

## TRANSITIONS TO LEADERSHIP & MANAGEMENT

COMPETENCY	WORKSHOP TOPICS	
<b>Personal Awareness &amp; Integrity</b>	<b>Workplace Behaviours (including basic Disc profile)</b>	Determine what the desired behaviours are in your workplace. Learn about your behavioural style and the style of those who you work and interact with to gain a better understanding our individual differences.
	<b>Basic Emotional Quotient (EQ)</b>	Emotional Quotient is the unique set of emotional skills that a person uses to navigate the everyday challenges of life. Discover your EQ and how to develop it. Become more productive and successful in what you do, and help others to be more productive and successful too.
	<b>Personal &amp; Team SWOT</b>	The SWOT analysis is an important diagnostic tool in the management of an organisation. It accounts for the elements that impact on performance and the achievement of objectives, both those elements that can be controlled (strengths and weaknesses) and those that are outside the control of the organisation (opportunities and threats). Learn about the components of a SWOT analysis and complete your own personal SWOT and that of your team.
	<b>Giving &amp; Receiving Feedback</b>	A core skill for leaders is the ability to give and receive feedback. Giving feedback is a tool leaders use to engage and direct followers, whilst building the skills and confidence of the team and organisation. discover the 5 key principles of giving feedback and how to deliver the tough messages.
	<b>Mental Toughness</b>	Mental toughness is a learned process that provides superior resilience. Measure your Mental Toughness and learn ways to meet and overcome the adversities and hardships that cause others to stumble or slow down.
<b>Relational Effectiveness</b>	<b>Effective Time Management</b>	Money and success flow away from disorganised people to organised people. Discover essential skills for your personal organisation and action planning, and become more successful at your job and in your life.
	<b>Conflict 'in the moment'</b>	Conflict is present in every organisation, and if people are resolving their conflicts with win-win outcomes, the result is effective teamwork. But if conflicts aren't resolved, working relationships erode and the result is a growing morale problem that needs attention. Learn the five steps to diffuse conflict in your workplace.
	<b>How to Work with Difficult People</b>	Find out how to deal with difficult, demanding and 'hard to please' personalities. Whether staff, customers, colleagues or suppliers, learn how to get positive outcomes that work for you. Be assertive and increase your confidence when dealing with these people, understand different working styles and behaviours and how to diffuse conflict while remaining professional under pressure.
<b>Strategic &amp; Business Clarity</b>	<b>Planning &amp; Goal Setting</b>	Setting goals helps people to look forward to the future and have something to work toward. Planning allows for the goals to be reached gradually, and helps people to avoid or manage obstacles effectively. Learn how to set personal and team goals and establish a plan to achieve these.
	<b>Decision Making</b>	All of us have to make decisions every day. Some decisions are relatively straightforward and simple and others are quite complex. Learn how to creatively brainstorm solutions, face obstacles from a whole new perspective and discover how to effectively use a step-by-step process to achieve greater results.
<b>Operational Impact</b>	<b>How to Have Effective Meetings</b>	Unfortunately many managers and teams have abandoned the idea of meetings in preference to email and other electronic means of communication. In many circumstances this has proved disastrous for team effectiveness and morale and contributed significantly to people management problems. Discover how to overcome common meeting problems and how to make your meetings effective.
	<b>Computer Skills</b>	If you need help with computer skills then we can offer training in MYOB and Microsoft Office applications using Excel, Word, and Outlook including windows and organising files and folders.

## EFFECTIVE LEADERSHIP

COMPETENCY	WORKSHOP TOPICS	
<b>Personal Awareness &amp; Integrity</b>	Improving Workplace Communications (Including full DISC profile)	Poor communication stifles performance, costs \$\$\$'s and frustrates management and workers alike. Understand your communication style and strengths and how to use these to improve work relationships. Learn how to overcome modern workplace communication issues and ensure your message is understood.
	Managing Stress	Stress is a part of everyday life but how we manage our own stress is the key to successfully living with stress. The word "stress" is often viewed negatively. Learn how to put a positive management spin on stress. Identify the stressors, develop an awareness of the danger signs and make it work for you.
<b>Relational Effectiveness</b>	How to Manage & Motivate Staff	Getting the best performance from your staff can be hard work, and supervisors and managers need to learn the skills to succeed in this important part of their job. Learn proven techniques for managing staff effectively and improving the performance of your team.
	Effective Delegation	There are two reasons why great leaders need to be effective delegators. First, delegating frees up time to lead. Second, delegation builds skills and trust in those you lead. Learn proven techniques for delegating and make your own delegation plan.
	Managing Upwards	Management is a two-way street, and effective managers need to maintain and develop good relationships – not only with their teams, but with their senior managers, too. Managing up is the best tactic for getting more interesting work, more responsibility, and more sane work hours. Better understand your manager and learn steps for managing upwards.
	Conflict Management Skills	In today's higher-stress workplace, the ability to understand conflict and how to resolve it is becoming an important tool for managers. Assess different sources of conflict and the five stages of conflict. Learn a number of practical ways for preventing, managing and resolving workplace conflict.
<b>Strategic &amp; Business Clarity</b>	Addressing Poor Performance	The issue of poor performance and behaviour can be a challenge. Learn how to identify poor performance and behaviour in employees and the factors that contribute to it. Develop some practical action steps to help remedy problems and monitor progress dealing with performance issues in a professional, practical and productive way. This will include following the correct legislative requirements.
	Performance Coaching	Performance Coaching is an ongoing leadership/management activity designed to improve business outcomes by lifting team and individual performance. Situations will sometimes arise in which performance problems are identified and need to be resolved. Learn how to utilise the GROW model of performance coaching to help increase the skills, performance and commitment of your team.
<b>Operational Impact</b>	Performance Review Interviews	To achieve results, individuals and teams need to know what is expected of them, and what good performance looks like. Gain confidence in preparing for and conducting interviews. Ensure the performance review process has a real impact (not just going through the motions), and develop a learning and development plan.
	Setting Performance Goals	Every business needs a systematic performance management process to develop a high performance culture. In order to do this, a process is needed that sets performance goals in place, and allows the business to monitor and improve performance of its team. Learn how to develop a process where you can measure whether you and your team are on the right track.
	Negotiation Skills	To negotiate effectively is a valuable business and life skill. Learn how to get the best possible outcomes from your negotiations. Gain some practical tips, tools and techniques to become skilful at preparing for, conducting and closing negotiations.
	Effective Budgeting	Learn the importance of budgeting, common problems and mistakes in budgeting and how to use budget information to improve your business performance.