

TRAINING PACKAGES

These programs can be conducted as single modules or as a package depending on the time frame available and the outcomes required.



Team Building

The focus is on teams and the key qualities that make teams successful. Participants will develop an understanding of how they and other people may work and how they interact with the other members of their team. This leads to a discussion about how to create these qualities in the teams within your workplace.

Information on:

- Characteristics of successful teams.
- Team foundations.
- Task vs. process skills.
- Emotional intelligence in a team environment.
- Team culture (identifying keys to developing unity within the workplace).
- Developing a higher level of commitment to the organisation.
- Team analysis and how to take it into the future.



Leadership

Creating a model that suites your organisation by developing the leadership qualities of your staff.

The participants reflect on what type of leader they are and the expectations of their role within your organisation. We discuss where our models of current leadership have come from and who has been leading Australian Business and why. Participants will understand who they are as a leader, what they could improve upon and how to become a person that empowers others.

Information on:

- What is the definition of a leader.
- What are the qualities of successful leaders.
- Emotional intelligence - Where are your people skills?
- How to create a culture for the X Y generations.
- Traditional models of leadership (autocratic, democratic and liaise fairly)
- Current models of leadership
- Becoming a Leader (Manager vs Leader)



Communication Skills

Communication and how we communicate, take in information, follow instructions, or how we put information into action impacts on every aspect of our lives. Participants in this module will be able to identify their learning or communication style(s), and how they interact with others.

Information on:

- Emotional intelligence in interpersonal relationships.
- Learning about the communication cycle and its use in the workplace.
- Building and maintaining rapport.
- Active listening skills.
- Learning about coaching employees as a method of leadership.
- Questioning skills.
- Conflict resolution and dealing with difficult behaviour.
- Giving and receiving feedback.



Goal Setting

The focus of this module is goal setting methods and achievement strategies and the importance of this for the workplace and individuals. Participants will learn the criteria for successful goal setting and then outline some personal goals. The session also includes setting some goals for your team.

Information on:

- Understanding the importance of goal setting.
- Clarification, the key to setting goals.
- How setting goals with the team is important.
- Developing effective goals.
- Achieving the goals you set.
- Strategies to assisting others in achieving goals.
- "The one minute manager".



Conflict Resolution

This module uses the lessons learnt from the conflict resolution network. Participants will develop an understanding of what the people involved in conflicts actually need to be able to resolve the issues.

Information on:

- Win win approach.
- Negotiation skills.
- Managing emotions.
- Willingness to resolve.
- Cooperative power.
- Aggression vs assertion.
- Third party mediation.



Change Management

Support from stakeholders is essential to the success of every change effort. Building the necessary support is often one of the most difficult challenges 'Change Leaders' face.

Information on:

- Preparing the team for change.
- Searching for change and becoming a learning organisation.
- How to make yourself obsolete.
- Working with the Resisters and Uncommitted.



Vision, Values and Motivation

- Developing an understanding of what drives people in the work place.
- How to develop a mission statement that works.
- People's values vs the life learnt beliefs.



Problem Solving and Decision Making

- Critical Thinking.
- Data Gathering and Processing.
- Tool Selection Skills.
- Lateral Conceptualisation.
- Alternative Weighing Ability.
- Risk Assessment Skills.
- Perception and Judgement.
- DeBono's 6 hats.