

Lunch and Learn Series

Leadership and Management

Use Emotional Intelligence to Improve Your Performance as a Manager and Leader

Learn how to apply Emotional Intelligence (EQ) to specific leadership and management situations which can positively influence the emotions and motivations of others in the workplace.

- Why EQ is important to effective management and leadership
- Group discussions and case studies of high and low EQ in the workplace
- Monitor and adapt your own emotions and behaviour to benefit others
- Learn strategies to enhance self-awareness and self-management skills using EQ

Giving Performance Feedback

Explore the steps of giving both positive and negative feedback. Participants will have the opportunity to practice giving feedback to others using case studies and real-life examples.

- Recognise the benefits of giving constructive feedback to colleagues
- Identify barriers to giving effective feedback and how to overcome them
- Learn how to apply a straightforward technique to deliver specific and balanced feedback
- Handle challenging feedback situations

Retention Techniques - Keep Your Staff Engaged

Understand the fundamentals of employee engagement and the required leadership and management skills.

- Why employee retention begins at the interview stage
- The business case for employee engagement
- The key drivers for employee engagement
- Leadership and line manager roles in employee engagement
- Effectively communicate goals, roles, and responsibilities so staff know what is expected of them

Develop High Performance Teams

Learn how to create a team environment which fosters outstanding performance.

- Essential communication skills for team success
- Identify who the high performers really are and what they do differently
- Key strategies for building a work group into an high performing team
- How to balance the needs of individual team members, teamwork, and achieving results

Deal with Challenging People and Situations

Develop useful techniques that will help you and your staff “keep their cool” in a wide variety of difficult situations.

- Understand why people can be difficult
- Appreciate the different types of difficult behaviour
- Techniques for confronting issues to reach a positive solution
- Essential communication skills for relating more effectively with people of all styles
- Be less of a target for difficult people

What Good Managers do Differently

This seminar is based on Marcus Buckingham’s book ‘First, Break All the Rules. What Great Managers Do Differently’. It offers specific techniques to help people perform better on the job.

- Discover what motivates your staff to excel by asking the right questions, pushing the right triggers, and becoming aware of their learning styles
- Learn to focus on your staff’s strengths and work around their weaknesses
- Improve performance by finding the right job fit for an individual’s talent

Delegate Effectively

Learn practical techniques that you can use to plan what to delegate, to whom, and how to delegate effectively resulting in effective task and project completion.

- Identify appropriate tasks and people when delegating
- Manage the delegation process and balance tasks between the team
- Responsibilities that can be delegated and those that cannot
- Handle employee resistance to delegation
- Monitor progress without micromanaging

Tips and Techniques for Great Presentations

The ability to confidently deliver a speech or presentation is an important skill. Learn some tips that can improve your presentation skills.

- Be authentic - recognise which presentation skills work for you and which don’t
- Define the outcome of the presentation
- Organise your presentation into “chunks”
- Use body language wisely

The Role of the Change Leader

Learn what successful change management takes and evaluate your change management skills.

- Key competencies associated with the role of the change leader
- Methods for dealing with resistance to change
- Identify how to engage the support of others
- Strategies for helping others move successfully through the change process

Individual Performance

Get Tough with Stress

Learn to toughen up with stress and see it as an opportunity for personal growth and development.

- Identify stress symptoms
- Control your attitude to stress
- How to become psychologically assertive
- Strategies to develop stress toughness

Boost your Networking and Relationship Skills

Learn core networking skills and create a personal and business networking strategy.

- Key elements of building effective workplace relationships
- Define who should be in your network
- Diversify, expand, and organise your network
- Use effective follow-up techniques

Positive Assertiveness Techniques

Learn techniques to increase your ability to communicate assertively in challenging situations so you will feel better about yourself and your self-control in everyday situations.

- Understand the role that positive assertiveness plays in effective interpersonal communication
- Use simple assertive verbal and nonverbal communication techniques and develop assertive body language
- Identify the barriers that stop you from doing and saying what you really want

Coping with Change in the Workplace

Acquire the insights and understanding you need to cope with change in the workplace.

- The impact of change in your workplace and your reactions to it
- How change affects individuals differently
- Develop your own resilience towards change
- Maintaining equilibrium through a transition

Exercising Influence

Learning how to influence and persuade in a non-threatening way that gets results.

- Adapt your influencing style to address the situation and style of the other person
- Define your required outcome from a discussion and plan how to achieve it
- Understand the needs and motivations of others and how to respond to them
- Learn a range of really useful influencing skills and techniques

Time Management

Learn how to effectively manage your time and increase your personal productivity.

- Principles of effective time management
- How to set workload priorities including scheduling time for maintenance tasks
- Identify and control time wasters and non-essential tasks
- Improve your ability to focus on high priority tasks and understand the difference between "vital" and "urgent"
- Tips for managing email communications

Interview Skills

Positively communicate your strengths in an interview.

- Think of the interview as both a selling and a matching process
- How to communicate and show your employer how you are an asset to them
- Use examples to illustrate your key strengths
- Practice responses to possible interview questions

Career Resiliency in Challenging Times

Take charge of your career and develop characteristics identified with employability, including teamwork, effective communication, and adaptability to change, continuous learning, self-confidence, and commitment to continuous learning.

- How workplace changes require greater individual responsibility for managing one's career
- Characteristics of individuals who are career resilient and the characteristics of organisations that support career resilience
- Look beyond a job's tasks to reflect on your marketability both inside and outside the organisation

Customer Service

Customer Service Excellence

Learn skills and tools to provide outstanding service to internal and external customers.

- Choose your attitude – how you think about your customers is how you will service them
- Key competencies to provide outstanding service to internal and external customers
- Build rapport quickly and easily with customers

Lunch and Learn Series Pricing

- \$1,800 + GST for 1 session
- \$6,000 + GST for 4 sessions (\$1,500 each)
- \$10,000 + GST for 8 sessions (\$1,250 each)

Maximum participants per session: 15