



2026

Soft Skills & Leadership Training Catalogue



www.success.net.au



1300-881-891



mail@success.net.au

For 29 years, we've been helping Australian managers and employees develop their soft skills and work smarts with up-to-date, job-relevant Australian-developed training. We're all about helping your organisation increase your people's knowledge, close skills gaps, engagement, and improve workplace productivity.

We know that today's managers and employees are time poor, which is why our high-impact training can be delivered over a day, a half-day, or even a lunch-and-learn session—either in person or live online.

If you want to know how our courses are customised around your industry and people's roles (at no extra charge), call us today on 1300-881-891 to learn more or request a brochure and quote.

Soft Skills Courses

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Emotional Culture Facilitation

NEW ARRIVAL

Evidence shows that an organisation’s emotional culture influences employee satisfaction, engagement, burnout, absenteeism, teamwork and team performance, and ultimately financial performance. During a facilitated Emotional Culture session, your people will use the famous Emotional Culture Deck to drive bottom-up change about what really matters to employees by stimulating face-to-face conversations about culture and leadership.

To learn more about a facilitated Emotional Culture session, or receive a brochure, call us on: 1300-881-891 for a complimentary demonstration.



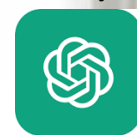
Designed by **riders&elephants**

Using AI for Work in 2026

NEW ARRIVAL

Discover the power of AI, including ChatGPT, in this beginner-friendly training session designed to make your work smarter, not harder. Whether you’re a total newcomer or curious about how AI can support daily tasks, this course will guide you through practical ways to leverage ChatGPT effectively in your role. Gain confidence using this tool to brainstorm ideas, write emails, organise information, and much more. Unlock new productivity and elevate your AI and prompt engineering skills with simple, actionable steps you can apply immediately.

To learn more about a facilitated Emotional Culture session, or receive a brochure, call us on: 1300-881-891 for a complimentary demonstration.



5 Reasons to Call and Get a Quote for Your Next Training Program



1. Free Customisation of Your Course

Our courses are tailored around your industry, organisation, people's roles and learning needs. Regardless of the subject, every attendee will learn how to apply the skills they are learning into their specific job roles.

We take time to learn about your organisation, your current and future challenges, what you need your people to do differently, and create a course that everyone finds applicable to their roles. This includes specific case studies and examples that all of your people can relate to.

2. Post Training Follow-Up and Coaching

To assist your learners beyond the training, we offer 12 weeks of post-training eCoaching, which includes weekly email-delivered coaching sessions. These audio coaching sessions encourage learners to keep making the changes they need to improve their skills. *If you want to see lasting change, eCoaching makes it happen.

3. Support for Your Managers (to Encourage and Coach Their People)

We believe your managers are the linchpin for encouraging and supporting their people after training. All too often, employees come back to work after attending training, and nothing is said or done by their managers. We believe that managers will benefit from taking the time to find out what their people have learnt, the new skills they are going to work on, and what they want to be part of this change. To do this will provide (at no charge) a self-paced coaching program and support materials to give your managers the skills they need to support and coach their people after the training is over.

4. We'll Fit Training to Your Time Schedule

Traditionally, soft skills training has been conducted over one day. However, we understand that it can be challenging to remove people from their work for an entire day, which is why we customise our training to align with your team's schedules and availability. If you only have half a day, we'll design a high-impact training course to fit into half a day. If you only have time or budget for a 60-minute lunch-and-learn session, we'll work with you to deliver a highly motivating, content-rich session.

5. Truly Affordable and Value for Money

We know that learning and development come with a cost, and often when budgets are tight, training is the first thing cut. In addition to providing you with world-class training that truly makes a difference for your people, we promise to offer you the most affordable, best-value-for-money training in Australia.



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Have You Heard of Success[Bytes]?

Australia's First Fully Done-for-You 12 Month Soft Skills and Leadership Development Lunch & Learn Package

Unlock Your Team's Potential with 'Success[Bytes]': A 12-Month, Fully Done-for-You Solution to Drive Employee Engagement, Growth and Improvement

As a human resource leader or senior manager, you already know the value of training and development. It's essential for your people's engagement, growth, team cohesion, and the overall success of your organisation. Yet, despite this, the reality of coordinating impactful training often feels overwhelming. Let's face it, balancing a limited training budget, people's time, and logistical challenges, means many leaders like you find themselves setting training aside, *even though they know its value*.

That's why we created **Success[Bytes]**, a year-long, online, self-managed training package designed to keep all your managers and employees fully engaged by helping them learn and develop, and removing the hassle of finding the right training courses at the right price and at the right time.

Imagine an entire year of punchy and practical weekly, 30-minute lunch-and-learn sessions that provide ALL of your managers and employees with the critical skills they need to keep learning and improving from foundational soft skills like time management, conflict resolution, emotional intelligence and customer service, to advanced leadership and management topics, such as building high-performance teams and managing under-performing team members, **Success[Bytes]** offers 46 highly relevant courses delivered weekly over an entire year.

With **Success[Bytes]**, there's no need to worry about organising training sessions, finding trainers, or straining your training budget. For one small annual (and we mean small) investment, your *entire* organisation gains access to expertly designed training on topics that matter. The concise 30-minute format is tailored for busy people, so your employees can easily manage learning into their schedules without disrupting productivity. They can even learn on their smartphones or tablets at home after hours.

Want to see some free samples of these courses? Call or email us today to receive actual **Success[Bytes]** sessions, workbooks and bonus templates and tools. You'll be shocked and impressed at just how affordable this yearly learning and development package is.



Success[bytes]



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Time Track – Time Management

Take back control of your time, energy and increase your productivity at work

Training Options: One-Day, Half-Day, 60 Minute Lunch & Learn

Format: In-person (at your location) or Live Zoom /MS Teams

Who Will Benefit from this Training?: All managers and employees wanting to improve their time management and overall productivity.

Overview:

Today, many managers and employees find themselves overloaded at work, with the constant feeling that there's never enough time to get everything done. Taking on too many tasks, procrastinating on others, missing deadlines, being late, being unable to say "no," feeling stressed, and a lack of work-life balance are all symptoms of poor time management. On the other hand, being able to manage time well and to feel in control of multiple projects and daily tasks is essential to maintaining personal power and being more productive.

The **Time Track—Time Management** and personal productivity training is a must for all busy professionals who want to gain greater control over their time and daily priorities. Participants will leave with the tools and skills to schedule their time more efficiently, stay on task, and keep their daily priorities top of mind, so they'll feel balanced and be more efficient, productive, and confident in managing their time.

Some of the Key Learning Outcomes:

- ▶ Why you should view time as a crucial resource that requires daily organisation and management to accomplish tasks.
- ▶ Identify and focus on your objectives and key areas of responsibility.
- ▶ Establish and overcome the causes of poor time management, which are frustrating you and preventing you from achieving your important tasks.
- ▶ Use planning controls to enhance productivity.
- ▶ Learn how to create priorities and establish realistic boundaries.
- ▶ Recognise and deal with the many daily time-wasters that can steal your energy, focus, and ability to complete work on time.
- ▶ How to improve concentration, especially when you're under tight deadlines and time pressure.



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Time Track – Time Management

Take back control of your time, energy and increase your productivity at work

One-Day Course Outline

Session 1:

- ▶ Why time is your most valuable resource.
- ▶ Take the personal productivity test.
- ▶ Understanding the real value of time. How busy are you, and how much control do you have?
- ▶ What is a "locus of control?" Learn what it takes to stay in control during a busy day.
- ▶ Feel in complete control from the moment you start work each week and workday by applying the 5-step daily planning.

Session 2:

- ▶ Understanding the importance of prioritising your work is crucial for gaining a sense of direction each day.
- ▶ We are defining workplace objectives (deciding what is important) using the TRIAGE prioritising method.
- ▶ Make the most of your circadian rhythms to enhance your energy levels throughout a standard workday.
- ▶ Learning the principle of "Day Mapping."

Session 3:

- ▶ Discover the powerful shortcuts in MS Outlook® and improve your email and information management.
- ▶ How to enable MS Outlook® to handle incoming emails and junk mail automatically.
- ▶ Best practice methods to format your calendar with colours and other options.
- ▶ You can manage activities (and projects) by prioritising tasks in MS Outlook®.
- ▶ Effective methods to utilise reminders and flags. Integrate e-mails with calendars, task lists, and contacts.
- ▶ Organise your folder hierarchy to ensure instant access to information and email messages.
- ▶ Manage your filing system so things move smoothly from your inbox to your outbox..

Session 4:

- ▶ Learn how to get rid of or drastically cut down on clutter and inefficient workspaces.
- ▶ Effective methods to regulate and handle personal disruptions.
- ▶ Managing walk-in colleagues, the telephone, and unpredictable, incoming email.
- ▶ Enhance the productivity of your internal or external meetings.



Zero Inbox

Transform your email, inbox and time management habits with Australia's leading email course

Training Options: One-Day, Half-Day, 60 Minute Lunch & Learn

Format: In-person (at your location) or Live Zoom /MS Teams

Who Will Benefit from this Training?: All managers and employees who use email every day and feel they need to get back control of their inbox and email.

Overview:

Today, email is the most common method of business communication. However, the sheer volume and immediacy of email have made it a constant source of stress for employees. If your managers and employees are constantly feeling overwhelmed due to their ever-expanding inboxes, imagine what their situation will be like in a year. Now imagine if everyone could reduce the number of emails in their inboxes to nearly "Zero" every day. Well, they can!

As participants learn during **Zero Inbox**, Australia's first (and still the best) email management training, Microsoft Outlook isn't just email software; it's also a robust time management system too. That's why during this training, participants will discover many of Outlook's hidden productivity features, which can help them save time, improve their inbox productivity, and improve their time management productivity—all by learning how to reduce the amount of emails in their inbox. Participants will gain the skills to manage email efficiently, plus learn new power tips for using tasks, contacts, calendars, notes, and follow-ups to finally overcome the stress of email overwhelm.

Some of the Key Learning Outcomes:

- ▶ Discover how to use speed-reading techniques to digest your email quickly.
- ▶ Learn the "6D Rules" for managing all incoming email, which allows for both greater speed and prioritisation of those messages and embedded tasks.
- ▶ Learn the hidden features in Microsoft Outlook to quickly convert emails into related tasks, contacts, and calendar items.
- ▶ Use the built-in features in your email to "automate" common tasks or messages.
- ▶ Build a personal file called "infrastructure" that can assist in achieving greater organisation and possibly even Zero email!
- ▶ Why and how you must reduce the constant distractions of email by moving to smarter email management methods, while also identifying your "most important senders" for appropriate responses.
- ▶ How to effectively handle CCs, Forwards, and Replies.



Zero Inbox

Transform your email, inbox and time management habits with Australia's leading email course

One-Day Course Outline

Session 1:

- ▶ Please complete the email management assessment. How would you rate it?
- ▶ Why email overwhelm is a problem and what to do about it.
- ▶ Learn how to stay in control at work every day by using the 5-step Outlook® daily planning system.
- ▶ I am using Outlook as a priority and project management tool.
- ▶ Understanding the importance of prioritising your urgent and medium/long-term tasks and projects is crucial for gaining a sense of direction each day.
- ▶ Utilise the appropriate Outlook® 'Tools' to effectively manage, plan, and monitor all aspects of your day, week, and month.

Session 2:

- ▶ From 1000 to Zero! Organise your inbox and email by following the 'decluttering' process. How to put it into action.
- ▶ Use Outlook® Rules, Categories, and hacks to filter out unwanted or unimportant emails automatically.
- ▶ Find things instantly and keep on top of everything! Establish a productive filing system in Outlook® by employing the 'Streamlined Folder System' method.
- ▶ Use the 'drag and drop' method to transform emails into tasks, calendar appointments, and contacts.

Session 3:

- ▶ Outlook® facilitates the prioritisation and management of both short- and long-term tasks and projects.
- ▶ You can customise the Task List to help prioritise and categorise tasks effectively.
- ▶ The Outlook® calendar is used for arranging meetings and monitoring the schedules of other individuals.
- ▶ You can use MS Outlook® not just as an email system, but also as a productivity tool.
- ▶ Collaborate efficiently as a team, utilising MS Outlook® to assign tasks, schedule appointments, reserve meeting spaces, and manage team or department resources.
- ▶ Manage your personal and team communications by using the Contacts and Journal folders.

Session 4:

- ▶ Here are some quick tips to speed up your email messages and how to get to the point... faster!
- ▶ The significance and fundamentals of a well-structured email are crucial.
- ▶ Understand your personality profile and how it influences your writing.
- ▶ Learn how others perceive you through your writing.
- ▶ Create a checklist to enhance your email communication.
- ▶ The AABCDE formula is a formula for effective writing that works.



Managing Conflict & Difficult People

Handle tough conversations & difficult people, manage conflict and improve your relationships

Training Options: One-Day, Half-Day, 60 Minute Lunch & Learn

Format: In-person (at your location) or Live Zoom /MS Teams

Who Will Benefit from this Training?: All managers and employees who need a better understanding and strategies to manage conflict and difficult people.

Overview:

How employees resolve interpersonal conflict and work with unreasonable or demanding customers (or colleagues) is one of the most stressful situations for managers and employees. Although bad behaviour is unwelcome and uncomfortable, dealing with conflict or a difficult person is sometimes unavoidable. However, the good news is that your people don't need to go through "holding their breath" each day or avoid these situations anymore.

This one-day **Managing Conflict and Difficult People** training shows participants how to recognise the fundamental causes of bad or challenging behaviour and provides them with a range of practical tools and strategies to both manage and resolve conflict and difficult people. By participating in this training, everyone will gain greater awareness of their emotional triggers and learn to manage them, so they won't have to feel "sick" about dealing with difficult people or being involved in disagreements or conflicts again.

Some of the Key Learning Outcomes:

- ▶ What does conflict mean, and what does "difficult" mean?
- ▶ Is every conflict harmful, and should we steer clear of it?
- ▶ Develop a clear understanding of acceptable and unacceptable behaviour. What is above the line, and what is below it?
- ▶ Understand why some people behave the way they do and what they are really looking for.
- ▶ What is the emotional impact of ongoing conflict and difficult behaviour? Recognise negative and aggressive behavioural patterns in others.
- ▶ Understand and manage the situation, not the person.
- ▶ How can you encourage others to change non-productive behaviours without making them defensive or going on the attack?



Managing Conflict & Difficult People

Handle tough conversations & difficult people, manage conflict and improve your relationships

One-Day Course Outline

Session 1:

- ▶ Why do we have conflicts at work and in life?
- ▶ Is all conflict bad, or can we learn and grow from some conflicts?
- ▶ It's crucial to comprehend the ups and downs of conflict, how certain situations can swiftly spiral out of control, and how to address them effectively.
- ▶ How we respond to challenging conversations can either reduce or further inflame the situation.

Session 2:

- ▶ Understanding what ignites a conflict. The sources of fuel ignite the fire.
- ▶ How can we respond positively to prevent the conflict from getting worse?
- ▶ This is why you need to act rather than react.
- ▶ How can one be assertive, without being passive or aggressive?

Session 3:

- ▶ The need for compassion versus indifference.
- ▶ How to engage rather than avoid?
- ▶ The importance of using positive body language.
- ▶ Why is powerful listening your superpower?
- ▶ The 4 levels of listening.
- ▶ How can one actively listen by focusing on the content, feelings, and needs?
- ▶ How to listen for understanding?

Session 4:

- ▶ Using summarising and paraphrasing skills.
- ▶ Using the 6-step challenging conversation framework.
- ▶ Dealing with typical workplace situations, such as colleagues who are negative, bullying, or overbearing, managers who expect too much from you, and customers who believe that getting angry or upset will give them what they want, can be challenging.



Providing Stellar Customer Service

Improve your customer service support & create a positive experience for all of your customers

Training Options: One-Day, Half-Day, 60 Minute Lunch & Learn

Format: In-person (at your location) or Live Zoom /MS Teams

Who Will Benefit from this Training?: All managers and employees in frontline service support roles, including those delivering face-to-face and telephone service.

Overview:

Customer service isn't just important; **it's essential!** According to a recent survey, 66% of customers felt the service they received in person, on the phone, or by email could be much better. Therefore, every interaction your employee has with customers, whether in person, over the phone, or via email, shapes their positive or negative perceptions of themselves and your organisation.

The one-day **Providing Stellar Customer Service** program focuses on helping all employees have the right service mindset and learn specific techniques for being willing and able to deliver a higher level of customer service through their professionalism, empathy, communication, and conflict resolution skills. Regardless of how good your current service levels are, this training explores the critical aspects of serving your customers even better.

Some of the Key Learning Outcomes:

- ▶ Why is having a "customer-first" attitude so important in today's workplace?
- ▶ The facts around service: Discover the messages your customers are attempting to convey.
- ▶ What constitutes exceptional customer service? Examples of terrible and extraordinary service.
- ▶ Spotting and adapting to the customer's personality type is critical to customer service success.
- ▶ What are the phases involved in interacting with a customer?
- ▶ Greeting the customer. Redirecting customers. In-person and telephone etiquette. Voice tone, empathy, and active listening hold significant power.
- ▶ Follow-through/follow-up: the difference, the importance, and the best approaches that work.
- ▶ "Service Recovery: Secrets for handling unreasonable expectations"



Providing Stellar Customer Service

Improve your customer service support & create a positive experience for all of your customers

One-Day Course Outline

Session 1:

- ▶ Why is customer service excellence at the core of everything?
- ▶ What are the challenges associated with providing customer service in person, over the phone, and via email?
- ▶ What are some of your service experiences that you are particularly proud of? What could have been done better?
- ▶ Customers contact you for three main reasons.
- ▶ There are three potential outcomes from each customer service encounter.

Session 2:

- ▶ There are five potential tiers of customer service. Where do you sit, and what's possible?
- ▶ The 7 deadly customer service sins. Case study from Dr Michael LeBeouf.
- ▶ Meeting your customer's expectations. What do all customers expect?
- ▶ What are the best standards for customer service?
- ▶ Start by understanding the structure of a service interaction. Identify the appropriate words to use during in-person or phone interactions.
- ▶ How to engage your customers: i. In normal communication. ii. When are they upset?
- ▶ How can you use active listening and ask 'consultative' questions to better understand what your customers are really asking and wanting from you?

Session 3:

- ▶ This includes understanding communication styles using DISC behavioural profiling.
- ▶ Deep dive into the four main behavioural styles and learn how to identify them at work.
- ▶ Understand yourself and your natural strengths in a customer service role.
- ▶ Understand the personality styles of your customers.
- ▶ How can you enhance your communication and customer service skills to engage with customers in a manner that they value effectively?

Session 4:

- ▶ Why do customers get upset? What triggers their frustration or anger?
- ▶ What are the appropriate actions and words to use when a customer is upset or complaining? Ensure you initiate a service interaction appropriately to avoid aggravating the customer.
- ▶ Using empathy. Body language. Establish a connection by actively listening.
- ▶ Play a role and practice using "scripts" to calm down upset callers. Learn how to steer the conversation and persuade them to follow your instructions.
- ▶ 12 practical ways to reduce tension when a caller is angry, threatening, or not listening.
- ▶ These are the best ways to calm yourself down after speaking with an upset customer.



Developing Your Assertiveness & Self Confidence

Master your assertiveness and confidence with this practical in-depth assertiveness masterclass

Training Options: One-Day, Half-Day, 60 Minute Lunch & Learn

Format: In-person (at your location) or Live Zoom /MS Teams

Who Will Benefit from this Training?: All employees wanting to develop greater confidence, assertiveness and self-esteem.

Overview:

Have you ever met people who wanted to express themselves more clearly but felt they couldn't? In today's workplaces, being assertive when communicating and working together is one of the most effective methods for building better relationships, cohesiveness, and honestly conveying your thoughts and feelings. Ultimately, a relationship based on respect and assertiveness typically fosters openness and trust.

Participants in the **Developing Your Assertiveness and Self-Confidence** program explain what assertiveness is and how it differs from passivity or aggression. They will discover techniques for responding to challenging situations and for standing up or speaking up, especially around "difficult" or "demanding" people. They will acquire new communication tools that will enhance their confidence and enable them to command respect.

Some of the Key Learning Outcomes:

- ▶ Why is it important to address the need for confidence and assertiveness in both your personal and professional life?
- ▶ What are the benefits of becoming more confident and assertive?
- ▶ What are the factors that influence your level of assertiveness, and what steps can you take to start improving your assertiveness today?
- ▶ There are variations in behavioural patterns such as passive, aggressive, and assertive, and it's crucial to identify and select a suitable assertive style consistently.
- ▶ Why is it challenging to say no, and what are the effective ways to say no without guilt?
- ▶ How to deal with others who try to take advantage of your good nature.
- ▶ Identify and select an appropriate assertive behaviour.
- ▶ Focus on improving communication with different social styles.



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Developing Your Assertiveness & Self Confidence

Master your assertiveness and confidence with this practical in-depth assertiveness masterclass

One-Day Course Outline

Session 1:

- ▶ What is assertiveness?
- ▶ How assertive are you? Take the assertiveness assessment.
- ▶ Why is assertiveness such an important skill to possess at work and in life?
- ▶ What could be preventing you from becoming more confident and assertive?
- ▶ Identify situations and individuals with whom you should be more assertive at work.
- ▶ Understand the four ways we can communicate, which style you typically use, and where and when you typically use it.

Session 2:

- ▶ How to conquer many of your limiting beliefs that could be holding you back.
- ▶ Learn the three ways humans communicate with each other: words, tone, and body language.
- ▶ Learn how to communicate more assertively through your body language.
- ▶ Engage with others more assertively through your voice tone.
- ▶ Be assertive through the words you choose and use.

Session 3:

- ▶ Become more assertive in group situations.
- ▶ Learn about the dynamics of group communication and conversations.
- ▶ This article provides insights into how to speak more confidently in group settings.
- ▶ How to speak up with confidence in meetings and have your say.

Session 4:

- ▶ This article provides insights on how to communicate more confidently and assertively with your manager and colleagues.
- ▶ Select appropriate phrases to decline requests respectfully.
- ▶ How can you ensure that others do not exploit your kindness?
- ▶ Use your newly acquired assertiveness to engage in challenging discussions.



Developing Your Emotional Intelligence

Understand and develop the four core components of becoming more emotionally intelligent

Training Options: One-Day, Half-Day, 60 Minute Lunch & Learn

Format: In-person (at your location) or Live Zoom /MS Teams

Who Will Benefit from this Training?: All managers and employees wanting to develop their ability to develop and manage their emotional intelligence.

Overview:

Understanding and managing your emotions, and recognising and influencing others' emotions, are part of emotional intelligence. Experts agree that having emotional intelligence is now the most significant differentiator between employees in any workplace. After all, having emotional intelligence is essential for all our interactions and relationships—whether these are with customers, colleagues, managers, family, or people at large. Learning how to become more emotionally intelligent allows participants the opportunity to audit the four elements that comprise the emotional intelligence framework: (1) self-awareness, (2) self-management, (3) social awareness, and (4) relationship management—and to reflect on and improve these competencies. By the end of the **Developing Your Emotional Intelligence** training, everyone will gain a sense of how their emotional intelligence impacts every area of their lives and will leave with the ability to use their emotional intelligence to communicate better, connect, and feel more positive.

Some of the Key Learning Outcomes:

- ▶ What does it mean to be emotionally intelligent?
- ▶ There are instances of both high and low EQ in the workplace.
- ▶ What are the benefits of improving your emotional intelligence?
- ▶ Learn the four pillars of EQ.
- ▶ Recognise how your emotions can either enhance or detract from your performance.
- ▶ Identify your own triggers—what causes you to react emotionally, and what are your positive triggers as well?
- ▶ How can you use your emotions to develop rapport?
- ▶ Be more aware of others' motivational needs, drivers, and styles (and appreciate differences).
- ▶ Understand how people's behaviours can help you manage and collaborate with them more effectively.
- ▶ Learn to be more adaptable to how others think and what different perspectives they have.



Developing Your Emotional Intelligence

Understand and develop the four core components of becoming more emotionally intelligent

One-Day Course Outline

Session 1:

- ▶ What is emotional intelligence?
- ▶ Why is your EQ more important than your IQ?
- ▶ There are case studies of people with low EQ and high EQ.
- ▶ Take the EQ assessment.
- ▶ What are emotions?
- ▶ Defining emotional intelligence.
- ▶ Discovering the four-quadrant EQ framework.

Session 2:

- ▶ These are practical examples of using your emotional intelligence at work.
- ▶ Understanding self-awareness.
- ▶ Take the self-awareness questionnaire.
- ▶ What is self-awareness?
- ▶ How can you develop and build your self-awareness?
- ▶ Understanding self-management.

Session 3:

- ▶ Take the self-management questionnaire.
- ▶ What is self-management?
- ▶ Develop and build your self-management skills.
- ▶ Understanding social awareness.
- ▶ Take the social awareness questionnaire.
- ▶ What is social awareness?
- ▶ Develop and enhance your social awareness.

Session 4:

- ▶ Understanding social management.
- ▶ Take the social management questionnaire.
- ▶ What is social management?
- ▶ How can you develop and build your social management skills?
- ▶ Use the DISC behavioural framework to comprehend your own emotions and those of others.
- ▶ Develop a strategy to enhance your emotional intelligence.



The Confident Communicator

Communicate to persuasion, influence and improve the ability to get your message across to others

Training Options: One-Day, Half-Day, 60 Minute Lunch & Learn

Format: In-person (at your location) or Live Zoom /MS Teams

Who Will Benefit from this Training?: All managers and employees wanting to improve the way they speak, listen and communicate.

Overview:

In any workplace, face-to-face, telephone, and even written interactions are the keys to building strong relationships with customers and colleagues alike. It is also true that poor or ineffective communication can lead to bridge-burning, misunderstandings, and damage to relationships. As participants will learn during this powerful training, effective communication isn't just about the words they use—it's about reading other people's body language and communication style, and knowing how to connect and build rapport so they can gain greater understanding, foster cooperation, and get things accomplished.

During the **Confident Communicator** program, attendees will discover how to use a variety of verbal and nonverbal communication skills to build deep rapport with others.

Some of the Key Learning Outcomes:

- ▶ Why is communication such an important skill in both work and life?
- ▶ What are the root causes of miscommunication?
- ▶ How can we remove the roadblocks that hinder good communication?
- ▶ Learn how differences such as culture, gender, generation, and other factors contribute to communication challenges at work.
- ▶ What is your personal communication style, and are you interested in learning others' styles?
- ▶ Understand how body language and tone play a crucial part in your communication.
- ▶ The three Vs are visual, verbal, and vocal.
- ▶ The Know-Feel-Do communication model.
- ▶ Reducing loaded words and "hot-button" language fixes misunderstandings and prevents conflict.



The Confident Communicator

Communicate to persuasion, influence and improve the ability to get your message across to others

One-Day Course Outline

Session 1:

- ▶ What is communication, and why is it crucial at work and in life?
- ▶ What are the consequences of poor communication at work and in your personal life?
- ▶ Gain a greater understanding of how we communicate with each other.
- ▶ Understanding the four cornerstones of effective communication is crucial. 1. the person/people 2. Your message 3. the context; 4. listening.
- ▶ Recognise how your personality style significantly influences your communication style with others.

Session 2:

- ▶ Recognising your own and others' communication styles through the use of DISC is crucial.
- ▶ What is DISC, and how does your behavioural style influence your communication?
- ▶ Take a DISC assessment.
- ▶ DISC debrief. Learn about the 4 behavioural styles and how each style naturally connects and communicates.
- ▶ Understanding your natural communication strengths.
- ▶ Discovering your natural communication challenges.

Session 3:

- ▶ Develop and use specific strategies to enhance your communication skills in almost any professional or personal situation.
- ▶ How can you communicate more effectively with your colleagues?
- ▶ Recognise your manager's expectations and learn effective communication techniques.
- ▶ Guidance on how to communicate effectively and clearly during meetings and team activities.

Session 4:

- ▶ Learn how to interact with customers face-to-face or via phone.
- ▶ The best way to deliver bad news is the most effective method.
- ▶ There are techniques to handle challenging discussions and ensure your message is effectively conveyed without exacerbating the situation.



Brilliant Communication Skills on the Telephone

Improve your customer service and communication skills on the telephone effectively!

Training Options: One-Day, Half-Day, 60 Minute Lunch & Learn

Format: In-person (at your location) or Live Zoom /MS Teams

Who Will Benefit from this Training?: All managers and employees who use the telephone to connect and communicate with others.

Overview:

In some organisations, the emphasis on online communication, such as email and social media, may be causing a shift away from traditional telephone conversations. However, answering the phone is still the number one experience customers first have, and that's why making sure every employee has superior telephone (service) skills is one of the keys to excellent service.

Every incoming phone call is a customer's first point of contact, and it's during these interactions that they form lasting impressions about your people and organisation. The **Brilliant Communication Skills on the Telephone** training helps participants build the confidence to handle internal and external telephone calls, actively listen, as well as discover the best way to respond to customer enquiries constructively, manage complaints, and control every telephone call more smoothly. Additionally, we will provide practical insights for effectively managing challenging or unreasonable callers.

Some of the Key Learning Outcomes:

- ▶ Having customer-first telephone skills is more crucial than ever, as the telephone remains one of the most crucial communication channels for customers to reach you.
- ▶ Why do customers call, and what expectations do they have? How do you need to manage their expectations?
- ▶ Professionalism is the right way to structure every incoming or outbound telephone call system from the start to the finish.
- ▶ Why is your voice powerful, and how can you use it effectively on the phone?
- ▶ How can we use questions to discover information?
- ▶ We provide probing techniques to assist with your sales or phone conversations, as well as strategies for closing a conversation.
- ▶ These are words that will work wonders on the phone.
- ▶ Strategies for dealing with difficult callers.



Brilliant Communication Skills on the Telephone

Improve your customer service and communication skills on the telephone effectively!

One-Day Course Outline

Session 1:

- ▶ Why is the telephone such an underrated yet essential tool?
- ▶ What are the three main reasons customers call your organisation?
- ▶ Name the three possible outcomes from every phone interaction with you?
- ▶ What is the ideal number of rings before you answer the phone?
- ▶ Learn how to communicate over the phone confidently.
- ▶ You should enhance the quality of the questions you ask callers.

Session 2:

- ▶ “Active listening” is the key to providing excellent telephone service. What is “active listening,” and how can you perform it effectively?
- ▶ Examples of active and inactive listening.
- ▶ Why do certain callers get upset? What do they want, and how can you help them?
- ▶ Phrases to avoid on the telephone—the ones that make callers even angrier—and what to say and do instead. Introducing Power Words.
- ▶ What should you say and do when the situation is not your fault, and you are unable to fulfil the caller’s requests?

Session 3:

- ▶ You can use R.O.C.K to calm down unreasonable and angry callers, allowing them to listen and stop reacting.
- ▶ Apologising and recovering from service mishaps is the best approach.
- ▶ How to leave professional voicemails when you can’t get through.

Session 4:

- ▶ How to handle multiple calls or busy telephones (during those crazy times).
- ▶ You should know how to answer a colleague’s phone when they are not at their desk.
- ▶ Learn how to transfer a call to a different colleague or department.
- ▶ Use mindfulness and breathing techniques to de-stress after a difficult call.



Negotiating Power

How to Create Win-Win Outcomes

A complete guide to planning, communicating and negotiating win-win outcomes

Training Options: One-Day, Half-Day, 60 Minute Lunch & Learn

Format: In-person (at your location) or Live Zoom /MS Teams

Who Will Benefit from this Training?: All managers and employees who need to negotiate internally or externally for better business outcomes.

Overview:

Every day, managers and employees encounter situations where they need to negotiate better outcomes with others. Perhaps they are negotiating the purchase of a piece of equipment, persuading a customer to agree to new payment terms or a price increase, closing a sale, or even asking a colleague to assist on a project. Negotiating successful outcomes brings personal and professional success and helps people perform better.

The one-day **Negotiating Power** training teaches participants the principles of "principled" negotiating—by learning the repeatable strategies for preparing, conducting, and concluding short or more drawn-out negotiations.

Participants will learn the 4-stage negotiation framework to identify their interests and understand what their counterpart needs in order to say “yes.” Finally, they’ll unpack the four negotiation stages, including: (1) preparation, (2) probing, (3) proposing, and (4) packing up. If your people negotiate at work, they’ll love what they’ll learn in this practical, hands-on training.

Some of the Key Learning Outcomes:

- ▶ Why is negotiation a crucial skill in your role?
- ▶ What distinguishes transactional, collaborative, and creative negotiations?
- ▶ What’s your negotiation style?
- ▶ Why is “principled” negotiating often preferred over “positional” negotiating, and what is the difference?
- ▶ The four stages of a negotiation.
- ▶ Planning and preparation are crucial for achieving a positive result.
- ▶ Develop your interpersonal and behavioural skills to win the other person over.
- ▶ Know what to say and the appropriate behaviour to adapt during each stage of the negotiation.
- ▶ What steps can you take to modify your communication style? How do you get the other person to talk and reveal their needs and wants?
- ▶ The keys to bargaining, trading concessions, and reaching a mutually acceptable agreement are crucial.
- ▶ Managing “difficult” negotiators who use dirty tricks during a negotiation.



Negotiating Power

How to Create Win-Win Outcomes

A complete guide to planning, communicating and negotiating win-win outcomes

One-Day Course Outline

Session 1:

- ▶ Why you actually negotiate more often than you think.
- ▶ What is a negotiation?
- ▶ The 5 possible outcomes from any negotiation.
- ▶ What are the similarities and differences between selling and negotiating?
- ▶ What is your negotiation style? (The Thomas Killman Assessment)?

Session 2:

- ▶ Identify the key principles that guide our behaviours when negotiating.
- ▶ Principled versus positional negotiation. Small group activity.
- ▶ The 5 types of negotiators.
- ▶ What is your style?
- ▶ This activity provides an in-depth examination of the five negotiation styles used in the workplace.

Session 3:

- ▶ Principled versus positional negotiation.
- ▶ There are four distinct phases in a typical negotiation.
- ▶ What are the influences on successful negotiation?
- ▶ Use a negotiation planning framework during practical negotiations.
- ▶ Effective planning before any negotiation is the key to your successful sales outcome.

Session 4:

- ▶ You are formulating a plan for either a straightforward or intricate negotiation.
- ▶ The 6 forms of power that could be used in a negotiation. Power variables: how to increase power in a negotiation.
- ▶ Identifying your interests. Upper and lower limits. BATNA (Best Alternative to a Negotiated Agreement). SOPA (one possible agreement).
- ▶ What are your sources of value? What can you trade? Understanding and identifying your tradables and concessions.
- ▶ “Getting to yes” and successfully concluding a negotiation



Networking Power

Networking Skills for Every Professional

Learn how to network professionally with ease
to get more out of networking events

Training Options: Half-Day, 60 Minute Lunch & Learn

Format: In-person (at your location) or Live Zoom /MS Teams

Who Will Benefit from this Training?: All managers and employees who need to attend internal or external networking functions, conferences, etc.

Overview:

Today, many managers and employees attend conferences, trade shows, or networking events to meet customers, prospects, suppliers, and others. So, knowing how to confidently connect with others at networking events, trade shows, and conferences is a powerful way to build new networks and find business opportunities. Unbelievably, the mere thought of meeting new people or striking up a conversation with a stranger at these events causes stress in many highly skilled professionals.

During this highly interactive and engaging **Networking Power** program, participants learn to be more comfortable meeting strangers, know what to say, and improve their relationships with customers, prospects, industry peers, and the general public—all while raising their professional profile.

Some of the Key Learning Outcomes:

- ▶ Why networking is a critical skill for getting known and for career development.
- ▶ There is a connection between your personal brand and networking.
- ▶ Where are your networking opportunities and how can you maximise them?
- ▶ Gain understanding of what networking is, what it isn't, and the skills you'll need.
- ▶ Here's how to get ready for a networking event.
- ▶ Insights for reading body language.
- ▶ Here's how to approach a stranger, introduce yourself, and start a stress-free conversation.
- ▶ Discover the importance of a 30- or 15-second "elevator pitch" and learn how to create the ideal opening.
- ▶ Topics to discuss and those you should avoid.
- ▶ How to leave a conversation (gracefully) and join another group.
- ▶ The importance of following up after an event is over cannot be overstated.



Networking Power

Networking Skills for Every Professional

Learn how to network professionally with ease
to get more out of networking events

Half-Day Course Outline

Session 1:

- ▶ Why is networking so important for today's business professionals?
- ▶ The good news for introverts and those who find networking stressful or dislike it is that you can overcome your fears in 3 easy steps!
- ▶ Understanding the importance of preparation and purpose in networking is crucial.
- ▶ The rules of business networking etiquette before attending any event, you should be aware of these three points.
- ▶ Gain knowledge about non-verbal communication and learn how to establish a connection with a complete stranger.
- ▶ At a business networking event, it's important to approach strangers and introduce yourself properly.
- ▶ Breaking the ice: examples and demonstrations.
- ▶ Why should you prioritise listening over talking?
- ▶ You should use a 20-second elevator speech to pique anyone's interest in your identity and work.
- ▶ Six ways to start an engaging conversation.
- ▶ Networking in groups. What you need to do.
- ▶ Here's how to effectively engage with people you're meeting within 30 seconds.

Session 2:

- ▶ Socialising: the rules and techniques for joining and leaving any group gracefully when networking.
- ▶ When networking, utilise your position and status appropriately.
- ▶ There are appropriate and inappropriate methods for requesting business cards, contact details, or referrals.
- ▶ How can you easily secure a commitment from your contact for a follow-up call or catch-up?
- ▶ How can I initiate a conversation with someone of the opposite sex while maintaining professionalism at all times?
- ▶ How can one easily maintain the flow of a conversation?
- ▶ Business card etiquette. How to distribute business cards, and when should you do it?
- ▶ Are you networking with people from different cultures?
- ▶ How to engage in meaningful conversations with more senior managers.
- ▶ Transition gracefully from one person or group to another during an event.
- ▶ The best way to professionally follow up after each networking event?



How to Be Less Stressed, More Resilient & Mindful

Reduce your stress, become resilient and develop mindfulness practices to stay calm in the moment

Training Options: One-Day, Half-Day, 60 Minute Lunch & Learn

Format: In-person (at your location) or Live Zoom /MS Teams

Who Will Benefit from this Training?: All managers and employees wanting to destress, develop resilience and learn how to become more mindful.

Overview:

Did you know that in Australia, the average employee's work hours have increased by 22% over the last 10 years, while their personal time has decreased by 33%? In another study, 53% of Australians found it difficult to switch off after work. Although it may seem like there's nothing you can do about stress, the reality is that everyone has much more control than they think.

How to Be Less Stressed, More Resilient, and More Mindful is a one-day program that offers practical ideas to reduce stress and increase personal resilience. This course, packed with exercises and techniques, will benefit everyone who needs to slow their mind, stay calm, and manage work-related stressors that can affect their overall well-being and happiness.

Some of the Key Learning Outcomes:

- ▶ Is stress the primary issue, or is it distress that causes problems for you?
- ▶ What is stress and what causes it?
- ▶ Discuss the different sources of stress at work and outside of work. What causes distress in one person may not cause stress in another.
- ▶ Learn how stress affects both your mind and body.
- ▶ Stress has detrimental impacts on both your physical and mental health.
- ▶ Learn different strategies to manage pressure situations at work or in your personal life.
- ▶ Implement strategies, starting by learning simple mindfulness exercises to create a breathing space in your day.
- ▶ Understand how to work with your thinking.
- ▶ How to incorporate more mindfulness and self-compassion into daily life.
- ▶ Learn breathing and body awareness techniques to reduce stress.
- ▶ The art of finding joy in life's simplest daily pleasures.



How to Be Less Stressed, More Resilient & Mindful

Reduce your stress, become resilient and develop mindfulness practices to stay calm in the moment

One-Day Course Outline

Session 1 :

- ▶ What is stress?
- ▶ What is currently causing you stress?
- ▶ Is all stress bad? When might stress be helpful?
- ▶ It's crucial to comprehend the financial, emotional, and mental expenses associated with discomfort.
- ▶ Undertaking your Personal Stress Inventory assessment.

Session 2:

- ▶ Use the AAA method to handle your stress.
- ▶ Avoid the situation. Accept the situation. Alter the situation.
- ▶ There are common stressors at work that cause stress and anxiety, and there are practical strategies for dealing with them.
- ▶ Learn how to manage your time at work effectively.
- ▶ Learn how to be more flexible when change is required.
- ▶ There are practical ways to reduce anxiety and worry.
- ▶ How to deal with difficult coworkers or demanding customers.

Session 3:

- ▶ The importance of having supporting relationships.
- ▶ How to use humour is a powerful stress reducer.
- ▶ You are what you eat. Nutrition, exercise, and sleep play an important role in your overall physical and mental health, and your eating options can reduce your stress and improve your well-being.

Session 4:

- ▶ What is mindfulness, and how does it play an important role in lowering your blood pressure, anxiety, and stress?
- ▶ Using the Mindful 5 process is the most powerful way to incorporate simple mindfulness practices into your daily routine.



How to Speak Like Ted (Presentation & Speaking Skills)

Deliver exceptional presentations and become a more confident speaker

Training Options: One-Day, Half-Day, 60 Minute Lunch & Learn

Format: In-person (at your location) or Live Zoom /MS Teams

Who Will Benefit from this Training?: All managers and employees who need to speak confidently in public or deliver presentations in front of others.

Overview:

It's difficult to believe, but many employees say giving a talk or presentation in front of others can be both challenging and stressful. And yet, the ability to deliver a persuasive presentation or to tell a powerful story to build credibility is a highly valued professional skill.

If you need to learn how to not only create a powerful presentation but also confidently stand up and speak in front of others, you will benefit from learning the presentation techniques used in Ted-style talks.

During **How to Speak Like Ted**, participants will learn how to give their current or new presentation a Ted-style structure to capture any audience's attention and interest. If you love Ted-style talks and want your people's presentations to go from boring to soaring, this hands-on, powerful one-day training will deliver that.

Some of the Key Learning Outcomes:

- ▶ What are the flaws in most presentations, and why is it necessary to adopt an alternative approach? Find out what most audiences dislike about listening to other people's presentations and discover how you can modify your own presentation style.
- ▶ What makes Ted-style talks so engaging?
- ▶ You will learn how to quickly transform any content, even if it's boring, into a highly interesting, relevant, and engaging talk.
- ▶ Take a deep dive into your 8-Step Talk Structure to plan and prepare your talk.
- ▶ Nervous? Don't be. Learn how the pros deal with any nerves or stage fright.
- ▶ Learn how to engage and interact with your audience within seconds of speaking, and how to get them to fully focus on you and your message.
- ▶ Handle awkward audiences and difficult situations.
- ▶ How to create a stunning PowerPoint to enhance your key message.
- ▶ Techniques to captivate sceptical audiences and leave them wanting more.



How to Speak Like Ted (Presentation & Speaking Skills)

Deliver exceptional presentations and
become a more confident speaker

One-Day Course Outline

Session 1:

- ▶ What's wrong with most talks and presentations today (and why do you need to be different)?
- ▶ What distinguishes a Ted-style talk from other presentations? Is your idea worth listening to?
- ▶ Discover how to transform any seemingly uninteresting subject into a presentation that captivates any listener.
- ▶ The four outcomes of your talk are: 1. To educate. 2. To inform. 3: To inspire. 4. To entertain.
- ▶ It's ALL about your audience! Why is analysing your audience the first step in crafting any content?
- ▶ The audience analysis templates are included for your presentation or talk.

Session 2:

- ▶ Showtime! Discover how to captivate your audience through a 'compelling opening'.
- ▶ The first 10 seconds are crucial for capturing the attention and interest of your audience.
- ▶ Adding a relevant story, anecdote, statistic, or question to your introduction is the best way to personalise it.
- ▶ How to make your audience instantly want to listen to what you have to say.
- ▶ Use subtle body language, eye contact, and persuasion techniques from the front of the room.
- ▶ There are simple ways to keep your audience's attention on your message.

Session 3:

- ▶ Structure your talk or presentation using the 7-step 'Ted-Style Talk and Presentation' process.
- ▶ The entire focus of Session 3 is on learning and practising the TED Talk 7-step presentation.
- ▶ skills process. Whether your presentation is just five minutes long or a more substantial 60-minute presentation, the 7-step presentation/talk process remains the same.
- ▶ Insights for handling tough (or controversial) topics, dealing with difficult participants, or 'nightmare' scenarios during your talk.

Session 4:

- ▶ Vocal-masterclass. Using the power of your voice. Participants will receive vocal skills training to enhance their ability to speak with clarity and confidence. Each participant will gain confidence in their speech and receive individual coaching to improve their vocal resonance, tone, pitch, and volume.
- ▶ No more 'Death by PowerPoint!' Discover the 10 Deadly PowerPoint/Keynote "sins" and discover how to transform a dull PowerPoint deck into a captivating, attention-grabbing presentation.
- ▶ Learn how to create a PowerPoint or Keynote slide deck by applying the visual storytelling concept.



The Accidental Project Manager

(An Introduction to Project Management)

The complete course for becoming successful at understanding and managing small projects

Training Options: One-Day, Half-Day, 60 Minute Lunch & Learn

Format: In-person (at your location) or Live Zoom /MS Teams

Who Will Benefit from this Training?: All managers or employees who need to work within a project team or run a small project themselves.

Overview:

In almost every Australian organisation, project management skills are in demand. If you need your people to either lead projects or be part of a project team, enabling them to have the confidence to develop and meet the project's requirements, and to come in on time and within budget, then this course introduces participants to the principles of project management.

During the **Accidental Project Manager** training, participants learn how to apply project management methodologies that cover the critical steps in a project's lifecycle, including planning, organising, and accomplishing tasks with ease using project management processes. The Accidental Project Manager training is valuable for people who need to understand project management. Everyone leaves this course with templates, tools, and frameworks to understand and manage small projects and to incorporate these techniques at work.

Some of the Key Learning Outcomes:

- ▶ What are the key characteristics of all projects?
- ▶ Understanding the key terms and stages.
- ▶ Defining key project stakeholders.
- ▶ The responsibilities of the project manager.
- ▶ Identification and analysis of key stakeholders.
- ▶ The importance of project planning.
- ▶ We are uncovering the components of a project's scope.
- ▶ Developing a work breakdown structure.
- ▶ Establishing the project schedule and baseline.
- ▶ All projects are impacted by the triple constraints.
- ▶ Using GANTT charts and scheduling tools, and effective techniques of estimating work.
- ▶ How to avoid project "scope creep."
- ▶ Tracking progress and variances is the most effective method.
- ▶ Developing a project risk matrix.
- ▶ The importance of effective project reporting.
- ▶ How to end your project.
- ▶ Hand over the project to the client, close the project, and evaluate the results.



The Accidental Project Manager

(An Introduction to Project Management)

The complete course for becoming successful at understanding and managing small projects

One-Day Course Outline

Session 1:

- ▶ An Introduction to Project Management.
- ▶ In today's workplace, project management offers crucial advantages.
- ▶ The differences between projects and programs.
- ▶ characteristics of a well-defined project.
- ▶ Understanding essential project management terminology.
- ▶ The project management organisational structure.
- ▶ Aligning project objectives with business objectives.

Session 2:

- ▶ Establishing the project's objectives, goals, and specifications is crucial.
- ▶ We define the scope and requirements for a project.
- ▶ This article explains the five stages of a successful project.
- ▶ Every project's scope (business, technical, and operational objectives) must be defined.
- ▶ You must comprehend the crucial idea of the "triple constraint."
- ▶ This section provides an overview of time-cost-scope trade-offs and negotiations.
- ▶ The project management lifecycle. The phases within each project.

Session 3:

- ▶ The planning phase: How to effectively define a project.
- ▶ We are creating a sequence of "conditions of satisfaction".
- ▶ The need to create a POS (Project Statement of Work).
- ▶ The Cornerstone of Project Management—The WBS.
- ▶ The work breakdown structure holds significant importance.
- ▶ There are best practice approaches for using a WBS.
- ▶ Create your WBS correctly. • Verify the accuracy of your Work Breakdown Structure (WBS).

Session 4:

- ▶ Project Scheduling: Estimating the Work.
- ▶ An introduction to project "work packages."
- ▶ Identifying critical stages and milestones is crucial.
- ▶ Learn how to precisely plan project tasks and activities, and effectively calculate time and cost in the face of uncertainty.
- ▶ Intuitive ways to identify hidden project risks through risk management, dealing with uncertainty, and risk aversion.
- ▶ Estimate and mitigate risks using proven risk assessment tools.
- ▶ Striking a balance between the project's requirements and risks.
- ▶ All participants will receive Excel® templates as an introduction to Gantt charts for measuring and monitoring each project.



Understanding & Overcoming Bullying and Harassment

Understanding of what constitutes bullying and harassment and contribute to a respectful workplace

Training Options: Half-Day, 60 Minute Lunch & Learn

Format: In-person (at your location) or Live Zoom /MS Teams

Who Will Benefit from this Training?: All managers and employees who need to learn how to identify bullying as well as create a more respectful workplace.

Overview:

Workplace bullying and harassment costs Australian organisations billions of dollars in penalties, lost productivity, and is destructive, leading to employees coming to work stressed and fearful, which affects their physical and mental health, so for everyone's sake, it needs to be stopped! This half-day **Understanding & Overcoming Bullying and Harassment** training is designed to increase awareness of what harassment and bullying IS and ISN'T in the workplace, and how every employee has a role to play in stopping it in its tracks.

The purpose of this short course is to explore how managers and employees alike can build a healthier work culture and learn the most up-to-date, practical methods to proactively address issues related to bullying and harassment, including sexual and social media harassment.

Some of the Key Learning Outcomes:

- ▶ Understand the costs to lives and to organisations and how bullying and harassment affect others.
- ▶ Why perceptions about bullying can differ?
- ▶ Defining bullying and harassment.
- ▶ Identify types and examples of inappropriate workplace behaviours.
- ▶ What constitutes bullying and harassment, and what does it not?
- ▶ An overview of bullying, harassment, and Australian laws.
- ▶ How to seek assistance from both internal and external sources when facing bullying or harassment is crucial. Your rights and legal redress.
- ▶ If others perceive your words or actions as inappropriate, such as yelling, swearing, touching, or making comments on social media, there are steps you can take to prevent bullying and harassment.
- ▶ Your role is to speak up to prevent bullying and harassment at work, whether you are an employee, team leader, victim, or observer.



Understanding & Overcoming Bullying and Harassment

Understanding of what constitutes bullying and harassment and contribute to a respectful workplace

Half-Day Course Outline

Session 1:

- ▶ What is bullying and harassment?
- ▶ The startling statistics.
- ▶ Why should everyone take bullying and harassment at work seriously?
- ▶ What are the effects of bullying on employees and the organisation?
- ▶ It's crucial to comprehend the definition and types of bullying, as well as the actions of colleagues and managers.
- ▶ Comprehending the laws of the Commonwealth and state concerning bullying and harassment is crucial.
- ▶ Why do some people bully others? Who do they target?
- ▶ Examples of bullying behaviour.
- ▶ What actions should you take if you witness bullying at work?

Session 2:

- ▶ Recognise the specific actions you can take to protect yourself from bullying.
- ▶ Managers, it is your responsibility to ensure that your team never tolerates bullying or harassment.
- ▶ Events or incidents that appear innocent or humorous can lead to bullying. Be warned!
- ▶ What can you do if you feel that your manager or organisation is not supporting you?
- ▶ Find out where to seek further aid and support.
- ▶ A time for self-reflection.



Working and Succeeding in a High-Performance Team

Clarify team roles, communicate better,
and connect together to achieve your team goals

Training Options: One-Day, Half-Day, 60 Minute Lunch & Learn

Format: In-person (at your location) or Live Zoom /MS Teams

Who Will Benefit from this Training?: All managers and employees.

Overview:

Do you need to turn a current group or individual contributors into an effective team, but you're not sure how to go about it? Or are you wanting your team to be more positive, imaginative, and creative—more open to change and less stuck in a rut? A high-performance team is one that works together harmoniously, with all of its members using their differences as strengths, communicating effectively, bound by agreed values, and striving for a common goal.

Developing or reinforcing a unique set of beliefs, habits, skills, and standards can transform even a disjointed or disengaged team into a high-performing team.

During the **Working and Succeeding in a High-Performance Team** training, participants will learn how to become more engaged, responsible, and willing to commit to collaboration, quality, and efficiency. They will also discover how these team qualities can achieve more than just working as individual contributors.

Some of the Key Learning Outcomes:

- ▶ Why are teams important? The benefits of developing an effective team.
- ▶ Understand the critical components required for a high-performance team.
- ▶ Why many teams fail or may never achieve their full potential.
- ▶ The case study focuses on the five dysfunctions of a team.
- ▶ What are the main obstacles to effective teamwork?
- ▶ The typical stages of all teams. Where is yours?
- ▶ The team building stages and the tools and tasks needed to move through each stage are discussed.
- ▶ The seven factors to be considered for high-performing.
- ▶ Is everyone travelling in the same direction this year? It's crucial to establish unambiguous objectives, responsibilities, and procedures.
- ▶ Team communication tools that foster positive interactions among team members.
- ▶ Strategies for conducting effective team meetings.
- ▶ Teamwork ideas to align individuals to be effective as cohesive team members.
- ▶ Tools for team problem-solving and goal attainment are available.



Working and Succeeding in a High-Performance Team

Clarify team roles, communicate better,
and connect together to achieve your team goals

One-Day Course Outline

Session 1:

- ▶ What distinguishes a team from a group?
- ▶ Why do we need teams?
- ▶ It's crucial to comprehend the various kinds of teams that exist in today's professional environments.
- ▶ There are examples of both highly functional and dysfunctional teams.
- ▶ What makes a successful team?
- ▶ The 7 causes of team conflict.

Session 2:

- ▶ How teams develop from inception to completion is a topic of interest.
- ▶ Exploring the Tuckman team development model.
- ▶ Where is our team today?
- ▶ What makes an excellent team player?
- ▶ How to be seen as reliable? Doing more than expected. Delivering results.

Session 3:

- ▶ How to be a competent listener.
- ▶ Appreciate each other's strengths.
- ▶ The case study explores the five dysfunctions of a team.
- ▶ The four distinct behavioural styles that exist within a team.
- ▶ To understand your behavioural style by completing a DISC assessment.

Session 4:

- ▶ Learn how your style impacts your team.
- ▶ Identify the strengths and potential challenges within your team.
- ▶ Dealing with disagreements and conflict within a team is crucial.
- ▶ This article provides insights into working remotely while still being a part of your team.
- ▶ Activities are designed to help bring everyone together, build relationships, and promote cohesion.



Running & Participating in Effective Meetings

Improve your meeting management and participant skills to run and take part in more effective meetings

Training Options: Half-Day, 60 Minute Lunch & Learn

Format: In-person (at your location) or Live Zoom /MS Teams

Who Will Benefit from this Training?: All managers and employees who attend, chair or facilitate in-person or virtual meetings.

Overview:

Did you know it costs Australian organisations over \$20 billion in time each year to conduct internal meetings? While meetings serve as a practical means to solve problems, make decisions, and share information, they can also become frustrating and a waste of time when poorly run or lacking participation. Effective leadership and active participation from all attendees often distinguish a productive meeting from an unproductive one!

During **Running & Participating in Effective Meetings**, participants will discover how to plan, lead, and participate in both in-person and virtual meetings, and how to make outcomes more successful. Everyone learns to save time and resources by ensuring their meetings support the business's needs. Hands-on topics covered include: creating effective agendas, running a meeting, gaining consensus on agenda items, dealing with disruptive members, and following through after the meeting ends (with meeting minutes).

Some of the Key Learning Outcomes:

- ▶ Why are meetings important within your team and wider organisation?
- ▶ Why do so many employees “detest” attending meetings?
- ▶ What are the four main objectives of a meeting?
- ▶ Do we need a meeting? How can we avoid holding a meeting?
- ▶ How to successfully plan every meeting (so it's a valuable use of everybody's time).
- ▶ Why an agenda is critical. Creating a purpose-driven agenda?
- ▶ The strategies for leading or chairing a meeting involve setting the purpose.
- ▶ Learn how to be a fully engaged participant.
- ▶ Ways to eliminate groupthink in meetings?
- ▶ Resolving disagreements and conflicts in meetings.
- ▶ Learn how to chair and participate in both in-person and online meetings.
- ▶ How to ensure meetings don't get ambushed, sidetracked, or go off on tangents.
- ▶ The proper method to wrap up meetings involves formulating the subsequent actions and forwarding the meeting minutes to all attendees.



Running & Participating in Effective Meetings

Improve your meeting management and participant skills to run and take part in more effective meetings

Half-Day Course Outline

Session 1:

- ▶ What is the purpose of meetings?
- ▶ If meetings are so important, why do so many people dislike them?
- ▶ What's wrong with your meetings?
- ▶ Discover the true effectiveness of a meeting.
- ▶ Elon Musk's rules for running meetings at Tesla.
- ▶ We concur on the fundamental components of each fruitful gathering.
- ▶ It's crucial to comprehend the chairperson's role in every team meeting.
- ▶ Agreeing on the role of participants. What are the expectations for your participation in meetings?
- ▶ You are getting ready for a face-to-face or online gathering.
- ▶ Setting the right time and location.
- ▶ How to craft the perfect agenda and distribute it.
- ▶ Starting the meeting off right. In person or virtual.
- ▶ How to lead a meeting well from the start.

Session 3:

- ▶ Getting buy-in from everyone in the meeting and ensuring everyone actively participates is crucial.
- ▶ Make sure your meeting remains focused and doesn't veer off course.
- ▶ Handling spontaneous ideas and thoughts by utilising "the parking lot."
- ▶ How to summarise the main points of the meeting.
- ▶ Practical ways to deal with disruptors and naysayers.
- ▶ How to assign tasks to attendees.
- ▶ Incorporate diverse facilitation strategies into your meetings.
- ▶ Quick meeting openers, icebreakers, and energisers.
- ▶ The 6 thinking hats.
- ▶ The Ben Franklin method.



Better Business Writing

How to write better emails and letters, save time, and develop powerful written communication skills

Training Options: One-Day, Half-Day, 60 Minute Lunch & Learn

Format: In-person (at your location) or Live Zoom /MS Teams

Who Will Benefit from this Training?: All managers and employees who need to write clearly, concisely and more convincingly.

Overview:

Writing is a projection of you and your organisation; so, the way a person composes and writes emails, letters, memos, and reports says a lot about themselves. Others might interpret poor writing to mean that the author isn't knowledgeable or professional. So, considering how many hours employees spend writing, it makes sense to learn the best writing frameworks that allow them to structure and format their messages, emails, and reports in a way that demonstrates empathy, knowledge, and professionalism.

The **Better Business Writing** training will develop every employee's writing skills and confidence, as well as offer an introduction (or refresher) on the basics of proper punctuation and correct grammar. Participants learn how to craft clear, concise messages, including "bad news" emails, responses to "complaints," "requests to a manager," and more. Plus, everyone gets to practice their new writing skills during the training.

Some of the Key Learning Outcomes:

- ▶ Why having good writing skills is essential as a manager or employee.
- ▶ The cost of poor writing. Examples of ineffective and confusing emails, letters, and information are provided.
- ▶ The most important skill you need to learn is connecting with your reader.
- ▶ What is plain English, and why is it necessary to write using this philosophy?
- ▶ Here's a refresher on the fundamentals of grammar. How sentences work.
- ▶ You must comprehend structures, punctuation, paragraphs, and style guidelines.
- ▶ It's crucial to understand your reader and pinpoint their areas of interest.
- ▶ Ready to write? Planning and organising your writing guidelines can help you write better letters and emails. A five-step persuasive structure to follow.
- ▶ What is a call to action? Journalists share their secrets to success, focusing on drafting and editing, and offer insights to improve editing and proofreading.



Better Business Writing

How to write better emails and letters, save time, and develop powerful written communication skills

One-Day Course Outline

Session 1:

- ▶ In today's workplace, possessing professional writing skills is crucial.
- ▶ Assessment: What issues are present in these emails and letters?
- ▶ What are the most common mistakes people make in business writing?
- ▶ Learn the fundamentals of effective business writing. What is plain English, and why is your writing style important for today's adult readers?
- ▶ Describe the structure and format of a business letter. Revisiting AIA's writing protocols.
- ▶ There are three stages involved in writing: planning, writing, and editing.

Session 2:

- ▶ An overview of writing mechanics.
- ▶ How to write (so that what you say is clear to the reader).
- ▶ Learn how to write concisely.
- ▶ How to write (so your letters are complete).
- ▶ Learn how to write correctly to ensure the accuracy of your letters.

Session 3:

- ▶ Understanding subject-verb agreement.
- ▶ Using the active, versus the passive voice.
- ▶ Using modifiers.
- ▶ Understanding sentence structures.
- ▶ Building paragraphs and how to transition from one paragraph to another by ensuring your writing flows. Additional punctuation rules.
- ▶ Using commas, colons, semi-colons and full stops. Using apostrophes and inverted commas.

Session 4:

- ▶ Structuring your business documents.
- ▶ How to write specific types of letters.
- ▶ How to write a letter of refusal or denial.
- ▶ How to write a letter requesting more information.
- ▶ The difference between editing and proofreading. What must you do first?
- ▶ Powerful proofreading techniques to reduce spelling mistakes and errors.



Persuasive Report Writing

Step-by-step report writing. From planning to proofing professional and persuasive business reports

Training Options: One-Day, Half-Day, 60 Minute Lunch & Learn

Format: In-person (at your location) or Live Zoom /MS Teams

Who Will Benefit from this Training?: All managers and employees who are expected to write polished, professional and persuasive business reports.

Overview:

If your organisation has managers and employees who struggle at times with writing short or lengthy reports, then this is a must-attend training. Errors or omissions in a report can be embarrassing or costly. So, having employees who can express important information in detailed and accurate reports that are both clear and unbiased is an important skill to possess.

Whether your team is responsible for writing research reports, business reports, analysis reports, or other types of reports, mastering persuasive report writing is a valuable skill that every professional will strive to improve.

The one-day **Persuasive Report Writing** training shows the best ways to plan, research, structure, write, edit, and present formal or informal reports.

Some of the Key Learning Outcomes:

- ▶ What is a report, and what are the key aspects that distinguish it from other business documents?
- ▶ Various types of reports and their respective uses are discussed.
- ▶ Developing effective research skills.
- ▶ Managing the report writing process: 1) Planning; 2) Collecting and organising information; 3) Preparing your structure: modelling, brainstorming; 4) Testing your structure; 5) Drafting; 6) Revising.
- ▶ What is the best writing style and language for your report?
- ▶ Getting your style and tone right.
- ▶ Learn how to format titles, sub-headings, and numbering systems.
- ▶ Eliminate technical terms and utilise straightforward language.
- ▶ Editing, revising, and proofreading your report.
- ▶ Choosing the best template for your reports, including design and layout.



Persuasive Report Writing

Step-by-step report writing. From planning to proofing professional and persuasive business reports

One-Day Course Outline

Session 1

- ▶ Becoming a better report writer.
- ▶ The four “Cs.”
- ▶ Writing a persuasive report.
- ▶ Writing clearly.
- ▶ Using familiar words.
- ▶ I am writing in plain English. What is the plain English movement?
- ▶ The six servants are at your service.

Session 2

- ▶ The main purpose of business reports.
- ▶ The four stages of report writing.
- ▶ The report’s writing sequence.
- ▶ Evidence and investigation.
- ▶ Organise your information.

Session 3

- ▶ Mind mapping your report.
- ▶ Creating a client empathy map.
- ▶ Using the journalist’s pyramid.
- ▶ Writing concisely.
- ▶ Using the active voice.
- ▶ improving sentence structures.
- ▶ Writing proper paragraphs.
- ▶ Creating emphasis in your reports.

Session 4

- ▶ Formatting your report.
- ▶ Ideas about drafting your report.
- ▶ Presenting numbers and lists.
- ▶ How to use headings.
- ▶ Charts and graphs.
- ▶ Gain a deeper comprehension of crafting the executive summary.



Understanding You & Me and Us With DISC

Mastering DISC behavioural styles. Improving communication and maximising team performance

Training Options: Half-Day, 60 Minute Lunch & Learn

Format: In-person (at your location) or Live Zoom /MS Teams

Who Will Benefit from this Training?: All managers and employees who want to develop greater self-awareness and understand other better.

Overview:

Imagine being able to understand more about yourself quickly—your usual behaviour, motivations, strengths, and areas to improve—in just a few hours compared to what most people learn (the hard way) over a lifetime! The DISC behavioural framework is the world's #1 personality assessment for understanding yourself and others, as well as learning how to adapt your behaviour and communication when you're interacting with colleagues, customers, managers, family members, and strangers in any setting.

Learning the DISC language means you will become a better leader, communicator, team member, and human, as well as gain strategies to enjoy better relationships at work and home.

During the **Understanding You and Me With DISC** training, participants will gain a comprehensive set of skills to enhance their awareness of their own behavioural styles and to learn effective communication and interpersonal skills.

Some of the Key Learning Outcomes:

- ▶ What makes us all different? Our differences and similarities?
- ▶ Discover the fundamental ideas behind personality styles.
- ▶ What are the various factors that can combine to form personality patterns?
- ▶ The concepts behind DISC, working through its underpinnings, are discussed.
- ▶ The four DISC factors are as follows: "D" stands for dominant, "I" for interactive, and "S" for supportive. "C" refers to conscientious.
- ▶ Each style's potential strengths and weaknesses.
- ▶ Deep dive—a complete personality assessment.
- ▶ Review your personality graphs.
- ▶ Review your value in a team environment.
- ▶ Here are some tips on how others can work with you more effectively.
- ▶ Understanding your motivations and decision-making style.
- ▶ Understanding your communication style.
- ▶ There are better ways to communicate and present to others.
- ▶ The art of leading others is crucial for managers, supervisors, and team leaders.



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Understanding You & Me and Us With DISC

Mastering DISC behavioural styles. Improving communication and maximising team performance

Half-Day Course Outline

Session 1:

- ▶ [Group Activity] What makes people similar and different at work and in life?
- ▶ Our culture, upbringing, experiences, and personality shape our identity.
- ▶ List the benefits and upsides of interacting with people who are different from you.
- ▶ List the challenges and potential downsides of interacting with people who are different from you.
- ▶ This article provides an overview of our personality styles and how they influence our identity in both work and life.
- ▶ The course provides an overview of DISC theory and the DISC four-quadrant behavioural profile matrix.
- ▶ Discover your unique DISC style and pay attention to the styles of those around you.
- ▶ How many of you are sitting in the same or different quadrants?

Session 2:

- ▶ Developing an understanding of the various individual behavioural styles.
- ▶ Comprehending DISC styles and investigating the priorities that shape them.
- ▶ The Dominant behavioural style. The Influential behavioural style.
- ▶ The Steady behavioural style. The Compliant behavioural style.
- ▶ Learn how to identify the personality types of your colleagues. Discover another individual's behavioural style.
- ▶ How to identify basic emotions. Identify what motivates and influences others.
- ▶ How to listen and prefer to communicate with others is an important skill. How to work in a team.
- ▶ Understanding and managing interpersonal conflict using DISC is crucial.
- ▶ Using DISC, you can understand and manage your stress.
- ▶ Create a personal action plan based on your acquired knowledge.



The Highly Effective Trainer and Facilitator

Learn how to develop and deliver powerful, short in-person and virtual training sessions

Training Options: One-Day, Half-Day, 60 Minute Lunch & Learn

Format: In-person (at your location) or Live Zoom /MS Teams

Who Will Benefit from this Training?: Any employee wanting to deliver dynamic, training or facilitation sessions.

Overview:

Have you ever been to internal training or an external workshop where the objectives and outcomes either weren't understood or delivered, leaving you to walk away frustrated or cynical about what was or wasn't achieved? All too often, workshops, training, and meetings fail to achieve outcomes because the person leading did not have effective facilitation or training skills.

All employees who need to work with small or large groups of people, in both formal and informal settings, will benefit from this **highly effective training in trainer and facilitator skills**. Whether you have people wanting to learn or experienced trainers or facilitators who wish to develop and advance their skills, this one-day course provides powerful insights into facilitation and training to help transfer knowledge to others.

Some of the Key Learning Outcomes:

- ▶ Why are facilitation and training skills critical in today's best-practice organisations?
- ▶ What are the differences between training and facilitating?
- ▶ What are the core skills of every good facilitator and trainer?
- ▶ I am organising an impactful and captivating training session.
- ▶ How can one prepare to facilitate a learning process?
- ▶ You are designing content and determining the best exercises for your training or facilitation.
- ▶ How to engage and involve participants from the beginning of your session is crucial.
- ▶ Warm-ups and engagement techniques. Classic training and facilitation activities.
- ▶ Learn how to react to unanticipated shifts in collective or personal conduct.
- ▶ The key is to pose insightful questions that encourage everyone to participate and learn.
- ▶ Modifying your processes to group outcomes.
- ▶ Managing challenging behaviours.
- ▶ How to ensure everyone is contributing.
- ▶ Wrapping up your sessions.



The Highly Effective Trainer and Facilitator

Learn how to develop and deliver powerful, short in-person and virtual training sessions

One-Day Course Outline

SESSION 1:

- ▶ Teach me something new! An experiential learning activity.
- ▶ What was the most effective training you have ever received as a learner?
- ▶ What was the most challenging training you have ever undergone? Why did you turn it off?
- ▶ Why is it important to train your new recruits on how to deliver training and coaching to your clients?

SESSION 2:

- ▶ What is Adult Learning Theory, and how do adults learn best?
- ▶ 1. Adults must understand why something is important to know or do. 2. Learning should be a combination of theory and experience. 3. Adults primarily use three senses to learn. 4. Adults learn in chunks of three. 5. Adults learn through stories and metaphors. 6. Adults have a maximum concentration span. 7. Adults learn best when the environment is positive and encouraging.
- ▶ Undertake the Honey & Mumford learning styles Adult learning styles: inventory assessment. What is your learning and training style?
- ▶ How your own training style impacts the way you transfer knowledge to learners with styles that could be different to you.

SESSION 3:

- ▶ Preparing and delivering a training session.
- ▶ Starting a training session correctly is crucial. This is where the majority of learning and knowledge transfer occurs.
- ▶ Describe how to structure each training session using the adult learning [POPPER] framework.
- ▶ Using the POPPER training method ▶ Prepare for training. ▶ Open the session. Outline the course/training/learning content. Present the subject and the skills you are learning. ▶ Practice the skills. ▶ Evaluate the participant's performance. ▶ Review the lesson with the participant.
- ▶ How to create a series of lesson plans for training sessions.

SESSION 4:

- ▶ Preparing and delivering a training session.
- ▶ Activity: Deliver a short training session from one of your subjects.
- ▶ Learn how to incorporate self-directed learning, discussions, and brainstorming into training.
- ▶ Use the most effective techniques to ensure that every student is adhering to the content.
- ▶ Managing reluctant or disruptive learners.
- ▶ How to wrap up your training sessions with a quiz, questionnaire, or open feedback to ensure your learners understand what they have learned.



The 7 Pillars of Management

Understand the 7 core elements of effective management and leadership

Training Options: 2-Day

Format: In-person (at your location) or Live Zoom /MS Teams

Who Will Benefit from this Training?: Managers, supervisors and team leaders.

Overview:

Any organisation's success hinges on the performance of its managers and employees. Having effective managers, team leaders, and supervisors is crucial for an organisation's success and growth.

The **7 Pillars of Management** give new insights into what it takes to succeed as both a manager and a leader. This program offers a solid foundation for individuals in your organisation, whether they have been managing for years or have recently received promotion into management roles, to learn the principles of managing objectives and tasks, as well as leading and inspiring their team.

Some of the Key Learning Outcomes from Each Pillar:

- ▶ **Pillar #1: Managing Expectations** This pillar concentrates on comprehending the expectations placed on managers and leaders in your organisation. Additionally, we provide an answer to the question, "What is the difference between managing and leading?"
- ▶ **Pillar #2: Managing Results** This pillar helps managers develop or reaffirm their annual, strategic objectives into monthly, weekly, and daily goals and tasks.
- ▶ **Pillar #3: Managing Yourself.** Time and priority management are crucial components of effective management. This pillar focuses on time management and personal productivity.
- ▶ **Pillar #4: Managing Emotional Intelligence** As you know already, emotional intelligence is one of the most critical skills a manager can possess. We discuss what EI is, how to use it, and how to develop it to get more out of yourself and your team.
- ▶ **Pillar #5: Managing Your Team** A manager is only as effective as their team. In this pillar, we explore what it takes to develop a high-performing team.
- ▶ **Pillar #6: Managing Delegation** Good management is about working "on the team," not just "in the team." In this pillar, managers learn how to delegate effectively.
- ▶ **Pillar #7: Managing Career & Life Balance** It doesn't matter how good you are if your life is out of balance. This pillar brings everything together and shows managers how to gain that often elusive career and life balance.



The 7 Pillars of Management

Understand the 7 core elements of effective management and leadership

Pillar #1 – Managing Expectations

An essential trait of managers is understanding the expectations placed upon them. During the first pillar of this program, your people will learn the distinction between a manager and a leader and why it's critical to have strong management and leadership skills.

Participants will gain a deeper understanding of their roles in Pillar #1. They will complete a self-assessment of their current traits, strengths, and potential areas for development. They will learn whether they are naturally stronger as a manager or leader and how to improve their task or people skills.

- ▶ Acquire a comprehensive comprehension of the expectations in their respective roles.
- ▶ Learn the four management functions of highly effective individuals in a senior role.
- ▶ Learn the five key leadership attributes that every individual in a senior role should possess.
- ▶ Develop a greater understanding of their strengths and weaknesses in their current role, as well as what they should consider working on and improving upon over the next 12 months.



The 7 Pillars of Management

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Pillar #2 – Managing Results

Employers use people in management roles to carry out project work, critical goals, and tasks. They work with their team in three areas each month and week:

1. It is important to understand and create monthly team goals, including ongoing projects.
2. Brief their team, gain team buy-in, and ensure they work cohesively towards these projects and goals.
3. Address each team member's unique business or personal needs to strengthen them and their ability to work as contributing team members.

In Pillar #2, we employ an action-centred leadership approach to enhance your team's ability to meet monthly project milestones, goals, objectives, and tasks. It's crucial to concentrate on the three primary areas of accountability every month.

- ▶ What are the core skills necessary for managing and leading your team?
- ▶ Determine the projects, goals, and tasks that require completion this upcoming month.
- ▶ Learn how to fortify, bolster, and concentrate your team for the upcoming month.
- ▶ The manager's development of individual contributors is what makes teams strong.
- ▶ Adapt the ACL model appropriately to your circumstances.



The 7 Pillars of Management

Understand the 7 core elements of effective management and leadership

Pillar #3 – Managing Yourself

It's only possible to get things done if you're highly organised. Highly accomplished and productive managers often distinguish themselves from their busy but ineffective peers by their ability to remain organised and complete tasks regardless of external circumstances.

During Pillar #3, participants discuss the importance of taking responsibility for their daily actions and accomplishments, including how to plan their day, prioritise their work, and use the best methods to organise themselves to maximise their personal and team results. They'll discover that effective time management is more than cramming as much in their day as possible. Instead, it involves setting realistic goals, devising a plan, and prioritising a list of the most crucial tasks.

- ▶ It is crucial to comprehend the significance and worth of time.
- ▶ Learn how to manage more significant daily tasks, leading to the achievement of superior work results.
- ▶ Here are the 5 steps to plan a positive and productive day and learn how to replicate it on every workday.
- ▶ This article explains how to prioritise weekly and daily tasks and activities using the "triage" priority method.
- ▶ Understanding your daily circadian rhythms is the best way to manage your energy and time effectively.
- ▶ Why it's essential to block small portions of your time so you can focus on your ongoing projects and key activities.
- ▶ Learn how to balance a busy career and an equally hectic personal life using the "10" method.
- ▶ Conduct a personal career SWOT to identify any gaps in your management skills and learn how to address them.



The 7 Pillars of Management

Understand the 7 core elements of effective management and leadership

Pillar #4 – Managing EQ

Years ago, many thought that a person's intelligence (IQ) was the most significant indicator of success in work and career. But today's best-practice organisations know that the most helpful indicator for determining a manager's success is their "emotional intelligence." Knowledge of emotional intelligence and its development can help a career more than almost any other skill.

Pillar #4 explains the fundamental components of the emotional intelligence framework, demonstrating to your team how they can utilise their emotional intelligence to understand themselves and others better, foster stronger relationships, manage themselves, and enhance their interpersonal, client, and college relationships.

- ▶ What is emotional intelligence, and what is the four-quadrant EQ matrix?
- ▶ Discover how an "amygdala hijack" can undermine your success, particularly during times of pressure, stress, or overwhelm, and discover how to prevent it from happening.
- ▶ Develop greater self-awareness and learn how to better manage yourself in stressful and challenging situations by controlling your behaviour and emotions.
- ▶ Deepen your understanding of yourself and others using the DISC behavioural framework.
- ▶ Understand how to build stronger social awareness and improve your relationships with your team, other managers, employees, senior managers, and customers.



The 7 Pillars of Management

Understand the 7 core elements of effective management and leadership

Pillar #5 – Managing Your Team

There is one attribute all exceptional managers have in common: their ability to bring others together as a united and focused team. During Pillar #5, participants analyse the teams they lead, including their cohesiveness, and examine their own team leadership. This team assessment will help determine whether they are managing and leading their people appropriately or whether they are overmanaging or undermanaging (team) relationships.

Throughout this pillar, your people will understand the ten gold standards of highly effective teams and what every team needs from them to keep growing and progressing. Participants get to ‘workshop’ a range of team scenarios and create a plan of action for their team’s development and growth this coming year.

- ▶ Discover the ten gold standards of high-performance teams. How do your teams currently compare?
- ▶ Use the “Connected Manager” matrix to learn how to lead each team member and the team based on their skills and readiness.
- ▶ Find out how you might currently be managing your team.
- ▶ The Tuckman team performance grid is utilised to enhance team performance and foster growth.
- ▶ Develop a strategy and implement these plans to continue building, developing, and growing teams this year.



The 7 Pillars of Management

Understand the 7 core elements of effective management and leadership

Pillar #6 – Managing Delegation

With many managers complaining about having too much to do and never enough time to get it all done, delegation is one skill that separates effective managers from those who struggle! By employing straightforward, practical delegation methods, participants will learn to assign lower-value tasks to others, thereby acquiring new skills and taking on more responsibility.

In Pillar #6, participants explore the significance of delegation in enabling them to “release their breaks” and devote more time to their team’s weekly and monthly goals. With our 5-step delegation process, your people will have a proven framework to help them identify what they should keep doing themselves and what tasks they can let go of and start delegating. They will also learn about the 5-phase delegation model, which ensures the assignment, delegation, and management of tasks to maximise each employee’s chances of success.

- ▶ Delegation is a critical skill to learn and apply to be more efficient and effective.
- ▶ What could be preventing you from delegating with confidence?
- ▶ Describe how to convey the necessary actions during a delegation discussion.
- ▶ The right way to ensure your people succeed when performing a delegated task is crucial.



The 7 Pillars of Management

Understand the 7 core elements of effective management and leadership

Pillar #7 – Managing Work/Life Balance

The pressures and time constraints placed upon managers in their active roles often lead to despondency or burnout. Of course, it's not in the interest of any organisation to let this happen. So, while the career-life balancing act seems to be getting harder, this last pillar focuses on helping your people learn how to reduce their work stress, focus their time on what matters most at work and in life, and discover the practical ways to enjoy a better career-work-life balance.

In addition to strategies for feeling happier and more fulfilled outside of work, Pillar #7 shows participants how to future-proof their careers by setting real, achievable career goals so they can become the sort of manager and leader that Via Architects would fight to keep.

- ▶ Develop a clear understanding of what matters most at work and in life.
- ▶ Identify your management strengths, weaknesses, areas of opportunity, and career threats and create a plan to “future-proof” your career.
- ▶ Use ‘The Wheel of Life’ to identify life’s most important priorities and set SMART life goals.
- ▶ Learn how to balance a busy career and an equally hectic personal life using the “10” method.
- ▶ Conduct a personal career SWOT to identify any gaps in your management skills and learn how to address them.



Delegation Power

(for Managers Who Try and Do Too Much)

**A step-by-step delegation skill training
to become a more effective delegator**

Training Options: Half-Day, 60 Minute Lunch & Learn

Format: In-person (at your location) or Live Zoom /MS Teams

Who Will Benefit from this Training?: Managers, supervisors and team leaders maximise their productivity during tight deadlines or large workloads.

Overview:

One reason managers struggle or make slow progress each day is that they try to do too much themselves. That's why learning how to delegate is an essential skill for supervisors, team leaders, and managers.

The good news is that managers can learn everything they need to know about effective delegation during the Delegation Power half-day program. This includes how delegation works, how to do it properly, who to delegate to, and how to make sure every aspect of the delegated task has been heard and understood—and when to avoid it!

Using practical tools, case studies, and role-plays, attendees will practice their new delegation skills in a supportive environment so that they can delegate more confidently when they're back at work.

Some of the Key Learning Outcomes:

- ▶ Are you busy or just feeling overwhelmed? Why it's time to delegate.
- ▶ Why won't some managers delegate?
- ▶ What cannot be delegated and why?
- ▶ There is a significant distinction between delegation and 'dumping'.
- ▶ What is the best way to evaluate the effectiveness of your delegation style? Make sure your delegation style aligns with your team members' abilities.
- ▶ Delegating tasks begins with a planned approach.
- ▶ Learn how to establish achievable goals and then assess your progress.
- ▶ You should learn to trust your people and treat them with the respect they deserve.
- ▶ Ensure the self-esteem of your team members by providing valuable feedback during the delegation process.
- ▶ Monitoring people's task and time effectiveness.



Delegation Power

(for Managers Who Try and Do Too Much)

**A step-by-step delegation skill training
to become a more effective delegator**

Half-Day Course Outline

Session 1:

- ▶ What is delegation, and why is it important for managers to learn how to delegate?
- ▶ What prevents many managers from delegating, and why does this occur?
- ▶ What are the potential consequences of not delegating at all?
- ▶ What are the consequences of making a mistake?
- ▶ How much power and responsibility should you delegate?
- ▶ There are 10 delegation mistakes that a manager should avoid.
- ▶ Learning the mechanics of effective delegation.
- ▶ Understanding the 5 phases is crucial for effective delegation.
 - ▶ Phase 1: Decide what tasks you can delegate.
 - ▶ Phase 2: Select the appropriate individual for delegation.
 - ▶ Phase 3: Involves learning how to conduct a delegation conversation.
 - ▶ Phase 4: Monitor and offer feedback. Setting up accountability systems.
 - ▶ Phase 5: Evaluate the task.

Session 2:

- ▶ What actions should you take when someone makes a mistake?
- ▶ What are some of the more common delegation problems you might encounter within your team?
- ▶ Putting together a delegation implementation plan.
- ▶ Role-play a delegation conversation and a variety of scenarios where an employee lacks confidence, makes mistakes, or requires encouragement.
- ▶ Keep going, and do not give up on the assigned task.



Developing Your Coaching Skills as a Manager

Breakthrough strategies to improve performance and build winning people and teams

Training Options: Half Day, 60 Minute Lunch & Learn

Format: In-person (at your location) or Live Zoom /MS Teams

Who Will Benefit from this Training?: Managers, supervisors and team leaders who need to develop their people through ongoing coaching and support.

Overview:

Managers who provide targeted, ongoing coaching, whether leading a large or small team, ensure their people are adding value to their team, meeting expectations, and developing themselves and their careers.

Sir John Whitmore, a leading expert in the field of coaching, defines it as “unlocking people’s potential to maximise their performance.” Coaching encourages communication, reflection, and self-correction. Coaching helps employees become more autonomous, enabling them to take greater ownership of their work. During the Developing Your Coaching Skills as a Manager training, managers will learn how to develop more confident and capable individuals by offering continuous feedback and giving their people the opportunity to keep improving.

Some of the Key Learning Outcomes:

- ▶ What is coaching, and why is it necessary to adopt a coaching approach for the development of all team members?
- ▶ Discuss the role, skills, and attributes of an effective coach.
- ▶ What are the various methods by which your people acquire knowledge?
- ▶ Identifying coaching opportunities within your team is crucial.
- ▶ Introducing the GROW coaching model.
- ▶ How to use GROW questions when having coaching conversations.
- ▶ The GROW model provides examples of effective questions.
- ▶ We are delving deeply into the use of active and reflective listening skills.
- ▶ Practising questioning techniques. During coaching, we practice summarising, paraphrasing, and reflecting.
- ▶ Discover the most effective methods to ignite team members’ enthusiasm for learning, growth, and development.
- ▶ Follow up after coaching to ensure team members are held responsible for their enhancements, modifications, progress, and expansion.



Developing Your Coaching Skills as a Manager

Breakthrough strategies to improve performance and build winning people and teams

Half-Day Course Outline

Session 1:

- ▶ What is coaching, and why is it necessary for managers to mentor their employees?
- ▶ Where did the concept of coaching originate, and how does it apply in today's workplace?
- ▶ What is the difference between counselling, coaching, and mentoring?
- ▶ Coaching isn't just about fixing problems. It's about continuous improvement.
- ▶ What skills do you need to be an effective coach? Take the assessment.
- ▶ Discuss the attributes of a manager's coach.
- ▶ Why might some employees be reluctant to enter into a coaching relationship with you?

Session 2:

- ▶ How to lay the foundations of coaching success within your team.
- ▶ How often should you conduct coaching conversations with your team?
- ▶ What topics do you cover in a coaching session?
- ▶ Learn how to use a coaching framework to know what to say.
- ▶ Introducing the GROW coaching framework.
- ▶ Goal. Reality. Options. Will. You can utilise four distinct types of questions in coaching conversations.
- ▶ How to give future-focused feedback.
- ▶ There are several ways to help your coach become an accountant.

Session 3:

- ▶ Here's how to enhance your active listening skills.
- ▶ Practice engaging in meaningful conversations with your fellow participants.
- ▶ Describe the feedback from the coaching conversations.
- ▶ Here are some additional strategies and insights to help your people grow and improve through the power of coaching.



Turning Around Under-Performing Employees

Confidently confront and help turn around poor performance and non-compliant behaviour

Training Options: Half-Day, 60 Minute Lunch & Learn

Format: In-person (at your location) or Live Zoom /MS Teams

Who Will Benefit from this Training?: Managers, supervisors and team leaders

Who need know how to have better performance management conversations.

Overview:

Most managers will have to deal with underperforming employees. Situations include unacceptable behaviour, reports of bullying, saying no to employee requests, and managing sensitive issues, grievances, or disciplinary processes.

Having a difficult conversation with a team member can be stressful and gut-wrenching. Some managers often delay taking action in the hope that the issue will “go away,” but it persists. That’s why Turning Around Underperforming Employee training is essential for managers, as it teaches proven steps for preparing for and having difficult conversations. By adopting the right approach and knowing what to say, participants will learn to handle tough conversations and sensitively manage people’s emotions. This training ensures that managers convey their message effectively and that employees accept and adopt any necessary behavioural changes, including post-conversation follow-ups.

Some of the Key Learning Outcomes:

- ▶ What makes discussing underperformance so challenging?
- ▶ Discover the four main causes of underperformance in the workplace and understand the importance of identifying and collaborating to transition from ineffective discussions and responses to a cooperative strategy for managing underperformance.
- ▶ Understand Fair Work Australia’s approach to dealing with underperformance and the law.
- ▶ Correct and incorrect ways to start a challenging discussion.
- ▶ How to start a conversation and then manage reactive emotions during these tough conversations.
- ▶ Developing an employee ‘turnaround’ framework.
- ▶ We employ soothing dialogue to guide agitated individuals toward rationality and collaborative problem solving.
- ▶ Set targets, use coaching, offer feedback, and follow up.



Turning Around Under-Performing Employees

Confidently confront and help turn around poor performance and non-compliant behaviour

Half-Day Course Outline

Session 1:

- ▶ How to define employee underperformance.
- ▶ What are the costs associated with ignoring an underperforming employee?
- ▶ The only four reasons for underperformance: 1. They are unable to complete the task; 2. They lack the necessary skills; 3. Obstacles prevent them from completing the task; and 4. They actively choose not to complete the task.
- ▶ What is a Personal Improvement Plan (PIP)?
- ▶ What does Fair Work Australia have to say about managing an underperforming employee?
- ▶ We are examining Fair Work Australia's process for identifying and managing underperforming employees.
- ▶ How to make sure your actions are compliant with Australian Commonwealth and state laws.
- ▶ What should occur before proceeding with a Process Improvement Plan?
- ▶ When should you speak with your direct manager and the HR team?
- ▶ How to have an empowering yet informal conversation with an employee about their underperformance.

Session 2:

- ▶ Using the 6-step Empowering Conversation Model
- ▶ Here's how to conduct a neutral, non-emotional conversation effectively.
- ▶ How to keep an employee accountable for their agreements during an informal performance conversation.
- ▶ Accountability, follow-up, and feedback are crucial.
- ▶ What should you do if an employee's performance doesn't improve?
- ▶ Describe how to involve your HR team and follow a legal process towards a formal performance management process.
- ▶ Insights for hosting a PIP meeting.
- ▶ Involving others in the PIP process.
- ▶ What are the potential repercussions if the employee's behaviour doesn't improve or if the PIP needs to be extended?

