

- **Communication**

1. What you MUST know about communication that most people don't
2. How to communicate effectively and confidently

In this session participants are provided the necessary skills to confidently, effectively and successfully communicate personally and professionally.

Learning outcomes

- Understand why effective communication is essential for your success
- Avoid making the seven most common communication mistakes
- Understand the core principles of effective communication
- Gain effective, powerful easy to apply communication strategies

- **Presenting with confidence**

1. Content session plus project
2. Feedback plus content

Taking the pain out of presenting. Regardless if you make a presentation to one client or a small or large group, presenting with confidence will give you the powerful tools necessary to confidently make each presentation professional, impactful and successful.

Learning outcomes

- Techniques to deal with 'presentation jitters' reign in your anxiety
- How not to place unrealistic demands on yourself
- How to bring your presentation to 'life'
- How to creating rapport and engage with your audience
- How not to overload your audience.
- How being 'yourself' is your greatest strength while presenting professionally with integrity

- **Influence & negotiation**

1. The power of persuasion
2. How to influence and Inspire

Regardless of the role, it is important to have the skills on how to be influential and persuasive. Inspiring others is a skill that benefits not only yourself but those around you. In this series you will learn the process and strategies involved.

Learning outcomes

- Understand the influencing process
- Understand what inspiration really means
- Understand the importance of why being inspirational is essential for your relationship with clients, colleagues and direct reports
- Understand the difference between persuasion and manipulation
- Gain stronger persuasive skills
- Use the powerful 'stair' principle
- Know how to overcome roadblocks to successful persuasion
- Understand and use the power LAA principle

- **Leadership**

Advanced Leadership skills

1. What great leaders know
2. What leaders must know about the people they lead
3. How to create a dynamic team culture
4. How to 'performance manage' your team for success

In this series, you will gain essential skills required for being a great leader. Participants will gain practical tips and strategies to enable them to be inspirational and effective leaders.

Learning outcomes

- Understand the basic differences between a manager and a leader
 - Gain the must-have qualities of a leader
 - Be aware of your individual leadership style and how this helps as well as hinders you
 - Know the most important ingredient of being an exceptional leader
 - Learn how to **not** make the big, bad mistakes leaders make!
 - Gain basic leadership psychology
 - Why there is an “i” in team after all!
 - Understand the problems and limitations with ‘team think’
 - Be able to differentiate between task and people orientation and recognise why identifying these differences between your and other’s style is important
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- **Emotional Intelligence**
 1. Why EQ matters more than IQ
 2. EMPATHY, the core of EI
 3. The importance of self-awareness and intra-personal capabilities
 4. Interpersonal, personal and professional relationship capabilities

In today’s professional environment, an effective manager and leader understands the importance of emotional intelligence (EI). Anyone can and ought to learn and apply basic EI skills to foster better communication in our personal and professional relationships. EI is essential for fostering cooperation and collaboration within a team and prevent unnecessary

conflict. EI is no longer a luxury or 'nice to have' but a 'need to have' - an essential skill in every manager and leaders' toolbox.

Learning outcomes

- Understand why IQ is not enough
 - Understand the fundamentals of Emotional Intelligence
 - Recognise why EI is important especially in your managerial/leadership position
 - Determine your individual EI score
 - How to conduct an Organisational EI Health Check
 - Identifying the core EI skills you need to develop
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- **The more you know about people differences the more effective you will be**
1. DISC - How understanding DISC work styles will help you to create better teams
 2. MBTI - How understanding different personalities will create and enhance management and leadership capabilities
 3. Multiple Intelligence. Understand how different people are smart in different ways and learn how to utilise this effectively

It is often said, everyone is different. While this is an obvious statement it is interesting that few managers and leaders understand what these differences are let alone being able to understand and utilize them. Lack of understanding often leads to frustration, misunderstanding and conflict.

Learning outcomes

- Understand what Multiple Intelligences are
- Understand why knowing about MI's is important is not only in the workplace but also personally
- Determine your personal MI profile
- How to apply MI principles

- Understand the DISC model
- Determine your individual DISC profile
- Understand the strength and downside of each category
- How working together makes it easier to apply the DISC principles
- Based on MBTI, understand why knowing about Personality typology (PT) is important
- How to move from judgment to enquiry
- Recognise you superior and inferior functioning and that of others
- How to communicate with different personality types
- Understand the 'shadow side of different personal types

Conflict resolution

A three part series covering the 12 skills of conflict resolution

Getting along well with other people is a basic human essential 'must have' skill, we will often be judged on how we deal with conflict, more than how we deal with positive situations. In this series learn the 12 conflict to resolving conflict for a win/win conclusion.

Learning outcomes

- Understand the core principles of CR
- Be able to apply the 12 core CR skills
- Understand the different levels of conflict
- Understand the core of why conflict occurs
- Be able to take the 3rd position
- How to move from conflict to co-operative power
- How to manage your emotions in a conflict situation
- Forster the willingness to resolve conflict in others
- How to map the conflict
- How to develop options
- Apply basic negotiation and mediation skills

- **Engaging with clients**

1. Ten ways to engage effectively with your clients

Keeping clients engaged and enthusiastic to continue their business relationship with you and your company is more essential than ever with growing competition. This session will show you how this is done and give you the skills to ensure your clients remain satisfied and keep returning.

Learning outcomes

- Understand the importance of following up
- How to establish rapport and develop a genuine interest in your client
- Gain powerful communication tips on how to foster engagement with your client
- Understand why 'selling' doesn't work

- **Practice management**

1. How To Develop A Strong Leadership Team
2. Stop wasting time
3. How to avoid recruitment mistakes
4. Managing underperformers
5. Are performance appraisals still effective? Getting it right from the beginning

Ensuring your practice is running smoothly and efficiently is paramount to a successful business, this series teaches participants the fundamentals of not just managing but excelling in your practice.

Learning outcomes

- Understand why so many leadership teams are ineffective

- How to create a process to deliver the right decisions for the firm
- Be able to apply the 10 keys to developing a strong leadership team
- Understand how to deal with the Top Time Robbers
- Determine your time wasting areas
- Apply powerful solutions & strategies
- Get value from your meetings without the usual time wasting by using more effective meeting strategies
- How to avoid making the 8 biggest recruitment mistakes
- How to apply the recruitment process
- Things to consider when recruiting
- Understanding the 10 most important things employees want that managers and leaders often get wrong
- Gain hints and tips for effective recruitment
- Understand the four main areas where people underperform
- Understand the most common causes of why people underperform
- Gain great tips on how to develop underperformers
- Gain coaching strategies to help underperformers
- How to conduct meaningful performance appraisals
- How to assess performance against clear criteria
- Apply the performance procedure
- How to conduct an interview

- **Engagement (3 part series)**

Research shows that the vast majority of employees are not only disengaged but work against the organisation. In this three part series, participants will learn the fundamentals of how to increase the level of engagement. Engagement is not only essential for work place culture but the level of engagement has direct implications on the business in regards to profitability, stability and overall staff and client satisfaction.

Learning outcomes

- Understand 10 factors that disengages your staff

- Understand the psychology of what really engages us
- Apply the 15 steps to engagement
- Gain a new way of thinking about motivation
- Know the difference between compliance or engagement
- Understand what motivates different people
- Determine your personal motivational profile and that of your direct reports
- Understand why bonuses are no substitute
- Know when bonuses can work
- Apply the 10 steps to increase engagement
- Gain tips working with Gen Y
- Gain insights about what you can do when you or your staff is disengaged

- **Change management series. Personal and professional change management from the neuroscience and psychological perspective**

1. Why change is a 'pain in the brain'
2. The psychology of dealing with change
3. How to effectively implement change

Tone of the only things that is certain in life, is that things change. More than ever we either make change ourselves or change is forced upon us. One aspect that is most misunderstood in change management is how our brain responds to change. The fact is that at the core our brain resists change, but we can develop techniques and strategies to help the brain deal with change. In this series we will look at why the brain resists change, and the best ways to deal with this resistance.

Learning outcomes

- Understand why the brain resists change

- Understand the 4 Types of change
- How change impacts your brain
- Gain and apply effective change strategies
- Gain basic change management principles
- Understand the 10 most common reasons why people resist change
- Understand the 10 reasons why change management efforts fail
- Understand what makes change easier to accept
- Understand how different people deal with change differently
- Apply the 5 step change model
- Know how to lead others through change
- Be able to use Kotter's 8 steps to successful change
- Use the 10 step change model
- Understand how to help change staff performance

- **Resilience**

1. Resilience, are you able to bounce back?
2. Stress management
3. Beyond stress management

In this 3 part series, participants will learn techniques to become more resilient. Being more resilient is an increasingly essential skill if we want to look after ourselves mentally and physically as most of us experience an increasing demand and suffer from information overload.

Learning outcomes

- Use an action plan to increase resilience
- How to create a supportive philosophy
- Be adaptable to change
- Be able to Mind your mind, mindfulness and the workplace

- **Innovation**

1. Leadership is upside down. How creativity, intuition, inspiration helps innovation (part one)
2. Leadership is upside down. How creativity, intuition, inspiration helps innovation (continued)

(I am co-author of the book Leadership is Upside Down)

Being innovative gives you an edge in today's quickly changing world. This series will give participants an insight into innovation, gain powerful strategies to enhance your capacity to be more innovative.

Learning outcomes

- Understand why leadership is upside down
- Know how to develop your creativity
- How to use and improve your intuition
- How to be inspirational to promote innovation

- **Ethics**

1. Business ethics and social responsibility in the workplace

How ethical and socially responsible is your workplace? Developing and maintaining ethical practices has many benefits in the workplace. Besides promoting motivation, engagement and wellbeing, ethics aligns our actions with our core values and principles. In this session, we will discuss and learn what ethics is, why it is important and how to apply it in the workplace.

Learning outcomes

- How to create an environment that supports ethics in business
- Understand, create and apply an ethics code for your company
- How to lead in ethics by example

- **Cultural intelligence**

1. Improving effectiveness based on understanding cultural diversity

More than ever Cultural Intelligence (CQ) is a necessity in today's workplace. In this session participants will learn to apply the necessary CQ skills in their work environment. Increasing understanding, respect and tolerance of cultural diversity increases cooperation, collaboration and promotes a strong, functional and satisfying work environment.

Learning outcomes

- Understand the importance of cultural differences
- Understand the challenges and how to deal with them
- Understand how to adapt behaviour to suit different cultural situations
- Gain skills to adapt to cultural differences