



**MINDSHIFT**  
LEARNING COMPANY

# Training Course Catalogue



T +64 21 716 443

W [mindshiftlearning.co.nz](http://mindshiftlearning.co.nz)

E [team@mindshiftlearning.co.nz](mailto:team@mindshiftlearning.co.nz)

30 March 2023

## Table of Contents: [clickable document](#)

Introduction.....	3
-------------------	---

### Corporate Training Series

Assertiveness and Self Confidence Training.....	4
Business Etiquette Training.....	6
Business Writing Essentials.....	8
Business Writing for the Digital Era.....	10
Change Management – Managing Your Team Through Change.....	12
Communications Skills Training.....	14
Conflict Resolution Training.....	16
Consultative Sales Training.....	18
Customer Service Training.....	20
Dealing With Difficult People.....	22
Emotional Intelligence.....	24
Engaging Business Communication .....	26
Facilitation Skills Training.....	28
Advanced Facilitation Skills.....	30
Foundation Skills for Elite Personal Assistants and Executive Assistants.....	32
Advanced Skills for Elite Personal Assistants and Executive Assistants.....	35
Leadership Development Training.....	37
Minute Taking Training.....	40
Negotiation Skills.....	42
People Leadership and Managing Performance.....	44
Presentation Skills Training.....	46
Professional Telephone Skills Training.....	48
Retail Sales Training.....	51
Sales Training.....	53
Supervising Others Training.....	55
The 10 Dimensions of Effective Leadership.....	57
Time Management for Managing Projects and Complex Tasks.....	60
Time Management for the Modern Individual.....	62
Train the Trainer.....	66

### Productive Team Series

Building Team Synergy.....	69
Cross Cultural Communication.....	71
Identifying Difference As Opportunity.....	72
Managing Stress and Building Resilience.....	74
Problem Solving Capacity with a Growth Mindset.....	76
Taking Productivity to the Next Level.....	78

# Introduction

Mindshift Learning Company's **Corporate Training Series** is a comprehensive list of courses that bring together the best activity-based learning with practical workplace tools. These are designed to provide the participant with the skills to be more productive now, with the resources to continue to grow on the job. These courses range between a half-day session and three days and can be administered 'live' or with a digital format like Zoom.

The **Productive Team Series** has been developed to address team-related issues with the goal of having common sense solutions for today's workplace, while learning skills that create a sustainable advantage in the future. These courses range between a half-day session to one full day and can be administered 'live' or with a digital format like Zoom.

All of our courses come with a **REACH Profile** for each participant. These are psychometric reports that provide a detailed overview of an individual's preferred personal style. The report gives a summary of 10 personality dimensions that shape the participant's personal style, matched with strengths and coaching points. The participant's report is then used as an overlay to the course content, providing a much more impactful learning experience.

On the following pages you'll find a brief description of each course; the length; the learning outcomes that would be expected from each participant; and a course outline. We look forward to talking to you about your next training session!

[\(click for the Table of Contents\)](#)

# Corporate Training Series

## **Assertiveness and Self Confidence Training**

Mindshift Learning Company's Assertiveness and Self Confidence Course teaches you how to become more confident and comfortable with personal assertiveness, how to cope with other people's negativity and how to respond when someone else is being overbearing or aggressive towards you.

In this empowering course, you also learn how to approach both difficult topics and topics you're passionate about with constructive approaches, including how to say 'no' without being portrayed as offensive, how to use body language effectively, how to express your views and disagreements positively and much more.

You will learn about your own personality type as well as other personality types and how to engage others in an entirely new way that provides a path to better communication and improved self-confidence and assertiveness.

**Duration: 1.0 day course**

## **Learning Outcomes**

After completing this course participants will be able to:

- Understand what it means to be assertive and self-confident
- Speak up and to stand up for what they believe
- Gain techniques to confidently express opinions & needs
- Say 'no' without being rude or seeming disinterested
- Recognise that you are important and that your opinions are valid and worthy of consideration
- Identify & eliminate negative thinking and self-talk
- Become a more effective communicator
- Set achievable goals in line with personal values
- Discover how to 'feel the part', 'look the part', "sound the part" and "become the part"
- Recognise and deal with difficult behaviours in other people

## **Course Outline**

This Assertiveness and Self Confidence Training Course empowers people with the confidence to be heard. You will also learn enhance and develop techniques to communicate politely and assertively without being pushy.

## **Lesson 1**

### **Me, We – Making Your Mark**

- Understanding self-confidence
- Understanding me
- Understanding others
- Reflection

## **Lesson 2**

### **How We Behave – Thoughts and Responses**

- The good, the bad and the ugly
- Doubt
- Realistic concern and doubt
- Projecting self-confidence
- Reflection

## **Lesson 3**

### **Communicating With Confidence**

- What you say
- How you say it
- Listening
- Reflection

## **Lesson 4**

### **Self Confidence – Building It and Rebuilding It**

- Building on your strengths
- Confidence spoilers
- Building confidence – four areas of focus
- Workplace challenges to self-confidence
- Reflection

## **Lesson 5**

### **Mastering Assertiveness – When and How To Use It**

- Your rights
- Getting over saying 'no'
- Ways of saying No
- Being assertive towards your boss
- Reflection

## **Lesson 6**

### **We're All Different – Asserting In A Global World**

- The cultural dimension of assertiveness and self-confidence
- Social media and self-confidence
- Reflection

## **Lesson 7**

### **Reflections**

- Create an Action Plan
- Accountability = Action

(click for the Table of Contents)

## **Business Etiquette Training**

The Business Etiquette training course will improve your staff's understanding of professionalism within the desired expectations of your organisation. As participants, your staff will conduct themselves more professionally, communicate more effectively, and acquire the tools to create that all important 'first impression'.

**Duration: 1.0 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- Understand why business etiquette matters and how to improve business etiquette culture
- Understand the three components of business etiquette - appearance, communication, and behaviour
- Know how to make a great first impression and how to dress appropriately
- Understand how to read body language
- Understand the intricacies of introducing people in business contexts and how to remember people's names
- Understand the art of conversation both in person and on the phone
- Understand how your personal style influences how you communicate
- Know the right way to behave online in a business context
- Explore the do's and don'ts of email etiquette
- Explore the business etiquette of different cultures and countries
- Know how to behave in business social contexts
- Understand the etiquette of how to deal with ethical dilemmas, personal issues, and difficult people

### **Course Outline**

Traditional organisational structures and business communication is always evolving in this digital age. Even with this constant change, proper etiquette and professionalism are still very important, both within the business and with external clients.

#### **Lesson 1**

##### **Do Manners Matter?**

- The case for business etiquette
- The ABC of business etiquette
- Reflection

#### **Lesson 2**

##### **How To Make An Impression**

- First impressions do count
- Nothing to wear?
- Grooming
- Body language
- Reflection

**Lesson 3**  
The Personal Touch

- Introduction etiquette
- The handshake
- Polite conversation
- Personal style
- Reflection

**Lesson 5**  
Global Business Etiquette

- Global business
- Understanding cultures
- Reflection

**Lesson 7**  
Dealing With Challenges Professionally

- Personal issues
- Difficult people
- Ethical dilemmas
- Reflection

**Lesson 4**  
Netiquette – Manners In The Online World

- Civility on the internet
- Email etiquette
- Social media etiquette
- Reflection

**Lesson 6**  
Social Business Etiquette

- Hosting or attending?
- Awkward dining moments
- Which fork?
- Socialising after hours
- Marking employee events
- Reflection

**Lesson 8**  
Dealing With Challenges Professionally

- Create an Action Plan
- Accountability = Action

(click for the Table of Contents)

## **Business Writing Essentials**

When creating written communication in the workplace, it is essential that the details of the communication be correct, while the basic layout of the document is appropriate and the ideas are presented logically and effectively.

This course teaches you how to assure the effectiveness of any type of business writing, whether it's reports, proposals and even emails, and ensures these documents are written using the correct sentence structure, grammar and formatting.

Participants will learn key business writing skills like planning the document content, writing for various readers, conversational styles, the use or avoidance of industry jargon and multiple types of document styling.

**Duration: 1.0 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- Understand the basic principles of writing
- Utilise various types of writing
- Understand proper use of words
- Understand email etiquette
- Create attractive letters and proposals

### **Course Outline**

This workshop is about creating well-written business documents. The course reviews the basic principles that apply to all forms of writing and provides a framework through which the participant can improve their business writing skills.

#### **Lesson 1**

##### **Why, Who and What of Writing**

- Welcome
- My writing landscape
- Starting with 'why'
- Moving to 'who'
- Ending with 'what'
- Reflection

#### **Lesson 2**

##### **Two be or not to be – grammar has the answer**

- Sentences
- To write or to be written
- Pronouns
- Verbs
- Reflection

#### **Lesson 3**

##### **Planning what you write**

- The Seven Cs of writing
- Why plan?
- Making the reader care
- Reflection

#### **Lesson 4**

##### **The First Draft**

- Conversational style – using plain language
- About tone
- Word choice
- Reflection



## Lesson 5

### Editing

- Ways to edit
- What to edit
- Other considerations – jargon, clichés and modifiers
- Reflection

## Lesson 6

### One in 260 Billion

- How to get noticed and engage the reader
- Email etiquette
- Reflection

## Lesson 7

### Other Correspondence

- Letters
- Proposals
- Reflection

[\(click for the Table of Contents\)](#)

## **Business Writing for the Digital Era**

Writing proper business-related documents in today's workplace requires a solid understanding of the fundamentals behind how specific documents should be approached, designed and edited. Written communications in the workplace should be concise, yet thorough and well presented.

Technology enabled communications (emails and texts) should also be well thought out and designed to get the correct message across, while avoiding any potential misinterpretation.

This newly designed course targets how to create business documents in the modern workplace, which takes into account the many forms that modern communication can take, and teaches participants how to best align their message with the appropriate documentation and device.

**Duration: 1.0 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- Understand basic writing principles
- Utilise common forms of business communication
- Identify personality types when communicating
- Identify and understand your audience
- Understand the writing process
- Apply English language fundamentals
- How to write with clarity
- Write within workplace constraints
- Choose the most effective wording
- Effectively edit and proofread
- Create useful references and appendices
- Understand email etiquette
- Effective report writing
- Create an Action Plan

### **Course Outline**

Participants will learn how to write effectively for various audiences and personality types. This course takes into consideration the latest in modern communication platforms and empowers participants to be more effective writers.

Modern communication requires an awareness of multiple audience types and the multiple devices used to communicate in the modern workplace. This course will help assure that the writer's message is clear, concise and appropriate for the various online and offline platforms. Mindshift Learning Company's Business Writing for the Digital Era course is ideal for reviewing the basics and learning the latest in modern writing techniques.

## Lesson 1

### From Texting to Boardroom Paper

- Everyone is a business writer
- Universal principles of good writing
- Forms and formats
- Common forms of business writing
- The principle of 'purpose'
- Reflection

## Lesson 2

### Who am I Writing For?

- The principle of 'audience'
- REACH review – communication preferences
- Understanding the audience
- Writing for a global audience
- Reflection

## Lesson 3

### The Blank Page

- The principle of 'structure'
- The writing process
- Starting
- Writing
- Finishing
- Reflection

## Lesson 4

### English Still Matters

- Texting – a legitimate form of language
- Write it once - make it Count
- English fundamentals
- The 'plain' truth
- The principle of clarity
- Reflection

## Lesson 5

### Writing within Constraints

- The space-time continuum
- The principle of 'concision'
- Word choice
- Reflection

## Lesson 6

### Click with Confidence

- Wait! The pressure to hit 'send'
- Edit, edit, edit
- The principle of proofing
- Reflections

## Lesson 7

### Reflections

- Create an Action Plan
- References
- Appendix
- Commonly confused words
- Punctuation
- Email etiquette
- Using MS Word Readability Score
- Structuring a business report
- Add your own writing tips

(click for the Table of Contents)

## **Change Management – Managing Your Team Through Change**

While many people find it difficult to deal with change in the workplace, the concept of continuous improvement should be embraced and used for the growth of any organisation. And continuous improvement almost always requires some form of change to internal systems and processes that people have become comfortable with. An organisation that plans and prepares for change is better able to overcome these challenges and implement improvements as required.

Internal changes should be implemented after the creation of the new strategy or system, however most organisations and/or employees are not prepared for internal changes to policies or external strategies. Hence the requirement for change management training is commonplace in most industries.

Our Change Management course provides participants with training and development in each step of the change process including the planning and preparation stages and the communication and implementation stages. Being prepared for the changes allows your organisation to grow steadily in spite of the potential pushback by staff. If everyone is included in the change process, the staff will experience much less frustration, stress, attrition, etc.

**Duration: 1.0 day course**

### **Learning Outcomes**

In this course participants will:

- Learn about effective change management strategies
- Understand and recognise individual motivators for change and how to use them
- Recognise that everybody's personal change journey will be different
- Develop a change management and communications plan
- Gain skills required to lead a change project, celebrating a successful change and sharing the benefits and the results with the staff
- Master strategies to align people with change, appealing to emotions and fact
- Understand the importance of resiliency throughout a change project
- Understand the importance of flexibility and how to foster this strategy throughout a change project

### **Course Outline**

Change is a constant in many of our lives. All around us, technologies, processes, people, ideas and methods often change, which affects the way we perform our daily tasks and live our lives. This Change Management workshop will give any leader the tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give all participants an understanding of how change is implemented and some tools for managing staff's reactions to change.

Change Management Training is important in today's professional world as organisational change is more the norm rather than the exception. More than ever, work roles and organisations are in a state of flux with changes in structure, redeployment, return to work, redundancy and personal

crisis. Hence it is important to understand the change management process and learn some important change management tools.

Change takes place on three different levels:

- the Individual
- the Team
- the Organisation

This Change Management training program is geared toward teaching the change management process as well as providing you with some change management tools and principles that can support managers, consultants and other change facilitators to fulfil their mission; to initiate and sustain change/improvement processes.

### **Lesson 1**

#### **Getting Started**

- Learning objectives
- Expectations
- Preparing for change

### **Lesson 2**

#### **Understanding change**

- Understanding the emotional cycle of change
- The ADKAR change model
- Identifying the WIIFM
- The REACH Personality Profile model and change
- How to role model desired behaviours
- Personal SWOT Analysis

### **Lesson 3**

#### **Communicating Change**

- The Change Commitment Curve
- Establish a sense of urgency
- Deep dives: consider two approaches to create a sense of urgency
- Your communication plan
- Optimise your communication plan with digital media
- Navigate resistance to change
- Tools to manage relationships

### **Lesson 4**

#### **Bringing People to Your Side**

- Change fundamental – involve others
- Identifying *Change Champions*
- Gaining support and getting feedback

### **Lesson 5**

#### **Have a Systematic Approach to Managing Change**

- Kotter's 8-Step Change Management Process Model
- Leading change with the Kotter model
- Activity – learning from success and failure
- Confirm systems and skills

### **Lesson 6**

#### **Building Resilience**

- What is resiliency
- Understanding stress
- The science of stress
- Building personal resilience
- Factors that lead to positive mental health
- Supporting your colleagues and others through stress and/or change

(click for the Table of Contents)

## **Communication Skills Training**

The Communication Skills training course is one of our most popular courses and teaches you powerful concepts like how different personality types can influence communication, what your personal communication preferences are, and most importantly how to implement and use these skills immediately.

You'll learn strategies for overcoming common communication barriers as well as essential skills like active listening, effective use of voice and tone, investigative questioning skills and exploring the importance of body language and the non-verbal communications.

If you have ever wanted to communicate with more clarity and impact, in any of your relationships, then this course was designed for you!

You will learn about your own personality type as well as other personality types and how to engage others in an entirely new way that provides a path to better communication and improved self-confidence.

**Duration: 1.0 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- Gain insight into their personality type and communication preferences, using our proprietary profiling tool
- Recognise other people's personality types and communication preferences
- Adjust your own communication approach based on need and situation
- Understand barriers to effective communication and how to overcome them
- Utilise tone effectively
- Master the S.T.A.R. method for speaking on the spot
- Use body language appropriately
- Listen actively and effectively
- Utilise 'open' questions
- Become a more effective communicator through the use and application of practical tools

### **Course Outline**

This communications skills training course in New Zealand helps people communicate appropriately and clearly in any situation. This is a great course for everyone as the benefits can have a positive effect on every aspect of your life.

Learn to understand how you communicate, how others communicate and how to adjust your communication style to meet their needs. Discover how effective communication is greatly improved by understanding communication preferences based on personality type and learn how to overcome common obstacles to effective communication.

This Communication Skills Training course will ensure that your colleagues, friends and family will receive your message clearly, which should improve your workplace relationships as well as your personal relationships in general. If you have never completed a communications course of

this type, you are missing out on understanding some of the most fundamental concepts that will have a profound effect on your success in the workplace and life in general.

### **Lesson 1**

Communication is key to success

- 5 Habits of highly effective communicators
- Reflection

### **Lesson 2**

REACH – Communication Evolution Tool

- Adjusting your style for a better approach
- Communicating when stressed
- Reflection

### **Lesson 3**

Bridge the Gap to Communication Barriers

- The communication process
- Types of barriers
- Self-Awareness – Johari Window
- Reflection

### **Lesson 4**

Beyond Verbal Communication

- Understanding the Mehrabian Study
- All about body language
- Para-Verbal communication skills
- The power of pitch
- The truth about tone
- The strength of speed
- Reflection

### **Lesson 5**

Active Listening

- 8 common barriers to effective listening and how to overcome them
- Quadrant of cognitive/explanatory styles
- Understanding active listening
- Sending good signals to others
- Ladder of Inference
- Reflection

### **Lesson 6**

Asking Good Questions

- Open questions
- Closed questions
- Probing questions
- Reflection

### **Lesson 7**

Speaking Like a STAR

- S = Situation
- T = Task
- A = Action
- R = Result
- Using “I” messages
- Active Constructive Response - ACR
- Reflection

### **Lesson 8**

Reflections

- Create an Action Plan
- Accountability = Action

(click for the Table of Contents)

## **Conflict Resolution Training**

Conflict in human relationships, even good relationships, is inevitable both at home and in the workplace. Learning how to manage conflict is a key skill for anyone who works in a team, interfaces with customers or has a supervisory role.

The Conflict Resolution Training course empowers participants with the techniques to identify the source of conflict, and then how to manage and resolve the issue quickly, effectively and with professionalism.

**Duration: 1.0 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- Understand the sources, causes and types of conflict
- Master all six phases of the conflict resolution process
- Understand the five main approaches to conflict resolution
- Apply conflict resolution approaches
- Use parts of the conflict resolution process to recognise and prevent conflict before it escalates
- Develop communication tools such as agreement frames and open questions
- Apply practical anger and stress management techniques

### **Course Outline**

Conflict is the result of people having differing needs, opinions, expectations and importantly different perspectives. The reality of conflict is that in any human relationship it is inevitable. But if handled well, conflict provides a powerful avenue for significant growth.

Conflict resolution involves recognising and managing the particular conflict. This is an essential part of building emotional intelligence and nurturing relationships. Poorly handled conflict can affect both the employees and the clients, thereby impacting the company's bottom-line. To maintain your competitive advantage, you need the entire organisation to focus on developing conflict resolution strategies to quickly and effectively resolve conflict, while building trust and commitment with clients and colleagues.

This **Conflict Resolution Training** course provides techniques for individuals in an organisation to resolve workplace conflict and build a common understanding and framework for working through challenging conflict situations. We have, after much research, decided to focus on the Win-Win approach using the three critical skills of conflict resolution – Negotiation, Assertiveness and Persuasion. These skills will enable the participants to develop conflict resolution strategies for quickly and effectively recognising, resolving and preventing conflict in any situation.



### **Lesson 1**

#### **Conflict – is it all bad?**

- Welcome
- What do we mean by conflict?
- The basis of conflict
- Reflection

### **Lesson 2**

#### **Understanding Your Response to Conflict**

- The Learning Dimension Profile
- The Thomas-Kilmann Conflict Mode Instrument (TKI)
- Reflection

### **Lesson 3**

#### **What Makes Up Conflict?**

- From wince to scream
- Filters
- Emotions and conflict
- Reflection

### **Lesson 4**

#### **How Managers Can Add to Conflict**

- Micromanagement
- Poor understanding
- Vague expectations
- Setting poor standards
- Reflection

### **Lesson 5**

#### **Resolving Conflict Between Others**

- Planning and setting up a meeting
- Running a mediation meeting
- Negotiating a solution
- Developing an agreement
- Reflection

### **Lesson 6**

#### **When Conflict Involves You**

- Conflict mapping
- Having a balanced view
- Overcoming resistance to meet
- During the meeting
- Reflection

### **Lesson 7**

#### **Implementing Agreements**

- Paying attention
- Follow-up meetings
- Reflection

### **Lesson 8**

#### **Reflections**

- Create an Action Plan

(click for the Table of Contents)

## **Consultative Sales Training**

Consultative selling is the art of asking intelligent, well thought-out questions in the hope of learning what the true requirements are in any given organisation. The goal of the consultative salesperson is to identify if their proposed product or service is the right fit for a potential customer or if there is a way to effectively customise the product or service to meet the customer's needs.

Participants will learn key skills like what is consultative selling, how to identify potential clients, different types of personality types and how to best engage with them, discovery and presenting solutions, overcoming objections and cognitive reframing and persuasion techniques.

**Duration: 1.0 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- Understand the definition of consultative selling
- Target agile organisations
- Target mobilisers
- Use the Blue Ocean strategy
- Understand personality types
- Build rapport
- Use questioning techniques
- Create a proposal presentation
- Overcome objections
- Understand three levels of insightful behaviours
- Connect, convince, collaborate
- Apply cognitive reframing
- Utilise persuasion techniques

### **Course Outline**

This course looks at consultative selling through the lens of the changes that are shaping how businesses are engaging in B2B sales in a tech-driven and information-rich world. There is definitely a place for consultative sales – what has changed though is how salespeople should approach their craft to ensure that they continue to differentiate themselves from the pack.

The key difference the course will explore is 'insight selling' – an extension of the traditional consultative sales model. We have assumed that those people attending this course are no strangers to sales – we will revisit the sales process, and we will do this from the perspective of *insight selling*.

**Lesson 1**  
The Changing World of Sales

- Welcome
- Expectations
- The sales landscape is shifting
- The emergence of Insight Selling
- Reflection

**Lesson 2**  
Insight Selling

- Target agile organisations
- Target mobilisers
- Teach for differentiation
- Selling in the Blue Ocean
- Reflection

**Lesson 3**  
Harnessing Your Sales Strengths

- Your sales profile
- Selling to different personality styles
- Reflection

**Lesson 4**  
The Consultative Sales Cycle

- The sales cycle
- Building rapport
- Discovering needs
- Presenting solutions
- Overcoming objections
- Closing the sale
- Reflection

**Lesson 5**  
Insight Selling Behaviours

- Three levels of insight behaviours
- Connect
- Convince
- Collaborate
- Reflection

**Lesson 6**  
Additional Skills for Insightful  
Consultative Selling

- Cognitive Reframing
- Persuasive tactics
- Reflection

[\(click for the Table of Contents\)](#)

## **Customer Service Training**

Do you impress your customers every time you interact with them? Does your organisation thrive on creating *raving fans* who buy your products and services again and again?

You must go beyond simply showcasing your products and services and purposefully develop strong relationships with your customers. It is essential that you provide a unique customer experience by proactively anticipating your customers' needs and exceeding their expectations every single time. In this fun and exciting customer service training course you will learn to recognise how your attitude impacts on your interactions; how to apply techniques to generate repeat business; develop top-level telephone skills; learn how to deal with difficult customers and then deliver on your promises.

You will learn about your own personality type as well, as other personality types, and how to engage others in an entirely new way that provides a path to better communication and delivering an improved customer service experience. The Customer Service Training course is fun and effective and will improve the way you approach delivering exceptional service to your clients.

**Duration: 1.0 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- Explain what customer service means in relation to internal & external customers
- Recognise how one's attitude affects service standards
- Master ways to develop & maintain a positive, customer focused, attitude
- Develop needs analysis techniques to better address customer needs
- Apply outstanding customer service techniques to generate repeat business
- Practice techniques for developing good will through in-person customer service
- Formulate techniques for service excellence over the phone
- Gain insight to connecting with customers online
- Master techniques for dealing with difficult customers
- Acquire tools for recovering difficult customers
- Understand when to escalate an issue

### **Course Outline**

In order to create higher levels of customer satisfaction, you need to go beyond delivering a 'good' customer service and exceed your customers' expectations with 'exceptional' service.

In order to achieve this it is important to ask yourself some questions:

- Do you or your staff have the right skill sets to deliver exceptional customer service?
- Currently how do you improve your Customer Service Skills and approaches?
- Do you strive to continuously improve your customer service?
- Do you currently listen effectively to uncover the customer's true needs?
- Are internal customers understood and prioritised?

This Customer Service Training Course is for professionals who want to make a significant contribution to their company's image or bottom line and make their own lives easier by consistently providing exceptional customer service.

### **Lesson 1**

#### **Brand Ambassador or Brand Assassin?**

- What is customer service?
- Customer behaviour
- Why Customers Leave
- The benefits of brilliant customer service
- Module 1: Reflection

### **Lesson 2**

#### **Customer Diversity**

- Cultural diversity and the global customer
- Generational differences
- Module 2: Reflection

### **Lesson 3**

#### **We Choose to Serve**

- Customer empathy
- Principles of great service
- Module 3: Reflection

### **Lesson 4**

#### **Communication – The Key to Great Service**

- Listening
- Writing
- Personal style
- Module 4: Reflection

### **Lesson 5**

#### **Navigating the Negatives**

- Learning from worst-case scenarios
- The steps of acknowledgement
- Handling tough situations
- Module 5: Reflection

### **Lesson 6**

#### **Creating a Service Culture**

- Management focus
- What can you do?
- Living the culture
- Module 6: Reflection

### **Lesson 7**

#### **Reflections**

- Create an Action Plan
- Accountability equals action

[\(click for the Table of Contents\)](#)

## **Dealing with Difficult People**

Imagine yourself resolving workplace conflicts without negativity or damage to feelings or personalities. In fact, picture yourself benefiting from confrontation because you can manage difficult people and situations in a positive manner. After attending the Mindshift Learning Company's Dealing With Difficult People in the Workplace training course, you'll be prepared to do just that.

Learn key skills like how to discover the causes of conflict; how certain behaviours impact others; strategies to deal with difficult people appropriately; anger management and coping techniques.

Whether it's a conflict involving customers, staff or management, you'll be equipped with the tools and techniques to approach others, reach a resolution and prevent further problems. The training offers an opportunity to plan and practice your skills, so you feel empowered to handle any workplace conflict.

**Duration: 1.0 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- See conflict as communication
- Benefit from a confrontation
- Prevent problems
- Get focused
- Deal with your own and other peoples anger
- Confidently address problems
- Understand and use the three step conflict resolution model
- Adapt yourself depending on the situation
- Understand people's behaviours and motives
- De-stress when things get ugly
- Identify causes of difficult behaviour
- Counter negativity with positivity
- Discuss problems in groups
- Use assertive anger
- Plan and practice to handle difficult situations successfully

### **Course Outline**

During the Dealing with Difficult People in the Workplace training course, participants learn how to approach difficult people and how to understand and influence them, so that a successful resolution can be achieved without negativity and emotional damage.

The course includes training in recognising attitudes and actions that impact others, using effective techniques to deal with difficult people, using tools to deal with anger, developing coping strategies, understanding motives and behaviours and more.

This is as much a personal development experience as a professional development exercise because the techniques you learn can be applied to all areas of your life.

### **Lesson 1**

#### The Three Ds

- Welcome
- What do we find challenging about others?
- Diversity, divergence and division
- The Relationship Spectrum
- Reflection

### **Lesson 2**

#### It all starts with me

- My profile
- My response
- Reflection

### **Lesson 3**

#### Communication is Key

- Dealing with passive and aggressive behaviour
- Responding assertively
- Reflection

### **Lesson 4**

#### Dealing with Particular Behaviours

- Bullies
- Discrimination
- Gossips
- Dealing with particular types of behaviour
- Reflection

### **Lesson 5**

#### Reasonable and Unreasonable Managers

- Reasonable management action
- Emotional intelligence and difficult managers
- Reflection

### **Lesson 6**

#### Self-Preservation

- Monitoring signs of stress
- Allies and mentors
- Tips for dealing with challenging people
- Reflection

### **Lesson 7**

#### Reflections

- Create an Action Plan

[\(click for the Table of Contents\)](#)

## **Emotional Intelligence**

The Emotional Intelligence (EQ) training course teaches you how to develop your emotional intelligence and your ability to manage your responses based on your objective assessment of different personalities and situations.

After completing this one-day course, you will have learned: what is EQ, the four core skills required to practice EQ (self-management, self-awareness, self-regulation, self-motivation), how to use empathy, how to interpret, manage and articulate your emotions using the right language, and the benefits of having a high EQ both at home and in the workplace. You will complete a personality profile which will help you understand the potential differences among the various personality types and where you currently fit.

You will learn about your own personality type as well as other personality types and how to engage others in an entirely new way that provides a path to better communication and improved emotional intelligence. This newly found emotional "awareness" allows you to communicate more effectively, succeed at work and achieve your career and personal goals in a shorter amount of time.

**Duration: 1.0 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- Define **Emotional Intelligence (EQ)**
- Identify the benefits of emotional intelligence
- Learn the five core skills required to practice emotional intelligence
- Define and practice self-management, self-awareness, self-regulation, self-motivation and empathy
- Read associated verbal and nonverbal communication (body language)
- Successfully communicate with others in a non-verbal manner (body language)
- Verbally communicate effectively with others
- Interpret and manage your emotions
- Master tools to regulate and gain control of one's own emotions
- Articulate your emotions using the right language
- Balance optimism and pessimism
- Effectively impact others
- Relate emotional intelligence to the workplace
- Use the concepts and techniques in the workplace

### **Course Outline**

Emotional intelligence is a skill. And like any other skill, you can get better at it with training and practice. It allows you to read the personality style of individuals and adjust your communications accordingly.



This one-day personal development course is useful for anyone who leads or works with other people, no matter what size the organisation. This course will focus on the five core competencies of emotional intelligence: self-management, self-awareness, self-regulation, self-motivation and empathy, while also covering key interpersonal skills like active listening and understanding body language.

Participants will learn to develop and implement these competencies to enhance their relationships in work and life by increasing their understanding of social and emotional behaviours, and learning how to adapt and manage their emotional responses to particular situations.

### **Lesson 1**

#### **EQ - A Passing Fad?**

- The power of emotions
- The Limbic System
- Useful models of emotional intelligence
- Reflection

### **Lesson 2**

#### **I Feel therefore I Am**

- Tuning in to your own emotions
- Johari Window
- Self-control
- Resilience
- Reflection

### **Lesson 3**

#### **The Emotions of Others**

- Interpersonal skills
- Social awareness and empathy
- Emotions and culture
- Reflection

### **Lesson 4**

#### **Emotions @ Work**

- Influencing others
- Having difficult conversations
- Dealing with change
- Toxic workplaces and emotional intelligence
- Reflection

### **Lesson 5**

#### **The Dark side**

- Manipulation
- Emotional honesty
- Reflection

### **Lesson 6**

#### **Leading and Emotions**

- Leadership and emotional intelligence
- Emotional agility
- Cultivating EI in organisations
- Reflection

### **Lesson 7**

#### **Reflections**

- Create an Action Plan
- Accountability = Action
- References

(click for the Table of Contents)

## **Engaging Business Communication**

Communication skills are commonly thought of as the most important soft skill. Effective communication can have a significant positive impact on relationships, personal growth, well-being and business success. It's increasingly becoming important for all business people and their staff to understand how to effectively communicate with each other and engage with customers, whether you're in a customer-facing role or not. Through the learned skills of engaging business communication all levels of an organisation can have a positive impact on sales, revenue, profits and customer retention.

The Engaging Business Communication course includes the traditional communication skills of overcoming communication barriers, active listening, use of voice and tone, investigative questioning and non-verbal communication. Through the use of our REACH Personality Profiles it also covers your personality type and how you can successfully interact with others based on *their* personality type.

This course is unique and quite powerful because it also incorporates emotional intelligence skills, sales skills, customer service skills and how to apply authenticity to all your communication. Modern businesses and organisations need people that can communicate at all levels, with all of the stakeholders, while creating a positive and lasting impression. This is particularly important in SMEs where staff members must wear multiple hats and can have a big impact on acquiring and keeping new customers. This multi-layered 'engagement' approach, like engagement on social media, can lead to many more people feeling connected to you, while feeling more engaged with your organisation, products and services.

**Duration: 1 day**

### **Your Learning Outcomes**

After completing this course participants will be able to:

- Gain insight and learn to recognise personality types and communication preferences, using our proprietary profiling tool
- Understand barriers to effective communication and how to overcome them
- Listen 'actively' and effectively and adjust your communication based on need and situation
- Understand how emotional intelligence impacts communication
- Apply the concepts of great service and a customer-focused approach in your communication
- Understand sales communication and how to transition conversations to make sales and get referrals
- Communicate authentically and reap the business and personal benefits of authenticity
- Become a more effective and engaging business communicator

### **Course Outline**

This business communication course helps professionals at all levels communicate more effectively. Better communication can lead to a superior workplace environment, happier staff, more engagement with customers and more sales and referrals. This course helps participants learn how personality type impacts communication and the ways to make adjustments to enhance your message. By tying in important concepts like emotional intelligence, customer service, sales and

authentic communication you'll learn how to maximise your effectiveness in working with all stakeholders and most importantly your company's customers.

Effective communication has positive impacts on all aspect of our lives, both personal and professional. This course gives you the tools to enrich your understanding of effective communication and apply the concepts at work and at home.

### Module 1 Communication Is Key To Success

- Understand the communications process and barriers to communication
- Personal communication self-awareness
- Asking good questions – open, closed or probing questions

### Module 2 REACH Personality Profile Overview

- Understand your own personality style and how it impacts your preferred communication style
- How to adjust your approach
- Communicate effectively under stress

### Module 3 Emotional Intelligence

- Learn the basics of 'emotional intelligence'
- Understanding the power of emotions and the limbic system
- Interpret and manage your own emotions
- Social awareness and having empathy
- Influencing and handling difficult conversations
- How to effectively use face-to-face, phone and email when dealing with emotions

### Module 4 Customer Service and Communication

- Customer behaviour
- Why customers leave
- Customer empathy and the principles of great service
- Master ways to develop and maintain a positive, customer-focused attitude
- Techniques for service excellence over the phone

### Module 5 Everyday Sales Skills

- Earning trust through listening and building rapport
- Use the right questions to discover needs
- Understanding the sales cycle and why all people are 'salespeople'
- How to transition conversations to make sales and get referrals

### Module 6 Authentic Communication

- Authenticity defined
- Self-Awareness and authenticity
- The importance of authenticity
- What does it mean to communicate authentically
- What you gain by being authentic
- What do others get when you are authentic?

### Module 7 Reflections

- Reflections
- Action items – apply the learning

[\(click for the Table of Contents\)](#)

## **Facilitation Skills Training**

Effective facilitation skills are a highly desirable attribute for individuals who wish to manage meetings and planning sessions for more timely and productive outcomes. Facilitating is more than just setting a meeting time. It requires skills in presentation, negotiation, elaboration and communicating with stakeholders.

The Facilitation Skills Training course teaches you practical techniques like choosing a facilitated approach, encouraging participation and gathering information, addressing disruptions, using reframing techniques, using intervention when required and much more.

**Duration: 1.0 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- Define facilitation and identify its purpose
- Understand the benefits of good facilitation
- Master the role and focus of a facilitator
- Differentiate between process and content of a group discussion
- Learn effective tools for preparing for an effective facilitation session
- Master techniques for effective facilitation from Tuckman and Jensen's stages of group development (forming, storming, norming and performing)
- Learn how to help a group reach a consensus and a final solution by encouraging participation
- Practice techniques for dealing with disruptions, dysfunctions and difficult people in a group setting
- Define what interventions are, when they are appropriate and learn how to implement them

### **Course Outline**

Facilitation is often referred to as the new cornerstone of management philosophy in New Zealand. With its focus on fairness and creating easy decision making, proper facilitation can help any organisation make better decisions.

This Facilitation training course will give participants an understanding of what facilitation is all about, as well as some tools that they can use to facilitate small meetings. Learn about promoting and managing group participation, collecting evidence and gaining 'buy-in', how to stay on track and remove distractions and handling difficult people.

#### **Lesson 1**

##### **The Peaceful Warrior**

- The role and purpose of facilitating
- The limits of facilitation
- Qualities of effective facilitation
- REACH Review – facilitation preferences
- Reflection

#### **Lesson 2**

##### **Just Add People and Stir**

- The ideal world
- The real world
- Reflection

### Lesson 3 Trusting in the Process

- Preparation
- Starting off
- The middle bit
- The end bit
- I never agreed to that! (keeping records)
- Reflection

### Lesson 4 Making Decisions

- Tell me again, why are we here?
- Divergent and convergent thinking
- Building consensus and inclusive solutions
- Reflection

### Lesson 5 Maximising Interaction

- Exercising control
- Encouraging participation
- Dealing with challenges
- Reflection

### Lesson 6 Virtual facilitation

- Preparation
- Technology
- Maintaining engagement
- Reflection

### Lesson 7 Reflections

- Create an Action Plan
- Accountability = Action
- References

[\(click for the Table of Contents\)](#)

## **Advanced Facilitation Skills**

Having advanced facilitation skills is essential for you to be able to create positive and effective interactions combined with accurate and timely decision-making. This in-depth 2-day course will prepare you to handle complex facilitation tasks and includes specific techniques and tools that allows managers to become excellent facilitators in both training and non-training environments.

The Mindshift Learning Company Advanced Facilitation Skills training course is designed to develop a deeper understanding of facilitation such as group preparation, managing perspectives, building agreements, defining roles and other skills which allow professional facilitators to interact effectively in any situation.

**Duration: 2.0 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- Distinguish facilitation from instruction and training
- Identify the competencies linked to effective small group facilitation
- Understand the difference between content and process
- Understand the stages of team development and ways to help teams through each stage
- Use common process tools to make meetings easier and more productive
- Define your role in facilitating
- Establish ground rules
- Develop content and process
- Deal with controversial issues and divergent perspectives
- Develop communication skills
- Find common ground
- Use common facilitation techniques
- Give effective feedback
- Understand facilitation vocabulary
- Deal with difficult people and situations
- Build sustainable agreements
- Understand the stages of team development
- Use analysis tools

### **Course Outline**

Skill development in facilitation is essential for performing expertly in any professional environment. During this 2-day deep-dive training course in facilitation skills, participants learn to distinguish facilitation from instruction and training, establish ground rules, develop facilitation techniques, give effective feedback, understand the stages of team development and much more.

We also offer an introductory Facilitation Skills Training course.

**Lesson 1**  
The Trusted Conductor

- A framework for facilitating with complexity
- Group capacities
- REACH review
- Assessing and convening
- Reflection

**Lesson 2**  
Planning for facilitation

- The facilitation canvas
- The structure of a facilitated session
- Clarifying purpose and outcomes
- Reflection

**Lesson 3**  
Creating the environment

- How to establish ground rules
- Maintain a positive environment
- Physical set-up
- Reflection

**Lesson 4**  
Divergent Thinking

- Listing ideas - brainstorming
- Small group work
- Individual writing
- Gap analysis
- Reflection

**Lesson 5**  
Convergent Thinking

- Affinity diagram
- Pre-defined criteria
- Straw votes
- Gap analysis
- Paradigm shifting
- Paradigm shifting techniques
- Critical reasoning
- Reflection

**Lesson 6**  
Arriving at a Decision

- Decision rules
- Decision rules and high stakes decisions
- Scales of agreement
- Reflection

**Lesson 7**  
People Management Strategies

- When and how to intervene
- Groupthink
- Reflection

**Lesson 8**  
Facilitating Specific Processes

- Strategic planning
- Process improvement
- Force field analysis
- Reflection

(click for the Table of Contents)

## **Foundation Skills for Elite Personal Assistants and Executive Assistants Training**

Personal assistants (PA's) and Executive Assistants (EA's) are some of the most important people in any organisation. This course empowers your executive, personal assistant with the skills and techniques to become even more efficient, productive and professional.

The Foundation Skills for Elite Personal and Executive Assistants Training course provides personal assistants with the techniques to become well-organised, efficient and well-prepared for today's evolving workplace. Participants in this course will enhance and develop their skills to communicate effectively with all levels of staff.

Learn key skills like managing meetings and travel itineraries, managing conflict, the basics of reading and using body language, basic project management skills and active listening techniques.

**Duration: 1.0 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- Become highly organised using smart, efficient systems
- Learn to manage time more effectively and strategically
- Master prioritisation of time, complete all important tasks and help their manager do the same
- Learn highly effective verbal and nonverbal communication techniques
- Become more proactive and empowered in their role
- Learn to communicate more effectively with their manager
- Gain an insight into the importance of caring for themselves
- Learn how to make the most of their 'Team of Two'

### **Course Outline**

EA's and Personal Assistant play a big role in an organisation, as they are the primary point of contact for internal and external clients and business partners. PA's perform a wide array of jobs each work day, such as following-up communications and schedules, managing meetings and recording important meetings minutes.

In this Foundation Skills for Elite PA's and EA's Training course you will learn the skills to help you use your resources efficiently, manage your time wisely, communicate effectively and collaborate with others skilfully.

#### **Lesson 1**

##### **The Effective PA**

- Welcome
- The skills and attributes of an effective PA/EA

#### **Lesson 2**

##### **Your Winning Style and How Best to Communicate with Your Manager**

- Step 1: REACH Review – Communication Evolution Tool



- Role defined
  - Reflection
- Understanding the Counsellor
  - Understanding the Coach
  - Understanding the Driver
  - Understanding the Advisor
  - Step 2: Adapt your approach to be effective
    - Do's and don'ts when interacting with the Counsellor
    - Planning my future communication strategies with "Counsellor's"
    - Do's and Don'ts when interacting with the Coach
    - Planning my future communication strategies with "Coach's"
    - Do's and don'ts when interacting with the Driver
    - Planning my future communication strategies with "Driver's"
    - Do's and Don'ts when interacting with the Advisor
    - Planning my future communication strategies with "Advisor's"
  - Reflection

### Lesson 3

#### Set Up for Success

- Your web of influence
- Key personnel in-depth template
- Management (PIT) Personal Information Template
- Reflection

### Lesson 4

#### Working in Sync

- Email management
- Email etiquette
- Create the email however direct replies to someone else
- Manage your inbox
- Follow the READ principle and stay on top of your email
- Manage your inbox with flags and rules
- Reflection

### Lesson 5

#### Time Management

- Block out times for your manager
- Organised review and preparation times
- Reflection

### Lesson 6

#### Prioritisation to Keep You on Track

- That's a WRAP – getting it all done on time
- WRAP technique
- Ranking priorities
- Anticipating time for tasks – using PERT
- Beyond goal setting
- The SMARTR framework
- Writing SMARTR Goals -- template
- SMARTR goal template
- Additional tips
- Goals deconstructed
- Reconstruct your SMART goal

## Lesson 7

### Meetings to Run Without a Hitch!

- Meeting checklist
- Meeting checklist template
- Agenda creation
- Meeting agenda template
- Keep the meeting on time - planned time interrupters
- Minute taking that you can understand
- Composing your minutes
- What can you do to help yourself?
- Reflection

## Lesson 8

### Reflections

- Create an Action Plan
- Accountability = Action

[\(click for the Table of Contents\)](#)

## **Advanced Skills for Elite Personal Assistants and Executive Assistants**

The Advanced Skills for Elite Administrative and Executive Assistants training course teaches the participant how to develop the competency for the advanced skills and flexibility needed to effectively provide a higher level of administrative and executive assistance.

After completing this course, the student will have learned the following: how to develop and enhance social intelligence and flexibility to adapt to the Manager's working style, the capability to represent the manager if necessary, office and people management skills, scheduling skills, effective screening of visitors, incoming calls and reports, the importance of confidentiality and much more. This is a great course, full of excellent content, and useful skills and techniques.

Need something more basic? See our Foundation Skills for Elite Personal Assistants and EA's Training Course.

**Duration: 1.0 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- Adapt to the manager's needs and style of working
- Take initiative when needed
- Develop social intelligence
- Develop basic business acumen
- Understand the importance of effective office management
- Listen actively
- Understand and use social media management
- Handle difficult people and situations

### **Course Outline**

During this course, participants engage in learning the theories and practice the duties of a high-level administrative assistant. This interactive course includes activities to enhance learning and the development of practical skills.

This comprehensive course involves the development of skills and knowledge that the job of a personal/executive assistant demands. These include developing social intelligence, flexibility, content management skills, people management skills and prioritising tasks.

#### **Lesson 1**

##### **The Advanced Elite PA and EA**

- Welcome
- Role defined
- Competencies of an elite PA/EA
- Reflection

#### **Lesson 2**

##### **Working with Your Manager**

- REACH Review – Communication Evolution Tool
- Ok so that's thinking and doing.... how about communicating?
- Adjusting your style for a better approach:
- Reflection

### Lesson 3

#### Handling Difficult and Demanding People in the Workplace

- Four general intents shaping behaviour
- What drives behaviour
- Coping techniques for difficult and demanding managers
- 7 types of difficult managers and colleagues to manage
- Reflection

### Lesson 4

#### Negotiation with Multiple Managers v's Tasks, Tasks v's Manager's

- Should I negotiate or say NO to the task
- Should I say YES to the person but NO to the task
- Reflection

### Lesson 5

#### Managing the Office

- Delegation below, sideways and upwards
- 10 Rules for Successful Delegation
  - 1. Determine what can be delegated
  - 2. Pick the right person
  - 3. Explain why you are delegating
  - 4. Be specific be SMARTER
  - 5. Set them up for success
  - 6. Touch base
  - 7. Don't micromanage
  - 8. Offer feedback/Ask for feedback
  - 9. Say thanks – Be patient
  - 10. Don't over delegate
- Delegating to profiles
- Reflection

### Lesson 6

#### Social Media Management

- 9 Steps to help you manage social media
  - How often
  - Dealing with negative comments:
  - Do I need to check with anyone?
  - If in doubt, don't post it!!!
  - Using photos/videos – rules
  - Sharing Information
  - Engagement
  - Monitoring
  - Physical Posting vs Auto Posting
- Reflection

### Lesson 7

#### Work – Life Balance

- Distress versus eustress?
- Causes of stress
- 4 major signs and symptoms of stress
- Are you fuelling the fire?
- Control your cortisol
- Mindfulness
- Reflection

### Lesson 8

#### Reflections

- Create an Action Plan
- Accountability = Action

(click for the Table of Contents)

## **Leadership Development Training**

The Leadership Development Training course is a practical course that provides participants with an impactful learning journey that develops insight and skills to develop as a leader, and teaches functional management skills that are core competencies needed by people in leadership roles. The Leadership Development Program utilises a system of activities that have been scientifically proven to provide leaders with improved levels of agility, resilience and improved communication skills.

In this dynamic, 2-day professional development program, you'll learn how to become an effective leader who is self-aware, builds trust, and can inspire a high performing team. You'll also learn management skills such as problem solving, decision making, giving feedback and performance management.

During this Leadership Development Training course you will complete the REACH Personality profiling tool, which will provide you with insight into your preferred communication style and how best to communicate with others. This newly found awareness will empower you with the ability to connect better with others and will give you more confidence in your communication and leadership.

**Duration: 2.0 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

#### **Leadership Training - Day 1**

- Understand the role of a leader, their traits, how are they different to a manager
- Look beyond the common leadership stereotypes
- Understand how your personality traits interact with your leadership styles
- Understand what leading with Emotional Intelligence (EI) is and choosing the best approach
- Understand and apply situational leadership
- Understand and apply the 5 practices of exemplary leadership
- Increase the performance of your team through developing team spirit

#### **Leadership Training - Day 2**

- Get the most out of your team by understanding the generational differences
- Influence with passion and empower others to act by using rapport building techniques
- Use creative problem-solving and decision-making methods
- Improve your coaching and mentoring skills
- Give feedback to inspire greater performance with engagement and buy-in
- Identify and apply strategies to manage underperforming members of the team

## Course Outline

The Leadership Development Training Program has been highly praised by our business clients as providing the essential skills required to be a talented leader. It's presented in a format that is both informative and empowering.

Through patience, persistence and hard work, anyone can become a highly effective leader. The responsibility is on you to implement the strategies taught in this course and to identify and correct changes in certain behaviours. The skills required to be a great team player are not always the same skills required to effectively lead the team. This is why executive leadership development is so highly sought after by most successful companies.

The primary role of a leader also requires a thorough understanding of the team's needs, aspirations and concerns. This makes it is important to have excellent listening and facilitation skills as well as highly developed abilities to coach and mentor others. This course will teach you that effective leadership starts with a thorough understanding of oneself, which then allows you to support and lead others towards the desired organisational goals.

### Lesson 1

#### Getting Started

- Welcome
- Expectations
- Leading, managing and coaching
- Defining leadership and influence
- Characteristics of a leader
- Core leadership theories
- Reflection

### Lesson 2

#### Your Personality Style and Leadership

- REACH Profile review
- Personal style markers
- Leading dimensions
- Profile interactions
- Reflection

### Lesson 3

#### Leading with Emotional Intelligence

- Relationship management and influence
- Emotional honesty
- Reflection

### Lesson 4

#### Leadership Flexibility

- Situational leadership
- Matching leadership style to development level
- Reflection

### Lesson 5

#### Trust

- Building trust
- Trust in MY team
- Reflection

### Lesson 6

#### Encouraging Teamwork

- Lessons from Geese
- What the leader can Do
- Reflection

### Lesson 7

#### Influencing Skills

- The art of persuasion
- The Principles of Influence
- Influencing by building rapport
- Bridging the gap
- Watching and listening
- Reflection

### Lesson 8

#### Problem Solving and Decision Making

- Define the terms
- Four step problem solving process
- Defining the problem
- Reflection

**Lesson 9**  
Coaching and Mentoring

- Coaching
- Mentoring
- Introducing the G.R.O.W. model
- Benefits of setting goals
- Setting SMART goals
- Reflection

**Lesson 11**  
Managing Performance

- Common performance issues
- How to manage underperformance
- Taking initial action
- Taking formal action
- Underperformance meeting plan
- Reflection

**Lesson 10**  
Feedback

- Four key areas
- Types of feedback
- Feedback delivery tools
- Feedback using the SBI model
- Seeking feedback
- Reflection

**Lesson 12**  
Reflections

- Recommended reading list

(click for the Table of Contents)

## **Minute Taking Training**

Mindshift Learning Company's Minute Taking Training course will enable you to understand the important role of a minute-taker as well as learn how to efficiently record all the important information discussed in any setting. You will learn key skills like deciding what should be recorded, active listening, how to create drafts and reports, organisational skills and much more.

Both formal and informal meetings are taking place every day in any organisation, but who is taking and recording the minutes from these meetings? Are accurate records of key business decisions being recorded? Who were the key decision makers? Does anyone know what happened in the meeting and what decisions were made and carried? What ideas were discussed and motioned? Are your business units effectively implementing decisions made after the meeting?

You will learn about your own personality type as well as other personality types and how to engage others in an entirely new way that provides a path to better communication and improved minute-taking.

**Duration: 1.0 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- Recognise the importance and outcomes of minute-taking
- Identify and record action items during board meetings
- Develop skills in active listening, critical thinking, and organisation
- Understand and customise meeting agreements
- Record three types of minutes, including formal meetings, informal, and action items
- Prepare and publish minutes with perfection
- Take minutes in interactive board meetings
- Write drafts, proofread and organise minutes
- Build and maintain a minute book
- Recognise the outcome of minute-taking for a particular meeting
- Recognise the role of a minute-taker in achieving larger goals of an organisation
- Deal with common complaints and difficulties faced by minute-takers
- Perform the role with expertise using knowledge and skills

### **Course Outline**

Improve your meeting outcomes with effective minute-taking. The Minute Taking training course will enable your business units to solve many problems and complaints associated with running meetings. In the hands of a competent minute-taker, the skills taught in this course will enable managers and staff to effectively 'action' efficiently recorded meeting items. You will also learn advanced styles of minute taking such as colour-coding and suitable methods for minute-taking in informal, formal and action meeting settings.



## **Lesson 1**

### Minute Taking

- Welcome
- Role defined
- Please define your role
- What is your take-away for today?
- The effective minute taker
- Problems that can be encountered and how you can overcome them
- Reflection

## **Lesson 3**

### Active Listening

- 5 ways to improve your listening ability
- Reflection

## **Lesson 5**

### Determine What's Important

- Methods of taking notes
  - 1. Mind mapping
  - 2. Smart wisdom
  - 3. WHAT-WHO-WHEN
- Do's and don'ts of taking minutes
- Reflection

## **Lesson 7**

### Formal vs Informal

- Formal vs informal
- Formal meetings
- Informal meetings
- Reflection

## **Lesson 2**

### Your Winning Style and How Best to Communicate with your Manager

- REACH Review – communication evolution tool
- Reflection

## **Lesson 4**

### Set up for Success – Plan beforehand

- Taking effective minutes starts before the meeting has even begun
  - 1. Agenda creation
  - 2. Templates for preparation
  - 3. Room setup up for the digital era
  - 4. Where to sit
  - 5. Discreet interruption signals
  - 6. Communication plan
- Reflection

## **Lesson 6**

### Minute Taking gone Digital

- Revolution of digital minute taking
- Revolution of digital minute taking with apps (iPad, phone, laptop)
- Reflection

## **Lesson 8**

### Reflections

- Create an Action Plan
- Accountability = Action

(click for the Table of Contents)

## **Negotiation Skills Training**

The Negotiation Skills Training course provides you with practical negotiation techniques applicable to negotiation in many contexts and situations. The negotiation training course is run like a workshop where you are given some theory, then work in pairs or small teams to prepare for negotiations that are relevant to your needs.

You will learn the theories of successful negotiation and get the opportunity to apply them to scenarios that reflect your specific needs. This is training tailored to you!

**Duration: 1.0 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- Explain the basic types of negotiations
- Learn the phases of negotiations & gain the skills necessary for successfully negotiating
- Apply basic negotiating concepts (WATNA, BATNA, WAP & ZOPA)
- Lay the groundwork for negotiation
- Identify what information to share & what information to keep to your self
- Master basic bargaining techniques
- Apply strategies for identifying mutual gain
- Demonstrate how to reach a consensus & set the terms of agreement
- Deal with personal attacks & other difficult issues
- Apply the negotiating process to solve everyday problems
- Negotiate on behalf of someone else

### **Course Outline**

Gain the confidence you need to resolve a point of difference; the advantage in the outcome of a discussion; produce an agreement based on future courses of action; or bargain for individual or collective advantage. Negotiation is a process which can lead to positive outcomes and develop strong beneficial relationships.

This highly participative Negotiation Skills Training course will arm you and your team with winning negotiation skills and tactics, so you feel better prepared, more confident and have greater control of the negotiation process.

**Lesson 1**  
The Who, When and How of Negotiation

- What we mean by negotiation
- Negotiation styles
- Dominant negotiating strategies
- Your personal style
- Reflection

**Lesson 2**  
Preparing to Negotiate

- Know your BATNA
- The Zone of Possible Agreement (ZOPA)
- The importance of authority
- Reflection

**Lesson 3**  
Becoming a Principled Negotiator

- Introductions
- Separate people from the problem
- Interests vs positions
- Mutual Gain – growing the pie
- Objective criteria
- Reflection

**Lesson 4**  
Bargaining and Closing

- Distributive and integrative bargaining
- Negotiation tactics
- Making concessions
- Agreement finalisation
- Reflection

**Lesson 5**  
Challenges

- Power in negotiation
- Integrity - The Ethics Test
- Reflection

**Lesson 6**  
If We Can't Meet Can We Still Negotiate?

- Telephone negotiation
- Email negotiation
- Reflection

**Lesson 7**  
Reflections

- Create an Action Plan
- Accountability = Action

[\(click for the Table of Contents\)](#)

## **People Leadership and Managing Performance**

This course provides participants with a strategic approach to ensuring the efficiency and effectiveness of a team's performance. Whether at the organisational, departmental or employee level, the of people and performance management is to make sure that all the business goals are being met in a satisfactory manner. Using practical tools like the GROW model, performance planning and reviews and 360 degree feedback, you will be exposed to best practice methods to assure you can implement, manage and measure the performance of your team.

**Duration: 1.0 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- Know why performance management matters
- Understand the manager's role in performance management
- Set teams up for success
- Coach for improved performance
- Monitor and measure performance
- Do performance planning
- Give feedback on staff performance
- Give tips for positive and negative performance
- Deal with and manage underperformance

### **Course Outline**

Performance management amongst your team is a strategic approach to ensuring the efficiency and effectiveness of an organisation. By using coaching techniques, with a focus on developing key strengths, managers can provide staff with guidance on how to improve individual performance. Taking into consideration your organisation's goals, both internal and external, sets the stage to apply a performance management approach with your team and put a measurable plan in place.

#### **Lesson 1**

##### **Why Performance Matters**

- Strategic, operational and individual goals
- Performance dependencies
- Performance as a motivator
- The Seven Deadly Sins of service
- Reflection

#### **Lesson 2**

##### **The Manager's Role in Performance**

- REACH profile review
- Personal style markers
- Adapting your management style
- Reflection

#### **Lesson 3**

##### **Setting Teams Up For Success**

- Communicating roles and responsibilities to your team
- Playing to your team's strengths

#### **Lesson 4**

##### **Monitoring and Measuring Performance**

- Defining and measuring performance for your team
- Factors that impact performance

- Developing strengths for improved performance
- Coaching for improved performance
- Introducing the GROW model
- Ask versus telling
- Reflection

- Performance planning
- Monitoring performance
- Reflection

## **Lesson 5**

### **Giving Feedback on Performance**

- When to give feedback
- Types of feedback
- Feedback framing model
- Tips on giving feedback
- Having performance conversations
- Reflection

## **Lesson 6**

### **Dealing with Underperformance**

- Common performance issues
- How to manage underperformance
- Taking initial action
- Avoiding underperformance pitfalls
- Reflection

[\(click for the Table of Contents\)](#)

## **Presentation Skills Training**

The Presentation Skills Training Course provides you with in-depth knowledge and skill building in the planning, preparation and delivery of truly engaging presentations. You'll learn how to use specific tools and techniques for presentation creation and delivery, which will enable you to conduct powerful presentations that engage your audience every time.

Delivering a brilliant, memorable and interactive presentation requires a number of skills including effective planning, choosing the right delivery method(s), developing outstanding customised content, professional group facilitation, the efficient use of technology, effective communication skills and more. As part of this professional development training event, you will have an opportunity to develop and present to your peers and receive feedback from the group.

You will learn about your own personality type as well as other personality types and how to engage others in an entirely new way that provides a path to better communication and improved presentation delivery skills.

**Duration: 2.0 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- Learn to design effective & engaging presentations
- Select the most suitable delivery method based on the audience, the environment and the message being delivered
- Master powerful & effective verbal & non-verbal communication techniques
- Gain insight into effective techniques for calming nerves
- Learn to create fantastic flip charts to support the key messages
- Create compelling PowerPoint presentations
- Learn different tools to add diversity & interest to engage an audience
- Learn to pump it up a notch to deliver higher energy presentations

### **Course Outline**

Positioning yourself and your ideas in a consistently positive and professional manner enables you to make a professional impression – the first time and every time. Raw information is logical but being logical does not capture anyone's attention for too long. Persuasive presentations start with raw information, opinions are added, coloured with imagery, and given personality. The more of the mind you tickle, the more retention and motivation you reap.

The Presentation Skills Training will teach you how to prepare quickly, utilise the best method for delivering your message, and maintain audience interest at all times.

## **Lesson 1**

### **Why Present?**

- Welcome
- The purpose of presenting
- My presentation style
- Module 1 Reflection

## **Lesson 3**

### **Writing Your Presentation**

- Starting with an outline
- Which words to use
- Writing the introduction
- What to include in the body
- Writing the conclusion
- Editing
- Module 3 Reflection

## **Lesson 5**

### **Overcoming Nervousness**

- Preparing mentally
- Physical relaxation techniques
- Rehearsing your presentation
- Module 5 Reflection

## **Lesson 7**

### **Time to Present**

- Presentation – take 2
- Module 7 Reflection

## **Lesson 2**

### **Researching Your Topic and Organising Information**

- Primary and secondary research
- Selecting content
- Giving form to your presentation
- Module 2 Reflection

## **Lesson 4**

### **Verbal and Non-Verbal Communication Skills**

- Listening and hearing
- Asking and fielding questions
- Body language
- Module 4 Reflection

## **Lesson 6**

### **Using Visual Aids**

- Fantastic flip charts
- Creating compelling PowerPoint presentations
- Vibrant video and amazing audio
- Module 6 Reflection

[\(click for the Table of Contents\)](#)

## **Professional Telephone Skills Training**

In today's fast-paced business environment, effective communication is the key to success. So, the telephone etiquette displayed by your organisational staff is indicative of their willingness and ability to assist customers professionally and efficiently.

The Professional Telephone Skills Training course teaches the participant fundamental communication skills like how to project professionalism over the phone, how to gain client confidence quickly, how to improve the "phone" voice, how to handle irate customers, tips for handling a busy reception line and much more.

**Duration: 1.0 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- Provide effective client service over the phone
- Project a professional image over the phone
- Master a professional, effective and reassuring telephone voice
- Gain client's trust using proven communication techniques
- Learn to question effectively over the phone
- Master proven techniques to manage irate customers professionally
- Apply best-practices for handling a busy reception
- Phrase more effectively for positive and clearer communication
- Establish the right words for unambiguous, positive and productive communication

### **Course Outline**

The Telephone Skills Training course will provide your staff with the awareness and skills they need to handle phone calls with a higher level of professionalism. This will ensure that a positive image of your organisation is reinforced and strengthened with every conversation.

The skills and the attitude projected by staff over the telephone form a lasting impression in the minds of any organisation's customers, making them a critical customer 'touch point'. Today virtual teams are the norm rather than the exception, and one of their primary channels of communication is the telephone. It is imperative for virtual employees to also have a good understanding of business telephone etiquette in order to provide effective and efficient information exchange.

This Professional Telephone Skills Training course aims at helping employees create a lasting impression in their customers' minds and position the organisation in the best light possible. The course focuses on developing telephone etiquette and skills to deal with customers assertively, empathetically and **with** a positive attitude.



## **Lesson 1**

### **Providing Effective Client Service**

- Welcome
- The 10 commandments of good business
- What makes an effective client communicator?
- The Seven Deadly Sins of service
- Reflection

## **Lesson 3**

### **Gaining Your Client's Trust**

- You never get a second chance to make a good first impression
- Create a positive first impression:
- 4 key parts to your phone greeting
- Put your clients at ease with positive language
- Show urgency
- Getting to the point quickly - saying too much
- Ending a call politely and professionally
- Put it into practice
- Reflection

## **Lesson 5**

### **Effective Questioning**

- WIIFM
- Good questioning techniques
- Ask yourself the following 5 questions
- Open and closed questions
- Clarifying questions
- Seek satisfaction/understanding
- Questions to keep control of the call
- Arrange when you will call them back
- Reflection

## **Lesson 7**

### **Prepare Yourself**

- Planning phone calls
- Check your ringtone
- Transferring calls
- Asking a client to hold
- Taking messages
- Reflection

## **Lesson 2**

### **Your Personality/Your Telephone Voice**

- REACH Review – communication evolution tool
- The communication model
- The ABCDE (Five Qualities) of a good telephone voice
- Your welcome – should HAIL
- Voice modulation – The 6 P's to para-verbal communication
- Reflection

## **Lesson 4**

### **Handling Barriers Over the Phone**

- Managing the 5 barriers
- Words that must never be used
- Reflection

## **Lesson 6**

### **Irate Clients**

- How to deal with angry clients
- The challenge of angry Clients
- Do not allow negative emotions to affect you
- High emotion – low intelligence
- Use the HEAT to defuse an irate Client
- Reflection

## **Lesson 8**

### **Reception Tips**

- Serving clients at the reception: the Dos
- Serving clients at the reception: the Don'ts
- Reflection

## Lesson 9 Professional Voicemail Messages

- What to include in a voicemail message?
- Customised messages for different callers
- Closed greeting
- Internal greeting
- Practice, practice, practice
- Reflection

## Lesson 10 Reflections

- Create an Action Plan
- Accountability = Action

[\(click for the Table of Contents\)](#)

## **Retail Sales Training**

Satisfying every customer every time can be a challenge. But there are proven methods and skills you can learn and use to maximise their satisfaction and increase sales.

The Retail Sales Training course provides you with an understanding and skill development in how to engage with customers, control the sales process, identify upselling/cross-selling opportunities, utilise sales psychology, conduct valuable needs analysis and much more.

This comprehensive course is designed to help retail sales professionals sell more and discount less, handle difficult customers, professionally handle every sale and maximise every opportunity.

**Duration: 1.0 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- Create a great first impression
- Greet constructively and create a personal connection
- Develop rapport and create warmth and openness
- Ask effective questions to better understand client needs
- Master active listening techniques
- Control the sale and lead a customer to becoming a buyer
- Handle price shoppers in an amazingly simple and professional way
- Minimise and negate the need to discount
- Understand sales psychology such as the "The Power of YES when selling"
- Ask for the sale
- Cross-sell and up-sell
- Master effective techniques for closing without being pushy

### **Course Outline**

The retail industry has long been one of the most competitive sales environments and the competition only continues to increase with online sales becoming more prevalent. It is vital for all retailers to make the most of every marketing dollar and every customer by giving your retail sales staff the skills and confidence to professionally manage, control and close sales in a retail setting.

This course will provide your team with the skills and techniques to close more sales, while providing great customer service. The end result is that the company will create repeat customers based on their positive experience with your staff and brand.

## **Lesson 1**

### It Starts with You

- Attitude
- Personal appearance
- Product knowledge
- Sell yourself on the product
- Enthusiasm

## **Lesson 3**

### Starting the Sales Process

- The importance of first impressions
- How to create a good first impression

## **Lesson 5**

### Needs Analysis

- Deepening techniques
- Probing questions
- Active listening
- 'Minimal encouragers' - their importance and how to use them

## **Lesson 7**

### Maximising Every Opportunity

- Minimising/Negating discounting
- 4 effective techniques
- Why discount and why not?
- Cross selling
- Upselling

## **Lesson 9**

### Closing the sale

- Knowing when the time is right
- Don't be afraid to ask for the sale
- 3 closing techniques

## **Lesson 2**

### Consider the Customer

- What do you expect when you are a customer?
- The value of every shopper
- The mission for a retail salesperson
- Define 'excellent retail customer service'

## **Lesson 4**

### Greeting

- The golden rule
- Create a constructive greeting
- Construct positive dialogue
- Develop rapport

## **Lesson 6**

### Control the Sale

- 'The Challenge' - persuasion, not confrontation
- How to handle people shopping on price
- The excellent 6 step technique that negates the opposition and maintains your professionalism

## **Lesson 8**

### Sales Psychology 101

- The Power of 'Yes' when selling
- Tie-downs
- Tag-ons

## **Lesson 10**

### Thank you

- Referrals
- Repeat business
- Genuine mutual appreciation

(click for the Table of Contents)

## **Sales Training**

The Sales Training course provides you, or your team, with the skills to increase sales by asking better questions, gaining loyal repeat customers, understanding common body language, overcoming common sales objections, finding referral opportunities and growing the business with professionalism and enthusiasm.

A company's sales force is the frontline for revenue generation and growth, so it's imperative that your sales team is effective, efficient and has the key skills to find and close sales opportunities, no matter what industry you're in.

You will learn about your own personality type as well as other personality types and how to engage others in an entirely new way that provides a path to better communication and improved prospecting and sales outcomes.

**Duration: 1.0 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- Understand the reasons people buy
- Understand the sales cycle and the skills required for each stage
- Generate leads, qualify them and convert them into sales
- Build rapport and transition out of it
- Use the right questions to discover needs
- Earn trust through listening
- Understand the four P's of presenting solutions – prioritise, personalise, prepare, practise
- Respond to and overcome objections
- Recognise when to close the sale and apply different techniques to do so
- Plan to follow up activities
- Ask for referrals

### **Course Outline**

Today's marketplace is highly competitive and every organisation is looking for a larger share of the market. In an economy where the customer is king, how do your sales representatives pitch the features and benefits of the products/services they sell? Providing sales training plays an important role in helping sales representatives practice and improve their ability to source, scope and close a deal.

This Sales Training course helps sharpen the skills of even experienced sales representatives, enabling them to take advantage of sales opportunities and effectively grow the business.

### **Lesson 1**

#### Where you fit in the Sales Cycle

- Why people buy
- The sales cycle
- Your sales profile
- Reflection

### **Lesson 2**

#### Prospecting

- Turning leads into sales
- BANT - qualifying leads
- Keys to successful prospecting
- Your prospecting success
- Reflection

### **Lesson 3**

#### Building Rapport

- The rapport transition
- Establishing personal rapport
- Your ability to build rapport
- Reflection

### **Lesson 4**

#### Discovering Needs

- Asking the right questions
- Earning trust through listening
- Your Ability to discover needs
- Reflection

### **Lesson 5**

#### Presenting Solutions

- The Four Ps of preparation
- Leveraging your solution
- Your ability to present
- Reflection

### **Lesson 6**

#### Overcoming Objections

- Does objection = rejection?
- Types of objections
- 4 steps to responding to objections
- Your ability to handle objections
- Reflection

### **Lesson 7**

#### Closing the Sale

- Knowing when to close
- Types of closes
- Examples of asking for the sale
- Your ability to close the sale
- Reflection

### **Lesson 8**

#### Servicing the Client

- Acquisition vs retention
- Asking for and working with referrals
- Your ability to service the client
- Reflection

### **Lesson 9**

#### Reflections

- Create an Action Plan
- Accountability = Action

(click for the Table of Contents)

## **Supervising Others**

The Supervising Others training course provides participants with strong leadership skills, like delegating to others, decision making strategies, effective time management, analytical and problem-solving skills and effective communication skills. It also shows how to create an atmosphere which promotes internal motivation to work toward team goals and giving formal feedback. It's important that supervisors are equipped with the skills required to ensure their team is productive and motivated to perform at the highest levels each and every day. Anyone who supervises others, especially those who are new to supervision, will benefit from our 1-day course developed for managers and supervisors.

This course includes the Supervisors Development Program which utilises a system of activities scientifically proven to provide leaders with improved levels of agility, resilience and improved communication skills.

During this Supervising Others course you will complete the REACH Personality Profiling tool, which will provide you with insight into your preferred communication style and how best to communicate with others. This newly found awareness will empower you with the ability to connect better with others and can provide you with an improved level of interpersonal communication and supervisory skills.

**Duration: 1.0 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- Set clear expectations for team members
- Set S.M.A.R.T. goals for team members that motivate and inspire dedication
- Effectively assign work that has been set according to each employee & situation
- Master techniques to delegate effectively and confidently
- Develop approaches to conducting formal feedback sessions
- Provide informal, constructive feedback
- Develop priorities and time management strategies as a team leader
- Establish conflict resolution strategies
- Work with new or existing teams
- Create a path for personal development

### **Course Outline**

This Supervision Others training course will help supervisors become more efficient and proficient at delegating, managing time, setting goals and expectations, providing feedback, resolving conflict and administering discipline when required.

All too often great team members are promoted to a supervisory role without consideration that supervising is a completely different skill set to that which made them stand out as part of the team. New supervisors who attend this course will learn some of the key skills required for them to be successful.

This course helps people already in supervisory roles to improve their skills, confidence and management capabilities. This training will benefit anyone who wants to improve their skills in supervising or managing others, ensuring high levels of productivity and team cohesion.

### **Lesson 1**

#### **You as the Supervisor**

- Competencies of a winning supervisor
- What to do if you've been promoted from within the team
- Reflection

### **Lesson 2**

#### **Communicating to Your Team**

- REACH Review – Communication Evolution Tool
- Adjusting your style for a better approach
- Reflection

### **Lesson 3**

#### **Set the Expectations**

- Vision
- How does your team fit into the bigger picture
- Define the requirements
- Set the expectations with SMART'ER goals
- The SMART'ER way
- Reflection

### **Lesson 4**

#### **Successful Delegation**

- 10 rules for successful delegation
- Degrees of delegation
- Troubleshooting delegation
- Reflection

### **Lesson 5**

#### **Art of Feedback**

- Types of feedback
- 3 stages to receiving feedback
- 5 top tips to prepare yourself to provide feedback
- Feedback delivery tools
- Difficult feedback
- Seeking feedback

### **Lesson 6**

#### **Managing Your Time**

- The 80/20 Rule
- Prioritising with the urgent-important matrix
- Block out times around your energy cycle

### **Lesson 7**

#### **Managing Conflict**

- Tuckman and Jensen four phase model
- Team development Stages
- Using a conflict resolution process
- Alternate techniques
- Maintaining fairness
- Seeking help from within the team
- Seeking help from outside the team

### **Lesson 8**

#### **Reflections**

- Create an Action Plan
- Accountability = Action

(click for the Table of Contents)



## **The 10 Dimensions of Effective Leadership**

The 10 Dimensions of Effective Leadership is a leadership course designed for seasoned leaders to increase their effectiveness in guiding their people through the accelerating pace of change and disruption.

The course focusses on developing a deep understanding of yourself, your strengths and opportunities to positively impact your team performance and culture. With a strong focus on leadership agility and positive impact on your followers, you learn how to enhance the 10 most impactful dimensions of your leadership.

The learning experience is built around the leadership style of each individual attendee. Participating leaders will learn how to make the most of their own levels of intensity, assertiveness, risk tolerance, adaptability, decision-making style, collaboration, social awareness and empathy. Participants will also learn about their openness to build authenticity and their own intrinsic motivators along with developing awareness around motivation and engagement of the team.

This is most suited for experienced leaders looking to lead their teams through the VUCA environment, and is a natural next step from our existing Leadership Development Training course. However, this course will accelerate the development of emerging leaders and the completion of the Leadership Development Training course is not a prerequisite.

**Duration: 2.0 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

#### **Leadership Training - Day 1**

- Understand the role of a leader, their traits, how are they different to a manager
- Understand how your reach affects your leadership style
- Set smart goals
- Apply self-confidence and assertiveness
- Understand how to balance risk and failure
- Understand what the VUCA world is and how to lead with agility

#### **Leadership Training - Day 2**

- Identify, analyse and solve problems
- Build collaborative teams
- Understand social awareness, empathy and influencing others
- Understand the Johari Window and the self-awareness process
- Use recognition and engagement to improve staff motivation
- Implement trust and critical thinking in your leadership style

## Course Outline

The 10-dimensions of effective leadership takes experienced leaders on an impactful leadership development journey that helps them understand their leadership style and strengths with more clarity. As leaders work through the 10-dimensions of leadership, they begin to understand the impacts their leadership style has on individuals, organisational culture and decision making. They then begin the journey of developing strategies for increased adaptability and collaboration to make the most of diverse teams.

This course is intended to help leaders guide their organisations through our modern VUCA world and to engage the diverse audiences in different often challenging situations.

### Lesson 1

#### Your turn to lead

- Welcome
- What shapes leadership?
- Your right to lead
- What I bring (REACH)
- Reflection

### Lesson 2

#### Intensity

- Intensity and passion
- Intensity and consistency
- Setting SMART goals
- Reflection

### Lesson 3

#### Assertiveness

- Self confidence, self esteem and assertiveness
- The good, the bad and the ugly
- Projecting self confidence
- Reflection

### Lesson 4

#### Risk Tolerance

- Risk and failure
- Courage as a skill
- Reflection

### Lesson 5

#### Adaptability

- The VUCA world
- Learning agility
- Leading change
- Reflection

### Lesson 6

#### Decision making

- A problem solving model
- Problem perception
- Problem definition
- Problem analysis
- Generating solutions
- Making a decision
- Reflection

### Lesson 7

#### Affiliation

- Building collaborative teams
- Influencing others
- Reflection

### Lesson 8

#### Consideration

- Social awareness and empathy
- Empathy – an invitation to walk in another's shoes
- Influencing others
- Handling emotions during difficult conversations
- Reflection

## **Lesson 9**

### Openness

- Johari Window
- Authentic leadership
- Reflection

## **Lesson 10**

### Status Motivation

- Motivation and engagement
- Recognition
- Demotivation
- Reflection

## **Lesson 11**

### Self Protection

- Trust
- Critical thinking
- Reflection

(click for the Table of Contents)

## **Time Management for Managing Projects and Complex Tasks**

Time Management for Managing Projects and Complex Tasks incorporates best practices from a range of professional frameworks like Agile SCRUM, to create a real-world time management training course for the real-world project manager.

Managing complex tasks, like projects, requires a range of time management skills. Most important is the estimation process for costs and timings. Most project estimations are difficult to forecast, hence why a large number of projects end up being delivered over-time and over-budget.

We introduce course participants to a range of modern tools including mobile apps, online counters and timers, which allow you to better leverage your time while at work. Mobile devices can now be important tools when improved productivity is the primary goal.

Learn essential skills like how to conduct multiple estimation techniques, delegation of tasks, meeting management, managing a crises situation and much more! You will learn about your own personality type as well as other personality types and how to engage others in an entirely new way that provides a path to better communication and improved time management skills.

**Duration: 1.0 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- Use your personality traits to improve your time management
- Organise the workspace for efficiency
- Make the most of planning styles and approaches
- Estimate time for tasks – using PERT and Planning Poker
- Know what to do if you're not a "planner"
- Master the art of staying focused
- Discover how and when to say "no"
- Master when and how to delegate for maximum productivity
- Gain skills to instil good habits and eliminate bad ones
- Develop skills to better manage meetings
- Manage email
- Handle high pressure, crisis situations with ease
- Discover alternatives to in-person meetings

### **Course Outline**

Time Management for Managing Projects and Complex Tasks course will help you learn how to manage and maximise your time. It will also guide participants how to use different applications and modern tools to track your time. Good time management enables you to work smarter - not harder - so you can save time, effort, energy and get more done in less time.

## Lesson 1 My Personality and Time Management

- Using my awareness of personality profiles to improve time management
- Reflection

## Lesson 2 Laying the Foundations For You and Your Team

- 5s counting game my scores
- “First, 5s and get clear”
  - The 5s System
  - What is 5s?
- 5s terminology
  - 5s in the digital workspace
  - Why is 5s necessary
  - Benefits of undertaking 5s
- Reflection
- My 5S take-aways:

## Lesson 3 Keeping on Schedule

- Planning styles
  - Which planning style is better?
- Planning approaches - top down or bottom up
  - Planning at work
  - Plan work and time - avoid oops, use your oppas!
- Estimating time for tasks – using pert and planning poker
  - Project Evaluation and Review Technique (pert) (from PMBOK Project Management)
  - Planning poker (from scrum project management)
  - Why Fibonacci series is used
  - Maximise the value – ritualise this process!
- Stay ‘switched on’ and creative – use FIBA
  - Ask the FIBA questions
- Planning for non-planners – “planning by questioning”
- Reflection

## Lesson 4 Now Plan

- The rule of deadlines – Parkinson’s Law
  - How to use Parkinson’s Law to your advantage.
- Feeling challenged? Win with power-plays,
  - (A Variation on The Pomodoro Technique, also known as Time Boxing!)
  - Your Power-Play coach says to remember to include S.T.I.N.G. in every Power-Play
- How to deal with interruptions
  - Interruptions – take control when you can
  - Handling interruptions efficiently
- How to say no... and be loved for it!
  - The “direct no” approach
  - Exercise: saying direct no
  - The “indirect no” approach
- Reflection

## Lesson 5 The Art Of Delegation

- The art of delegation
- Think laterally to be more productive
- One person, can’t achieve much on their own
- When to delegate
- Delegation types
- Delegation check List
- To whom should you delegate?
- Keeping control
- The importance of full acceptance
- When delegating, remember
- Reflection

## Lesson 6 Managing Your Habits

- Definition
  - Why do we develop a bad habit?
  - How to be disciplined
- 6-Steps to eliminate A bad habit
  - How to beat the urge
- Reflection

## Lesson 7 Meeting Management

- Meeting Attitude: A short self-assessment
- Deciding if a meeting is necessary
- Using the 'pat' approach
- Building the agenda
  - Time
  - Making sure the meeting was worthwhile
- Alternatives to meetings
  - Instant messaging
  - Teleconferencing
  - E-Mail lists and online groups
  - Collaboration applications
- Reflection

## Lesson 8 Technology

- Email
  - Manage your emails – don't let email manage you
  - Archiving
  - Frequency
- Manage your inbox with flags and rules
  - Flag incoming messages for follow-up
  - Set a reminder for more important items
  - Create rules
  - Always connected
  - Balancing perspective
  - Takeaways
- Your own personal assistant? Yes, you can!
  - Smart phone or tablet or windows 10
  - How can they help
  - Closing the loop
- Universal note taking apps
  - Out of reach, out of sight, out of mind? - not anymore!
- Reflection

## Lesson 9 Reflections

- Create an Action Plan
- Accountability = Action

[\(click for the Table of Contents\)](#)

## **Time Management for the Modern Individual**

Participants will learn how to use a range of modern tools including mobile devices, mobile apps, online counters and timers to help with managing their time and being more efficient during the workday. Other skills include prioritising goals, conducting a personal “time audit”, overcoming procrastination, automating Outlook to be more efficient and much more.

We have incorporated a range of professional systems and practices to help participants take advantage of the most recent and effective time management skills. Participants will also discover how their personality type can impact their personal time management.

You will learn about your own personality type as well as other personality types and how to engage others in an entirely new way that provides a path to better communication and improved time management skills.

**Duration: 1.0 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- Understand how to leverage your personality traits to improve your time management
- Set and prioritise goals using D.A.R.T. and O.P.U.S.
- Discover the benefits of conducting a time audit
- Discover the myth of multi-tasking
- Manage your workflow effectively
- Learn the power of prioritising effectively
- Categorise tasks using the urgent/important matrix
- Understand how to apply the 80:20 rule
- Understand how to rank your priorities
- Gain lasting skills to tackle procrastination
- Learn the benefits of setting and using professional and personal routines
- Utilise the automation tools available in your outlook email

### **Course Outline**

Time Management plays an important role in business and mostly in personal development. It helps individual how to manage their time effectively and efficiently.

In Time Management for the Modern Individual training course participants will learn different strategies to utilise their time, setting a goal, categorise priorities and learn how to avoid common mistakes in time management such as failing to manage distraction, failing to keep a To-Do list and much more.

## Lesson 1 My Personality and Time Management

- Using my awareness of personality profiles to improve my time management
- Reflection

## Lesson 2 Starts With Successful Goal Setting

- It starts with successful goal setting
- Using smart opus goals
- Goals are great
- Don't miss 'now'
  - Dart goals
- Now, add your opus - writing goals down using present tense
  - Prioritising your goals
  - Evaluating and re-evaluating
- Setting yourself up for success:
  - Bringing your goals to life by visualising & emotionalising
- Reflection

## Lesson 3 How I Currently Use My Time

- What Makes up my day?
  - The Glass Jar analogy (rocks, pebbles, sand, and water)
  - Where does my time go? Time audit
- 14 -day action challenge: Time audit
  - Time log (example)
- Reflection

## Lesson 4 Get It Done - "The Art Of Doing"

- The myth of multi-tasking
- Myths
  - Surprising (and disturbing) discoveries
  - Managing workflow - the 4 D's
- Overwhelmed?
  - Are you using your mind as a collection point?
- To-do-list best practice
  - 5 tips for to do list best practice
  - The amazing power of clustering
- Reflection

## Lesson 5 Prioritise Your Time

- The story of the Mexican Fisherman & the Banker
- Urgent important matrix
- The 80/20 Rule
- A.B.C.D.E. prioritisation
- Ranking my priorities
  - The Paired Comparison or ✓ (Tick) Method
- Reflection

## Lesson 6 Procrastination – How To Beat It

- Why we procrastinate
- Overcoming procrastination
- Still can't get started?
  - Eat that frog!
  - Ready, fire, aim!
  - 5 minute rule
- Reflection

## Lesson 7 The Power of Routines

- What is a routine?
  - Personal routines
  - Professional routines
  - Using routines to maximise time
  - Maximise your Productivity
- Reflection

## Lesson 8 How to Automate Repetitive Actions in Outlook

- What are Quick steps
- Outlook Email – What can Quick Steps Do?
  - Move to:
  - Team Email



- Create your own Quick Step
- What are Quick Parts?
  - Adding a Quick Part
  - Modifying a Quick Part
  - Deleting a Quick Part
  - How do I create Quick Parts in Gmail?
  - FAQ
- Reflection

## Lesson 9

### Reflection

- Remember: The simple secret of successful time management
- Course reflection
- Create an Action Plan
- Accountability = Action
- So, how did we do?
- Some parting thoughts to inspire you
- References

[\(click for the Table of Contents\)](#)

## **Train the Trainer**

In the Train the Trainer course you'll learn skills like how to create and teach from a session plan; how to create effective and engaging presentations; how to develop and administer assessment tools; and understand the various personality types and their learning styles. Participants also have the opportunity to deliver a 'live' training session and receive feedback from the group.

This highly effective Train the Trainer Course is designed for individuals who need to develop the training skills and confidence to teach adults in the workplace. This 3-day, interactive training event is tailored to your specific requirements, which assures that the course can be directly applied to your workplace training requirements.

You will learn about your own personality type as well as other personality types and how to engage others in an entirely new way that provides a path to better communication and improved training skills.

**Duration: 3.0 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- Design a training course targeted for adult learners
- Plan the delivery of a course by ensuring that all the key elements of effective training are present
- Communicate one's message effectively
- Develop techniques to overcome barriers to learning
- Prepare and deliver a training session
- Learn to construct assessments to validate the learning
- Gain techniques for providing encouragement and coaching during the training process
- Create post-course evaluation forms
- Evaluate their peers (and also receive feedback from them during class)

### **Course Outline**

This high impact, high intensity train-the-trainer course is designed for workplaces that need professional trainers who can develop and deliver professional and engaging presentations as soon as possible.

This is not a box ticking exercise for passing assessments - this course is designed for people who want to deliver training and skills development to adults in today's professional workplaces.

This Train the Trainer course is designed to benefit employees who are being asked to design and/or deliver training in the workplace. Participants learn about the learning needs of adults, planning and developing different types of training, along with delivering and assessing the success of the training.

## **Lesson 1**

### **Getting Started**

- Welcome
- Workshop objectives
- Expectations
- What are your expectations of today?
- Getting off on the right foot
- Ground rules
- Characteristics of a trainer
- Reflection

## **Lesson 3**

### **The Fundamentals of Training**

- Three pillars of learning
- Effective workplace training
- Identifying participants' needs
- Accelerated adult learning
- Instructional methods
- Reflection

## **Lesson 5**

### **How to Plan and Structure your Training**

- Session planning
- Course structure
- Introduction session
- Organising the content
- How to develop a session plan
- Reflection

## **Lesson 7**

### **Assess the Learning**

- Assessment and evaluation
- Functions of assessment
- Tools
- Reflection

## **Lesson 9**

### **Effective Listening**

- Listening vs hearing
- Reflection

## **Lesson 2**

### **Your Personality Style and Training**

- REACH Review
- Comprehensive training guidance
- Reflection

## **Lesson 4**

### **Learning Preferences**

- One learning preference doesn't fit all
- What's my learning preference?
- Reflection

## **Lesson 6**

### **Creating Your Lesson Plan**

- Introduction
- Main content - body
- Conclusion
- Reflection

## **Lesson 8**

### **Verbal Communication Skills**

- Para-verbal communication skills
- Reflection

## **Lesson 10**

### **Non-Verbal Communication Skills**

- Understanding body language?
- How to read body language
- How to project positive body language
- Reflection

**Lesson 11**  
Asking Good Questions

- Questioning styles
- Questioning techniques
- Reflection

**Lesson 12**  
Choosing Activities

- Types of activities
- Choosing the right activities
- Reflection

**Lesson 13**  
Preparing the Workshop

- Materials needed for a running a course
- Setting up the physical location
- Reflection

**Lesson 14**  
Delivery Tips and Trick

- Build presentation mechanics
- Training aids
- Delivery tips:
- Reflection

**Lesson 15**  
How to Manage Challenging Situations and Personalities

- Barriers to learning
- Self-Control
- 8 tough personas in a group training
- Lead by example
- Handling challenging situations and interruptions
- Reflection

**Lesson 16**  
Feedback

- Principles of feedback
- Types of feedback
- Feedback delivery tools
- Feedback using the SBI model
- Reflection

**Lesson 17**  
Reflections

(click for the Table of Contents)

# Productive Team Series

## **Building Team Synergy**

When teams work in synergy they realise the potential that all teams have - which is that as a team, they can be more than the sum of the individual people.

To reach this high performing synergistic state, participants are involved in a workshop style training day that demonstrates how much more can be created by genuinely working together, having an appreciation for the different complementary strengths that come through diversity, and proactively working to the strengths of each team member.

The activities involve communication adaptability, personality type awareness, strengths discovery and management strategies, as well as experiencing greater outcomes working together.

**Duration: 1.0 day course**

## **Learning Outcomes**

After completing this course participants will be able to:

- Communicate effectively
- Increase collaboration
- Influence and negotiate
- Engage and develop people
- Inspire trust
- Manage disruption and change
- Value diversity
- Increase self-development
- Solve problems
- Deliver results

## **Course Outline**

This workshop-style course packs in a series of practical activities that provide participants with 'ah ha' moments, together with proven approaches to put into practice the very next day on the job. This course provides participants of all levels from an organisation with new perspectives on the importance of leveraging differences in people and making diversity of team member a true advantage.

The session finishes with an implementation action plan, organisation will see an immediate change as people approach work, life, colleagues with more constructive purpose.

**Lesson 1**  
From 'Me' to 'We'

- My personal style, your personal style
- Communication preferences
- Flexing your style
- Reflection

**Lesson 3**  
Trust

- Building trust
- Losing and regaining trust
- Trust in my team
- Team charter
- Reflection

**Lesson 5**  
High-Performing Teams

- Team leadership
- 4-D teams
- My team performance
- Reflection

**Lesson 2**  
The Path to Synergy

- Forming teams
- The potential for synergy
- Flexing your style
- Creating an environment for synergy
- Reflection

**Lesson 4**  
Maximising Member Contributions by  
Leveraging Strengths

- My strengths
- The team's strengths
- Reflection

**Lesson 6**  
Reflections

- Create an Action Plan
- Accountability = Action

(click for the Table of Contents)

## Cross Cultural Communication

Living in a globally connected world means connecting with people whose thinking, reasoning and communication has been shaped by the cultural attributes of their upbringing. Understanding these cultural drivers helps us to communicate more effectively and increases shared understanding.

This workshop will explore the fascinating world of cross-cultural communication – what it means to understand the cultural dimensions that shape how we think and communicate and how we seek to communicate meaningfully with people from other cultures.

**Duration: 0.5 day course**

### Learning Outcomes

After completing this course participants will be able to:

- Increase cross-cultural competence and understanding
- Build confidence in communicating with other cultures
- Challenge cultural assumptions
- Explore new models of cultural awareness

### Course Outline

- |          |   |
|----------|---|
| Module 1 | <ul style="list-style-type: none"><li>• The meaning of culture</li><li>• Activity: the meeting</li></ul>  |
| Module 2 | <ul style="list-style-type: none"><li>• Understanding my culture</li><li>• Where does culture come from?</li><li>• REACH personal style</li><li>• Activity: adjusting your communication style</li><li>• Cultural profile</li><li>• Meyer's Model</li><li>• Hofstede's Model</li><li>• Activity: culture comparison</li><li>• Module 2 - reflection</li></ul>             |
| Module 3 | <p>Developing Cultural Communication Competence</p> <ul style="list-style-type: none"><li>• What is cultural competence?</li><li>• Activity: the meeting – exercising cultural competence</li><li>• Curiosity</li><li>• Activity: exploring the cultural atlas</li><li>• Open-ended questions</li><li>• Direct and indirect communication</li><li>• Assumptions</li></ul> |

(click for the Table of Contents)

## **Identifying Difference as Opportunities**

This insightful, half-day workshop teaches participants how to identify their strengths, and why playing to those strengths makes a real difference in improving how people and their organisations perform. The course also recognises that human beings are not perfect and it provides strategies for developing strategies to improve.

In addition to becoming more self-aware, participants will also learn to identify and encourage a strengths-based development in others. This leads to better engagement, improved well-being, reduced stress and greater life satisfaction overall.

Participants also review how research has proven that the simple act of expressing gratitude is a powerful means of making employees feel valued. The course will give participants an understanding of how to create a culture of gratitude and how as individuals they can cultivate their own personal habit of gratitude.

Organisations exist to serve others. The course gives participants a simple and effective tool to 'get into the shoes' of their customers to understand what they are thinking and feeling in their customer journey, and how to express empathy with their customers.

**Duration: 0.5 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- Engage and develop people
- Improve the self-development process
- Utilise outcome orientation
- Value diversity
- Deliver results
- Increase collaboration
- Solve problems
- Improve engagement and performance
- Influence and negotiate
- Communicate effectively

### **Course Outline**

In this half-day interactive workshop, participants will learn how to identify strengths in themselves and as well as identifying areas for improvement. Next they learn how to implement a strengths-based professional development style and how to identify strengths and areas for improvement in others.

Following on from that is an exercise in gratitude and how implementing an 'Attitude of Gratitude' can have a positive impact on both their lives and the lives of others.

The workshop finishes up with a focus on how to best engage with customers using empathy, along with gaining an understanding of how to best align with what customers really want and need.



### **Lesson 1**

#### **The Strength of Diversity and the Diversity of Strengths**

- Welcome
- Recognising your strengths and preferences
- Your REACH profile
- Your leading dimensions profile
- Reflection

### **Lesson 2**

#### **Strengths Based on Management**

- Spotting the strengths in others
- Developing strengths
- Dealing with weaknesses
- Reflection

### **Lesson 3**

#### **The Power of Gratitude**

- What the research says
- Creating a culture of gratitude
- Cultivating your own personal habit of gratitude
- Reflection

### **Lesson 4**

#### **The Power of Gratitude**

- What we exchange with customers
- Customer empathy –what do you really do for your customers?
- Reflection

(click for the Table of Contents)

## **Managing Stress and Building Resilience**

This half-day, activity-based workshop provides participants with the opportunity to understand the definition of resilience and its effects on managing stress and improving productivity. This course then gives them the chance to learn practical tools and strategies to implement to allow them to be more resilient, especially in a fast-changing environment.

Participants learn to use tools from leading sources such as the World Health Organisation (WHO) and Steven Covey (Circle of Influence) that they can apply proactively to build their resilience and maintain their energy reserves.

This course considers how to build resilience through a work-related lens. The workshop also includes aspects of neuro-science, where participants learn how their decision making, attitude and feelings about a situation as a result of chemical releases. This is where science meets the workplace to help participants understand how to refresh, move forward positively and increase their productivity.

**Duration: 0.5 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- Proactively Build Resilience
- Maintain Resilience
- Handle Change with a Better Mindset
- Have Fun at Work, While Maintaining Professionalism and Productivity
- Display Courage
- Increase Collaboration
- Improve Engagement and Staff Development

### **Course Outline**

This is the foundation of a productive, happy and stable workforce. As people learn to develop strategies to proactively monitor and build their resilience and understand how to reset their neuro-chemistry to re-energise and focus on positive outcomes.

Participants learn how to overcome energy blockers at work, and re-set team dynamics to ignite teamwork, collaboration and the overall resilience and stability of the team. This is a practical workplace-oriented course that provides the building blocks for a productive, stable and higher performing workplace.

#### **Lesson 1 Resilience and You**

- Workplace Pressure
- Stress-Related Hazards
- Understanding Resilience
- Depleting and Replenishing Your Resilience
- Reflection

#### **Lesson 2 Responding to Pressure**

- It's a Matter of Choice
- Think Positive - Be Positive
- Positive Reframing
- Reflection

## Lesson 3

### Lifting the Energy of the Team

- The Cauldron in Your Brain
- Having Fun at Work
- Energy Blockers
- Reflection

[\(click for the Table of Contents\)](#)

## **Problem Solving Capacity with a Growth Mindset**

This high energy half-day workshop is a powerful combination of tools that people learn to use to establish a curious, innovative growth mindset, and workplace tools to implement on-the-job. People learn how to establish a positive outcome orientation, keep things in perspective, and then implement new techniques in a collaborative, changing work environment. Much more than just concepts, this is a course that provides people with practical tools to use in all aspects of their life. This course is different from a lot of courses in the same genre in that it is suitable for people of all ages, and all levels of seniority in organisations.

The 'no-fluff' approach of this course is focussed on practical application through activity-based learning. This session is very engaging and participants walk away with powerful tools and skills that are easy to implement.

During this course you will complete the REACH personality profiling tool, which will provide you with insight into your preferred communication style and how best to communicate with others. This newly found awareness will empower you with the ability to connect better with others and can provide you with an improved level of interpersonal communication and creativity – all contributing to a positive outlook and a growth mindset.

**Duration: 0.5 day course**

### **Learning Outcomes**

After completing this course participants will be able to:

- Purposefully create an activated/proactive team
- Recognise growth and fixed mindsets
- Train your brain to be growth oriented
- Reframe for optimism to develop a better culture, and outcome orientation
- Apply the 3 P's and the ABCDE models to re-approach situations through a different lens
- Cultivate a 'curious' approach to situations and problems
- Utilise the Ladder of Inference
- Develop an action orientation
- Improve the decision-making process
- Apply more innovation and creativity
- Improve engagement and performance

### **Course Outline**

In this half-day workshop-style session, people are actively engaged in learning a powerful combination of self-management and workplace applications. The approach we take to situations depends on our mindset and perspective, then how we execute/follow through. This is a great foundation for developing teams that are more collaborative and take a curious ('there must be a way') approach to challenges. This also leads to teams that work together to develop innovative solutions in a constructive, supportive way.

This course is highly recommended for teams and organisations that are needing to adapt and grow, and want to do so with a positive approach that promotes team cohesion.

The combination of activities in this course provides a unique and powerful blend of self-management and workplace applications.

### **Lesson 1**

#### Creating an Upbeat Culture

- Firstly, keep it real
- Secondly, involve your team
- Lastly, be vigilant
- Reflection

### **Lesson 2**

#### Teams and a Growth Mindset

- The meaning of a growth mindset
- Optimism vs pessimism
- Learn tools to develop and maintain a positive mindset
- Reflection

### **Lesson 3**

#### Creativity and Problem Solving

- Creativity and a growth mindset
- Praise the process or praise the talent?
- Cultivate a curious mind
- Problem solving and the Ladder of Inference
- Reflection

### **Lesson 4**

#### Reflections

- Create an Action Plan
- Accountability = Action

[\(click for the Table of Contents\)](#)

## Taking Productivity to the Next Level

This activity-based half-day course explores two main ideas: how do people make choices about how they spend their time, and how can they 'get in the flow' to maximise their productivity. The research of psychologist Mihaly Csikszentmihalyi, the father of 'flow', will be used to give participants the tools to get in a 'flow state' where their productivity is optimised.

Mindfulness and flow are fantastic tools and ways of being, but when should someone use them? The course looks at the other major impact on productivity, time - how to decide what to spend it on. Participants will leave an action packed half-day with both tools and strategies to optimise their productivity both on the job with their teams, and in their personal lives.

**Duration: 0.5 day course**

### Learning Outcomes

After completing this course participants will be able to:

- Communicate effectively
- Maintain a customer focus
- Apply innovation and creativity
- Improve engagement and performance
- Increase collaboration
- Value the concept of diversity
- Deliver results
- Increase engagement and performance
- Solve problems
- Engage and develop people
- Manage disruption and change

### Course Outline

In this valuable session the myth of multi-tasking will be replaced with mindfulness – enabling focus in the moment. Participants will explore how mindfulness can be applied to problem solving, conflict management and empathy – leading to greater understanding, faster results and harmony.

#### Lesson 1

Learn to Focus for Productivity and Quality

- Should we strive to be a multi-tasker?
- Mindfulness – enabling focus in the moment
- Mindfulness at work
- The role of management in mindfulness

#### Lesson 2

Getting in Flow

- When productivity and happiness meet
- How managers can encourage flow
- Stimulating flow using a power play

#### Lesson 3

Time Choices

- Priorities
- Procrastination
- Why We Procrastinate
- Routines and Productivity

#### Lesson 4

Reflections

- Reflection

(click for the Table of Contents)