

Lunch and Learn Series

Management and Leadership

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 discussion 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

Create a Positive Workplace Culture

Learn about new ideas and strategies from the field of positive psychology and its application in creating a positive workplace culture.

- Gain insight into the core elements of a positive work culture
- The role of the manager/leader and employee in creating a positive work culture
- Identify the principles of well-being at work
- Develop strategies for increasing positivity at work
- Approaches for building positive teamwork

Inclusive Leadership and Unconscious Bias (New)

Tips to develop inclusive leadership skills and understand the concept of unconscious bias in the workplace.

- The attributes of an inclusive leader and manager
- How to champion diversity in your team
- How to be more inclusive with communication and behaviours
- Understand how our biases play out in the way you can include or exclude others
- Tips to create a culture that promotes inclusion

You Can't Be a Great Leader and Manager Without Building Trust (New)

Creating trust in the workplace is the cornerstone to achieving high levels of employee engagement. Learn how to create a community of trust in your team.

- The role of the manager/leader in building trust and respect with their team/s
- Identify leadership behaviours that build and/or hinder trust
- Specific actions for leaders to build trust and engage their team/s

Building Self-confidence in Employees (New)

The ability to build and maintain self-confidence in your employees is one of the critical competencies for leadership. Learn how to help employees realise their potential and improve their overall performance.

- Help employees identify and capitalise on their strengths
- How to delegate specific tasks that help employees harness their strengths
- Tips to actively support your staff in their growth and development
- How to talk to your employees about their career development

Giving Effective 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

The High-Performance Team

High performance teams are led by skilled managers and leaders who know how to motivate, inspire, and guide their people to success. Learn how to build a high performing team that is motivated to achieve results.

- Characteristics and competencies of a high performing team
- Strategies to build and maintain trust within a team
- Set team goals and measure success – define and prioritise results to achieve as a team
- Accountability between team members – what does that look and feel like?
- Team commitment and the rules of engagement around timelines, meetings, responsiveness in communication, and general interpersonal behaviour

Conversations that Engage Employees

Successful managers understand that their job is to assist employees do their best work. Learn about the type of conversations that support collaboration and drive meaningful performance improvement.

- Understand the drivers of employee motivation
- Set work objectives and expectations collaboratively with staff
- Create feedback mechanisms that engages staff and drives performance
- Conduct the career development conversation that enables staff to grow and develop

Lead and Manage your Team through Organisational Change and Transition

Learn tips on how to transition your team through organisational change.

- Change versus transition
- What effective leaders do during organisational change
- Methods for dealing with resistance to change
- Strategies for helping staff move successfully through change and transition

What Good Managers Do Differently

Good managers engage their staff, model the organisation's values, set the tone for 'how things are done' and promote a culture of success. Using specific examples of what good managers do differently; this seminar offers techniques and ideas to help managers build a culture that inspires their team to achieve.

- Define the attributes of good managers and their role in creating a positive workplace culture
- Why taking a strengths-based approach to managing staff is critical to staff engagement
- Identify staff member's strengths and what you need to do as manager to harness and develop those strengths
- Tips on how to provide regular and supportive feedback to staff

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
- How to monitor progress without micromanaging

Ted Talks (New)

Chew on some invigorating talks that stimulate conversation and insights about leadership, life and well-being. Participants view a 15-minute TED talk followed by facilitator led discussion.

Example talks include but not limited to:

- How great leaders inspire action: Simon Sinek
- The puzzle of motivation: Dan Pink
- The happy secret to better work: Shawn Achor
- Listen, learn....then lead: Stanley McCrystal
- As work gets more complex, 6 rules to simplify: Yves Morieux
- How to succeed? Get more sleep: Adrianna Huffington
- Try something new for 30 days: Matt Cutts
- Flow, the secret to happiness: Mihaly Csikszentmihalyi
- What makes us feel good about our work?: Dan Ariely
- How too many rules at work keep you from getting things done: Yves Morieux
- How to make stress your friend: Kelly McGonigal
- Smash fear, learn anything: Tim Ferriss
- How to stay calm when you know you'll be stressed: Daniel Levitin

Individual Performance

Mindfulness at Work (New)

Individuals will gain a solid understanding of what mindfulness is, its benefits and how to practice simple techniques to enhance the ability to be more focused and productive at work.

The program consists of three or four 90-minute facilitated sessions. Through the teaching of various meditation and mindfulness techniques, participants will learn to:

- Understand the impact of thought and emotion on well-being
- Listen more attentively
- Be more emotionally aware
- Communicate more effectively
- Focus more consistently by learning to minimise distractions
- Experience greater mental clarity with tasks and activities
- Remain calm in difficult work situations

Take Charge of Your Career (New)

Gain tips on how to realistically assess your career situation and acquire the tools necessary to assume greater control over your career.

- Identify skills and competencies to ensure employability
- Determine areas in which you wish to improve or gain more knowledge or experience before progressing to the next level in your career
- How talk to your manager about the next step in your career

How to Receive Feedback (New)

Learn how to ask for feedback and critical information to advance your development and improve your job performance.

- Understand the value of receiving feedback
- Avoid defensive reactions to perceived criticism
- How to ask the right questions to further understand feedback
- Practice receiving feedback with facilitator feedback

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
- Techniques for confronting issues to reach a positive solution
- Essential communication skills for relating more effectively with people of all styles

Enhance your Personal Brand

Learn how to articulate your skills, experience, knowledge, and overall value to the organisation by building and enhancing a strong personal brand.

- The elements your personal brand: Skills, strengths, attitude, appearance, and relationships
- How to stand out and be recognised for your personal brand
- Use feedback to see what you stand for is in line with how others see you
- How to harness your brand to grow your career and reputation

Resilience and Well-being in the Workplace

Learn techniques to build long-term resilience and optimism and how to 'bounce back' during times of change.

- Explore the elements of well-being and resilience in the workplace
- The link between positive emotions and well-being
- How to face setbacks with confidence – the growth versus the fixed mindset
- Learn some quick resilience strategies to increase well-being

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

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