STEP TOWARDS THE FUTURE YOU WANT TO ACHIEVE
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WHAT MAKES US DIFFERENT

We are there to support your learning and development every step of the way.

Unlike traditional training companies, we offer more than just a training day.

We believe training is an investment in your future, so we are passionate about ensuring you only enrol in courses that will help you achieve your goals.

After your training day, we’ll be there to help you reinforce and embed what you’ve learned when you go back to work.

EMBEDDED LEARNING AND SUPPORT

Our training and support model is designed to help you embed the skills, knowledge and behaviours you learn back into your real, everyday work life. The following support tools and services are available to participants and their managers:

1. PRE-COURSE GOAL SETTING
   » Meet with manager or mentor to discuss and finalise course goals.

2. COMPLETE COURSE
   » Complete course modules under guidance of our expert facilitator.
   » Develop an actionable personal development plan based on goals.
   » Complete evaluation of learning experience.

3. POST-COURSE MEETING
   » Meet with manager or mentor to review development plan.
   » Develop a coaching plan with manager or mentor.

4. EMBED LEARNING
   » Receive a short series of emails with course revision and more.
   » Attended ongoing coaching sessions with manager or mentor.

FLEXIBLE CONTENT AND DELIVERY

PUBLIC SCHEDULED COURSES
Enrol online any time to attend a public course at our purpose-built training facilities in central and convenient locations in Brisbane, Melbourne and Sydney.

IN-HOUSE AND TAILORED DELIVERY
All courses can be run on-site and customised to suit your learning goals. Plus, you can select the trainer that is the best fit for your organisation from our team of high calibre specialists.

AUSTRALIAN COURSEWARE
Our courseware has been developed by us to be relevant to the Australian workplace and enables participants to revise their learning when they return to the workplace.
I recently went to the Emerging Leaders Development Course in Sydney, which was brilliant to grow and develop. Particularly useful in understanding situational leadership for various people/situations that arise in the workplace.
LEADERSHIP COURSES

INDIVIDUALS
Develop your potential, master your current role and propel your leadership skills to the next level.

ORGANISATIONS
Transform your next generation of emerging leaders and develop the full potential of senior staff.

TAKE A STEP TOWARDS THE FUTURE YOU WANT TO ACHIEVE.
LEADERSHIP PROGRAMS

Contact us to discuss your goals with our Learning and Development Consultants, or take the next step today with one of our logical but flexible development programs:

**EMERGING LEADERS**
- EMERGING LEADERS 2 DAY COURSE
- DIFFICULT CONVERSATIONS IN THE WORKPLACE 1 DAY COURSE
- TIME MANAGEMENT FOR MANAGERS 1 DAY COURSE

**SUPERVISOR OR TEAM LEADER**
- SUPERVISION AND PEOPLE MANAGEMENT 2 DAY COURSE
- COACHING IN THE WORKPLACE 1 DAY COURSE
- LEADING TEAMS 1 DAY COURSE

**MANAGER**
- LEADERSHIP SKILLS FOR MANAGERS 2 DAY COURSE
- MANAGING PEOPLE PERFORMANCE 1 DAY COURSE
- DELEGATION AND TASK MANAGEMENT 1 DAY COURSE

ENROL NOW AT LEADERSHIPDIRECTIONS.COM.AU
When you first become a leader, along with the excitement, you experience many changes in responsibility and status. This course develops potential and emerging leaders by providing insights into how their role is changing and the importance of self-guidance and continuous improvement when embarking on a leadership career.

"LOVED THIS COURSE. INTERACTIVE, INFORMATIVE AND ENGAGING!"  
Katy, Regional Coordinator

LEARNING OUTCOMES

» Define the terms - management and leadership.
» Identify the qualities of effective leaders.
» Understand your own leadership style preferences.
» Evaluate the impact of your leadership style on the work environment.
» Describe the four key elements of emotional intelligence.
» Manage conflict effectively.
» Deliver difficult feedback which helps others develop.
» Compare the high level leadership requirements and approaches of different generations.
» Apply a situational approach to leadership for a variety of individuals and circumstances.

2 DAY LEADERSHIP COURSE

COURSE CONTENT

EMOTIONAL INTELLIGENCE FRAMEWORK
The difference between emotional intelligence (also called EI or emotional quotient) and intelligence quotient.

COMMUNICATION
The way you communicate makes all the difference in terms of the results you achieve.

LEADERSHIP POWER
Understanding the seven distinct bases of power.

THE GENERATIONAL MIX
Learn how to work with those from different generations.

MYTHS OF MANAGEMENT
Discovering that leadership may not be what we thought it would be.

FEEDBACK AND TOUGH CONVERSATIONS
How constructive feedback and coaching enhance the drive for improvement.

CONFLICT MANAGEMENT
Experiencing conflict is not pleasant but it can produce positive results, depending on how you deal with it.

LEADERSHIP STYLES
Leadership style is not a function of your personality. It should be a strategic choice based on what suits a particular situation.

DEVELOPING RELATIONSHIPS
Understand how to develop trusting and trustworthy behaviours to build team effectiveness.

BUILDING YOUR OWN PERSONAL DEVELOPMENT PLAN
Take responsibility for your own development and improve the triad of knowledge, skills and attitude on your way to becoming a great leader.

LEADERSHIP POTENTIAL INDICATOR

MY SKILLS PROFILE LEADERSHIP POTENTIAL INDICATOR (LPI)
Drawing on elements of modern leadership theory, the MySkillsProfile LPI assesses 20 dimensions of leadership effectiveness. Prior to the training, participants will be asked to complete this online questionnaire that measures leadership level, style and competencies in four key areas:

» developing the vision
» sharing the goals
» gaining support
» delivering success.
DIFFICULT CONVERSATIONS IN THE WORKPLACE

1 DAY COURSE

Deliver constructive feedback with clarity and deal with high emotions in the workplace.

YOUR PERSONAL FEEDBACK SKILLS
Learn what effective feedback looks like, why people avoid it, and strategies you can use in crucial conversations.

GIVE OR GET
The difference between positive and destructive feedback.

RECOGNISING DIFFICULT BEHAVIOUR
Explore specific difficult behaviours and how you respond as an individual.

MANAGING DIFFICULT BEHAVIOURS
Using assertiveness to express your feelings, needs and wants in an open and non-threatening way.

THE LADDER OF INFERENCE
Understand the thinking steps that can lead you to jump to wrong conclusions.

EMOTIONAL INTELLIGENCE
Understand the different functions of your brain and how emotions, thoughts and information are processed.

FEEDBACK TECHNIQUES
Understand the communication process.

EFFECTIVE LISTENING
Examine four listening response patterns and determine their advantages and disadvantages.

EFFECTIVE QUESTIONS
How to ask open questions to get the best results.

CONSTRUCTIVE FEEDBACK TECHNIQUES
Using a range of feedback techniques and matching them to the situation.

DEALING WITH HIGH EMOTIONS
The hardest part of dealing with difficult behaviours is dealing with people’s emotions.

USING YOUR VOICE
How using the appropriate tone can help calm a difficult situation.

THE POWER OF WORDS
How to frame difficult conversations to get the best results.

TIME MANAGEMENT FOR MANAGERS

1 DAY COURSE

Increase personal productivity and minimise stress caused by a reactive or responsive mode of working.

ASSESSING YOUR TIME MANAGEMENT
Looking at the five areas of goal setting, prioritisation, managing interruptions, procrastination and scheduling.

IDENTIFYING AND SETTING PRIORITIES
The urgent vs important tool is essential when facing a demanding workload.

MANAGING MEETINGS
Understand the five main elements of effective meetings

STOP OTHER PEOPLE’S PRIORITIES BECOMING YOURS
Make the right choices when people bring you problems, issues, or tasks they want help with.

THE ART OF SAYING ‘NO’
Learn the power of a positive ‘no’ and how to deliver it in a way that’s honest and respectful.
SUPERVISION AND PEOPLE MANAGEMENT

You can supervise business functions, but you have to lead people. The role of the supervisor or first level manager is to do both. You are the link between senior or executive management and frontline staff, which requires balancing different views and adapting to suit a range of situations. This course will help you get the balance right.

COURSE CONTENT

THE ROLE OF A SUPERVISOR OR MANAGER
Supervision is the art of achieving outcomes through other people. Getting the balance right is the most important skill.

EFFECTIVE COMMUNICATION
The communication process and how to prevent barriers to communication.

QUESTIONING SKILLS
Successful people know the right questions to ask and, as a result, they get better answers.

GIVING AND RECEIVING FEEDBACK
Learn to direct behaviour and motivate performance by giving positive and constructive feedback.

MANAGING ACCORDING TO THE SITUATION
Adopt the most appropriate leadership style depending on the situation with individual team members.

DIAGNOSING DEVELOPMENT NEEDS
When to train, coach, delegate and counsel.

MANAGING PERFORMANCE
As a manager, you are responsible for managing the performance of team members, including both good and poor performers.

MANAGING THE PERFORMANCE CONVERSATION
Close the performance gap by understanding elements that impact performance and planning a counselling feedback session.

DELEGATING
Advantages of delegation and how to do it successfully using the five steps.

PERSONAL DEVELOPMENT PLAN TRACKER
Put the skills and behaviours you want to implement back in your workplace into action.

LEARNING OUTCOMES

» Understand the requirements of your role as a supervisor or manager.
» Apply the core skills of effective communication.
» Identify your preferred communication and management style using the DISC® Profile.
» Adapt your communication and management style to suit individual situations.
» Explain the coaching and counselling process.
» Provide an effective combination of positive and constructive feedback.
» Delegate tasks effectively for the benefit of both individuals and the organisation.

The DISC® Profile provides a common language that people can use to understand themselves and adapt their behaviours with others. It is a personal assessment tool used to improve work productivity, teamwork and communication.

This course includes an online DISC® assessment and full-colour copy of your profile, which is explained in the training session and used as a tool throughout many of the topics covered.
COACHING IN THE WORKPLACE

1 DAY COURSE

Bring out the best in others by learning techniques to motivate and develop them in a constructive way.

UNDERSTANDING COACHING
Identify the need for coaching as a leadership style in the workplace to develop individual and team capability.

CHARACTERISTICS OF GREAT COACHING
Define and apply the five definite characteristics that distinguish superior coaching from other such conversations.

CORE COMMUNICATION SKILLS FOR COACHING
Identify and apply the core communication skills to clarify understanding and maintain motivation.

THE GROW MODEL
Decide what to do and commit to action using this simple yet powerful framework for structuring a coaching session.

FOLLOW-UP AND BUILDING ACCOUNTABILITY AROUND DEADLINES
Check your coaching performance and hold follow-up conversations to build accountability around the outcomes or goals that have been agreed upon and committed to.

THE POWER OF PRAISE
Increase self-confidence and motivate someone to challenge themselves by highlighting their efforts.

THE ADDITIONAL POWER OF CONSTRUCTIVE FEEDBACK
Use a six-step method to ensure your feedback has constructive value and doesn’t come across as critique or criticism.

STRATEGIES FOR BUILDING TRUST
Practical techniques to develop trust and allow both parties to feel safe and comfortable with one another.

LEADING TEAMS

1 DAY COURSE

You may have the right people and a great plan, but it takes a leader with specific behaviours and skills to consistently motivate a team to work together and improve performance.

USING YOUR LEADERSHIP STYLE TO GET RESULTS
Team leaders who have the ability to use the six different styles in combination will have the best outcomes in most situations.

LEADERSHIP POWER AND INFLUENCE
It is crucial for leaders to understand various types of power and the differences between the two main categories they come under – personal and positional.

EVALUATING TEAM EFFECTIVENESS
Identify how your team is working now and uncover specific areas you, as a team leader, can address to improve their effectiveness.

FIVE DYSFUNCTIONS OF A TEAM
Be aware of the five potential barriers to team cohesiveness leaders and organisations often fall prey to so you can proactively avoid or manage them.

TRUST AND CREDIBILITY
Learn about the importance of building a culture of trust and eight practical ways you can demonstrate your credibility as a leader and build trust in your team.

TEAM BUILDING AND DYNAMIC
Using the Tuckman model of forming, storming, norming, performing and adjourning, identify the stage your team is operating at and how to help them evolve and develop.

TEAMS IN TROUBLE
Learn how to avoid and overcome obstacles such as team frustration, disappointment, staff turnover and loss of faith in their concept of teamwork.

CONFlict WITHIN TEAMS
Prevent and minimise conflict through a proactive and positive approach to dealing with differences within the team and develop your approach to facilitating positive outcomes.

ENROL NOW AT LEADERSHIPDIRECTIONS.COM.AU
LEADERSHIP SKILLS FOR MANAGERS

There is a difference between being a leader and being a manager, but the best managers are also great leaders who motivate and engage others, connecting people with vision. This course strengthens core leadership skills and will also help you identify ways you can continue to improve over time.

COURSE CONTENT

DEFINING LEADERSHIP
Understand your purpose, identify your leadership challenges and ask yourself ‘Why should anyone follow me?’

LEADERSHIP VS MANAGEMENT
Identify the difference between leadership and management and when you should apply the skills of each.

UNDERSTANDING YOUR LEADERSHIP STRENGTHS
Increase self-awareness of your leadership style and skills in comparison to other's perceptions.

LEADING WITH EMOTIONAL INTELLIGENCE
Understand how a leader's mood impacts results and monitor emotions as a way of guiding your actions and decisions.

LEADERSHIP STYLES THAT GET RESULTS
Learn how great leaders use different leadership styles to get the best results from their team in different situations.

MOTIVATION AND ENGAGEMENT
Understand the benefits of an engaged workforce and what you can do on a daily basis to build engagement.

MOTIVATING YOUR TEAM
Identify motivational principles and preferences and apply intrinsic and extrinsic motivators to improve results, productivity and nurture innovation.

GOAL SETTING
Goal setting is essential to motivation. Learn the steps of goal setting and how to involve your team to maximise your chance of success.

STRATEGIC LEADERSHIP AND VISION
Learn about the six essential elements of strategic leadership every manager must have and things you can do to impact organisational culture and inspire people towards the vision.

LEADING CHANGE AND OVERCOMING RESISTANCE
Many organisations today face a dynamic and changing environment. Identify types of resistance and ways to overcome them.

LEARNING OUTCOMES
» Describe the four key elements of emotional intelligence.
» Examine the impact emotional intelligence has on individuals, teams and organisations.
» Develop and utilise the six essential skills of strategic leadership.
» Compose a dynamic vision statement for your team.
» Create a communication plan to maximise the impact of your vision statement.
» Manage and lead your team through change.
» Identify the intrinsic and extrinsic motivational factors that drive engagement for individual team members.
» Use goal setting techniques to enhance team engagement.
» Compare your own perspective of your leadership skills with the perspectives of others.

MY SKILLS PROFILE

The 360° feedback assessment questionnaire used in this course will help you:
» compare your view of your strengths with what others think
» increase awareness of how your leadership style and skills impacts your performance
» identify areas you need to work on to improve your performance and realise your potential.
MANAGING PEOPLE PERFORMANCE

1 DAY COURSE

As a Manager, it is important that you provide regular feedback and give people the opportunity to ‘get it right’ and be successful in their roles. Get the best out of their direct reports and manage and monitor staff performance situations and processes effectively.

WHY LEARN ABOUT MANAGING PERFORMANCE?

As a manager, it is important that you give people the opportunity to get it right.

PERFORMANCE MANAGEMENT PROCESS

Coaching and counselling are both processes for providing objective feedback, but how do you decide which approach to use in different situations?

WHY COACH TEAM MEMBERS?

A targeted coaching approach will often bring about the required change in behaviour or performance.

GIVING FEEDBACK IN AN OBJECTIVE WAY

Feedback can be a gift to help others improve performance, but only if delivered in the right way.

THE ‘HOT STOVE’ PRINCIPLE

Just as when you place your hand on a hot stove you instantly know it is hot, the same should happen for an employee that does something appropriate or inappropriate.

MANAGING DIFFICULT CONVERSATIONS

The two major problems managers have in dealing with team performance issues.

PERFORMANCE MANAGEMENT IS FOR GOOD PERFORMERS TOO

Performance management is an ongoing management task, not just something that occurs twice a year as part of the yearly review process.

COACHING FOR IMPROVED PERFORMANCE

For people to perform, they need to know what is expected of them.

DELEGATION AND TASK MANAGEMENT

1 DAY COURSE

Time is limited and demand is infinite. Improve your delegation skills and strategically plan and prioritise your team’s tasks to achieve maximum efficiency.

PRINCIPLES AND BENEFITS OF DELEGATION

Delegating parts of your work will empower you to manage an increased workload and further expand the value you can deliver.

USING THE POWER OF OTHER PEOPLE’S HELP

The benefits of effective delegation, and what happens when you don’t delegate.

HAVING COMPETENCY AND PROFICIENCY

Develop planning and prioritisation competencies to three levels: basic, intermediate and advanced.

STAGES OF EFFECTIVE DELEGATION

To delegate effectively; choose the right tasks to delegate, identify the right people to delegate to and delegate in the right way.

MANAGE OBSTACLES TO DELEGATION

Managers and organisations can fail to achieve team cohesiveness through effective delegation because they unknowingly fall prey to five potential obstacles or pitfalls.

SIX LEVELS OF DELEGATION AUTHORITY

When a manager delegates a task to an individual or team, it is imperative that the parties clearly understand their level of authority.

TYPES OF TASK THAT TAKE YOUR TIME

Identify and determine how much time your various task are taking.

STOP OTHER PEOPLE’S PRIORITIES BECOMING YOURS

Make the right choices when people bring you problems, issues or tasks they want help with.

ENROL NOW AT LEADERSHIPDIRECTIONS.COM.AU
ADDITIONAL SHORT COURSES FOR LEADERS AND MANAGERS
CHANGE MANAGEMENT

1 DAY COURSE

Overcome resistance and successfully manage change by defining and instilling new values, attitudes, norms and behaviours.

CONTRIBUTORS OF CHANGE
Discover the internal and external forces contributing of change within organisations.

STAGES OF CHANGE
Learn about the seven different levels of change. Understand why each stage is increasingly more challenging to undertake.

CHANGE RESISTANCE
Identification of common reasons for change resistance. Learn techniques and methods to reduce resistance to change.

THREE TRANSITION PHASES
Understand transition phases and the effect change has on a person’s state of mind.

PEOPLE WHO DON’T LIKE CHANGE
Discover why people that dislike change are helpful in making change easier.

MANAGING TRANSITION METHODS
Learn techniques that will assist others going through the different phases of change.

RESPONDING TO CHANGE PHASES
Exploration of the Kotter’s Change Model that will help people move forward.

RESISTANCE PROBLEM SOLVING
Use of case studies to identify issues, causes and how to effectively resolve resistance issues.

STEPS TO SUCCESSFUL CHANGE MANAGEMENT
Application of the Change Model to ensure the process of change is successful.

“I WILL BE ABLE TO APPLY THE THINGS I’VE LEARNED ABOUT THE IMPORTANCE OF PLANNING AND GETTING BUY-IN TO BRING ABOUT CHANGE BACK AT WORK.”

Mark, Government Officer
COMMUNICATION SKILLS FOR MANAGERS WITH DISC®

1 DAY COURSE

Adapt your style to get the most out of different people while assertively providing direction through effective feedback.

UNDERSTAND YOUR DISC® PROFILE
DISC® is a self-assessment that looks at both your behavioural and communication styles and helps you understand how to adapt to get the best out of others.

BUILD EFFECTIVE COMMUNICATION SKILLS
Understand why successful communication is central to successful leadership.

UNDERSTANDING BARRIERS TO EFFECTIVE COMMUNICATION
Understanding the barriers that cause communication gaps will help you to prevent and overcome them.

OBSTACLES TO LISTENING
It is not only the sender who must overcome communication gaps; the listener must also be aware of how to manage potential obstacles.

EFFECTIVE QUESTIONING SKILLS
To get accurate and important information from your direct reports and manage performance – whether good or bad – you need to know how and why to use open, closed and clarifying questions.

GIVING EFFECTIVE FEEDBACK
The content of feedback is not always positive, but its delivery should always be constructive. Constructive feedback provides encouragement, support, corrective measures and direction.

THE SITUATION-BEHAVIOUR-IMPACT (SBI) FEEDBACK MODEL
Following this model when you provide feedback will help the receiver see what actions they can take to continue or improve their performance, change ineffective behaviour and overcome obstacles.

EMPLOYEE ENGAGEMENT AND MOTIVATION

1 DAY COURSE

Revolutionise your workplace culture and build the commitment of your staff so they care for their work, not just their paycheck.

GET MOTIVATED TO MOTIVATE OTHERS
What the numbers say about the impacts of employee engagement on productivity and business outcomes.

HOW ENGAGEMENT AFFECTS WORK-LIFE BALANCE
Your emotions at work, whether good or bad, flow into your home life and affect those around you.

THE FOUR PILLARS OF ENGAGEMENT
How four areas within your control can raise the engagement and motivation level of your direct reports.

MOTIVATING DIRECT REPORTS
Understand that everyone has different preferences and triggers for feeling engaged at work.

WHAT ENGAGES YOU?
In order to help us understand what may engage others, it helps if you first reflect on what engages you.

COMMUNICATING FOR ENGAGEMENT
The best place to start when you want to improve employee engagement.

SUPPORTING CAREER DEVELOPMENT
Practical ways to motivate others by helping them achieve their full potential.

REWARD AND RECOGNITION
Show appreciation and help others grow using effective feedback models.

BUILDING TRUST AND CONFIDENCE
Honesty is consistently highlighted as the most important characteristic of an admired leader – learn how to build credibility with your direct reports.

MEASURING EMPLOYEE ENGAGEMENT
Understand where you are now in order to move forward.

PUTTING IT ALL TOGETHER
Six steps to drive massive commitment and engagement within a few months.

ENROL NOW AT LEADERSHIPDIRECTIONS.COM.AU
EMOTIONAL INTELLIGENCE

Emotionally intelligent leaders inspire passion and enthusiasm, take action to solve problems and have the ability to cope with change. This comprehensive course will enhance your interpersonal relationships through increased self-awareness and the ability to recognise your own emotional state and that of others.

COURSE CONTENT

WHAT IS EMOTIONAL INTELLIGENCE (EI)?
Defining EI and how it is a dynamic process of learning skills to understand yourself and others.

WHAT IMPACT WILL MY EI HAVE ON MY WORK?
Examine three main causes of career failures.

HOW IS MY EI RELATED TO MY IQ?
Distinguishing the major differences of EI and IQ, and how they are related.

INTRAPERSONAL SKILLS
Examine core skills of self-awareness, empathy and nurturing relationships.

THE JOHARI WINDOW
Delve into the importance of self-awareness and how this improves your leadership ability.

TUNING INTO YOUR SENSES
Paying attention to what you see and hear and not what you think you see and hear.

JOHARI WINDOW
Delve into the importance of self-awareness and how this improves your leadership ability.

MANAGING YOUR EMOTIONS
Paying attention to your emotions and understanding what they mean.

GUIDELINES FOR DEVELOPING EMOTIONAL SELF-MANAGEMENT
Five steps to managing your emotions.

NINE STRATEGIES FOR PROMOTING EI
How to continually improve your self-awareness.

SOCIAL AWARENESS
Identifying the emotions and reactions of those around you.

EMPATHY
How to develop and show an understanding of others’ feelings.

CHANGE AND EMOTIONAL INTELLIGENCE
Responding during a period of organisational change.

LEARNING OUTCOMES

» State the link between emotional intelligence and business success.
» Identify the four main elements of emotional intelligence.
» List the 18 competencies of emotional intelligence.
» Prepare strategies to build greater self-awareness.
» Examine your current self-management capability.
» Create simple strategies to improve social awareness.
» Focus on relationship management within the team and the organisation.

MY SKILLS PROFILE EIQ16 QUESTIONNAIRE

Prior to attending training participants are asked to complete an EIQ16 online questionnaire. This assessment measures your ability to perceive and understand emotions in yourself and others accurately and manage your emotions while using them to facilitate thinking.
LEADING CUSTOMER SERVICE TEAMS

1 DAY COURSE

Guide your team to project a customer-centric approach and deliver your goods or services in line with customer expectations.

DEFINING ‘GOOD CUSTOMER SERVICE’
Understand that each customer’s expectation is different.

GETTING SERIOUS ABOUT CUSTOMER SERVICE
Discover the four actions your organisation needs to take.

THE SERVICE-PROFIT CHAIN
Understand what drives growth and profitability in a service business, and a fulfilled mission in the public and not-for-profit sectors.

MOMENTS OF TRUTH
Recognise the moments that determine customer experience and satisfaction levels. This is when quality, as perceived by the client, is created.

MEETING YOUR CUSTOMERS’ NEEDS
There are two types of customer satisfaction – rational and emotional. Do you know which is the best for your business?

CUSTOMERS’ PSYCHOLOGICAL NEEDS
Understand four basic ways to meet your customers’ psychological needs.

COACHING FOR DEVELOPMENT
Coaching characteristics and skills, and how the ‘coaching to train’ process works.

STOP OTHER PEOPLE’S PRIORITIES BECOMING YOURS
Make the right choices when people bring you problems, issues, or tasks they want help with.

UNDERSTANDING CUSTOMER BEHAVIOURS
The four positive intentions that drive customer behaviours.

WHEN THINGS GET DIFFICULT
What to do when you start out with positive intentions, but people react with challenging and difficult behaviours.

DEALING WITH CUSTOMERS’ HIGH EMOTIONS
The hardest part about dealing with difficult customer behaviours is dealing with people’s emotions.

RESPONDING TO AND RESOLVING CUSTOMER COMPLAINTS
The seven key steps to responding to customer complaints.

ENROL NOW AT LEADERSHIPDIRECTIONS.COM.AU
MAINTAINING WELLBEING

1 DAY COURSE

Equip leaders to proactively build their own resilience while helping employees adapt and maintain wellbeing in the face of adversity, not only to reduce tension and stress but also to empower and motivate people to perform at their best.

WHAT ARE STRESS AND RESILIENCE?
Understand the definitions and reflect on the way you think about stress.

MANAGING EMOTIONS
Understand how a leader’s mood impacts results and monitor emotions as a way of guiding your actions and decisions.

THE CIRCLE OF CONCERN AND INFLUENCE
Learn how to separate the things you tend to be concerned about but have no direct control over.

LIFE OUTLOOK AND COPING WITH EVENTS
You may not have control of the event, but you have control of yourself, and understanding this is key to maintaining wellbeing.

THE IMPACT OF EMOTIONS AT WORK
Understand the impacts of positive and negative emotions on the service climate and revenue.

SOURCES OF STRESS
Recognise internal and external stress triggers and learn how some kinds of stress can be used as a positive motivational tool.

MANAGING STRESS AND CHANGE
Develop awareness of your personal stress responses and learn strategies to support your team and overcome resistance.

EFFECTIVE WAYS TO BUILD TEAM RESILIENCE
Practical strategies to prevent disengagement and build team resilience that supports employee wellbeing.

DEVELOP YOUR TEAM WELLBEING PLAN
Identify how you can use your team’s strengths to help them build resilience, develop healthy habits and relationships and maintain wellbeing back at work.
CRITICAL THINKING AND DECISION MAKING

1 DAY COURSE

This course will provide you with the processes to enable you to identify and evaluate specific situations quickly and to make more impactful decisions.

COGNITIVE AND CRITICAL THINKERS
Increase your understanding of critical thinking and how it supports problem solving and decision making.

THE FAST/SLOW ERROR
How fast and slow thinking shapes perception and choice.

HOW MISTAKES HAPPEN
Everyone makes mistakes. What’s important is to identify how they occur so they’re not repeated.

THE FIVE WHYS
A technique to investigate the root causes of a problem and develop suitable solutions.

BIAS AND THE DECISION MAKING PROCESS
Avoid wilful blindness and the cognitive biases that limit your decision-making ability.

CREATIVE BRAINSTORMING
Use the SCAMPER technique to generate new ideas or rethink existing ones.

THINKING AS A PHYSICAL ACT
Identify the cognitive price of thinking and the myth of multi-tasking.

FOUR WAYS TO IMPROVE YOUR STRATEGIC THINKING SKILLS
Know: Seek and observe global/political trends.
Think: Ask the tough questions.
Speak: Structure your verbal and written communication to help your audience focus on the core message.
Act: Allow time for thinking and embrace healthy conflict.

HOW TO ACT QUICKLY WITHOUT SACRIFICING CRITICAL THINKING
Avoid the urgency trap that limits your critical thinking time. Shine your focus on the right priorities and avoid extreme tilts through controlled flexibility.

ENROL NOW AT LEADERSHIPDIRECTIONS.COM.AU
To inspire transformation that sticks, team building initiatives must involve more than just a training day. Reinvigorate your team with a holistic approach that facilitates genuine behavioural change, enhances communication and fosters emotionally intelligent team dynamics.

1. IDENTIFYING AND TAILORING TO YOUR LEARNING GOALS
Prior to the workshop, our Learning and Development Consultant will discuss with you the changes in behaviour, as well as knowledge and skills that you want to develop in your team.

2. INTERACTIVE INSTRUCTOR-LED TEAM WORKSHOP
Our expert facilitators will encourage your people to open up while keeping them on track, sharing their relevant experience and facilitating positive behavioural change.

3. TEAM VALUES AND BEHAVIOURS FRAMEWORK
The facilitator will guide team members through developing a framework that reflects what they consider important as a team. This includes values, behaviours and taboos.

4. PROGRAM EVALUATION
We include tools to help you achieve tangible and sustained benefits. Our accountability for the success of your program culminates in student feedback being provided. Debrief with our Consultant can be provided at the conclusion of the training if required.
“Very beneficial and will create open discussion for our team.

SHANE, MELBOURNE
TEAM BUILDING WITH EMOTIONAL INTELLIGENCE - 1 DAY COURSE

ENROL NOW AT LEADERSHIPDIRECTIONS.COM.AU
TEAM BUILDING WITH DISC®

A team’s unity stems from the common goals its members accept, but its potential to achieve those goals depends on their ability to work together and understand each other. Using DISC® Profile as a learning tool, this team building workshop motivates teams to work towards high performance and cohesion.

THE DISC® PROFILE

DISC® TEAM DYNAMICS REPORT SAMPLE

WORKSHOP CONTENTS

EVALUATING TEAM EFFECTIVENESS
Review a range of areas, from purpose and direction to communication.

DISC® PROFILE
Discover how differently people think and behave, even when they agree.

TEAM DYNAMICS WITH DISC® PROFILE
See a graphical representation of your team’s natural and adapted styles.

TENSION AMONGST DISC® PROFILES
Know when to expect tension and have a strategy to prevent or deal with it.

UNDERSTANDING YOUR LOCUS OF CONTROL
How to make smart choices about what you attribute successes and failures to.

DEVELOPING SELF-AWARENESS
A commitment to developing self-awareness and emotional intelligence will increase personal and team success.

UNDERSTANDING TEAM MOTIVATION
Teams become highly motivated when they see the link between effort and outcomes. Use this simple formula to motivate yourself and others.

STAGES OF TEAM DEVELOPMENT
Evaluate what stage your team is operating in, based on the Tuckman model of forming, storming, norming, performing and adjourning, then identify how to move forward.
DISC® PROFILE INCLUSIONS

PARTICIPATING TEAM MEMBERS RECEIVE:
» full-colour 37 page DISC® report
» electronic team profile report
» post-workshop support.

HR OR WORKSHOP ORGANISER RECEIVES:
» electronic copies of all individual and team reports
» post-workshop attendees evaluations and debrief with our Consultant can be provided at the conclusion of training if required.

LEARNING OUTCOMES

» Understand your team’s stages of development.
» Evaluate your team’s effectiveness to help you move forward.
» Minimise tension by understanding communication and behavioural styles.
» Be aware of your locus of control and how it affects your team.
» Recognise how effort, performance and outcome drive team motivation.

“THANKS FOR A GREAT DAY. THE TRAINER MADE IT A LOT OF FUN AND I WILL NOW BE A MORE VALUABLE AND PRODUCTIVE EMPLOYEE”. Paul

ENROL NOW AT LEADERSHIPDIRECTIONS.COM.AU
TEAM BUILDING WITH EMOTIONAL INTELLIGENCE

It’s not enough to recruit a team of people who are technically skilled. To succeed, individuals must understand and value the importance of team dynamics. This workshop is designed to help teams in trouble or facing challenges to work towards better team synergy, improving individual and team performance.

WORKSHOP CONTENTS

WORKING WITH YOUR TEAM
Understand why effective teamwork and communication are essential to productivity and success.

TEAM COMMUNICATION
Learn how to overcome differences and communicate to be understood.

TEAMS AND EMOTIONAL INTELLIGENCE
Learn how the elements of emotional intelligence assist with cultivating an atmosphere of cooperation and trust.

SELF-LEADERSHIP
By learning about self-leadership, individuals can become motivated to take ownership and responsibility for their role within the team.

LOCUS OF CONTROL
How to make smart choices about what you attribute successes and failures to.

PERSONAL AND TEAM FEEDBACK SKILLS
Explore the benefits of constructive and open feedback in a team environment.

FEEDBACK AS A ‘GIVE’ OR A ‘GET’
Learn to tell the difference and respond to both types of feedback.

REQUESTING AND RECEIVING FEEDBACK
How to accept praise, ask for feedback, and respond assertively without blocking.

HANDLING DIFFERENT TYPES OF FEEDBACK
Get the most out of feedback when it is unjustified, vague or the most difficult type to hear – valid feedback.
TEAM VALUES AND BEHAVIOURS FRAMEWORK

The facilitator will guide team members through developing a framework that reflects what they consider important as a team. A hard copy will be provided to the team’s leader or manager.

The framework includes:

» values they identify with as a team
» behaviours that demonstrate the team values
» taboos that undermine the values.

LEARNING OUTCOMES

» Identify principles and benefits of emotional intelligence.
» Promote team synergy to improve outcomes and productivity.
» Recognise behaviours that promote and undermine team cohesiveness.
» Understand your locus of control and how it affects your team.
» Understand the importance of self-leadership for your career.
» Give and receive feedback effectively in a team environment.

“VERY WORTHWHILE. I PLAN TO APPLY A MORE POSITIVE ATTITUDE AND BETTER FEEDBACK SKILLS BACK AT WORK.”

Trevor
As a leading supplier to the construction industry, with over 100 sites across Australia, it is critical to our client’s ongoing success that managers have the necessary leadership skills to support their clients, staff and teams.

Prior to the training, participants completed a Leadership Potential Indicator Assessment that measured strengths and weaknesses in core leadership competencies. By mapping the responses against our client’s objectives, our team identified the gaps and developed a tailored program catering to three management levels.

To facilitate behavioural change, the managers completed an action plan at each session and revisited it at the next course.

<table>
<thead>
<tr>
<th>COURSE / SOLUTION</th>
<th>SCOPE</th>
<th>DELIVERED TO</th>
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<tbody>
<tr>
<td>Emerging Leaders, Negotiation Skills and Time Management</td>
<td>5 training days</td>
<td>Assistant Branch Managers</td>
</tr>
<tr>
<td>Leadership and Coaching Skills, Dealing with Difficult Behaviours and Resilience</td>
<td>6 training days</td>
<td>Branch Managers</td>
</tr>
<tr>
<td>Emotional Intelligence and Strategic Leadership</td>
<td>2 training days</td>
<td>Area Managers</td>
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</table>
A major Australian utility service provider underwent significant organisational reforms. Following a business unit restructure, a customised program was designed to promote teamwork and cohesion and enhance the skills of frontline managers across various departments.

It was also identified that supervisors responsible for staff in the field required further training in practical management skills.

Leadership Directions was later engaged to deliver further training, including people management training to a group of field supervisors.

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<tbody>
<tr>
<td>Leading Teams with DISC®</td>
<td>2 training days</td>
<td>26 Frontline Managers</td>
</tr>
<tr>
<td>Team Building with DISC®</td>
<td>1 training day</td>
<td>60 Team Members</td>
</tr>
<tr>
<td>DISC® Profile reports</td>
<td>Individual and team</td>
<td>All training participants</td>
</tr>
<tr>
<td>Debrief meeting</td>
<td>Evaluations and insights</td>
<td>L&amp;D and Senior Managers</td>
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</tbody>
</table>

“IT WAS ENGAGING AND GREATLY INFORMATIVE. FANTASTICALLY PRESENTED. I PLAN TO USE THE SKILLS TO BUILD MY TEAM AND ENHANCE COMMUNICATION WITH MY TEAM.”
Laura, Leading Teams with DISC®

A local council in a large rural area identified that its team leaders required development in specific competencies.

Managing staff in small and often remote communities presents unique challenges, so this project required a facilitator who could directly relate.

From our diverse team, we were able to deliver the perfect fit. Having experience as a manager in regional communities, our facilitator established a good rapport and worked through relevant, real-world scenarios with the managers. This gave them not only the tools, but also the confidence to manage their staff more effectively.

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<tr>
<td>Difficult Conversations in the Workplace</td>
<td>Tailored and delivered at three locations</td>
<td>Managers and Team Leaders at various levels</td>
</tr>
</tbody>
</table>

“THANK YOU, IT WAS A GREAT TRAINING COURSE AND WILL HELP ME REDUCE CONFLICT IN MY TEAM.”
Michael, Difficult Conversations in the Workplace
AUSTRALIA’S BEST LEADERSHIP TRAINING.
DEVELOPED IN AUSTRALIA, FOR AUSTRALIANS.
DELIVERED AT OUR PLACE OR YOURS.

OUR PASSION
Is to inspire and support Australian leaders and organisations to make constructive changes towards the future they want to achieve.

OUR MISSION
Is to help emerging leaders and frontline managers achieve positive behavioural change for themselves and their teams.

WE ACHIEVE THIS
Through practical high quality leadership and team building programs, self-directed action planning and ongoing support.

JUST A FEW OF THE PLACES WE’VE DELIVERED TRAINING ACROSS AUSTRALIA.