary work environment. It covers a wide variety of methods and contemporary etiquette to empower participants with a solid comprehension of best practice communication in demanding roles requiring digital literacy.

## Designed for?

- It is applicable to anyone who manages a diverse range of communication methods either in an on location or remote role.
- It is relevant to managers, supervisors, team leaders and individual roles who have demanding communication responsibilities.
- An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Understand how to manage the digital traffic effectively.
- ✓ How to develop your own systematic prioritised approach for your personal workflow.
- ✓ The strategies to manage a diverse range of communication mediums - right method, right message for the right person.
- ✓ How to profile your communication audience effectively for greater impact.
- ✓ How to create effective frameworks for virtual communication.
- ✓ Understand how to Manage difficult or more sensitive communication situations.
- ✓ Establish digital protocols with the whole team to establish consistency.
- ✓ Understanding the etiquette for best practice for written communication in a modern work environment.
- ✓ Use devices as the master, not the slave.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Communication Suite

## COURSE TOPICS

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# The Assertive Communicator



## Releasing your Confidence and Communication Power!

Have you ever experienced the following?

- Struggling to voice your opinion in a meeting that is dominated by others.
- Difficulty articulating and expressing what you know in your head.
- Finding others clam up or don't say much when you're communicating.
- Feeling a lack of confidence to express your opinion freely.
- Experiencing extremes of either clamming up or blowing out.

If any of these describe your communication experiences then **'The Assertive Communicator'** could be exactly what you need.

The ability to be assertive and carry the necessary confidence to gain the results and success we desire, is not always straight forward. We live in a world that is plagued by poor self-esteem and personal image, which has a direct effect on our ability to reach our true potential. Discover the secrets to tapping into your power and releasing your confidence and become the assertive person in your work environment you have always desired to be, then 'The Assertive Communicator' is the workshop for you.

## Designed for?

- This is applicable to anyone who desire to find fresh strategies to become more influential, to gain respect, and learn strategies to persuasively communicate ideas and proposals.
- This program is for people who are currently looking to increase their ability to set appropriate boundaries and communicate clear messages.
- If you are looking for new ways to increase communication and personal confidence in business and in life.
- This program is aimed at all roles and functions across all industries.
- An ideal group size is 6 - 15 participants.

## Key Learning Outcomes

- ✓ Have a clear action plan to develop your assertiveness and confidence to a whole new level of impact.
- ✓ Communicate and position your message in the most influential way.
- ✓ Use effective questioning strategies to navigate to your desired outcome.
- ✓ Knowing how to say 'no' and set effective boundaries.
- ✓ Feel more comfortable when others are critical or don't agree with you.
- ✓ Develop response phrases and statements that help in difficult communication
- ✓ Understand the barriers and people filters that will block your message.
- ✓ Profile different personality styles and create strategies to adapt and flex.
- ✓ Manage more dominating personalities Successfully.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Presenting with Impact



## Discover the Secrets to Present and Speak Like a Pro!

Have you ever experienced the following?

- > The dread of speaking in front of a live audience?
- > An inability to get your message across clearly and effectively?
- > An attack of the nerves?
- > Trouble with your audience switching off, or worse still, falling asleep?
- > Having to present to senior management and or peers and feeling like you didn't quite nail it?
- > Staring at a blank computer screen not really sure where to start your presentation and how to put it all together?

If you can relate to any of the above then **'Presenting with Impact'** is for you. For most people – who fear presenting almost more than dying – their presentation will quickly be forgotten and have little or no impact. This program is your way to make a difference and stand out from the rest.

Presenting with Impact provides proven successful strategies to equip the participant with the skills and mindset to know how to plan, structure and deliver powerful presentations. Discover how to engage your audience with any subject matter and create positive audience dynamics to reach desired outcomes.

## Designed for?

- > Presenting to teams, individual proposals, boards or potential clients.
- > Those who desire to Inspire and motivate their audience.
- > Build confidence and provide methodology for presenting. To help learn the principles to communicate with clear objectives.
- > Ideal Group Size: 5-12 participants.

## Key Learning Outcomes

- ✓ Know the information management techniques that will save you precious time in preparing your presentation.
- ✓ Develop techniques that help you position your message more persuasively.
- ✓ Know the techniques to manage any audience or difficult situation.
- ✓ Understand how to present an impacting outward appearance.
- ✓ The necessary skills to project and animate your vocal performance.
- ✓ The 6 ingredients to present with confidence and with your natural style Identify early warning signs to be ahead of the situation.
- ✓ How to present your main objective in a persuasive manner and gain buy in.
- ✓ The method of success to structure and organise your information.
- ✓ The key skills required to analyse and match audience relevance.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Communication in the Digital Workplace



## *Communicating Successfully in the Modern Digital Era.*

There is no doubt that communication and the device driven technology world that we live in has become an integral part of our daily lives. However, finding a balance can be difficult. Digital communication is designed to assist people's productivity instead of getting in the way, but without the right strategies, it can quickly overwhelm and create poor practice.

This non-stop traffic creates heightened task demand and requires a systematic and strategic approach coupled with strong adaptability skills to manage successfully. Whether it is a diverse range of virtual interactions or writing skills it is important that individuals have a best practice approach. It is also crucial for companies to have a strong digital impact internally and externally, but without the proper digital management skills employees can miss the mark. This can create issues from lack of message clarity, relational cohesion issues or even client and customer challenges.

**Communication in the Digital Workplace** is a session designed to navigate the complexity of communicating in a contemporary work environment. It covers a wide variety of methods and contemporary etiquette to empower participants with a solid comprehension of best practice communication in demanding roles requiring digital literacy.

## Designed for?

- It is applicable to anyone who manages a diverse range of communication methods either in an on location or remote role.
- It is relevant to managers, supervisors, team leaders and individual roles who have demanding communication responsibilities.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand how to manage the digital traffic effectively.
- ✓ How to develop your own systematic prioritised approach for your personal workflow.
- ✓ The strategies to manage a diverse range of communication mediums - right method, right message for the right person.
- ✓ How to profile your communication audience effectively for greater impact.
- ✓ How to create effective frameworks for virtual communication.
- ✓ Understand how to Manage difficult or more sensitive communication situations.
- ✓ Establish digital protocols with the whole team to establish consistency.
- ✓ Understanding the etiquette for best practice for written communication in a modern work environment.
- ✓ Use devices as the master, not the slave.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Business Writing for the Digital Workplace



## *Write with Consistency & Impact in a Modern Work Environment.*

If you're in a professional role you will relate to the thousands of hours every year composing and writing a variety of documentation to effectively perform your work. From emails to reports, proposals, general correspondence or just general writing tasks all will place pressure on you to communicate clearly and professionally. Not to mention the fast paces & influx of information from the digital devices we work with daily.

People often get anxious when they have to submit documents, reports or presentations. Many professionals also need to develop their editing and proofreading skills. The ability to write effectively is physical evidence of your level of professionalism and ability to get your message across clearly and persuasively. This is even more crucial to know what those standards should be in the fast changing digital communication world.

**'Business Writing for the Digital Workplace'** is designed with the busy professional in mind. Whatever your business writing needs are, this course will equip you with the confidence to create professional communication using the written word. It will assist you to plan, organise and structure a range of business communication formats and devices whilst giving you the opportunity to expand your own personal writing style.

## Designed for?

- > This program is designed for anyone in a workplace role who is required to communicate and correspond in the written format to customers, clients, colleagues and managers.
- > It covers the fundamental methodology of a variety of writing styles and formats that are relevant to the modern day digital workplace.
- > An ideal group size is 6 - 15 participants.

## Key Learning Outcomes

- ✓ Gain an understanding of the key strategies of successful business writing.
- ✓ Develop a clear understanding of the approach and process.
- ✓ Determine the best means of communication by clarifying the true objective.
- ✓ Understand the different phases of writing.
- ✓ Undertake a structured approach to planning.
- ✓ Identify the audience - who are you writing to? What is the purpose?
- ✓ The ability to use effective formatting techniques to increase understanding.
- ✓ Knowledge of the correct digital etiquette to follow with colleagues and clients.
- ✓ Ability to use engaging subject lines to gain the receivers attention and priority.
- ✓ Know how to use positive language to communicate sensitive or difficult information.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Report Writing for the Digital Workplace



## *Creating Easy to Read, Professional Reports in the Digital Era.*

There is nothing worse than having to read through a long and monotonous report that has been written poorly. Reports can seem complicated, confusing or long winded and the reader struggles to engage with the information. If you have to write reports as part of your role then this scenario will be something you will want to avoid at all costs.

Reports are a big part of the data and communication metrics of any business. They are used for important information summaries, or the basis for various recommendations, or even just organisational intelligence and communication.

It is easy to be inundated with information traffic, particularly in the modern digital workplace. This makes it even more crucial to write reports that work simply in a digital world that assists people to get the information they need fast.

If you have to write reports as part of your role and are looking for ways to cut through the clutter then **Report Writing for the Digital Workplace** is for you. This workshop can be tailored to support organisational report guidelines and formats. It is filled with relevant and practical exercises that ensure participants get hands on experience with the learning in this session.

## Designed for?

- This program is designed for anyone in a role who is required to write reports or is part of the report writing process.
- It is applicable for those wanting to learn the fundamental methodology of a variety of report writing styles and formats.
- Those looking for ways to improve reports in the digital workplace.
- An ideal group size is 6 - 15 participants.

## Key Learning Outcomes

- ✓ Develop a clear understanding of the approach and process to successful report writing.
- ✓ Identify the audience - who are you writing to? What is the purpose?
- ✓ Understand the different phases of report writing.
- ✓ Undertake a structured approach to planning before you write.
- ✓ The ability to use effective formatting techniques to help increase the reader's understanding.
- ✓ Ability to use engaging subject lines to gain the receiver's attention and priority.
- ✓ Know how to use positive language to communicate sensitive or difficult information.
- ✓ How to create rhythm and flow in the report using concise sentence structure.
- ✓ Using persuasion writing techniques to engage the reader.
- ✓ How to set up the report for those that scan so key messages still come through.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Difficult, Direct & Daunting Conversations



## *Tools for Managing Difficult Conversations & Getting Results!*

Have you ever experienced the following?

- Difficulty in getting your message across when emotions run high and communication gets uncomfortable?
- Walking away from a conversation wishing you had said something that you are now finding easy to articulate?
- Trouble trying to communicate your thoughts to someone who dominates the conversation.

If you can relate to any of the above then **'Difficult, Direct and Daunting Conversations'** is for you. This is an advanced communication workshop that equips you with the necessary tools to handle high stakes, high emotion and intimidating conversations.

Whether you need to understand the key strategies to diffuse tension, positively influence uncomfortable communications or find mutual purpose and critical resolve, then this workshop is for you.

### Designed for?

- This course is a must for individuals who desire to influence and manage dialogue that has the potential to cause stress and conflict.
- Those who are looking for techniques to communicate more confidently and accurately.
- It will benefit anyone who desires to improve open and honest communication in a way that brings effective solutions.
- This is applicable for those working in any organisational role or level.
- An ideal group size is 6 - 15 participants.

### Key Learning Outcomes

- ✔ Know how to defuse any low to high level emotional communication.
- ✔ Understand your unique communication and stress style.
- ✔ Understand the key phrase and set up statements required to communicate at high levels of effectiveness.
- ✔ Pattern interruption techniques to gain back dialogue control.
- ✔ Understand a higher level of self awareness to manage emotions of yourself as well as others.
- ✔ Apply the key methods involved to communicate the best response in any situation.
- ✔ Acquire the knowledge and tools to work with a range of communication styles.
- ✔ Learn mapping and preparation methods so you are always ready to communicate in tough situations.
- ✔ Tools to help the other parties involved to communicate more effectively.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

### Contact Us

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# Develop & Advance Your Business Case



## *Develop Compelling, Multi-Dimensional & Objective Focused Submissions.*

When you prepare and construct an effective business case it enables you to take a disciplined approach to critically examine the opportunity, the alternatives, the project stages and the required budget to make confident recommendations.

It assists in being able to logically and clearly communicate the return on investment, how risks can be reduced and what the positive benefits to the business will be if approved. This type of strategic and systematic approach advances the likelihood of gaining support to proceed with the investment.

In the **Develop and Advance Your Business Case** workshop you will learn the importance of carefully analysing, creating, and positioning a business case in order to maximise its chance for success. You will gain the skills to define desired outcomes, design evaluation criteria, weigh costs against benefits, and construct a comprehensive multi-dimensional business case to advance the decision making process.

You will also learn how to build a business case hands on by analysing case studies, practical application exercises and creating your own business case during the workshop. You will be given the opportunity to pitch and conduct a walkthrough of your business case with 360-degree feedback from your fellow participants in the session.

### Designed for?

- Applicable for anyone who is required to develop a business case for executive leaders, boards or senior managers.
- Anyone looking to understand the fundamental principles and best practice approach to creating a strong business case.
- Those who currently develop business cases and are looking for ways to improve knowledge and skills through more formal training methods.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand the different stages and best practice approach for a persuasive business case.
- ✓ How a business case approach is applied in different contexts.
- ✓ Apply the successful principles and methods for developing a business case that logically explains the rationale to senior leaders and stakeholders.
- ✓ Analyse and interpret the appropriate financial data including costs, budgets and estimates for what it will take to implement.
- ✓ Develop strong, multi-dimensional and purpose-driven recommendations that are more likely to gain approval.
- ✓ Identify and prioritise all options to position your recommendation in the best light.
- ✓ Identify the risks involved as well as how they can be managed or reduced.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Engineer & Design Persuasive Proposals



## *Understanding the Key Ingredients to Creating a Successful Proposal.*

Winning new business is not easy, you can spend a lot of time investing in opportunities only to have them fall over when your proposal is rejected. Good proposal writing is an art form, it is built on using successful strategies and the ability to apply the psychology of written persuasion. Although people do pick up some of these skills by doing it on the job, it can still leave skill gaps. These important skills can be the difference between losing or getting your proposal across the line.

When writing a winning proposal often it's the attention to the little things that can determine your success. Understanding how you can plan, prepare, design layout and the psychology of the language you use are all critical factors with your proposal's impact. It is often the last part of the process that your prospective customer/client receives so your value proposition has to work!

If you are looking for fresh ways to make your next proposal stand out from the rest then **Engineer and Design Persuasive Proposals** could be exactly what you're looking for. This workshop is designed to take participants through the A-Z of writing successful and winning proposals. It addresses all aspects from planning, preparing, identifying how to communicate your value proposition in the most persuasive manner.

### Designed for?

- This program is applicable to anyone in a role that is required to write proposals to win contracts, tenders or pitch opportunities to clients/customers.
- Applicable to all those in sales, account management or anyone in a support role who is involved in developing opportunities for business with writing proposals.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand the principles of successful proposal writing.
- ✓ How to create different types of business proposals.
- ✓ Profile and accurately develop your proposal to align with your audience.
- ✓ Write a proposal that has a focused purpose and clear objectives.
- ✓ How to use persuasive writing techniques to gain greater buy-in.
- ✓ Understand and apply successful preparation and planning techniques.
- ✓ Organising and format content to make it easy to read.
- ✓ The techniques to develop punchy and focused sentences.
- ✓ Using effective checklists to edit and proofread your proposal.
- ✓ How to give it the finishing professional touch.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching



# Improving the Feedback Exchange



## *Making the Communication Honest, Meaningful with Actions and Results.*

It takes superior people management skills and a clear strategy to work through and provide practical solutions to develop your staff to deliver consistent results.

The challenge is, managing the feedback process takes commitment, time and energy to deal with the highs and lows of people performance. Too many managers can subscribe to 'performance management denial' and can play down the issues that sit below the surface.

This can negatively impact open and honest communication, as well as the benefits that can result. Developing effective feedback techniques is crucial for healthy working relationships and creates a foundation for improved performance.

**Improving the Feedback Exchange** is a powerful workshop focused on building communication feedback strategies with colleagues as well as senior and subordinate roles. This interactive session is designed with practical exercises and experiential activities to enhance learning integration.

## Designed for?

- Successful Feedback Techniques is applicable to anyone who is looking for ways to improve the in giving and receiving of feedback.
- It is aimed at all levels of organisation and is designed to give fresh ideas and techniques to enhance people management skills through the feedback process.
- It is applicable for those looking for virtual management strategies for remote workers.
- An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Implement and manage the process of feedback conversations.
- ✓ Understand and apply the necessary communication skills required.
- ✓ Knowledge of how to develop key strategies needed for improvement and adaptability.
- ✓ How to deal with resistance and uncomfortable issues in the communication.
- ✓ Diagnosing the correct strategies necessary to facilitate progress.
- ✓ Understand framing techniques to manage discussions effectively.
- ✓ Conduct effective feedback in one on one and group sessions.
- ✓ Develop the right type of question techniques to help create authentic exchange.
- ✓ Techniques to profile the other party for improved rapport.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day

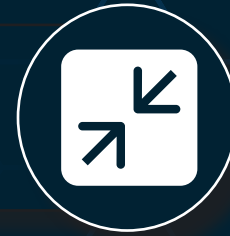


1-Day



Coaching

# The Conflict Solution



## ***Conflict is Inevitable - Combat is Optional!***

Conflict can be confronting and disruptive to workflow and the results you are trying to achieve, not to mention emotionally draining. Conflict is not always a negative thing and some organisations even see it as a way to challenge traditional constraints and innovate.

If not managed correctly however, it can be detrimental to morale and produce unhealthy work relationships. Conflict will always occur and instead of sticking our head in the sand or dealing with it an unhealthy confrontational manner, there are simple ways to deal with it constructively.

'**The Conflict Solution**' is a workshop that helps the participant to recognise and understand the drivers of conflict and manage them in a healthy way. It addresses psychology drivers and assessment frameworks to improve understandings and minimise poor reaction and maximise helpful strategy.

## **Designed for?**

- › Anyone looking to adopt key strategies to defuse conflict and find ways to move forward.
- › It is applicable to all workplace roles and positions.
- › Those looking to find strategies and a process to manage disagreements and different points of view.
- › An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Deal with root drivers rather than just the symptoms.
- ✓ Build rapport with opposite thinking styles.
- ✓ Manage diverse personalities.
- ✓ Use defusing techniques when things get heated.
- ✓ Use pattern interruption techniques to manage dialogue.
- ✓ Understand different conflict styles.
- ✓ Use conflict mapping methods.
- ✓ Acquire techniques to know how to move forward when things get stuck.
- ✓ Create problem solving conversations.
- ✓ Understand the dual process and self-manage through difficult emotions.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Breaking Down the Silo Effect



## *Removing the Barriers and Building Bridges to Create the Communication Flow.*

A Communication silo is often the term used to describe internal breakdowns, or blockages of the information flow within an organisation. It describes the restrictive flow of open communication between departments, teams, management and stakeholders. A silo is always vertical, making it difficult or impossible for the horizontal flow of information.

When departments or groups within an organisation choose not to share information or allow for knowledge to be exchanged through information systems, this can create resentment and unhealthy competitive behaviours that become destructive. When silos become the default cultural dynamic in a business it will result in an environment that discourages open communication and collaboration between groups. To fix the communication silos requires a careful diagnosis of the driving issues and then application of the correct strategy to ensure the barriers are broken down.

**Breaking Down the Silo Effect** is a workshop that is designed to bring practical strategies and solutions to help establish a high performing and open communication culture. The program is designed to provide the different stages and steps that silos take and strategies on how to remove them successfully. This session is applicable to departments, teams or even individuals looking to dismantle organisational silos.

### Designed for?

- Applicable to those working across teams and looking for strategies to manage multiple stakeholders.
- Anyone who has to lead a team, or multiple teams and is looking for ways to dismantle poor cultural communication dynamics.
- It is applicable to managers, leaders of departments, project leads and those who manage stakeholders across the business.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand and apply the strategies to break open the communication.
- ✓ Design a new communication culture that guards against silos forming in the first place.
- ✓ Develop a Team Charter which creates a new behavioural framework and standard.
- ✓ Tools to diagnose the real issues and develop pathways of solutions.
- ✓ Understand methods to manage multiple stakeholders and build effective communication bridges.
- ✓ Strategies to work with resistant and difficult people or groups.
- ✓ Create more effective communication systems and plans.
- ✓ Identify the key drivers of a transparent culture are.
- ✓ Remove role ambiguity and uncertainty.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Results Driven Influence



## *The Simple Techniques of Successful Workplace Persuasion!*

Achievers understand something that few do; they realise that the ability to communicate and work effectively with other individuals is a key component to influencing outcomes. In a modern workplace, having 'Results Driven Influencing Skills' in business is a crucial skill in order to increase productivity and achieve the necessary outcomes.

'Results Driven Influence' is a one-day program designed to equip individuals with the necessary skills and understanding to deal with the day-to-day challenges of influence and persuasion to achieve desired outcomes. The participant will learn how to develop and implement strategies to effectively deal with different authorities and power bases, understand the qualities of an effective influencer, and learn how to convince others to embrace their ideas, gain win/win outcomes and gain support for initiatives.

This workshop is designed as a highly interactive and fun session to help integrate the learning at deep levels. The session is full of exercises and activities with plenty of opportunities to try out the strategies in social learning groups.

### Designed for?

- > For anyone who needs to gain results when dealing with internal or external stakeholders, employees, clients, managers or senior executives who are required to persuade individuals to achieve initiatives and influence outcomes.
- > If you desire to increase your influence in your organisation to create bigger and better career opportunities then this course is a must for you.
- > An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ How to effectively deal with those down, across and up line to your position.
- ✓ The Practical techniques to gain support for your objectives.
- ✓ How to use the psychology of persuasion and people response triggers.
- ✓ Profiling techniques to analyse and predict the other party's true motives.
- ✓ How to create an Interest Map and develop the right strategy.
- ✓ Secret advanced influencing techniques used by some of the world's top performers.
- ✓ Negotiating to achieve mutually acceptable outcomes.
- ✓ How to become influential in facilitating change.
- ✓ The right strategies to attract motivated individuals when working across multiple teams.
- ✓ The ability to structure and communicate your message persuasively.
- ✓ How to use your confidence to create the right atmosphere for 'buy-in'.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Project & Program Management

## COURSES BY TOPICS

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# Project Management Essentials



## *Make it Happen on Time, on Budget and Experience Project Success!*

The ability to effectively and efficiently manage resources, people, budgets and time is an essential workplace skill for all frontline managers, team leaders and supervisors. In a fast paced modern workplace where job security and role demands are constantly changing, the need for successful project management skills has become part of the multi-skilled adaptability employment demand.

Most organisations require people to be involved, or to even manage a project, even if they haven't been formally trained in this discipline. As common as it is for many roles to operate effectively without formal training, it can still leave skill gaps and poor habits which negatively impact results.

Good Project Managers are always in great demand and formal training can help to fill in some of the required capabilities that may be missing. In the complex, results driven and digital workplace we operate in, excellent project management skills can be the difference between success and failure of the project goals. It is also a transferable skill across all industries and can open up many role and career opportunities that were previously out of reach.

**Project Management Essentials** is designed with an easy and practical approach. It has been developed as a foundational program addressing the process and management capabilities required to manage projects successfully. It follows proven core disciplines and the program content is aligned to the PMBOK functions that are recognised as the global standard for project management.

## Designed for?

- > Anyone looking to learn the fundamental methodology and disciplines of Project Management Skills.
- > It would be applicable to those looking to work as a project manager, as well as those who are already in a project role but looking for formal training.
- > An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Know the difference between project and operational work and prioritise accordingly.
- ✓ Recognise the 9 PMBOK functions of Project Management.
- ✓ Identify the Life Cycle of the Project.
- ✓ Understand the disciplines to develop formal project charters.
- ✓ Manage and assess the risk and develop a risk management plan.
- ✓ Understand the 'Best Practice Methodology' for Project Management.
- ✓ Manage and prioritise stakeholders and form engagement strategies.
- ✓ Develop a workable project communication plan and matrix.
- ✓ Breakdown the tasks that form each stage of the project.
- ✓ Know the tools to track and monitor a project's progress.
- ✓ Create the right documentation process and templates.
- ✓ Understand the client sign off and the critical process to achieve this.
- ✓ How to build a project team.
- ✓ The qualities of an excellent Project Manager.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Agile Project Management Essentials



## *Managing and Adapting Projects in a World of Continuous Change.*

Agile Project Management has become the go to approach for managing projects in a fast paced changing and evolving modern work environment. It sets itself apart from traditional waterfall methods to adopt an iterative development framework. Although this approach does not suit all organisational cultures, workflows and heirachies it can work extremely well in flat structure management styles and adaptive environments.

Agile practices can also be integrated into traditional project management methods to form hybrid models. This can be a useful approach to customise and adapt to work in all organisational frameworks.

The tools and processes in an Agile model are far more flexible to individual work flows, collaboration, feedback improvements and don't require comprehensive documentation steps. This can be useful in creating better client support models that adapt more easily to change to project objectives.

**Agile Project Management Essentials** is designed with an easy and practical approach. It will aid in developing the right understanding of the Agile adaptive process and the capabilities required. This workshop is a hands on training session full of exercises and activities to help participants fully comprehend and apply Agile concepts. Participants will gain the fundamental methods of Agile philosophy as well understand how to customise an approach that will best work for their unique organisational situation.

### Designed for?

- > Anyone looking to learn the fundamental methodology and disciplines of Agile Project Management.
- > It is applicable to those looking to expand their project manager skills from a traditional understanding to an Agile approach.
- > An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand the principles and concepts of the Agile approach.
- ✓ How to manage effective Agile teams.
- ✓ Apply continuous improvement and continuous planning methods.
- ✓ Manage Agile project constraints and trade-offs.
- ✓ Manage and prioritise stakeholders and form engagement strategies.
- ✓ Develop a workable project communication plan and matrix.
- ✓ Breakdown the tasks and responsibilities and use Scrum and Sprints to monitor each iteration of the project.
- ✓ How to create customised hybrid models using the traditional and Agile methodology.
- ✓ Know the qualities of an excellent Agile Project Manager.
- ✓ Maintaining control when using Agile methods.
- ✓ Understanding the communication process in an Agile project.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Introduction to Contract Management



## *Gain a Competitive Edge for your Company in a Tough, Complex Business Environment.*

Creating a contract can seem intimidating. Get it right and you can build rewarding business relationships. Get it wrong, and you can put your business at risk. In fact, contracts can make or break a business. They define and underpin every commercial relationship.

Effective contract management is essential to every business as it formalises the agreement made by the parties and protects them should something go wrong. Effective contract management can be a source of competitive advantage.

Essentially, contract management is the management of contracts made with suppliers. When managing a contract the terms and conditions must be followed, as well as document and agree on changes that arise during the process. Contract management should maximise performance and minimise risk.

Good management of contracts can also be characterised by the phrase “No Surprises”. When done right, everyone knows what’s expected of them and by when and they deliver on all sides of the agreement.

Reasons why you need an effective contract management process:

- Increasing Pressure to reduce costs.
- The need to optimise financial and operational performance.
- New regulatory requirements.
- Increasing contract volumes and complexity.
- Growing need to automate and improve contractual processes.
- Increasing compliance and analytical needs.

In this practical workshop, you will learn the vital skills and successful principles to deliver and manage effective contracts.

## Designed for?

- Logistics managers, team leaders and others involved in purchasing/ procurement
- Anyone who wants to better understand what is involved in the contract management process and is suitable for those working in the public and private sector
- An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Define a contract and understand the importance of knowing the parties and building strong relationships with all stakeholders.
- ✓ Understand the building blocks of contracts and the contract management lifecycle.
- ✓ Identify the key elements involved in contract formation and why each is important.
- ✓ Set contract management KPIs.
- ✓ Demonstrate an understanding of common contract terms and conditions.
- ✓ Identify potential contractual issues, manage variations and deal with conflict.
- ✓ Identify key contract risks.
- ✓ Recognise the issues associated with non-delivery and ensure business continuity with careful contingency management.
- ✓ Understand the steps involved in contract finalisation.
- ✓ Manage the commercial relationship between the customer and the supplier.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching



# The Basics of Purchasing and Procurement



## How to Make Better Purchasing Decisions.

- Has your company grown to the point where purchasing takes up a significant component of your time?
- Do you wonder if you could make better purchasing decisions?

Purchasing and procurement is all about acquiring the right product of the right quality, in the right quantity, from the right source, at the right time, and at the right price.

If you are looking for best practice methods to understand and formalise the purchasing and procurement process, then this course will be exactly on the money for you!

**The Basics of Purchasing and Procurement** will introduce you to the foundational principles of purchasing and procurement. It will also provide you with an overview of the supply chain and the skills needed to efficiently and effectively make sound purchasing decisions.

You will receive an introduction to the supply chain, the purchasing cycle, and basic purchasing tools. You will also learn about the competitive bidding process, how to manage supplier performance, risk management techniques, and ways to build relationships. Finally, you will complete the course with the skills needed to implement a purchasing strategy that includes supply chain functions and building strong, collaborative relationships. This is applicable both within and outside of the organisation.

If you need to be smarter about the way your purchase and/or procure the goods and services you need then this workshop is for you.

## Designed for?

- Operations and general managers, project managers, owners and team leaders.
- Anyone who needs to make more strategic and financially sound purchasing decisions.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Define what a supply chain is.
- ✓ Identify your procurement department's role within the organisation.
- ✓ Learn the principles of the purchasing cycle.
- ✓ Create a process for successfully managing a competitive bid, starting with the request for proposals through to negotiating the Contract.
- ✓ Create a competitive bid for a contract. Objectively choose a supplier based on a solid evaluation strategy.
- ✓ Understand the processes involved and the skills needed to manage supplier performance, maintain quality, and implement monitoring standards.
- ✓ Utilise technology solutions for purchasing and procurement.
- ✓ Raise your organisation's efficiency, productivity and ROI through effective purchasing processes.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Purchasing and Vendor Management



## *Understand the Basics of the Purchasing Process & Develop Strong Vendor Relationships.*

At its most basic, purchasing is a transaction involving a buyer and seller. However, it is not as simple as it sounds. It requires execution on multiple fronts such as technical, commercial, legal, WHS, interpersonal and managerial.

In the complex world in which we live, it is essential that individuals with a working knowledge of purchasing and procurement processes are on hand to ensure the process is performed effectively and efficiently to the benefit of all players in the supply chain.

Purchasing and Vendor Management will introduce you to the complexities of supply chain management and help you to understand the basics of the purchasing process and develop strong vendor relationships. You'll also learn about the competitive bidding process, how to manage supplier performance, risk management techniques, and ways to build relationships.

### Topics covered include:

- > An overview of the supply chain and the principles of the purchasing cycle
- > Making Buy or Build Decisions
- > Supplier Sourcing and Evaluation
- > Work Breakdown and Resource Calendar
- > Types of Procurement Contracts
- > Contract Terms and Documents
- > Delivery Terms and chain of responsibility (CoR) obligations
- > Procurement Activities and Documents
- > Basics of Dispute Resolution
- > Earned Value Management
- > Risk Management

### Designed for?

- > Entrepreneurs and business owners who directly engage in the procurement process.
- > Managers, engineers who assist procurement managers in operations.
- > Project managers, engineers and others supporting procurement in projects.
- > An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Define what a supply chain is.  
Learn the principles of the purchasing cycle.
- ✓ How to make the buy or build decision.
- ✓ Developing criteria for supplier evaluation and create a process of successfully managing a competitive bid.
- ✓ Developing the work breakdown structure and resource calendar.
- ✓ Understand the different types of contracts and identifying the most appropriate one for your business or project needs.
- ✓ How to objectively choose a supplier based on a solid evaluation strategy.
- ✓ Identify the various roles and responsibilities in the Chain of Responsibility and the penalties for non-compliance.
- ✓ Identify and implement the most suitable procurement processes for your organisation or project.
- ✓ Understand the process for dispute resolution in procurement.
- ✓ Calculate earned value.
- ✓ Undertake procurement risk management processes.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Managing the Supply Chain



## *Ensuring you have the goods you need, when you need them!*

Logistics and managing the supply chain are one of the most important functions in business today and it's equally relevant to the operations manager as it is to the project manager.

If you understand how the supply chain works and where the issues might be before you start, you'll not only ensure your project has the resources it needs when it needs them but, you'll also have a competitive edge against other organisations.

**Managing the Supply Chain** will look at the key concepts that underpin logistics and the supply chain and those all-important drivers. The program will also look at inbound and outbound logistics as well as demand management and the various roles and functions involved in the supply chain. It will address how to select and combine different supply chain strategies and give you the skills to ensure you can begin to effectively and efficiently manage your supply chain.

This workshop is designed with plenty of interactive exercises to help participants practically learn the concepts of the supply chain. The program is also provides plenty of group activities for hands on application of the best practice methods required for successful Supply Chain Management.

## Designed for?

- > Business owners, managers, project managers.
- > Anyone interested in logistics and the supply chain
- > An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Understand the key concepts of logistics and supply chain management.
- ✓ Identify the key drivers of supply chain management.
- ✓ Learn the fundamentals of Logistics and Supply Chain and the importance of demand management.
- ✓ Identify the characteristics of supply chain management in your organisation or project.
- ✓ Identify criteria for selecting and combining different supply chain strategies, and match supply chain areas with key indicators of their performance.
- ✓ Understand the importance of the key roles in warehouse activities, facilities, processes and operations.
- ✓ Learn about outbound and inbound logistics.
- ✓ Design, refine, plan and execute supply chain processes.
- ✓ Create ethical and sustainable supply chains.
- ✓ Understand the factors affecting the physical distribution system globally and how to obtain the goods you need, when you need them and at the required quality standard.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Estimating Costs and Responding to Tenders, Proposals and Quotes



## Preparing Realistic Work Proposals & Quotes

Many people in Australia today tender for work. Some give verbal quotes while others have to go through a formal process that requires filling in tender documents and signing contracts. Whatever the mode, your response needs to be carefully thought through and accurately calculated as this will not only secure the work but will also ensure you are making money on any contract you quote for.

If you fail to get this right you may fail to get the job or, you might find yourself and your business seriously compromised with a job half complete, no money left and enough stress to last you a lifetime.

### The Benefits of this Workshop:

- Learn how to increase your odds of winning work by tender or written quote.
- Learn how to estimate accurately for time and resources so that you submit a realistic costing that will also make your company a profit.
- Learn how to save time by developing templates for tender information and tools for estimates.
- Learn how to ensure you can manage your cash flow and deliver to contract deadlines.
- Understand what the selection panel looks for and how tenders are evaluated.
- Know how to negotiate a simple contract and what to expect from post tender negotiations.
- Find out where you can get help.
- Recognise when you need legal advice.

### Designed for?

- This course is designed for managers, team leaders and others who have to tender for work by producing formal tender responses, proposal documents or quotes.
- It is also useful for new business start-ups and entrepreneurs seeking seeding funds.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand the legal status and licensing requirements associated with tenders, proposals and quotes.
- ✓ Know where to go to get help.
- ✓ Weigh up the pros and cons of responding to a tender opportunity.
- ✓ Understand the difference between expressions of interest, requests for quotes and public or private tenders, selective tendering and preferred contractors or panels.
- ✓ Know what questions to ask when reading the contract.
- ✓ Calculate costs including labour rates & productivity, fixed and operating costs etc.
- ✓ Understand when to use and how to calculate the costs associated with various staffing options such as fixed term/ongoing, contract or casual and contractors.
- ✓ Understand your tax liability and how to calculate it.
- ✓ Develop a timeline/schedule with milestones and payment schedule.
- ✓ Confidently and professionally present the schedule.
- ✓ Conduct risk analysis and evaluation.
- ✓ Understand the evaluation process and how to write a tender response that addresses the key selection criteria and/or critical factors.
- ✓ Understand best practice criteria for competitive tendering and how the weighting process works.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Business Operations

## COURSES BY TOPICS

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# Managing for Results – Utilising Meaningful Metrics



## *Managing the Flow of Data to Improve Organisational Performance.*

A key part of your job as a manager is to deliver results.

- How do you zero in on this effectively?
- What specifics do you need to know?

The world of business just keeps moving faster and faster. All companies are looking for those perfect metrics yet developing the perfect metric can be difficult. So too can managing the often overwhelming and, ever-increasing flow of data. Managers can become confused and/or intimidated and, when forced to make quick decisions, they may turn to misleading data.

**Managing For Results – Utilising Meaningful Metrics** will show you how to manage the flow of data and develop metrics that can work well for you and your company. It will look at the importance of metrics for performance measurement and the more common errors managers make when doing so.

You will learn what makes a good metric and then zero in on the role of the manager in delivering results and that perfect metric and getting great results from both individual employees and your overall team. It will then address the value of commitment over compliance and how to communicate results in the context of your team's purpose, and help direct reports make the link between organisational goals and their work. You will discover how measuring performance can actually motivate and inspire your workforce.

Managers with the skills to measure and improve performance, have the ability to reshape the organisation to meet the fast paced data-driven needs of the present and the future.

Finally, this course will step through a simple process of how to set clear goals and metrics and tackle the predictable blocks that might get in your way: micromanaging, losing track of the big picture, and so on.

## Designed for?

- This course is designed for line and middle managers who must deliver results but need help to action meaningful metrics.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ The importance of measurement for business performance.
- ✓ What should I measure?
- ✓ Characteristics of a good metric.
- ✓ Data analytics.
- ✓ Categories of performance measurement.
- ✓ Gaining commitment over compliance.
- ✓ Winning with clarity.
- ✓ Focusing on the purpose.
- ✓ Setting clear expectations, goals and metrics.
- ✓ Creating alignment between personal and organisational results.
- ✓ Tapping into your underlying motivation and the importance of motivation, values and vision.
- ✓ Harnessing the power of systems and the tools used.
- ✓ Realising the power of one-to-one meetings.
- ✓ Developing clarity of team roles.
- ✓ Avoiding pitfalls and ensuring accountability.
- ✓ Using the right performance measurement tools e.g. scorecards, dashboards and other data.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Developing & Managing Operational Plans



## *Empowering Daily Performance to Align to Organisational Line of Sight.*

Successful operations are integral to the success of a well oiled business machine. It takes careful planning and strategy to develop the right framework to implement the actions and performance standards you expect from your team. If a strategic plan represented the head of the body then an organisational plan would be the arms and legs.

An operational plan defines how the human, financial, and physical resources will be used to achieve short-term performance goals that support your larger strategic objectives. It is the key plan that managers, supervisors and team leaders need to understand to develop and implement.

An operational plan should answer questions like:

- > Who should be working on what?
- > How will we allocate resources on any given task?
- > What risks do we currently face?
- > How can we minimise those risks?
- > How to measure outputs to know we are achieving our objectives?

**Developing and Managing Operational Plans** is a practical workshop to equip participants on two levels. Firstly, to understand how to develop an operational plan aligned to strategic objectives. Secondly, the key strategies involved to manage the plan successfully.

## Designed for?

- > Applicable for all managers, supervisors, co-ordinators and team leaders who have to manage daily operations and its requirements.
- > Anyone who is looking for best practice strategies and bridge any skill gaps.
- > An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Develop the plan aligned to key performance indicators (KPIs).
- ✓ Map out all resource requirements and integrate the allocation into your plan.
- ✓ Manage the consultation process to ensure proposals for resource requirements are supported.
- ✓ Develop risk a matrix and its contingency.
- ✓ Monitor and evaluate performance to assess progress and manage variations.
- ✓ Understand the requirements to manage recruitment, budgets and resources aligned to company policy and procedures.
- ✓ Develop an operational plan that has a clear line of sight to the strategic plan.
- ✓ Identify and breakdown the components of an effective operational plan.
- ✓ Understand and apply the key traits of successful operational management.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Remote Workforce Planning



## *Creating Frameworks for Emerging Trends & Flexible Work Arrangements.*

In a recent article from 'Smarter with Gartner' about COVID-19 resetting the workforce, the following was identified:

- The competition for talent has changed radically as talent can be located anywhere.
- The digital literacy and discretionary skills needed for remote workplace employees has changed how we recruit for traditional positions
- Identifying 'Skill Clusters' is now more important than defined roles, as 40% of employees say they frequently perform tasks outside their job description.
- Workforce planning requires flexible models to adapt to diverse workflow for remote workers.

Workforce Planning has traditionally been the process of analysing, forecasting, and planning workforce critical skill needs, to ensure that an organisation has the right people with the right skills to achieve its strategic objectives.

After the biggest upheaval in workforce, history flexible workforce planning is now an urgent need. The challenge is now to move from a static to an agile planning approach. To adopt models that can continually reshape and assess the impact to the workforce, as well as incorporating changes in business behaviour. The imperative for leaders is to identify the relevant talent and skill needs during and beyond the pandemic.

Remote Workforce Planning is a program designed to reassess what workforce planning needs to be in a post COVID environment. It is designed to identify remote workplace trends and the flexible models needed for effective planning.

## Designed for?

- It is aimed at anyone required to create capability and remote workforce plans for recruitment or role definition.
- It is applicable for those in HR or a management role, who are required to identify strategies for effective remote workers.
- An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Create a talent plan with effective build and buy strategies for remote and flexible workforces.
- ✓ Learn how to remain predictive in your planning to continue to drive aligned business strategies.
- ✓ Understand the tools to identify critical 'Skill Clusters' for business workflows.
- ✓ Understand the phases of workforce planning in a post pandemic business future.
- ✓ Assess and integrate effective risk strategies into your plan.
- ✓ Use Agile methodology to drive and develop continuous improvement.
- ✓ Identify workforce trends and refine strategies in response to changing employment landscapes.
- ✓ How to analyse and interpret the metrics to make informed decisions and recommendations.
- ✓ Develop a Remote Capabilities Framework.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching



# Financial Literacy for Managers & Team Leaders



## *Interpret & Analyse Financial Reports & Make Smarter Business Decisions!*

Have you ever experienced the following?

- Are you new to management and/or do you need to be able to read and understand financial reports and spreadsheets?
- Do you know how your team or department contributes to the company's bottom line?

No matter what you manage, it's critical for you to understand finance and accounting.

Knowing how to interpret, analyse and evaluate key financials is a critical skill at all levels of an organisation. It also makes it easier to measure your own performance as a manager and to make smart business decisions.

In this course, you'll learn how to interpret common financial statements, calculate profit and profitability, accurately price products and create budgets and forecasts that promote future success.

Then, when you become more informed about what you're earning — and spending — you'll have better insight into your contributions to the company's bottom line.

**Financial Literacy for Managers & Team Leaders** will give you the skills you need to master interpreting income statements, balance sheets and cash flow statements and to understand and confidently speak the language of accounting and finance – the universal language of business.

### Designed for?

- Anyone who wants to understand accounting reports to make more informed business decisions and communicate with the finance team with confidence.
- It is particularly valuable for new line managers and/or more experienced managers who need to gain a solid understanding of accounting and finance.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand financial concepts and terms.  
Interpret the content of key financial statements.
- ✓ Understand the basic purpose of accounting and how it differs from finance.
- ✓ Describe the role accounting plays in management.
- ✓ Understand how the accounting cycle is used to verify and report financial transactions.
- ✓ Identify different types of accounting, including managerial or cost accounting.
- ✓ Effectively allocate resources and monitor performance.
- ✓ Interpret financial data.
- ✓ Explain how to calculate profit and profitability using financial ratios.
- ✓ Interpret the most common financial reports.
- ✓ Identify steps needed to produce accurate forecasts and list the common factors that can negatively impact forecasting.
- ✓ Recognise financial warning signs.
- ✓ Recognise how revenue, expenses and cash flow gauge an organisation's health and performance.
- ✓ Review common budgeting strategies and challenges.
- ✓ Use financial statements to analyse performance and make stronger commercial decisions.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Developing a Data Strategy



## *Leveraging the Value of your Business Data.*

Do you want to be able to leverage the value of your business data?

In today's competitive and ever-evolving landscape, effective use of data is critical to deliver value for your organisation, its stakeholders and its customers. However, data is only ever as valuable as the insights you obtain from it. In order to leverage your business data, you need to know what key decisions your organisation is making that can be enhanced and/or improved with access to the right data.

This workshop will explore what it means to be a data-driven organisation and explain why data is so important. It will show you how to access the data you need and to build the tools and your own skill level to drive your own transformation and increase adoption of data analytics to make more informed business decisions.

In this program, you will be introduced to the benefits and the challenges of data-driven organisations and then provided with a step-by-step plan to develop a data platform, determine capability gaps and develop a plan for implementation.

Finally, the course will consider the ethical issues, the law that underpins data and how to navigate them.

Some of the ways you can use data to:

- Improve business decisions
- Better understand your customers and markets
- Provide more intelligent products and services
- Improve your business processes and
- Generate a meaningful revenue stream.

## Designed for?

- Managers, supervisors and team leaders or anyone that is interested in big data, analytics and AI.
- Anyone who wants to understand how data can create value for their business/ organisation.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand the benefits and challenges of data-driven organisations.
- ✓ Develop the key questions to design the framework of and for data analysis.
- ✓ Ask clear business questions.
- ✓ Understand your customers and markets  
Learn how to source, collect and store data.
- ✓ Turn data into insights.
- ✓ Improve your data communication skills.
- ✓ Be able to distinguish the fundamental types of data analysis techniques.
- ✓ Explore the role of the data platform.
- ✓ Assess the analytical maturity of your organisation to determine capability gaps.
- ✓ Develop a practical plan for your organisation's transition.
- ✓ Address pitfalls and overcome obstacles to drive transformation.
- ✓ Apply the Data Ethics Framework to understand and navigate ethical issues.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Develop & Advance Your Business Case



## *Develop Compelling, Multi-Dimensional & Objective Focused Submissions.*

When you prepare and construct an effective business case it enables you to take a disciplined approach to critically examine the opportunity, the alternatives, the project stages and the required budget to make confident recommendations.

It assists in being able to logically and clearly communicate the return on investment, how risks can be reduced and what the positive benefits to the business will be if approved. This type of strategic and systematic approach advances the likelihood of gaining support to proceed with the investment.

In the **Develop and Advance Your Business Case** workshop you will learn the importance of carefully analysing, creating, and positioning a business case in order to maximise its chance for success. You will gain the skills to define desired outcomes, design evaluation criteria, weigh costs against benefits, and construct a comprehensive multi-dimensional business case to advance the decision making process.

You will also learn how to build a business case hands on by analysing case studies, practical application exercises and creating your own business case during the workshop. You will be given the opportunity to pitch and conduct a walkthrough of your business case with 360-degree feedback from your fellow participants in the session.

### Designed for?

- Applicable for anyone who is required to develop a business case for executive leaders, boards or senior managers.
- Anyone looking to understand the fundamental principles and best practice approach to creating a strong business case.
- Those who currently develop business cases and are looking for ways to improve knowledge and skills through more formal training methods.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand the different stages and best practice approach for a persuasive business case.
- ✓ How a business case approach is applied in different contexts.
- ✓ Apply the successful principles and methods for developing a business case that logically explains the rationale to senior leaders and stakeholders.
- ✓ Analyse and interpret the appropriate financial data including costs, budgets and estimates for what it will take to implement.
- ✓ Develop strong, multi-dimensional and purpose-driven recommendations that are more likely to gain approval.
- ✓ Identify and prioritise all options to position your recommendation in the best light.
- ✓ Identify the risks involved as well as how they can be managed or reduced.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Data Analytics in the Post COVID Business Environment



## *Extracting Insight from Data and Turning it into Profit Potential!*

Today, businesses, consumers, and societies leave behind massive amounts of data as a by-product of their activities.

Leading-edge companies in every industry are using analytics to replace intuition and guesswork in their decision-making.

As a result, managers are collecting and analysing enormous data sets to discover new patterns and insights and running controlled experiments to test hypotheses.

**Data Analytics for Business in the Post COVID Business Environment** will introduce participants to business analytics and help them to understand how they can be used in decision-making and to stay ahead of the curve.

It will introduce the scientific process of transforming data into insights for making better business decisions. It covers the methodologies, issues, and challenges related to analysing business data and provides opportunities for participants to use business analytics methodologies to business problems.

Participants will also learn how to avoid the common pitfalls, while emphasising the importance of applying proper business analytics techniques.

## Designed for?

- > Anyone in an operational role that is required to form recommendations to help improve business performance.
- > Managers, team leaders and those responsible for planning and calculating future business performance.
- > An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Understand fundamental business analysis concepts.
- ✓ Approach business problems data-analytically.
- ✓ Think carefully and systematically about whether and how data and business analytics can improve business performance.
- ✓ Develop business analytics ideas.
- ✓ Analyse data using business analytics software, and generate business insights.
- ✓ Use best practice analytics approach and adopt the effective methods that best support your preferred workflow.
- ✓ Identify continuous improvement opportunities and wastage and then apply problem solving methodology.
- ✓ How effective data insights can be used to support the decision making process.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Crisis Management & Business Continuity



## *Minimise Damage in the Event of a Crisis or Disaster.*

Unexpected events often occur in the workplace and, as we know, serious, life changing events can sometimes occur as well.

- How well prepared were you and your organisation for the challenges of COVID-19?
- Did you have a Crisis Management Plan prepared so that everyone knew what to do and when?
- What about a business continuity plan (BCP)? Was your organisation able to pivot and continue trading?

2020 has taught us that every organisation needs to be prepared for the unexpected with an up-to-date business continuity plan that includes a detailed crisis management plan so that everyone in the organisation knows what to do and how to go about it. Many companies who were unprepared when the COVID crisis hit were unable to pivot quickly enough in response to the drastically changed conditions and so, suffered badly.

Crisis management can be defined as the ability of employees, managers, or individuals in any type of atmosphere, scenario, or work environment to deal with an emergency or crisis.

A crisis can impact an entire organisation and its supply chain or just a department or team. Understanding the importance and challenges to individuals when addressing crisis management or emergency situations is vital for the safety and security of human life, revenues, and reputation.

The main focus of crisis management is to protect life and limb, limit damage, and restore confidence. Again, depending on the environment, this is often easier said than done.

### Key Learning Outcomes

- ✓ Describe the basics of crisis management.
- ✓ Identify the economic and social importance of the business continuity plan.
- ✓ Establish a crisis management team.
- ✓ Conduct a risk and business impact analysis and develop a risk management plan.
- ✓ Recognise that unexpected situations, and many emergencies are based on human factors and emotions.
- ✓ Identify critical business activities.
- ✓ Develop contingency and/or crisis management plan and a crisis management checklist.
- ✓ Implement the PPRR model (i.e. the prevention, preparedness, response and recover model) to minimise losses in the event of a crisis or incident.
- ✓ Define the stages of a crisis.
- ✓ Outline the role of the crisis manager.
- ✓ Describe the psychology of crisis management decisions.
- ✓ Describe common crisis management plan weaknesses.
- ✓ Implement damage control processes.

Business continuity planning is really the next step in crisis management and, it's all about documenting your risk management model - the prevention, preparedness, response and recovery (PPRR) model to put plans in place to minimise losses in the event of an incident or crisis. A business continuity plan is a practical blueprint for how your business will recover or partially restore critical business activities after a crisis or disaster. It includes predetermined time frames to minimise loss.

This course introduces participants to the basics of crisis management from identification to preventing and controlling crisis situations and then recovering from the crisis through a comprehensive business continuity plan. It explores the roles and functions of the crisis management and business continuity teams as well as how to identify and manage potential risks or situations that may precipitate a crisis or emergency, finally, it pulls together the practical crisis management plan and from that, the more detailed and business-focused BCP.

The importance of communication and effective decision-making is highlighted as is developing, assessing and determining consequences of contingency plans, damage control, and the restoration of confidence in an organisation.

## Designed for?

- > Business owners, managers and team leaders.
- > Anyone involved in planning and contingency management.
- > Anyone seeking to minimise disruption to the organisation in the event of a crisis or disaster.
- > An ideal group size is 6 – 15 participants.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Improving Productivity with Effective Decision Making



## *Cut Through the Clutter and Confusion and Make Successful Decisions Faster.*

Are you under pressure to solve problems and make decisions quickly and accurately?

This workshop will give you the knowledge, skills and techniques to ensure that you make sound decisions using effective decision making methodology.

Time pressure is one of the biggest enemies to making good decisions. This session includes useful tools to minimise the pressure and ensure you are able to make objective, realistic decisions quickly.

**Improving Productivity with Successful Decision Making** will give you the skills to decrease your personal stress while increasing productivity. It is a must for anyone making regular decisions and needs to find effective strategies to improve the process.

This course will cover the following key topics:

- > Decision Making Best Practice
- > Ethical Decision Making
- > Decision Dynamics
- > Decision Criteria
- > Process and Techniques
- > Barriers to Effective Decision Making
- > Mistakes, Red Flags & Traps
- > Getting past 'No!'

## Designed for?

- > This course is suitable for team leaders, frontline managers and supervisors.
- > Anyone who has responsibility for regular decision-making in the workplace.
- > An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Make informed decisions swiftly utilising best practice methodologies and techniques.
- ✓ Think critically about options.
- ✓ Consider Ethical Implications.
- ✓ Have confidence in your decisions.
- ✓ Solve problems.
- ✓ Increase productivity.
- ✓ Build team skills to assist in positive decision making.
- ✓ Identify the core drivers of problems versus addressing symptomatic issues.
- ✓ Manage stakeholders and gain buy-in applying effective influence strategies.
- ✓ Use pattern interruption methods to break moulds and ruts and solve problems quicker.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# The Basics of Purchasing and Procurement



## How to Make Better Purchasing Decisions.

- Has your company grown to the point where purchasing takes up a significant component of your time?
- Do you wonder if you could make better purchasing decisions?

Purchasing and procurement is all about acquiring the right product of the right quality, in the right quantity, from the right source, at the right time, and at the right price.

If you are looking for best practice methods to understand and formalise the purchasing and procurement process, then this course will be exactly on the money for you!

**The Basics of Purchasing and Procurement** will introduce you to the foundational principles of purchasing and procurement. It will also provide you with an overview of the supply chain and the skills needed to efficiently and effectively make sound purchasing decisions.

You will receive an introduction to the supply chain, the purchasing cycle, and basic purchasing tools. You will also learn about the competitive bidding process, how to manage supplier performance, risk management techniques, and ways to build relationships. Finally, you will complete the course with the skills needed to implement a purchasing strategy that includes supply chain functions and building strong, collaborative relationships. This is applicable both within and outside of the organisation.

If you need to be smarter about the way your purchase and/or procure the goods and services you need then this workshop is for you.

## Designed for?

- Operations and general managers, project managers, owners and team leaders.
- Anyone who needs to make more strategic and financially sound purchasing decisions.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Define what a supply chain is.
- ✓ Identify your procurement department's role within the organisation.
- ✓ Learn the principles of the purchasing cycle.
- ✓ Create a process for successfully managing a competitive bid, starting with the request for proposals through to negotiating the Contract.
- ✓ Create a competitive bid for a contract. Objectively choose a supplier based on a solid evaluation strategy.
- ✓ Understand the processes involved and the skills needed to manage supplier performance, maintain quality, and implement monitoring standards.
- ✓ Utilise technology solutions for purchasing and procurement.
- ✓ Raise your organisation's efficiency, productivity and ROI through effective purchasing processes.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching



# Introduction to Contract Management



## *Gain a Competitive Edge for your Company in a Tough, Complex Business Environment.*

Creating a contract can seem intimidating. Get it right and you can build rewarding business relationships. Get it wrong, and you can put your business at risk. In fact, contracts can make or break a business. They define and underpin every commercial relationship.

Effective contract management is essential to every business as it formalises the agreement made by the parties and protects them should something go wrong. Effective contract management can be a source of competitive advantage.

Essentially, contract management is the management of contracts made with suppliers. When managing a contract the terms and conditions must be followed, as well as document and agree on changes that arise during the process. Contract management should maximise performance and minimise risk.

Good management of contracts can also be characterised by the phrase “No Surprises”. When done right, everyone knows what’s expected of them and by when and they deliver on all sides of the agreement.

Reasons why you need an effective contract management process:

- Increasing Pressure to reduce costs.
- The need to optimise financial and operational performance.
- New regulatory requirements.
- Increasing contract volumes and complexity.
- Growing need to automate and improve contractual processes.
- Increasing compliance and analytical needs.

In this practical workshop, you will learn the vital skills and successful principles to deliver and manage effective contracts.

## Designed for?

- Logistics managers, team leaders and others involved in purchasing/ procurement
- Anyone who wants to better understand what is involved in the contract management process and is suitable for those working in the public and private sector
- An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Define a contract and understand the importance of knowing the parties and building strong relationships with all stakeholders.
- ✓ Understand the building blocks of contracts and the contract management lifecycle.
- ✓ Identify the key elements involved in contract formation and why each is important.
- ✓ Set contract management KPIs.
- ✓ Demonstrate an understanding of common contract terms and conditions.
- ✓ Identify potential contractual issues, manage variations and deal with conflict.
- ✓ Identify key contract risks.
- ✓ Recognise the issues associated with non-delivery and ensure business continuity with careful contingency management.
- ✓ Understand the steps involved in contract finalisation.
- ✓ Manage the commercial relationship between the customer and the supplier.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Planning & Problem Solving

## COURSES BY TOPICS

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# Critical Thinking & Problem Solving



## *Unlocking Ideas to Create Effective Solutions.*

Moving your organisation or team forward into the future can be a daunting task. By taking a structured and planned approach you are more likely to achieve clarity and confidence with reaching your goals.

Critical thinking and problem solving are normally imperative abilities needed to solve complex issues that block the pathway forward. Understanding how these two skills are applied and the important ingredients to get to a positive solution.

Critical thinking combines right brain intuitive, creative and imaginative thought with left brain analytical thinking. Problem solving requires a practical methodology that helps you arrive at your best available options.

The **'Critical Thinking and Problem Solving'** workshop helps participants to understand the core competencies to effective critical thinking and the various problem solving methods.

Solving problems in the face of pressure, or even using short term thinking inhibits how we reach objectives and get the results we are after. This workshop explores the key components necessary to move things forward and the methods required to navigate to the desired results.

## Designed for?

- Anyone who needs to understand the methodology for critical thinking and problem solving for best practice.
- It is relevant for Employees, Supervisors, Managers, Team Leaders, or Senior Leaders who need to find ways through complex issues.
- An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Understand the different problem solving methods and how to apply them.
- ✓ Identify risks and develop effective contingency.
- ✓ Understand the ways to tap into effective thinking practice.
- ✓ Identify the source of the issue by using the correct problem solving methodology.
- ✓ Remove fixed thinking by applying critical thinking frameworks.
- ✓ How to engage and gain contribution to solving problems with the right people.
- ✓ Understand the key methods to integrate the skills in daily practice.
- ✓ How to break moulds and remove entrenched thinking blockages.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Planning and Implementing Continuous Improvement



## *Planning and Preparing with a Mindset of Excellence!*

### What is Continuous Improvement?

It is a circular model that takes defined steps to understand, evaluate and then form a strategy of implementation to improve a product, service or a business system. It seeks to identify potential quality advancements creating an upgraded benefit to clients, stakeholders both internally and externally.

Improvement doesn't happen by accident. It requires a thoughtful and effective range of methods to arrive at a beneficial impact to the quality of delivery of products, services and system improvements.

It should have a proven systematic approach that solicits sound feedback and control mechanisms to realign business objectives to ensure they are current and relevant.

**Planning and Implementing Continuous Improvement** is a workshop is designed to equip participants with the fundamentals to building a continuous improvement process. This session combines a range of proven best practice methods including Agile, the principles of Lean, as well as people management strategies and feedback tools required for a successful continuous improvement culture. It includes practical application exercises and activities to ensure learning integration.

### Designed for?

- > This workshop is applicable to managers and individuals looking to discover new ways to improve and streamline workplace process.
- > Anyone who has the responsibility to improve delivery of a service, product or the management of business systems.
- > It is applicable to those looking for new and fresh strategies to identify opportunities for improvement.
- > An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Analyse and identify the core drivers of a problem.
- ✓ Learn to identify opportunities to streamline the process.
- ✓ Plan and develop the right performance standards around particular tasks.
- ✓ Adopt and understand Agile practices for continuous improvement.
- ✓ Drawing on the power of feedback to better evaluate work practices.
- ✓ Set up the correct stakeholder management strategies to keep everyone on the same page.
- ✓ Identify the core drivers for a positive team culture that will nurture continuous improvement.
- ✓ Analyse and apply the different models of continuous improvement.
- ✓ Evaluate and reduce unnecessary steps in the current process.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Sparking Innovation & Creativity



## *Creating Solutions and Discovering Possibilities!*

'**Sparking Innovation & Creativity**' is a workshop style program designed to help break new ground and smash traditional approaches to workplace improvement.

This session is highly practical and interactive harnessing the power of brain behaviour to shift thinking from entrenched patterns. It is filled with activities, exercises and case studies to help practically experience what it takes to innovate in a modern day work culture.

This program will also help to identify the key traits necessary to work with an innovative team, that knows how to problem solve and adapt to change and challenges. It addresses different types of innovation styles and thinking and how these can be practically applied for breakthrough improvement.

**Sparking Innovation and Creativity** is designed as a highly interactive and practical workshop. It teaches the participant how to build innovative practice and mindset into daily routines. Drawing on case studies, activities and proven methodology this session guarantees to leave individuals fully equipped to spark future innovation possibilities.

## Designed for?

- This workshop is relevant to those looking for new ways to shape and bust out of old mindsets and routines.
- It is ideally suited to those who are wanting to break free from entrenched mindsets and find methods to create fresh momentum and new cultural standards.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand the key drivers to create a culture of innovation.
- ✓ Nurture a creative work environment that engages all those you work with.
- ✓ Identify improvement opportunities and then develop the right strategies to implement.
- ✓ Use challenging situations to find opportunities and new ways forward.
- ✓ Understand how leading organisations innovate and learn from them.
- ✓ Remove the blame culture and reactive practice that stifles innovation.
- ✓ Turn ideas into products, services and process.
- ✓ Adapt and use different innovation styles to break new ground.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Wellbeing in the Workplace



## *Planning and Implementing Strategies to Motivate, Engage and Create Happy Staff.*

Workplace wellbeing has become an important part of creating employee frameworks that create the mental health support for staff. The recent pandemic highlighted wellbeing at a scale that has never been seen before and many organisations didn't have effective support plans in place. As part of ongoing remote and flexible workforce management plans, integrating support strategies for employee mental health has now become a high priority.

The benefit of developing successful wellbeing plans for employees is a vital part of maintaining productivity, motivation and sustained employee performance.

**Wellbeing in the Workplace** is a workshop style program to help individuals and managers develop sound plans for employee wellbeing.

### **This program covers some of the following topics:**

- Creating sustainable change plans for long term wellbeing.
- The key pillars to staff wellbeing.
- Integrating wellbeing into workforce and training plans.
- Creating wellbeing programs to help reduce overall stress.
- Methods and support strategies for work, life, balance.
- Management support strategies and frameworks.

### **Designed for?**

- This course is suitable for managers and leaders and anyone looking for wellbeing support strategies for teams.
- Anyone who has responsibility to manage remote or flexible workplace staff and needs to find ways to create healthy support frameworks.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Create holistic strategies to support the wellbeing of the staff or team.
- ✓ Understand the core pillars to a successful wellbeing plan.
- ✓ Recognise the core behaviour drivers that motivate and engage staff.
- ✓ Customise your wellbeing strategy to support remote and hybrid work models.
- ✓ Identify skill gaps that create stress and develop training support strategies.
- ✓ How to develop and support healthy work, life, balance blueprints for staff.
- ✓ Use a range of positive mental methods to build a wellbeing culture.
- ✓ Recognise the role of managers and team leaders in maintaining wellbeing in the team.
- ✓ Integrating practical stress reduction techniques such as mindfulness and meditation.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Making Good Decisions



## *Effective Methods to Empower the Decision Making Process.*

Sometimes making good decisions is just plain difficult. There can be complex as well as multiple converging issues that impact the ability to arrive at clear and thoughtful outcomes. Most of us tend to rely on past history, experience and our intuitive senses to make good judgement calls. Even though this may feel more comfortable or be part of our natural evaluation process it doesn't always serve us best in every situation.

Making good decisions, is at its core, about have a proven and methodical approach to the decision making process. It provides the understanding, the steps and methodology to arrive at the best decision for problems or issues you need to solve or advance.

**If you have had trouble making decisions in the past you may be able to relate to some of the following:**

- > Struggling to think clearly under pressure.
- > Making rash decisions in an attempt to remove the stress.
- > Reactive decisions versus considered strategic ones.
- > Making decisions just to please others.
- > Second guessing yourself and getting confused.
- > Feeling emotionally overwhelmed and decision paralysis.

**Making Good Decisions workshop** will give you the skills to adopt a formal process in the decision making process. This session analyses more complex, or pressured situations and empowers participants with a methodology to systematically arrive at the right result. It includes practical decision making exercises and activities to integrate the learning in a real world application.

## Designed for?

- > This course is suitable for team leaders, frontline managers and supervisors.
- > Anyone who has responsibility for regular or complex decision-making in their role.
- > An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Make informed decisions utilising a range of decision making tools and methods.
- ✓ Use effective evaluation techniques to weigh your options.
- ✓ How to have confidence in your decisions.
- ✓ Solve problems using sound methodology not just intuition.
- ✓ How to navigate to the decision sooner and cut through the clutter.
- ✓ Build team skills to assist in positive decision making.
- ✓ Identify the core drivers of problems versus addressing symptomatic issues.
- ✓ Manage stakeholders and gain buy-in by applying effective influence strategies.
- ✓ Use pattern interruption methods to break moulds and ruts and solve problems quicker.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Flexible Planning Strategies



## *How to Plan & Prepare in a World of Business Uncertainty.*

It's clear that working from anywhere, using any device, will be the future of work across many industries. It's a seismic shift that will require businesses to take specific steps to preserve their workplace culture. Not to mention that any sudden restriction changes still require businesses to maintain the quality and delivery of their service. This can be challenging and develop more of a reactive, incident response approach rather than putting effective and flexible plans in place.

In order to maintain and minimise business disruption, understanding how to plan and implement effective, flexible strategies is vital for successful results. Operating a remote-work program can also add complexities to this process. In order to manage risk, be better prepared for unpredictable and uncertain changes, Flexible Planning Strategies could be just the program to support your business in the current climate.

'Flexible Planning Strategies' is a practical workshop packed with a range of planning tools that are critical to being prepared for the uncertainties of the current COVID landscape. This session practically equips participants to apply a range of risk management methods, as well as understanding how to integrate flexibility. Using adaptability and decision making methodology, it is designed to help stay on top of shifting markers and minimise reactivity.

## Designed for?

- It is applicable to any individual who is responsible to maintain delivery of service, standard of performance and ensure clear direction for their team.
- Anyone who is looking to find methods to minimise potential risks and create contingency.
- Designed for managers and team leaders who are looking for ways to manage operational responsibilities effectively.
- An ideal group size is 6 - 15 participants.

## Key Learning Outcomes

- ✓ Identify risks and apply established risk management processes in line with the responsibilities and obligations of your role.
- ✓ Review and improve organisational processes, procedures and apply flexible planning models.
- ✓ Consult stakeholders in the identification of risks to assess for effective flexible contingency quality.
- ✓ Coordinate with stakeholders and establish response implementation frameworks for multiple contingencies.
- ✓ Apply effective decision making models to help accelerate to plan agreement.
- ✓ Understand and apply adaptability methods to identify your flexible style.
- ✓ How to set up effective reporting mechanisms to monitor, evaluate and adjust your plan.
- ✓ Understand the different planning methods available to help you create flexible plans.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching



# Implementing Strategy for Results



***Build the skills to evaluate strategy, increase alignment and drive execution to achieve outcomes.***

In today's business environment, every manager requires the tools to assess, interpret and implement an organisation's strategy in the context of their role and area of the organisation. This is so they can contribute positively to the realisation of the organisation's objectives.

How leaders bring the strategy to life requires a keen understanding and the right skills to successfully integrate all components that support a results driven implementation strategy.

**Some of the successful traits required are amongst the following:**

- Analyse and evaluate systematically
- Engage key stakeholders to gain buy-in with influence skills
- Build compelling business cases
- Build positive momentum and synergy
- Sound decision making skills
- Understand how to drive strategic objectives in alignment with organisational values.

**Implementing Strategy for Results** will help you to understand why strategy is important, how it relates to different stakeholders and parts of an organisation, and how to translate strategy into action.

## Designed for?

- This course is designed for managers, team leaders and other professionals whose role it is to implement strategy.
- Applicable to those looking to learn the best practice methodology and analytical skills for strategy development.
- An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Understand the intent of strategy and why strategic choices really matter to the business.
- ✓ Identify the characteristics of what makes a "good" strategy.
- ✓ Recognise and leverage critical communication channels and stakeholders.
- ✓ Evaluate resources, systems and structures that impact successful strategy execution.
- ✓ Identify silos and minimise their impact to leverage knowledge from across the organisation.
- ✓ Improve alignment between your team culture and the organisational strategy.
- ✓ Understand the levers that drive value for your organisation.
- ✓ Champion strategy execution as a value-adding practice for the organisation.
- ✓ Use storytelling and other communication methods to bring strategy to life.
- ✓ Develop a strategy execution blueprint ready for implementation in your team, business unit or organisation.\_

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Applied Curiosity



## *Applying Curiosity to Business Practice to Optimise Results!*

Applied curiosity is the application of curiosity to do specific things like increase influence, inspire innovation, and prepare for competitive shifts in the global economy.

By leveraging your innate curiosity in the business space, you and your team can attain greater success, optimise performance, and win in the marketplace. In this course, you'll see how to put your innate curiosity to work.

Discover how to strengthen your curiosity muscle and use applied curiosity to ask smarter questions, solve problems, sell to others, and even avoid common data blind spots that can lead to faulty conclusions.

Topics include:

- Recall the differences between free-range curiosity and applied curiosity.
- Name the three mindsets that combine to create the curiosity mindset.
- List the steps of the 'what if' exercise.
- Recognise the most challenging gap for curiosity to fill. Define the "most valuable question."
- Identify the issue that can be avoided with a question directive.

## Designed for?

- Anyone looking to improve their performance in the workplace.
- Applicable to those looking for fresh approaches to motivate and create a culture of ideas.

An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Utilising the curiosity mindset.
- ✓ Using curiosity as a differentiator.
- ✓ Using a trigger to elevate curiosity.
- ✓ Using peak curiosity as a strategic tool and for innovation and problem-solving.
- ✓ Applying your curiosity archetype.
- ✓ Applying curiosity to data.
- ✓ Finding your most valuable questions (MVQ).
- ✓ Create a vibrant culture of curiosity.
- ✓ Using curiosity in a team environment to enhance idea generation.
- ✓ Identify ways using applied curiosity to improve your judgement and discernment.
- ✓ Apply strategic questions to complex problems.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Smart Thinking – Overcoming Complexity



## *Simplify the Problem and Accelerate to the Solution.*

Critical thinking and problem-solving are among the foundational skills needed in the modern workplace. They help you break down complex problems and remove barriers—such as overthinking and over engineering—that stand in the way of simple solutions.

**Smart Thinking – Overcoming Complexity** provides proven tools and techniques to deal with complexity, including cultivating a greater sense of control and confidence to make proactive decisions that are sustainable.

Learn how to remove the over analysing to simplify things like a five-year old, follow three simple steps to deal with multifaceted challenges, collaborate with others, and manage fear and other negative emotions. Finally, use the methods and tools you've learned to reshape a recent complex challenge into an actionable response.

This hands on workshop includes practical activities and exercises to take you through the methodology required to breakdown complex problems. It helps to identify your common thinking habits and thought processes to refine your approach enabling a more systematic assessment and solution focused strategy.

## Designed for?

- > This challenging, exciting program is for anyone who needs to practice critical thinking and gain clarity of thought in the workplace.
- > Ideal for managers and leaders who deal with complex and time consuming challenges as part of the role.
- > An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Deploying the curiosity quotient – thinking like a five year old.
- ✓ Removing limiting words from your vocabulary.
- ✓ Using three simple steps to deal with complexity i.e. utilising focus, holding yourself accountable, harnessing self-belief.
- ✓ Working with others to solve complex problems.
- ✓ Creating a collaborative culture. Communicating what you're thinking.
- ✓ Managing fear in complex situations using the FUD formula.
- ✓ Using Appreciative Inquiry methods to apply positive psychology.
- ✓ Understand how to use externalisation techniques to apply complexity mapping.
- ✓ Learn pattern interrupt techniques to break non-productive thinking habits.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Human Resources

## COURSES BY TOPICS

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# Building the Ethical Workplace



## *Defining and Developing Your Ethical Framework.*

Every day, key decisions are made about how resources are used and consumed in the enterprise. The ethical imperative is to ensure that resources are used in the most appropriate way within the context of the organisation and the broader context of the organisation in the community. This course will help you define your ethical framework to make solving ethical dilemmas easier.

Ethics should maintain a positive effect on the employee's surroundings, creating an atmosphere of decision making that fosters help and a feeling of community.

A business' ethics ensures that employees understand the goals and expectations of an organisation. Ethics determine the "rules of the road" for a particular entity, so it's imperative to communicate the ethical policy that staff should follow in a way that makes sense at all organisational levels.

**Building the Ethical Workplace** will teach you how to implement ethical management, goal setting, organisational policies, and identification and management of responsibilities.

It will provide you with the knowledge and skill building techniques that allows the successful building and management of a business ethics framework.

## Designed for?

- This course is designed for managers, supervisors and team leaders.
- It's also essential for HR Professionals and other stakeholder management roles of influence in the organisation.
- An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Understand what 'business ethics' is.
- ✓ Analyse the characteristics of an ethical organisation.
- ✓ Learn how to make ethical decisions and build an ethical framework for your organisation.
- ✓ Use a variety of ethical decision making tools when making decisions and managing ethical dilemmas.
- ✓ Weight social responsibility factors that influence business ethics.
- ✓ Use practical tools to implement ethics in the workplace.
- ✓ Understand employee rights to enable and create privacy, harassment & technology policies.
- ✓ Understand your business & social responsibilities.
- ✓ Learn how to recognise, make and promote ethical decisions.
- ✓ Learn how to balance personal and organisational ethics.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Preventing Workplace Bullying, Harassment & Discrimination



## *The Importance of Developing Positive Workplace Behaviours.*

Bullying is a big issue and one that can impact every organisation. In fact, workplace bullying, harassment and discrimination is a severe and pervasive problem that plagues workplaces across the globe.

The impact of bullying in the workplace can be detrimental to morale, staff turnover and the financial performance of an organisation. It can have serious consequences for the organisation including fines and criminal charges for offenders and the organisation they work for.

For individuals, the personal costs can include physical and psychological injuries, a loss of enjoyment and satisfaction from work, and in some cases the loss of job and future career opportunities.

For employers the costs can include reduced employee morale and productivity, increased absenteeism and staff turnover, increased workers compensation costs and an overall loss of reputation.

***Bullying has no meaningful value in any workplace.***

**'Preventing Workplace Bullying, Harassment & Discrimination'** focuses on bullying, what it is, what causes it and how the law defines it. It then looks at the value and importance of developing positive work behaviours and an open and respectful culture that values and celebrates diversity and integrity.

## Designed for?

- This course is designed for all employees and specifically those who manage others and/or team members.
- Those who are developing their ability to conduct themselves professionally and productively.
- An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Understand relevant Australian workplace legislation.
- ✓ Identify acceptable workplace behaviours and the types of behaviours that are considered bullying and/or harassment.
- ✓ Understand the concept of reasonable management and respectful workplaces.
- ✓ Identify strategies that can be used to make workplaces safe and supportive.
- ✓ Understand the basic concepts related to direct and indirect discrimination.
- ✓ Understand the legal context, basic concepts and differences between workplace bullying, harassment and discrimination.
- ✓ Identify organisational and individual roles in relation to the detection and prevention of unlawful discrimination including harassment, workplace bullying and sexual harassment.
- ✓ Uphold the duty of care responsibility of managers with sensitivity and integrity.
- ✓ Understand what to do and how to react to reported bullying or harassment and the resolution options available for responding to harassment and workplace bullying.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Successful Performance Management Strategies



## *Aligning People and Organisations brings Focused Results!*

HR Edition 

It takes superior people management skills to work through and provide practical solutions and a clear strategy in order to develop your staff to deliver consistent results. The challenge is, managing performance can take time, commitment, energy and blind courage to deal with the highs and lows of people performance.

Too many managers can subscribe to 'performance management denial' and can play down the issues of poor performance, or adversely micro manage an individual to the point where trust and empowerment have vacated the relationship.

Some managers can also give excuses such as "lack of adequate training or that they were not fully aware of the organisations performance management policies or the legal environment," etc. As a result, they do not manage performance issues effectively or in alignment with the objectives of their team or business unit. Without proper skills and necessary attention, poorly managed performance issues will impact on morale, staff engagement and ultimately, the financial bottom line.

**Successful Performance Management** is a breakthrough training course that will provide managers and HR professionals with a range of skills and knowledge to better manage poor performance and most importantly, understand the strategies to develop high performing individuals.

## Designed for?

- Successful Performance Management is applicable to anyone who is looking for ways to lead their team, or individuals to improve overall performance.
- Applicable to all levels of management and is designed to give fresh ideas and techniques to enhance people management skills through the performance process.
- An ideal group size is 6 - 15 participants.

## Key Learning Outcomes

- ✓ Understand and manage the process of Performance Management.
- ✓ Implement the necessary communication skills required.
- ✓ The knowledge to develop key strategies needed for performance improvement.
- ✓ How to deal with resistance and uncomfortable performance issues.
- ✓ Diagnosing the correct performance strategies necessary to facilitate progress.
- ✓ Framing techniques and managing the performance discussion effectively.
- ✓ Conducting effective feedback and one-on-one sessions both formally and informally.
- ✓ Designing effective learning and development plans to bridge identified performance gaps.
- ✓ How to set relevant and aligned KPI's.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# HR Fundamentals



## *What it Takes to Be a Successful HR Professional in the Post COVID Workplace.*

Whatever business you're in, there's a fundamental need to provide support frameworks for the people that work there. That's where human resources comes in. Effectively managing, developing, remunerating and retaining employees is a critical challenge in today's competitive marketplace. The HR function needs to know how to attract the brightest and the best; encourage and empower growth and development in their role and ensure a workforce of highly talented, productive and engaged employees.

HR Fundamentals will provide you with a comprehensive overview of the field of human resources as well as explore the most current trends and challenges in the post COVID world. It will ensure that all those new to HR are well versed in their core responsibilities: from attracting, interviewing, and hiring candidates to establish a pay strategy, complying with legislation and creating systems for internal training and development. Also, the ability to develop strategies to support the challenges of the remote and/or hybrid workplace.

### Topics include:

- HR roles supporting organisational strategy.
- The employment cycle.
- Diversity and inclusion.
- Compliance; Legislation, regulations, policies and procedures.
- The Ethical Workplace.
- HR Metrics and workforce analytics.
- The performance review process and setting KPIs.
- Recruiting, selecting, contracting and inducting.
- Remuneration, rewards and recognition.
- Engaging, motivating and retaining talent.
- Learning, professional development, and succession planning.
- Employee relations, consultation, disputes and conflict management.
- Terminating employees.
- Physical, mental and emotional well-being.
- Dealing with change and the challenges of virtual, remote and hybrid workplaces.

### Designed for?

- Anyone responsible for others including team leaders, managers, and office administrators and those new to the HR Role.
- This course is also beneficial for project and site managers as well as small business owners.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Identify the factors that influence the workforce, the role of the human resource professional and strategies for motivating employees.
- ✓ Describe the employment cycle, including recognition, rewards, planning, job analysis, training, recruitment, selection, induction, contracts and so on.
- ✓ Understand the importance of implementing effective talent identification and management strategies.
- ✓ Identify the principles of effective performance management.
- ✓ Understand the importance of lifelong learning in the 21st century workplace and the need for ongoing professional development.
- ✓ Recall the key features of effective training and career development programs.
- ✓ Implement and monitor learning and development plans.
- ✓ Identify and respond to HR issues.
- ✓ Describe employee relations, the different management styles, key performance indicators and potential conflicts between management and employees.
- ✓ Understand HR compliance including employment law, regulations and policies.
- ✓ Recognise the work, health and safety obligations of management and pro-actively implement actions to maintain a healthy and happy work environment.
- ✓ Explain how to manage important changes in HR such as technology, legislation and working from home.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching



# Managing Difficult Behaviours



## *Tools for Managing Challenging People and Behaviours.*

HR Edition 

Whatever your role and responsibility it's likely that at some point you will face difficult behaviours from challenging people. When attempting to move forward on a project or task to meet a pressing deadline it can be frustrating when you find yourself hitting up against different agendas, or challenging personalities. This session will help you navigate and understand the mechanisms and psychology at play, to deal with difficult behaviours and the people involved as a result.

Whether it is finding solutions in tough circumstances, keeping business objectives on track, finding solutions to deal with difficult team members or project stakeholders, this course is designed to help managers and HR professionals find the right solution to get moving forward.

**Managing Difficult Behaviours** workshop will help develop and put into practice the successful behaviours that are necessary to navigate through tough behaviours. It will also look at how you can often avoid them in the first place. Handled poorly or left unaddressed, difficult behaviours can create compounding problems that will only effect ongoing working relationships, performance standards and sabotage objectives. This workshop will equip participants with the understanding and ability to diagnose the correct strategy for handling the diverse personalities involved and make the right resolution-based decision every time.

## Designed for?

- Dealing with Difficult Behaviours is suited for anyone who needs to lead and manage challenging behaviours and the diverse people and what is driving them.
- It is applicable to HR Professionals, Managers, Supervisors, Team Leaders, Senior Managers or CEOs.
- Anyone looking for strategies to deal with tough or complex behaviours and situations and find ways through.
- An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Identify the underlying driving force of difficult behaviours.
- ✓ Develop the right strategy to manage the behaviour to the desired outcome.
- ✓ Understand what works and what doesn't work when dealing with difficult situations and behaviours.
- ✓ Know your reaction mechanisms and work towards developing successful self-management behaviours.
- ✓ Adopt influencing strategies to steer towards desired outcomes and build better rapport.
- ✓ Use advanced communications techniques to create better rapport and defusing techniques.
- ✓ Apply assertive techniques to respond to difficult behaviours.
- ✓ Apply techniques to effectively process criticism and negativity.
- ✓ Define conflict and identify your style in conflict situations.
- ✓ Apply a process for resolving workplace difficult behaviours.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# The Conflict & Mediation Solution



HR Edition 

## ***Conflict is Inevitable - Combat is Optional!***

Conflict can be confronting and disruptive to workflow and the results you are trying to achieve, not to mention emotionally draining. Conflict is not always a negative thing and some organisational cultures even see it as a way to challenge traditional constraints to innovate.

If not managed correctly however, it can be detrimental to morale and produce unhealthy work relationships. Conflict will always occur and instead of sticking our head in the sand or dealing with it an unhealthy confrontational manner, there are simple ways to deal with it constructively.

**'The Conflict and Mediation Solution'** is a workshop that helps participants to recognise and understand the drivers of conflict and the principles of effective mediation skills. It is designed with the methods and strategies to manage the process of conflict from the perspective of the mediator.

This workshop breaks down the traits and skills of effective mediation and how to use them to manage a conflict situation successfully. In addition, it also explores the psychology drivers and assessment frameworks to improve understanding and minimise the potential poor reactions that often occur within a conflict situation. It focuses on the advanced communication skills required by mediators to help move a conflict situation forward towards a solution.

## **Designed for?**

- › Anyone looking to learn the methods and principles of using mediation skills to manage conflict.
- › It is applicable for HR Professionals, Managers, Team Leaders and supervisors who have to deal with conflict situations.
- › An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Deal with root drivers rather than just the symptoms.
- ✓ Build rapport with opposite thinking styles.
- ✓ Manage diverse personalities.
- ✓ Use defusing techniques when things get heated.
- ✓ Use pattern interruption techniques to manage dialogue.
- ✓ Understand different conflict styles.
- ✓ Use conflict mapping methods to find solutions.
- ✓ Acquire techniques to know how to move forward when things get stuck.
- ✓ Create problem solving conversations.
- ✓ Understand the traits, skills and methods involved for successful mediation.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Identifying and Managing Mental Health Issues



## *An Ethical and Economic Response to Healthy Workplaces.*

COVID-19 continues to change the way we work. A number of studies that assessed mental health before and during COVID-19 have reported marked increases in anxiety, depression and post-traumatic stress since the pandemic began. It has never been more important for organisations to provide a mentally healthy work environment to ensure everyone stays physically and mentally healthy.

Even before COVID-19, economic analyses have consistently shown that mental health conditions such as depression and anxiety, are costing Australian businesses in excess of \$11 billion dollars each year. This Results in absenteeism, reduced work performance, increased turnover rates and compensation claims.

This course will identify and discuss the differences between mental health and mental ill health, mental health statistics for Australia and developing a mental health framework along with the common indicators on mental health.

It will identify organisational and individual biophysical risk factors as well as the legal and ethical obligations towards employees with a mental health condition.

### Designed for?

- > Managers, supervisors and team leaders.
- > HR Manager and other HR/WHS professionals.
- > Anyone who needs to get involved and support mental health in the workplace.
- > An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand and comply with relevant legislative and ethical requirements.
- ✓ Understand your legal and ethical obligations towards employees with a mental health condition and the employees' legal obligation around disclosure of a mental health condition.
- ✓ Identify the indicators of a possible period of mental ill health.
- ✓ Demonstrate that consideration has been given to the possibility of mental ill health throughout the entire performance management process.
- ✓ Identify the workplace risk factors which may lead to the development of or exacerbate a mental health condition.
- ✓ Apply relevant early intervention and performance management strategies.
- ✓ Plan, initiate and conduct a conversation with an employee who may be demonstrating indicators of mental ill health.
- ✓ Work with the employee to identify and implement reasonable adjustments to their role.
- ✓ Support other team members. Identify ongoing support and resources.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Managing the Remote Workforce



HR Edition 

## *The Modern Guide to Building Successful & Flexible Workplace Teams.*

Global operations, device driven workplaces, as well as subject matter experts, all become a part of a modern-day team environment. Many leaders find themselves with a blended bunch of team members who operate and report to them from other parts of the country, world, or even sit under other team leaders at the same time.

This makes leading people complex and often creates an impersonal relationship with the loss of physical face to face interaction, or divided reporting loyalties. The challenge then becomes how to build a cohesive and motivated team that has buy-in and feels like they are a community rather than just a working group.

There are also many benefits in working in a virtual team that are not always recognised. It can become a rewarding and motivating experience to engage and motivate members when you know how

**'Managing the Remote Workplace'** is a workshop-based program that builds on practical ideas and explores modern strategies of leading teams in complex structures. It addresses the core drivers of creating successful team support frameworks with key topics like engagement, accountability, performance, diverse thinking, contribution and cultural diversity. It ensures the participants are able to develop the right strategies that create remote workplace success.

### Designed for?

- This program is applicable to HR Professionals, co-ordinators, managers, team leaders or individuals who are looking for keys and solutions to increase the effectiveness of working with virtual or hybrid teams.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand the core psychology drivers to engagement and disengagement.
- ✓ Mapping out a strategy for managing the team.
- ✓ Understand the core drivers and how to maximise for better results.
- ✓ Use the power of divergent thinking and create a greater buy-in.
- ✓ Set up effective communication plans to create cohesive engagement.
- ✓ Create a virtual culture that sets new standards.
- ✓ Identify the right medium and communication strategy for individuals and team members.
- ✓ Create strategic trust bridges with your team.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Sourcing Top Talent



## *Effective Recruitment Strategies for the Post COVID Workplace.*

Are you rethinking your organisation's hiring strategies?

Sourcing and recruiting candidates even in the best of times can be an extremely daunting task. In the post-COVID world where economic stability is uncertain, it can be a challenge to develop recruitment strategies that are in line with your organisation's business strategy and that will enable you to source and retain top talent. Yet, attracting top talent is essential to the ongoing success of your organisation.

It seems the shift to virtual and/or remote working has expanded the pool of potential applicants for any given role significantly as you can source candidates from and organisations need to look for new and innovative ways to source, recruit and hire talent as well as retain them.

This course will explore the difference between recruiting and sourcing and the importance of having a well thought out recruitment strategy (that includes the sourcing strategy). It will look at the need to understand the job requirements, the various channels and platforms that can be used both formal and informally and then the importance of your employer brand and just why it is so critical. Finally, it will focus briefly on retention why and how to ensure you not only recruit the best but also keep them!

This course is firmly focused on recruitment in the post COVID world and many of the methods, processes and tips will be framed around this transformational event so it will suit the HR professional looking to refresh their skills in the new work environment as well as the line manager, supervisor and team leader. It is designed for all those who are keen to utilise skills that will positively attract the best talent in the market.

### Designed for?

- > This program is applicable for Managers, supervisors, team leaders and business owners.
- > Anyone in a HR Professional role.
- > An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Understand the benefits of recruiting top talent.
- ✓ Ensure recruitment is aligned to job requirements.
- ✓ Treat the job ad as a product and 'sell' it.
- ✓ Recognise the effect employer branding can have in recruiting talent.
- ✓ Use a variety of tools to maintain and grow the talent pool including social sourcing tools and platforms.
- ✓ Think creatively and leverage your employees networks.
- ✓ Create conversion optimised collateral Summarise ways in which to maintain a strong competitive hiring advantage.
- ✓ Understand the importance of retention for the organisation and the economy.
- ✓ Identify ways to survive a talent crunch.
- ✓ Employ a variety of methods to prevent high turnover and build loyalty.
- ✓ Using effective questioning strategies.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Remote Workforce Planning



*Creating Plans for Emerging Trends & Flexible Work Arrangements.*

HR Edition

**Remote Workforce Planning** is all about ensuring you have the right people in the right place at the right time and, at the right cost in order to mitigate workforce risk now and in the future but, how do you plan for your workforce when it's remote? More importantly, how do you calculate what job roles can function remotely and why and how do you get the ratios right between on the job and remote work?

This course will introduce you to the principles of workforce planning and its importance to ensure you have the best talent and a fully engaged workforce. It will step through the planning process and also look at the ramifications of remote working, the pros and cons of it and the benefits of adopting a hybrid model.

From the initial job design and analysis right through to numbers calculations and succession planning, this course will give you the skills, methods and tools to ensure you have the workforce you need now and in the future – remote, on the job and/or hybrid!

There are many benefits to building a virtual workforce, such as lower overheads, satisfied employees and higher scalability. This course is ideal for all individuals and businesses operating in an increasingly digital world, where virtual collaboration and remote work are becoming the norm.

## Designed for?

- Applicable to HR Professionals and generalists.
- Owner operators and managers of small – medium businesses that are growing and need to plan for future HR resources in an uncertain, hybrid workplace.
- An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Understand the importance of workforce planning and its urgency in the complex world of remote and/or hybrid working.
- ✓ Analyse the situation and perform a gap analysis.
- ✓ Document and record the workflow.
- ✓ Understand the challenges for remote workforce planning and develop strategies to address them.
- ✓ Identify and describe your organisation's remote or hybrid work system (i.e. purpose, objectives & metrics and system components).
- ✓ Identify job descriptions incorporating the skills required for remote workers.
- ✓ Develop a plan of action to ensure you have the right people in the right job.
- ✓ Address performance gaps in the workforce.
- ✓ Implement the workforce plan making sure all the necessary resources – human, financial, and otherwise – are in place to execute the plan successfully.
- ✓ Develop measures to monitor progress against set goals and milestones.
- ✓ Build a knowledge management system.
- ✓ Optimise recruitment processes.
- ✓ Recognise and develop talent.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Equal Employment Opportunity (EEO) for Managers, Supervisors and Team Leaders



## *The Fundamental Element for Diversity to Thrive.*

- How often do you think of equal employment opportunity or EEO when you are planning to recruit staff?
- Does your organisation have policies and procedures to assist you with EEO?

Acquiring staff has always been relatively straight forward – you have a need for someone and so you advertise the job and select the person with the best fit for your organisation. The question is, in this scenario, are you complying with Federal and State laws associated with employment?

Never before has the acquisition of new staff required such diligence to ensure you and your team are complying with all relevant legislation, regulations, standards and codes. Every day the media reports on individuals and/or companies who have failed in their due diligence and not complied with employment legislation. It is critical that every organisation can confidently trust that they have the proper knowledge, procedures and systems in place when going through the acquisition process.

Equal Employment opportunity must be a priority for all workplaces and this course will outline the 'why.' The session is conducted in a workshop format equipping participants with the knowledge and tools to fully understand and develop effective EEO policies.

## Designed for?

- Anyone who is a Manager, supervisor, team leader or small business owner and needs to understand EEO.
- Those new to HR Management and looking to upskill their knowledge and competencies.
- An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Define equal employment opportunity (EEO) means.
- ✓ Identify the legislation, regulations, standards and codes that applies to EEO.
- ✓ Realise the importance of EEO in ensuring a diverse and entrepreneurial workplace.
- ✓ Identify behaviour that is considered unlawful discrimination – defenses and exceptions.
- ✓ Outline how organisations should manage internal complaints and develop policies and procedures.
- ✓ Explain what happens when an individual makes an external complaint.
- ✓ Understand the importance of a workplace culture that treats people fairly and with respect.
- ✓ Understand the different personal attributes that are 'protected' by law.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

# Difficult, Direct & Daunting Conversations



HR Edition 

## *Tools for Managing Difficult Conversations & Getting Results!*

Have you ever experienced the following?

- Difficulty in getting your message across when emotions run high and communication gets uncomfortable?
- Walking away from a conversation wishing you had said something that you are now finding easy to articulate?
- Trouble trying to communicate your thoughts to someone who dominates the conversation.

If you can relate to any of the above then **'Difficult, Direct and Daunting Conversations'** is for you. This is an advanced communication workshop that equips you with the necessary tools to handle high stakes, high emotion and intimidating conversations.

Whether you need to understand the key strategies to diffuse tension, positively influence uncomfortable communications or find mutual purpose and critical resolve, then this workshop is for you. The special HR Edition is tailored for HR professionals who need to manage high level conversations on a regular basis.

## Designed for?

- This course is a must for individuals who desire to influence and manage dialogue that has the potential to cause stress and conflict.
- Those who are looking for techniques to communicate more confidently and accurately in a HR role.
- It will benefit anyone who desires to improve open and honest communication in a way that brings effective solutions.
- This is applicable for those working in any organisational role or level.
- An ideal group size is 6 - 15 participants.

### Key Learning Outcomes

- ✓ Know how to defuse any low to high level emotional communication.
- ✓ Understand your unique communication and stress style.
- ✓ Understand the key phrase and set up statements required to communicate at high levels of effectiveness.
- ✓ Pattern interruption techniques to gain back dialogue control.
- ✓ Understand a higher level of self awareness to manage emotions of yourself as well as others.
- ✓ Apply the key methods involved to communicate the best response in any situation.
- ✓ Acquire the knowledge and tools to work with a range of communication styles.
- ✓ Learn mapping and preparation methods so you are always ready to communicate in tough situations.
- ✓ Tools to help the other parties involved to communicate more effectively.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching



# Train the Trainer



HR Edition

## *Ensuring your Session is Dynamic and Memorable!*

**Train the Trainer** is a practical hands on workshop to help equip anyone who needs to conduct training in a work environment. It starts where the Certificate IV Training and Assessment ends and focuses on the practical understanding and delivery skills required to conduct great, dynamic training sessions. Whether you have completed the CERT IV in Training and Assessment or not, this workshop is relevant to anyone looking to find ways to become a dynamic and engaging trainer.

In this session you will be hand held through facilitation techniques including how to engage participants, deal with difficult or dis-engaged participants. You will also get to construct and deliver your own training segment and gain 360 degree feedback for ongoing improvement.

You will be given the tools and methods to train in a variety of modern-day style training situations.

### **This includes:**

- Face to face sessions.
- Virtual Zoom Sessions.
- Hybrid Room and Zoom sessions.
- One on One, small, medium and large groups.

### **Designed for?**

- Anyone who needs to conduct training for one on one, small, medium or large groups.
- Those who have completed the Certificate IV Training Assessment and know they need more. The Cert IV TAE is not a requirement to attend this course.
- Anyone who desires to learn the preparation, structure, delivery, interpersonal and audience engagement skills to deliver dynamic training sessions.
- An ideal group size is 6 – 10 participants.

### Key Learning Outcomes

- ✔ Understand and apply the core fundamentals of dynamic facilitation and training.
- ✔ Understand the behavioural psychology behind how people learn.
- ✔ Set up the training environment for success.
- ✔ Deal and manage adversity of participants.
- ✔ Strategies to manage difficult participants.
- ✔ Interactive questioning and listening skills.
- ✔ How to prepare a session to be more interactive and engaging.
- ✔ Know the techniques to think on your feet.
- ✔ Understand how to connect with any group even when there are challenges.
- ✔ Use a variety of different adult learning styles.
- ✔ Analyse the audience and match the training delivery at the right level.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Facilitator Training Skills



## *Engaging People, Shaping Mindsets, Getting on Track with Business Outcomes!*

This workshop is designed to equip group facilitators with successful methods to generate healthy discussions, deal with diverse opinions, engage groups in a positive dynamic and help participants adopt successful thinking to obtain clear outcomes.

Whether you are facilitating a training session or a group discussion, this course is a must for those who desire to improve their facilitation skills. The need for dynamic facilitation skills has never been greater for organisations as they seek to find effective ways to solve problems and build 'buy-in' to decisions.

Facilitation is a trusted tool for sharing ideas, delivering messages and collaborating with others. It is a supportive role and a tool to assist the flow of conversation, with the primary aim of working towards better outcomes. Generally, a facilitator is a neutral to semi-neutral party who helps a group to meet key objectives or to assist in the process of coming to conclusions around shared topics. They are a team player and are very aware of the group dynamics.

**The Facilitator Training Workshop** focuses on the key skills required for good communication, collaboration, problem solving, as well as managing group conflicts with ease. The session is filled with interactive activities, exercises and role plays to ensure a deep learning experience.

### Designed for?

- > Facilitator training is for those who desire to take their facilitation skills to the next level.
- > If you are conducting training, facilitating group discussions, meetings or forums, this workshop is for you.
- > It is designed for all levels of experience from beginners to advanced and addresses all aspects of successful facilitation.
- > An Ideal group size is 6-10 participants

### Key Learning Outcomes

- ✓ Define the role of a facilitator.
- ✓ Implement techniques to communicate and lead a group.
- ✓ Frame techniques for the session, meeting or discussion.
- ✓ Manage differing opinions and diverse personalities.
- ✓ Use a variety of discussion techniques to progress thinking.
- ✓ Remove barriers.
- ✓ Utilise audience engagement techniques.
- ✓ Use facilitator questioning methods.
- ✓ Build platforms for creative thinking and discussion.
- ✓ Research and prepare for your session.
- ✓ Understand audience management techniques.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Unconscious Bias in the Workplace



## *Creating a Culture of Inclusion and Diversity.*

Strong successful organisations are often underpinned by a mix of talented people. It's the diversity of the workplace talent that encourages creative thinking, generates innovation and embraces change.

Yet cohesive diversity has its own challenges – the key one that of unconscious bias. How can we celebrate diversity and the creativity it generates when negativity underpins its advances?

This course addresses the importance of cultural competence, the persistent problem of biases and stereotypes, and the 'how' employers and co-workers have to learn to work together toward the organisation's goals.

**'Unconscious Bias and its Effects on Diversity and Inclusion'** will discuss how inclusive practices are an essential compliment to diversity in the workplace and define many exclusive behaviours that can serve as a barrier, including harbouring an implicit bias, perpetuating stereotypes, discrimination, and microaggressions.

It will also recommend useful conversational techniques to address biased statements made in the workplace.

## Designed for?

- > Applicable for Managers, Team Leaders, HR Professionals, WHS Consultants and others involved with diversity, EEO and the ethical workplace.
- > Anyone looking to understand the principles of Unconscious Bias and its impact in the workplace.
- > An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Adopt a functional vocabulary for communicating about diversity and inclusion.
- ✓ Celebrate diversity and use sensitivity and respect when dealing with matters of diversity.
- ✓ Analyse shifting attitudes of the 21st century workplace (and contemporary inclusion initiatives).
- ✓ Identify and limit the harmful effects of personal bias to become a more effective change agent.
- ✓ Identify the mechanisms by which various conversational strategies can be used to immediately confront stereotypes and other discriminatory behaviour.
- ✓ Use a variety of techniques to address biased statements made in the workplace.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Talent Planning: Remuneration, Rewards and Recognition



## *Rewarding High Value Employees.*

In an environment of full employment, it's imperative that organisations focus on remuneration, recognition and rewards to attract and retain the very best talent. This is a complex process that involves identifying the right talent for the organisation's current and future needs, as well as attracting the right talent when positions need to be filled and then retaining talented employees to ensure the organisation has the very best talent the market has to offer.

That's where having the right remuneration, reward and recognition program will ensure your organisation sits above its competition and stands out as an employer of choice.

If you are looking to remain competitive, to continue to grow and to expand and change with market needs then you need to have the right people working with you.

Having an attractive remuneration package and recognising and rewarding employees for jobs well done will boost employee engagement and ensure you have the team you need to successfully tackle the future – whatever it may bring.

## Designed for?

- This is applicable to Managers, supervisors, team leaders and all those who are looking to gain a basic understanding of compensation and benefits as an employer of choice!
- Anyone who is a HR professional looking at the employee incentive, rewards and engagement process.
- An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Understand the importance of remuneration, rewards and recognition and how each is used in forward thinking organisations.
- ✓ Describe the legal implications of remuneration packages, rewards and recognition plans and identify how they might best fit in with the organisation's planning processes.
- ✓ Ensure that pay structures are fair and equitable for everyone.
- ✓ Understand employee motivation and how to engage talented people.
- ✓ Recognise the many forms of reward and recognition and select the best fit.
- ✓ Develop and manage policies, programs and activities.
- ✓ Ensure the whole organisation's responsibility for implementing the three R's.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# The Instructional Designer



## *A Masterclass in the Science of Organisational Learning and Design in the Digital Workplace.*

As organisations look towards a changing landscape of employee skill demand in a multi-skilled digital workforce, it is important to create tailored learning solutions to ensure staff have what they need to perform. Instructional design has become an important component for many who work in a comprehensive Learning and Development role and are looking for the latest strategies to create successful learning pathways. It is also critical to ensure there is alignment between skill support and the key business objectives.

Great Instructional design is a science and requires a systematic and thorough approach to identify the core learning needs to manage the elements involved. It also can be challenging to deliver spot on solutions in a fast paced digital workplace that requires a variety of flexible methods to get the results.

**The Instructional Designer** is a workshop style program that takes participants through the A-Z of the ID process. It uses a variety of proven approaches but also integrates the flexibility to adapt to any organisational work structure model.

This workshop is aimed at up-skilling the understanding and practical application methods for unqualified, or relatively new Instructional Designers. In this hand holding process the participant will go through the A-Z of industry and professional methods, to develop quality training materials and outcomes.

### Some of the topics this program include:

- ADDIE and Agile ID Models
- Training Needs Analysis and Evaluation Methods
- Content Design and Development
- Stakeholder Management Strategies

### Designed for?

- This program is applicable to those who are already in a Instructional Design role but have had no formal training and looking to learn ID skills for career succession.
- Anyone who may be looking to understand the latest strategies and up-to-date models to adapt to the modern digital workplace.
- An ideal group size is 6 – 15 participants

### Key Learning Outcomes

- ✓ Understand the different ID approaches including ADDIE and Agile methodology.
- ✓ How to conduct holistic Training Needs Analysis as part of a larger ID strategy.
- ✓ Identify and map stakeholders as part of a management strategy.
- ✓ Use and apply ID methods of content creation and design.
- ✓ The relevance and integration of LMS and E-Learning into your ID solutions.
- ✓ How to use effective evaluation methods to measure the success of the project.
- ✓ Apply and design a range of learning support tools including activities, exercises and other engagement methods.
- ✓ Understand and apply Adult Learning methods and psychology.
- ✓ Customise and adapt your ID approach to your organisational structure and culture.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Governance & Compliance

## COURSES BY TOPICS

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| Chain of Responsibility - A Primer.....                                    | 135 |
| Introduction to Employment Law & the Hybrid Workplace.....                 | 136 |
| Introduction to Business Law for Better Planning & Company Compliance..... | 137 |
| Cyber Security Awareness.....  | 138 |
| Workplace Health & Safety Post COVID - A Guide for Management .....        | 139 |

# Chain of Responsibility – A Primer



## *Find out what Your Responsibilities and Liabilities Are.*

Are you aware of what you may be accountable for should something go wrong in the delivery of goods?

- What about your pick and packer team?
- Do they also have some responsibility here?

In recent years the logistics and transportation industry has moved to ensure responsibility for the safe consignment of goods is shared by all parties in the supply chain and not just (as once was the case) the transportation driver or operator.

The national Chain of Responsibility (CoR) legislation now identifies a duty of care, responsibility and general liability for offences to all parties who are part of the supply chain such as retailers, importers, exporters, dispatchers, packers and pickers, loaders and drivers, schedulers, managers and directors.

This means every person in the supply chain must be aware of their responsibilities and, their legal liabilities should something go wrong.

This short primer will provide you with an overview of the intent of this legislation, the roles and responsibilities of each person in the supply chain as well as some critical (and often legally mandated) methods, processes and policies and procedures that need to be in place to ensure your organisation is fully compliant.

## Designed for?

- This course is designed as a primer/brief introduction to the Chain of Responsibility and is suitable for all those working in the transportation and logistics industry.
- It's essential for anyone in a management role in the transport and/or logistics industry.
- An ideal group size is 5 – 10 participants.

## Key Learning Outcomes

- ✓ Understand the purpose of, and need for, the chain of responsibility legislation.
- ✓ Understand your obligations and duties within the Chain of Responsibility in relation to HVNL regulations.
- ✓ Identify your role and those of others to ensure a safe and compliant supply chain.
- ✓ Identify possible Chain of Responsibility breaches and penalties that may apply.
- ✓ Understand what must be managed to avoid road safety breaches.
- ✓ List methods for management of speed and fatigue.
- ✓ Calculate vehicle dimension and mass limits and securing loads.
- ✓ Develop workplace policies, procedures and other documents that include Chain of Responsibility as it applies to certain job roles.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Introduction to Employment Law and the Hybrid Workplace



## Protecting Australian Employees.

Employees are critical to business growth and, there is a wide range of laws, rules and regulations in place to support and protect employees.

- Do you know what your duties and obligations are as an employer?
- Do you know there are laws governing how much you can pay an employee?
- Do you have to pay overtime and, how much leave is an employee entitled to?
- What's the difference between an employee and a contractor and does it matter?

These are all key questions that every employer should be able to answer. Unfortunately, employment law is complex and, it frequently changes so, how do you keep up with the law, all the changes and plan for the future?

This course will introduce you to employment law in Australia and the role government and unions play in setting remuneration practice as well as the human rights laws associated with work such as anti-discrimination, harassment and bullying.

It will highlight the taxation legislation from personal to payroll and provide a comprehensive starter kit on all aspects of the law in Australia as it relates to employees.

## Designed for?

- This course is a must for anyone who wishes to learn how to be an effective, fair and ethical employer, supervisor, or manager.
- It will be of benefit to any small business owner or a corporate executive, manager, supervisor, or human resource specialist.
- An ideal group size is 5 – 15 participants.

## Key Learning Outcomes

- ✓ Understand the Fair Work Australia Legislation, employee entitlements and your responsibilities as an employer.
- ✓ Describe the employment relationship.
- ✓ Promote equal employment opportunity.
- ✓ Describe and provide a safe and healthy workplace free of discrimination, harassment, bullying and victimisation.
- ✓ Identify whether an employee is a PAYE or Contractor and what tax implications apply.
- ✓ Understand the key taxation requirements for your organisation (i.e. GST, Payroll, company tax etc.)
- ✓ Understand the processes involved in garnishing wages and what the employer's duties are.
- ✓ Locate awards and agreements as required.
- ✓ Describe an unfair dismissal scenario and outline the processes needed to ensure your organisation complies with the legislation.
- ✓ Outline the privacy laws relating to National employment law.
- ✓ Detail the WHS Standards under the national employment law and the State/Territory requirements.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching



# Introduction to Business Law for Better Planning and Company Compliance



## **Legislation that Underpins Sound Business Practice.**

One of the key aspects of good management is ensuring that the organisation and the people in it comply with the law of the land.

- Do you know what laws your company must comply with?
- Are you aware of what constitutes legal conduct and what does not?

As a member of the management team, you have a duty of care to ensure that you provide a safe workplace and one that is fully compliant with all laws, rules, regulations, standards and codes that pertain to it.

## **Are you confident you know your duty within the law? If not then this course is for you.**

Being in business means that you make decisions on a day-to-day basis that have legal ramifications. As a member of the management team, you must have a working understanding of legal matters and business principles, to avoid costly and potentially business threatening mistakes. This will also assist in identifying potential legal problems before they cause problems.

This course will also help you to recognise opportunities to use the law to your advantage as well as managing and mitigating risk. It will ensure you have an understanding of just how commercial law impacts the operations of your business.

## **Designed for?**

- This is applicable to Business owners, managers, team leaders.
- Anyone who's role involves governance and business compliance.
- An ideal group size is 6 – 15 participants.

## Key Learning Outcomes

- ✓ Understand the nature and sources of laws that affect businesses.
- ✓ Identify the various legal processes and systems including the court system and the legal framework in which the business operates.
- ✓ Recognise the key legal issues businesses face.
- ✓ Articulate the organisation's business requirements and its legal structure.
- ✓ Identify the various legal and business contracts and their purpose and function.
- ✓ Understand the Fair Work Australia Laws, rules and regulations, the duties of the employer and the rights of employees.
- ✓ Outline the law of tort and the implications for your business.
- ✓ Briefly describe the key elements of contract and trade practices laws.
- ✓ Outline the key laws pertaining to financial management and your business's financial dealings.

## Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Cybersecurity Awareness



## Prevent Cyber Attacks - Protect your networks and Devices from Damage.

This course provides participants with the background needed to understand basic cyber security along with the steps that can be taken to improve the confidentiality, integrity and availability of an organisation's information.

Participants will learn the history of cyber security exploring motives of cyber-attacks to further their knowledge of current cyber threats to organisations and individuals. Key terminology, basic system concepts and tools will be examined as an introduction to the Cybersecurity field.

### Topics covered include:

- The purpose of cybersecurity and its importance for organisations.
- Types of threats and the different types of cybersecurity attack models.
- Profiles of typical hackers, how they think and act maliciously.
- The CIA Triad – Confidentiality, Integrity and Availability.
- What to do if you get hacked.
- Creating a cyber-aware culture.
- Cybersecurity risk analysis.
- The emerging language of cybersecurity.
- Avoiding phishing attacks.
- Authorising systems and resources – passwords and firewalls.
- Reporting incidents and suspected issues with security.
- Smart Social Media use.
- Ransomware.
- Identity theft.
- Penetration testing and its use in cybersecurity.
- Introduction to cryptology.
- Privacy principles.
- Loss of confidential information and social engineering.

Participants will also learn about critical thinking and its importance in Cybersecurity, and finally, they will begin to learn about organisations and resources to further research cybersecurity issues in the Modern era.

### Designed for?

- This course is at the introductory level and is designed for those who know little about cybersecurity but need to raise their skill level.
- Those who have taken on responsibility for cyber security or have an interest in developing their knowledge base.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Define cybersecurity and describe key terms.
- ✓ Understand the different types of threats to the security of information and the risk they pose.
- ✓ Understand the importance of cyber security.
- ✓ Avoid phishing attacks.
- ✓ Know how to use passwords to protect your data.
- ✓ Describe how penetration testing is used in cybersecurity.
- ✓ Explain the role of cryptography in cybersecurity and how it is used.
- ✓ Describe the purpose, function and types of firewalls and how to keep information safe.
- ✓ Describe the CIA triad and what is meant by confidentiality, integrity and availability.
- ✓ Describe social engineering and how it is used in phishing and vishing attacks.
- ✓ Describe the different types of cybersecurity attack models.
- ✓ Describe why critical thinking is such an important skill for those responsible for cybersecurity in the organisation.
- ✓ Recognise the important role that every worker plays in maintaining the confidentiality, integrity and availability of information in the organisation.
- ✓ Identify and report security breaches.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Workplace Health and Safety Post COVID – A Guide for Management



## *Managing and Maintaining Safety for Remote or Hybrid Work Plans.*

Work, Health and Safety is an integral part of good management and can help to build staff morale and improve performance and productivity.

Workplace safety is a critical issue on the job and one that is mandated in the laws, rules, regulations, standards and codes of Australian workplaces.

As a manager, supervisor or team leader, you have a legally mandated duty of care to your employees. This means you are responsible for their ongoing health and safety in the workplace, whether this workplace is in the office, on the job or, in a remote or home location.

**Workplace Health and Safety – A Guide for Management**, looks at management's role in ensuring and maintaining a safe and healthy workplace. It will provide managers with the necessary knowledge to participate effectively in work health and safety matters at their workplace and ensure they have a sound knowledge of WHS legislation including roles and responsibilities.

The course covers the common areas of workplace safety including office safety for the hybrid work environment, workplace hazards, and mental and emotional health. Participants will learn preventative measures to help create a safer work environment and will also deal with mental health issues (particularly coming out of the COVID environment), workplace violence, health and wellness initiatives, and drug free workplaces.

Finally, participants will also learn the ins and outs of conducting a routine inspection, filing reports, and the importance of creating a workplace health and safety committee.

## Designed for?

- > This course is designed for team leaders, supervisors and managers who need a work, health and safety primer to assist them to understand and implement their duty of care. It covers the post COVID workplace i.e. in the office, on the job and at remote or home locations.
- > An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Identify the WHS framework in Australian workplaces and interpret and apply relevant health and safety legislation.
- ✓ Understand roles and responsibilities within the workplace including the concept of due diligence and duty holder responsibilities.
- ✓ Know what legislation enforcement measures are in place.
- ✓ Implement WHS consultation and participation processes.
- ✓ Apply the principles of Risk Management, including identifying hazards and assessing and controlling risks at work and in remote work locations.
- ✓ Create and implement a critical risk register.
- ✓ Understand which incidents are notifiable under the legislation.
- ✓ Collect, analyse and report on WHS data. Identify training needs for employees.
- ✓ Compare physical and mental health concerns in the workplace and act upon the symptoms of failing mental health.
- ✓ Develop and implement strategies to make the hybrid workplace a safer environment.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Workforce Trends

## COURSES BY TOPICS

|  |     |
|--|-----|
| Identifying HR Trends in Support of the Business Strategy..... | 141 |
| Fact of Fake? - How to Identify Misinformation Online.....     | 142 |

# Identifying HR Trends in Support of the Business Strategy



## *Using HR Metrics to Maximise the Organisational Value.*

It is often said that numbers are the language of business but few HR departments and even fewer HR Professionals are skilled at using numbers to support decision making and, with hundreds of workforce measures available, it can be difficult to decide which measure to use and when.

This course will explore the trends in HR Metrics as well as improve your ability to utilise them. Through discussion and analysis, it will improve your decision making and through this your credibility with the senior executive team.

It will help you to identify key aspects of your employee data that should be measured and analysed in order to achieve the strategic goals, recognise trends and prepare and alert you to better respond to pertinent markers that will ensure you and your organisation remain competitive in this highly competitive field.

This course explains the process of calculating, analysing and interpreting metrics to maximise their value for the business.

Participants will also receive a standardised set of key workforce metrics along with a framework to identify key audiences, reporting cycles, resourcing the metrics function, and aligning metrics to business strategy.

## Designed for?

- This course is suitable for Senior HRM & HC Professionals.
- Anyone wanting to keep ahead of the pack and who are willing and able to contribute to an active and passionate discussion and debate on the subject matter.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Identify the latest in global HR Trends.
- ✓ Keep up to date and current with recently published R & D.
- ✓ Check what the Fortune 500 and other trend setters are doing.
- ✓ Identify how you can make HR Trends work for you and your organisation.
- ✓ Identify, measure and analyse key employee data in line with business strategy.
- ✓ Calculate, analyse and interpret HR metrics to add value to the organisation's bottom line.
- ✓ Align HR Metrics with the business strategy.
- ✓ Prepare and present HR Metrics and analysis to senior management.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

# Fact or Fake?

## How to Identify Misinformation Online



### **Reliable Research Using Critical Thinking Strategies.**

The internet brings a world of information to your fingertips, but not all information is equal.

Whether you're seeking news, product reviews, health data, or any other kind of information, it's important to use trustworthy identified sources.

Fake news is nothing new but, with so much information available online it is becoming even harder to sort the truth from the fake and with so much misinformation in the public domain. There can be so many agenda driven narratives it can be quite a challenge to identify an original source and therefore difficult to assess accuracy.

### **Fact or Fake? - How to Identify Misinformation Online**

will show you how to quickly determine the accuracy and reliability of information you find online. It will outline how information sharing has changed, in both positive and negative ways, with the advent of the internet and provide some helpful tips for becoming a savvier media consumer of various kinds of online information: news, product reviews, health content, and more.

This program uses critical thinking methods and a range of sound research strategies to help participants who need to be confident that the sources their organisation is using are reliable and valid. This is vital, particularly for information and recommendations that will be supported and promoted publically. If this information is later found to be incorrect or from unreliable sources it can potentially damage brand association and impact revenue streams irreversibly.

### **Designed for?**

- This course is designed for anyone who wants to learn how to sort fact from fiction and gather authoritative information online.
- Anyone who is in a role that needs to provide reliable information for decision makers or social media posts as a representative of their organisation.
- An ideal group size is 6 – 15 participants.

### **Key Learning Outcomes**

- ✓ Recognise the danger of fake news including the behaviours it encourages; the reality it diminishes and the harm it can do to your business.
- ✓ Develop a critical mindset and a learning culture.
- ✓ Identify and use proven methods to source check.
- ✓ Identify potential red flags and apply validation methods.
- ✓ Explain and Identify misinformation and disinformation.
- ✓ Examine and Analyse the evidence – both the content and the source.
- ✓ Recognise and identify media bias.
- ✓ Evaluate your belief system: trust, persuasion and confirmation bias.
- ✓ Using different online applications and research strategies to validate information.

### **Live Face to Face, Virtual or Hybrid**



Power Sessions



Half-Day



1-Day




Coaching



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