

# Australia's first done-for-you, 12-month 'lunch & learn' soft-skills training program.

One low investment. Every employee. A year of Learning.



With this Golden Ticket every one of your employees and managers can attend as many courses as they choose over the next 12-months.

## 2021 'Lunch & Learn' Calendar



# THIS IS YOUR GOLDEN TICKET

IT GIVES EVERY ONE OF YOUR MANAGERS AND EMPLOYEES UNLIMITED ACCESS A YEAR OF LUNCH & LEARN COURSES TO HELP BUILD THEIR SKILLS AND GROW YOUR BUSINESS

Dear Manager,

COVID-19 has changed a lot of things about the way we are now all doing business. And one big challenge is how small-to-medium-sized organisations *like yours* can keep their managers and employees motivated, engaged and learning new skills to help themselves and your business. After all, your people are going to need all the help and support they can get to help your business get through the aftermath of the coronavirus.

I think we both realise that the past seven months have been crazy (to say the least) from both a human and business perspective.

Now, as we start to slowly come out of the COVID-19 lockdowns and gradually get back to some level of normality, there is a need to make sure your managers and employees not only feel appreciated and valued, but also to give them the support, knowledge and skills they'll all need to tackle whatever still lays ahead.



## Now, give a year of unlimited learning to everyone

I'm sure like most business owners, senior leaders and HR managers, you understand the importance of ongoing learning. In fact, I reckon it's more important now than ever; but one big the problem is we won't be putting people together in training rooms for many more months or even years, so that's why we've created an affordable solution to the challenge of training people with the soft skills they need in a way that's simple and affordable. **Success[hacks]** provides your organisation an entire year of weekly, 60-minute lunch & learn sessions for both managers and employees on almost every imaginable soft skill topic.

PLUS, it gets better. To make this training super affordable and easy to deliver, the entire annual calendars just one, low investment, and everybody in your organisation gets a golden ticket to attend an unlimited number of training courses.



**Paul Puckridge** - Training Director

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Please turn over

# What's Included

Take a look through these 99 pages you can see that we want to support every one of your people with the tools and resources they need to get through COVID-19 and come out on the other side stronger and smarter. **Here's what we're also including for EVERY manager and employee.**

## 47x Lunch and Learn Sessions

Each week for a year we deliver a lunch and learn session for either your managers, team leaders and supervisors or all of your employees.

Every session is new, unique and runs for less than 60 minutes. Even the busiest managers and employees will have the time to attend. Plus, there are 1000 seats available each week for those participants who want to attend live!



## PDF Downloadable Learning Guides

Each session is accompanied by a downloadable pdf workbooklet. Although not a requirement, the pdf guides are a useful learning resource to use during the training and for a practical reference to refer to later.



## Bonus Posters and Templates

To help reinforce the learning, we'll be regularly including bonus posters, guides and templates for participants to print and keep.



## Regular 'Live' Coaching Masterminds

To add even more value to your 'Success [hacks]' membership program, everyone will be invited to regular coaching masterminds. These bonus sessions will have a unique theme, allowing participants to ask questions as well as hear from other participants.



# The Live & Annual 2021 Training Calendar

Every Friday we launch a brand-new lunch and learn training session. Each training is available 24/7 for seven days. We also release 1000 tickets for participants who wish to attend the session live, giving them the opportunity to actively participate in the session. Tickets to attend the live sessions are available on a first-come first attend basis.

**(E) = For all Employees**

**(M) = For Managers, Team Leaders and Supervisors**

## JANUARY 2021

22 Friday 12:30 – 1:30 How to Set Your Team Strategy, Objectives and Goals for the Year Ahead (M)

29 Friday 12:30 – 1:30 Getting Yourself Organised, Motivated and Focused for the Next 12 Months (E)

## FEBRUARY 2021

05 Friday 12:30 – 1:30 How to Commence and Manage Small Projects(M)

12 Friday 12:30 – 1:30 Developing Your Assertiveness and Self Confidence (E)

19 Friday 12:30 – 1:30 A Leader's Guide for Solving Problems and Making Decisions (M)

26 Friday 12:30 – 1:30 Becoming a Highly Effective Communicator (E)

## MARCH 2021

05 Friday 12:30 – 1:30 Becoming a Better Manager and an Inspiring Leader (M)

12 Friday 12:30 – 1:30 Master Every Networking Event (E)

19 Friday 12:30 – 1:30 Influence, Inspire and Succeed as a Woman in Leadership (M)

25 Friday 12:30 – 1:30 How to Be an Outstanding Receptionist (E)

## APRIL 2021

02 Friday 12:30 – 1:30 How to Be a Customer Service Superstar (E)

09 Friday 12:30 – 1:30 How to Create a Strong Team Culture (M)

16 Friday 12:30 – 1:30 Overcoming Nerves and Fear When Delivering Presentations (E)

23 Friday 12:30 – 1:30 Successfully Onboarding New Team Members (M)

30 Friday 12:30 – 1:30 Mastering Microsoft PowerPoint

## MAY 2021

07 Friday 12:30 – 1:30 Speed-Reading Power (E)

14 Friday 12:30 – 1:30 A Manager's Guide for Undertaking Motivating Annual Appraisals (M)

21 Friday 12:30 – 1:30 Mastering Microsoft Teams (E)

28 Friday 12:30 – 1:30 Strategies for Energising and Motivating Your Team (M)

## JUNE 2021

04 Friday 12:30 – 1:30 Developing Your Cultural Intelligence (E)

11 Friday 12:30 – 1:30 Everything You Need to Know When You're a First Time Manager (M)

18 Friday 12:30 – 1:30 A Busy Person's Guide to Practicing Mindfulness (E)

25 Friday 12:30 – 1:30 Managing Different Generations at Work (M)

## JULY 2021

02 Friday 12:30 – 1:30 How to be a Highly Effective Member of Your Team (E)

09 Friday 12:30 – 1:30 Time Management Mastery for Busy Managers (M)

16 Friday 12:30 – 1:30 The Art of Storytelling for Business (E)

23 Friday 12:30 – 1:30 A Manager's Guide to Conflict of Interest and Ethics (M)

30 Friday 12:30 – 1:30 Mastering Microsoft Word (E)



(E) = For all Employees

(M) = For Managers, Team Leaders and Supervisors

## AUGUST 2021

- 06 Friday 12:30 – 1:30 Strategies for Accelerating Your Career Success (E)
- 13 Friday 12:30 – 1:30 A Manager's Guide for Delivering Inspiring Team Training (M)
- 20 Friday 12:30 – 1:30 Mastering Microsoft Excel (E)
- 27 Friday 12:30 – 1:30 Using Your Circadian Rhythms to Boost Your Performance

## SEPTEMBER 2021

- 03 Friday 12:30 – 1:30 How to Be Super Productive Working from Home (E)
- 10 Friday 12:30 – 1:30 Teamwork Makes the Dream Work (M)
- 17 Friday 12:30 – 1:30 Developing Your Emotional Intelligence (E)
- 24 Friday 12:30 – 1:30 Mastering Delegation for Managers Who Do Too Much (M)

## OCTOBER 2021

- 01 Friday 12:30 – 1:30 How to De-Escalate Conflict With Difficult People (E)
- 08 Friday 12:30 – 1:30 The Morning Routine for Doing Your Best Work Every Day (E)
- 15 Friday 12:30 – 1:30 Leading Your Team During Times of Change (M)
- 22 Friday 12:30 – 1:30 Bullying No More! (E)
- 29 Friday 12:30 – 1:30 Bringing Out the Best in Your People Through Coaching (M)

## NOVEMBER 2021

- 05 Friday 12:30 – 1:30 Strategies for Managing Your Inbox and Email (E)
- 12 Friday 12:30 – 1:30 Managing Employees Who Work from Home or Remotely (M)
- 19 Friday 12:30 – 1:30 DISC: The Four Personalities in Your Workplace (E)
- 26 Friday 12:30 – 1:30 Turning Around An Underperforming Employee (M)

## DECEMBER 2021

- 03 Friday 12:30 – 1:30 Negotiate Anything! (M)
- 10 Friday 12:30 – 1:30 Developing Personal Resilience Under Pressure and Stress (E)



*Imagine the positive things would happen if every one of your managers and employees had a Golden Ticket to a year of unlimited learning and development!*

Live Training Date: **Friday, January 22, 2021 12:30 - 1:30**  
Available for 7 Days from 22<sup>nd</sup> of January, 2021

# How to Set Your Team Strategy, Objectives and Goals for the Year Ahead

Make this your team's best year by learning how to formulate and communicate your team objectives and goals and get your people excited about the year that's ahead.



Weekly Online Training. Desktop, Tablet or Smart phone



Detailed Workbook Included



Targeted to Get You Results...Fast



Bonus Templates Included



Other Training Options Available



Learn New Behaviours in Under 60 Minutes



Gain New, Practical & Useable Skills



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# Setting Your Team's Objectives and Goals for the Year Ahead

## Why This Course is Important

There is something special about starting a new year. With everyone back at work from their Christmas and New Year breaks and ready to start again, now is the perfect opportunity to get everyone focused and committed on the year that's ahead of you all.

Taking time out to bring your team together for a short afternoon strategy session can help to realign everyone with what they have achieved over the past six months and what they still need to accomplish through to December.

The **How to Set Your Team Strategy, Objectives and Goals for the Year Ahead** session will help you clarify what your organisation needs your team to focus on and accomplish this year, as well as enable you as the team manager to craft a compelling vision for your team to reach this coming year. You'll learn how to use a balanced scorecard to identify your team's priorities as well as how to run a team planning session to bring everybody on this journey with you.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Acknowledge the importance of starting a new year off in the right way with a team vision and direction session.
- Recognise the type of problems your team might face if everyone is not working on the same vision and goals at the beginning of the year.
- Revisit what your team has achieved over the last six months.
- Identify the potential opportunities for growth within your team this year.
- Evaluate individual team members and determine what coaching and support they might need from you.

## Just Some of What You Will Learn

- How, as a manager, team leader or supervisor you can get laser-like clarity at the start of the New Year to give your team the greatest chance of success over the next 12 months.
- Why it's essential that you review the past year to prepare for the year ahead. Understanding the strategic, tactical and operational aspects of what your team must accomplish this coming year.
- How to create a team performance and skills-development matrix.
- The conversations you need to have with your manager as you and your team prepare for the year ahead.
- Practical ways to build enthusiasm and momentum for the work your team will complete this coming year.

Live Training Date: **Friday, January 29, 2021 12:30 - 1:30**  
Available for 7 Days from 29<sup>th</sup> of January, 2021

# Getting Yourself Organised, Motivated and Focused for the Next 12 Months

How to make this your best year both professionally and personally.



Weekly Online  
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or Smart phone



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Workbook  
Included



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Bonus  
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# Getting Yourself Organised, Motivated and Focused for the Next 12 Months

## Why This Course is Important

Last year was busy and you've just enjoyed Christmas and New Year with your friends and family. Now it's time to get back to work, and while starting a new year is exciting, it's also a little daunting. Even if you're looking forward to getting back to work, you might already feel overwhelmed with everything that you know that you need to do this year.

Rather than make this year like every other, why not take some time to get clear about what you hope to achieve over the next 12 months. Instead of waiting for your manager, team leader or supervisor to tell you what they want you to accomplish, how about you take the initiative and develop your own plan for what you want to achieve at work, and in your personal life?

**Getting Yourself Organised, Motivated and Focused for the Next 12 Months** is an important training session to be part of, as you will learn how to get focused, stay organised, be motivated and ready for success throughout the year ahead.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Understand the importance of having an annual plan for your professional and personal life.
- Review your performance and outcomes from last year to prepare for this year.
- Undertake a personal and career SWOT analysis.
- Avoid all of the known roadblocks that could hinder your team and personal progress this year by preparing in advance.
- Clearly identify your short and long-term team and team-contributor goals.

## Just Some of What You Will Learn

- Why you need to plan in order to keep you focused and accountable to yourself and team
- Identify your achievements and setbacks over the last 12 months.
- What does your manager and team expect of you this year?
- What you should do if your manager doesn't set you or your team specific goals at the start of this year. How to create your own on one page and present it to your manager.
- How to divide this coming year into four quarters and set work and personal goals for each quarter.
- How to come to work each day with greater focus on being able to get things done.
- Why you should also set goals in your personal life too. What you could focus on to gain greater personal fulfilment.

Live Training Date: **Friday, February 05, 2021 12:30 – 1:30**  
Available for 7 Days from 5<sup>th</sup> of February, 2021

# How to Commence and Manage Small Projects

Explore the big picture of project management and how to run a small project or be part of a project team.



Weekly Online Training. Desktop, Tablet or Smart phone



Detailed Workbook Included



Targeted to Get You Results...Fast



Bonus Templates Included



Other Training Options Available



Learn New Behaviours in Under 60 Minutes



Gain New, Practical & Useable Skills



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# How to Commence and Manage Small Projects

## Why This Course is Important

Managing and working on short projects represent much of the work that's done in many teams across Australia today. Yet, according to a study by PWC, in the past decade fewer than 3% of organisations completed all of their projects on time, on a budget and to the project's original specifications.

Learning to manage small projects well and knowing how to contribute to a project team not only benefits the project, it also benefits you. Being able to manage a small project and project-team will boost your confidence and the skills to navigate many of the complexities of project management.

**How to Commence and Manage Small Projects** session is a perfect introduction to help you learn more about the field of project management, as well as how to manage a project team and work with your project sponsor. Don't just guess how to lead a project; discover key project management concepts in this practical and hands-on training.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Understand the difference between project management and task management.
- Know how to manage the four stages of a typical project.
- Realise all of the small, yet important facets that makes any small project succeed.
- Initiate and define your next project.
- Work with a project team, whether they are from within your team or outside your organisation.
- Move a small project forward.
- Work around common project problems.
- Bring a project to a close and evaluate its success.

## Just Some of What You Will Learn

- Identifying the project outcome and how it can best be achieved.
- What are a project manager's roles and responsibilities?
- The project management life cycle.
- Planning a project.
- Identifying stakeholders and selecting the right people for the project team. Translating projects tasks and activities into S.M.A.R.T sub-tasks.
- Creating a project schedule that includes timelines, milestones and responsibilities.
- Initiating your project.
- Monitoring and controlling your project.
- Closing off your project the right way.

Live Training Date: **Friday, February 12<sup>th</sup>, 2021 12:30 – 1:30**  
Available for 7 Days from 12<sup>th</sup> of February, 2021

# Developing Your Assertiveness and Self Confidence

Learn how to talk to others with more confidence, expand your social circle and find your voice to say “no” when you need to.



Weekly Online Training.  
Desktop, Tablet or Smart phone



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# Developing Your Assertiveness and Self Confidence

## Why This Course is Important

One of the most important skills any person can possess in their professional and personal life is the ability to be confident and assertive. So, what is assertiveness? Put simply, it is being able to communicate your feelings and needs while at the same time respecting the feelings and needs of others.

When you come from a place of assertiveness you don't see yourself as being any more or less important than others. You're happy to listen to other people's opinions and you're also willing to share yours - respectfully. Because being assertiveness is directly linked to self-confidence, being self-confident will improve your self-image too!

If you feel your assertiveness and self-confidence need to boost, make sure you attend the **Developing Your Assertiveness and Self Confidence** session. You'll learn to give yourself the self assurance and confidence you need to communicate honestly and to get ahead at work and of course, in life.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Know the difference between being assertive, aggressive or passive.
- Reduce your feelings of discomfort when discussing sensitive topics.
- Speak up and share your opinions.
- Come across assertively using confident body language.
- Express yourself confidently in front of others.
- Give honest feedback to others without feeling guilty.
- Defend yourself when others are criticising you.

## Just Some of What You Will Learn

- Why low assertiveness can sabotage your success and happiness at work in your relationships outside of work.
- What is assertiveness and why is it a critical skill if you want to be happy?
- Learning the critical link between self-esteem and assertiveness.
- Aggressiveness, passiveness and assertiveness – what's the difference?
- How body language changes your brain chemistry to feel more confident.
- How to share your opinions at work.
- How to say no and not feel guilty.
- The best way to provide honest feedback that focuses on behaviour not the individual.
- What to do when you receive negative feedback, especially if it isn't true.
- How to inoculate yourself against negative people.

Live Training Date: **Friday, February 19, 2021 12:30 – 1:30**  
Available for 7 Days from 19<sup>th</sup> of February, 2021

# A Leader's Guide for Solving Problems and Making Decisions

Learn how to handle any problem and make better decisions with a logical plan.



Weekly Online Training.  
Desktop, Tablet or Smart phone



Detailed Workbook Included



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Bonus Templates Included



Other Training Options Available



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# A Leader's Guide to Solving Problems and Making Decisions

## Why This Course is Important

Everyday across Australia, leaders like you are faced with problems to solve and decisions to make. Some problems are big and can have a significant impact on your team and organisation, while others are small and quick to fix. To solve problems and make better decisions you need more than your gut; you must understand how to use and apply problem solving and decision-making frameworks to whatever you and your team are working on.

If you know how the human brain processes, judges and makes decisions and how you can use proven problem-solving frameworks, then you are half-way to finding solutions to work problems.

By attending the **Leader's Guide to Solving Problems and Making Decisions** session, you'll learn how to improve your problem-solving and decision-making ability and you'll leave the session with new tools and frameworks so you will know how to approach almost any problem with the confidence to solve it.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Identify roadblocks that prevent creative thinking.
- Develop creative attitudes and learn to see that all problems have opportunities.
- Rediscover your creative ability.
- Focus and direct creative efforts.
- Overcome criticism and gain acceptance for new ideas.
- Learn creative and effective techniques to recognise and identify problems.
- Explore techniques for managing creative people who are always coming up with ideas.
- Use frameworks (provided) to approach common workplace problems.

## Just Some of What You Will Learn

- Why as a leader you must maintain innovation and creativity within your team to withstand business challenges.
- How to overcoming common misconceptions and creativity myths.
- Getting past the obstacles of problem-solving, including criticism, negativity and perfectionism.
- The six basic laws of problem solving.
- How to take risks and learn from failure.
- Problem solving techniques including:
  - The SCAMPER approach
  - The 7x7 technique
  - The 6 Thinking Hats
- Apply problem solving matrixes to evaluate your ideas before making decisions.

Live Training Date: **Friday, February 26, 2021 12:30 – 1:30**  
Available for 7 Days from 26<sup>th</sup> of February, 2021

# Becoming a Highly Effective Communicator

Develop your communication skills for persuading, influencing and building a strong rapport with customers and colleagues.



Weekly Online Training. Desktop, Tablet or Smart phone



Detailed Workbook Included



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Bonus Templates Included



Onsite Training is Also Available



Learn New Behaviours in Under 60 Minutes



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# How to Be a Highly Effective Communicator

## Why This Course is Important

From the moment you walk into work each morning you are communicating consciously as well as unconsciously to others. Whether it's in the words you speak, *how* you talk, facial gestures, or your body language, everybody around you is constantly picking up on your communication and social cues. Are your current communication skills helping you or hurting you? Are they building you up or pulling you down?

If you're communicating positively, others will know exactly what you're saying, but when you don't communicate well, people can get confused, misunderstandings occur, and the chances of mistakes or conflict occurring dramatically increase.

The **Communication Skills to Connect With Others and Get What You Want** session is all about teaching you a range of powerful new ways to communicate with your body language, voice tone and your words. This program is for everyone who cares about the way they want to come across to others.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Authentically make a positive first impression meeting people.
- Realise that your nonverbal communication says more about you than the words you speak.
- Send positive and persuasive visual, verbal and vocal cues.
- Understand the 'power words' that can make you come across as more intelligent, approachable and engaging.
- Use social gestures that make people instantly like you.

## Just Some of What You Will Learn

- Why everything you say and do is sending conscious and subconscious messages to others.
- The three ways we communicate - consciously and subconsciously.
- The body language to use so you can instantly boost your charisma.
- How to walk into a room and instantly command attention and respect.
- Power words that make you sound more intelligent and more engaging.
- Power strategies to persuade and influence people in meetings, conversations and presentations.
- Practical ways to come across as an attentive, active listener.
- How to ask great questions any situation.
- Becoming a better, active listener.

Live Training Date: **Friday, March 05, 2021 12:30 – 1:30**  
Available for 7 Days from 5<sup>th</sup> of March, 2021

# Becoming a Better Manager and an Inspiring Leader That People Want to Follow



Weekly Online  
Training.  
Desktop, Tablet  
or Smart phone



Detailed  
Workbook  
Included



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Bonus  
Templates  
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Other  
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Learn New  
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# Becoming the Manager and Leader People Really Want to Follow

## Why This Course is Important

Many people make the mistake of thinking that the terms *management* and *leadership* are the same thing. They're not. Being a successful manager doesn't mean you are an effective leader.

In a conversation with Rear Admiral Grace Hopper, a junior officer she was mentoring. The officer asked her what was the difference between management and leadership. She responded with this pithy and powerful quote; *"You manage things; you lead people."*

If you're a manager, team leader or supervisor, it's essential to understand how to apply both the functions of management and role of leadership in your job. During the **Becoming the Manager and Leader People Really Want to Follow** session, you'll learn how to articulate your team's objectives while bringing out the best in your team by creating a compelling vision that your people want to follow. Manage with purpose and lead others with vision, feedback and motivation.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Understand the difference between management and leadership.
- Know whether you are a naturally strong manager or leader.
- Strengthen your management and leadership capabilities.
- Be clear about the targets you need to set and achieve as a manager.
- Know that being an empowering leader first starts with having a strong vision.
- Identify the attributes of good managers and inspiring leaders you want to emulate.

## Just Some of What You Will Learn

- What's the difference between management and leadership?
- Why you need to identify your strengths, so you know what skills you need to improve.
- It all starts with self-awareness. What do you know about your management and leadership skills?
- Take the management/leadership assessment and determine your natural strengths and biases. Are you a stronger manager or a natural leader?
- Management is about tasks and getting things achieved. What do you need to focus on over the next 30 and 90 days?
- How do you inspire people to want to follow you? Insights for developing stronger leadership capabilities over the next 30 and day days.
- Develop an action plan to up your management and leadership capabilities.

Live Training Date: **Friday, March 12, 2021 12:30 – 1:30**  
Available for 7 Days from 12<sup>th</sup> of March, 2021

# Master Every Networking Event (Even if You're An Introvert)

Discover how to meet new people, start meaningful conversations and develop relationships at social events.



Weekly Online Training.  
Desktop, Tablet or Smart phone



Detailed Workbook Included



Targeted to Get You Results...Fast



Bonus Templates Included



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# How to Get the Most from Every Networking Event (Even if You're An Introvert)

## Why This Course is Important

Whether you're attending a social function arranged by your organisation, attending an interstate conference, a client networking event, or being introduced to strangers for the first time, what goes through your mind (and body) when you're expected to stand in front of others, mingle and engage in 'small talk'? You don't have to be an introvert to not enjoy the stress that comes with networking and meeting strangers. But, as you know, building your networks is part of your professional development.

Networking is the key to getting known and building your contacts. Without a network around you you're limiting your opportunities to learn, grow and expand your experience and knowledge.

The **Master Every Networking Event** session will give you the confidence to know what to say and how to interact with new people in any professional or personal gathering. If you're ready to build your social skills, then this training is an essential learning.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Authentically make a positive first impression when meeting new people.
- Realise that your nonverbal communication says more about you than the words you speak.
- Send positive and persuasive visual, verbal and vocal cues.
- Understand the 'power words' that can make you come across as more intelligent, approachable and engaging.
- Use social gestures that make people instantly like you.

## Just Some of What You Will Learn

- Why networking is a critical professional skill.
- How to overcome the fear of networking and meeting people.
- How to prepare for a networking event.
- How to walk into a room and instantly command attention and respect.
- Power words that make you sound more intelligent and more engaging when you're meeting people.
- Power strategies to persuade and influence people in meetings, conversations and presentations.
- Practical ways to be seen as an attentive, active and interested listener.
- Learn the right questions to ask in any social situation.
- New ways to be a better, active listener.
- How to be an 'interesting' person people want to talk to.

Live Training Date: **Friday, March 19, 2021 12:30 – 1:30**  
Available for 7 Days from 19<sup>th</sup> of March, 2021

# Influence, Inspire and Succeed as a Woman in Leadership

Earn respect, manage office and gender politics and perceptions to become a stronger female leader.



Weekly Online  
Training.  
Desktop, Tablet  
or Smart phone



Detailed  
Workbook  
Included



Targeted  
to Get You  
Results...Fast



Bonus  
Templates  
Included



Other  
Training  
Options  
Available



Learn New  
Behaviours  
in Under  
60 Minutes



Gain New,  
Practical &  
Useable Skills



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# Influence, Inspire and Succeed as a Woman in Leadership

## Why This Course is Important

Although great progress has been made over the past decades with more women being welcomed into supervisory and management roles, many female managers still say they are judged differently compared to their male counterparts when it comes to managing and leading a team.

Dr. Daniel Amen, author of *Unleash the Power of the Female Brain*, has discovered many differences in female and male brains, yet most leadership training overlooks the fact that men and women have different leadership styles. Gallup research indicates that people who work for a female manager are more likely to feel better involved, enthusiastic and more committed to their work and organisation compared to being managed by a male.

This course is for women who want to build upon their current leadership skills and use their talents and unique differences to bring out the best in their leadership roles wherever they work.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Recognise the natural strengths of male and female brains.
- Handle stereotypes around women in leadership roles.
- Manage biased comments.
- Adjust friendships you have formed at work with your colleagues, so you remain a professional leader.
- Overcome gender challenges to be the leader that your team needs.
- Gain more confidence in your skills, knowledge and ability.

## Just Some of What You Will Learn

- What makes men and women different
- when it comes to leadership? Discuss the science.
- Examples of brilliant female leaders through history.
- What benefits can a female leader bring to a team?
- The challenges facing female leaders in many workplaces.
- What are the habits and behaviours that might be holding you back at work?
- How to find your voice as a female leader (in an ocean of male noise).
- Strategies for managing your working and personal relationships.
- How to build personal influence.
- You can't always 'do it all'. The importance of remembering self-care and life balance.

Live Training Date: **Friday, March 25, 2021 12:30 – 1:30**  
Available for 7 Days from 25<sup>th</sup> of March, 2021

# How to Be an Outstanding Receptionist

Get organised, manage the 'front of house', build confidence and take charge as the "Director of First Impressions"!



Weekly Online Training.  
Desktop, Tablet or Smart phone



Detailed Workbook Included



Targeted to Get You Results...Fast



Bonus Templates Included



Other Training Options Available



Learn New Behaviours in Under 60 Minutes



Gain New, Practical & Useable Skills



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# How to Be an Outstanding Receptionist

## Why This Course is Important

Every receptionist and front office staff member are an organisation's 'Director of First Impressions', including yours. She or he is the first person that customers speak to and interact with at the reception desk or when they call or visit, and this is why making an instant, positive impression and professional connection with everyone who contacts your company is essential.

We also know that at times the role of someone working on the front desk can be hectic, with phones ringing, emails arriving, internal team members needing things, and guests and visitors waiting in the reception area.

Whether you have been in a receptionist or front office role for a short while or years, the **How to Be an Outstanding Receptionist** training session is all about giving you the skills to manage your workflow and the people around you - all the while being your organisation's highly capable 'Director of First Impressions'.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Manage your time by planning your day and prioritising tasks before you do anything else.
- Understand why your attitude and demeanour are your most important assets in a front desk role.
- Get in sync with your office manager.
- Give a powerful first impression to customers who telephone or visitors and guests who arrive at your desk.
- Stay in control of what's going on around you, even when you're feeling a little overwhelmed.
- Be valued for the important work that you do each day.

## Just Some of What You Will Learn

- Are you sabotaging your own success by not realising just how important your role is?
- Common mistakes front office staff make, and you can avoid making them!
- Why personal organisation must be your most important skill to work on.
- How to communicate well - including listening and asking questions to callers, colleagues and visitors.
- Telephone techniques for answering, screening and transferring calls.
- Brilliant ways to engage visitors.
- Ideas for managing incoming email
- How to work well with your manager.
- How to push back (professionally) when being given additional and you're already overwhelmed.
- Skills to reduce the stress of your role.

Live Training Date: **Friday, April 02, 2021 12:30 – 1:30**  
Available for 7 Days from 2<sup>nd</sup> of April, 2021

# How to Be a Customer Service Superstar

Enhance your customer support skills and delight every customer with great customer care.



Weekly Online Training. Desktop, Tablet or Smart phone



Detailed Workbook Included



Targeted to Get You Results...Fast



Bonus Templates Included



Other Training Options Available



Learn New Behaviours in Under 60 Minutes



Gain New, Practical & Useable Skills



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# How to Be a Customer Service Superstar

## Why This Course is Important

Even though we live in a world that is becoming more high-tech every day, especially when it comes to interacting with organisations like yours, most customers crave what is described as 'high touch' experiences too. Whether it's on the phone or in person, friendly, courteous, and caring customer service has never been more important.

So, whether you interact with customers on the telephone, in person, or your organisations website's online live chat service, knowing how to connect, care and provide a genuinely warm and helpful customer service experience is something that the best organisations strive to achieve every day.

The **How to Be a Customer Service Superstar** session is all about learning how to make every customer service interaction a positive, happy and memorable experience. After all, brilliant customer service isn't just something that benefits your customers. Great service also helps you enjoy your work more too.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Realise that *everyone is a customer*.
- Play your part in understanding what every customer expects from you when they visit, email or call your business.
- Make positive and memorable first impressions with every customer.
- Understand the three phases of a customer interaction and know how to navigate through each one.
- Deal professionally and courteously with upset, angry or unreasonable customers.
- Stand out from competitors with unique customer service experiences.

## Just Some of What You Will Learn

- Why is customer service more important than ever before?
- Examples of great customer service experiences all over the world.
- What do customers really expect when they call or message your organisation?
- Research - what customers dislike about their customer service experiences.
- The five levels of customer service.
- Three phases of service interactions.
- Strategies for connecting with customers face-to-face.
- How to make every telephone or email interaction courteous and professional.
- Quick ideas about interacting with angry or upset customers and how to calm someone who is upset or being unreasonable.

Live Training Date: **Friday, April 09, 2021 12:30 – 1:30**  
Available for 7 Days from 9<sup>th</sup> of April, 2021

# How to Create a Strong Team Culture

Learn how to develop your team's culture by building a foundation on strong values and principles that will guide team's performance.



Weekly Online Training. Desktop, Tablet or Smart phone



Detailed Workbook Included



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Bonus Templates Included



Other Training Options Available



Learn New Behaviours in Under 60 Minutes



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# How to Create a Strong Team Culture

## Why This Course is Important

Whether you lead a team of ten or more employees or just a handful, today's teams face many varied and complicated tasks and challenges.

Research into what makes a successful high-performing team reveals that teams with a strong internal culture will always accomplish more compared to a group of people who are just 'working together' in the same department. So, how can you make your team better and stronger this year? *It's all about your team's culture!*

The most effective team leaders don't "wing it"; instead they consciously build their team based on a culture of common values and they deliberately create internal relationships that are based on trust, loyalty and a common goal.

During the **How to Create a Strong Culture** session, you'll learn how to create your team's foundation based on agreed values, behaviours and 'cultural guardrails', so everybody knows how to work more cooperatively and cohesively.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Understand why culture is the foundation of any team's long-term success.
- Where to start when developing team values and ground rules.
- Foster greater interpersonal engagement and establish a sense of purpose in your employees.
- Create a team culture of kaizen - continuous and never-ending improvement.
- Build and develop your team's maturity.

## Just Some of What You Will Learn

- Why is team culture so important for a team's success?
- What is the purpose of your team?
- How would you rate the climate and culture of your team today? What could be improved?
- Examples of world-class team's built on strong cultural values and beliefs
- Knowing how to work with your people to co-create a strong team culture.
- Is conflict bad, or should it be positive for your people to grow?
- Building a strong team in 9 steps.
- The right way to set shared goals.
- How to foster greater engagement and establish a deeper sense of purpose within your people.
- The importance of promoting ongoing coaching and learning for team growth.
- Strategies for managing your team's ongoing performance.

Live Training Date: **Friday, April 16, 2021 12:30 – 1:30**  
Available for 7 Days from 16<sup>th</sup> of April, 2021

# Overcoming Nerves and Fear When Delivering Presentations

Learn practical strategies you can apply to reduce your nerves and stress when speaking in public.



Weekly Online Training. Desktop, Tablet or Smart phone



Detailed Workbook Included



Targeted to Get You Results...Fast



Bonus Templates Included



Onsite Training is Also Available



Learn New Behaviours in Under 60 Minutes



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# Overcoming Nerves, Fear, and Anxiety When Delivering Presentations

## Why This Course is Important

At some point in your career you're going to be asked by your manager or someone else to stand up and talk or deliver a presentation in front of others. This could be a talk with your peers in a team setting, or with a group of customers or guests at a conference. Maybe you need to conduct a short presentation online using MS Teams or Zoom? The further you move up an organisation and take on additional responsibilities, the more often you will be expected to speak in public.

So, if public speaking is stressful, just realise that you're not alone. Many managers and employees also have a fear of stand up and speaking in public.

The good news is that the **Overcoming Nerves, Fear, and Anxiety When Delivering Presentations** session will help to make speaking in public easier. You'll learn how to prepare your talk, deal with your nerves and speak with confidence. If you want to speak in public with more confidence, then make sure you attend this helpful training session.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Understand the real reason why you feel nervous or stressed before you speak in public.
- Practice a powerful technique called EFT (Emotional Freedom Technique) to disrupt unhelpful thinking patterns that cause anxiety prior to speaking in front of others.
- Know what you should and shouldn't drink or eat before presentation (especially if you get anxious or nervous).
- Apply practical breathing techniques to reduce your feelings of general nervousness before you stand up and talk in front of a group.

## Just Some of What You Will Learn

- Even if you don't like speaking in public, why you should learn to deliver short presentations and talks.
- Understanding the acronym FEAR.
- What is a psychological reason behind most people fear speaking in public and how to deal with it.
- Why having a good outline for your talk and knowing how to structure a presentation is half the battle.
- The other half - how to deal with the stress that comes from speaking in front of others.
- Strategies to manage your nerves and breathing techniques to use during your talk.
- Other ways to manage your nerves.
- Putting it all together for your next talk.

Live Training Date: **Friday, April 23, 2021 12:30 – 1:30**  
Available for 7 Days from 23<sup>rd</sup> of April, 2021

# Successfully Onboarding New Team Members

Optimise your teams onboarding process so new staff can quickly become productive and efficient.



Weekly Online  
Training.  
Desktop, Tablet  
or Smart phone



Detailed  
Workbook  
Included



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# Successfully Onboarding New Team Members

## Why This Course is Important

While new employees are excited about their role when they join your organisation and team, without a proper induction and onboarding, it mightn't take long for even a very enthusiastic team member to feel a little confused, lost or disillusioned.

When new team members are struggling to understand where and how they fit in, what is being expected of them or how to perform certain tasks that might be different in your team, they can become despondent and their productivity and enthusiasm will wain. Research suggests that as many as half of all employees that aren't onboarded properly won't see their out their first year with you and will leave.

Whether your organisation has an onboarding process or not, the **Successfully Onboarding New Team Members** session will show you how to create a simple yet effective onboarding program to give every new hire the greatest chance of integrating and succeeding in your team.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Properly evaluate whether what you're currently doing is working or could be improved with your employee onboarding program.
- Create an onboarding checklist to track the employee's progress.
- Prepare your team for the new employee.
- Pair your new staff with a buddy from within your team.
- Support your new team member once they have integrated into your team.

## Just Some of What You Will Learn

- Why employees need to be onboarded if you want them to success in the short and long term.
- What the difference is between an induction and onboarding.
- Why onboarding is critical in today's workplace.
- What you should include on your onboarding checklist.
- What to consider for day one, week one, week two and beyond for your onboarding program.
- Unique and practical ways to make the new team member get up to speed as quickly as possible.
- How to evaluate if your onboarding program is successful.

Live Training Date: **Friday, April 30, 2021 12:30 – 1:30**  
Available for 7 Days from 30<sup>th</sup> of April, 2021

# Mastering Microsoft PowerPoint from Beginner to Advanced in an Hour



Weekly Online Training. Desktop, Tablet or Smart phone



Detailed Workbook Included



Targeted to Get You Results...Fast



Bonus Templates Included



Onsite Training is Also Available



Learn New Behaviours in Under 60 Minutes



Gain New, Practical & Useable Skills



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# Mastering Microsoft PowerPoint - from Beginner to Advanced in an Hour

## Why This Course is Important

Since its inception in 1987, Microsoft PowerPoint has been the world's leading computer software for helping managers and employees deliver information and presentation in meetings and training courses.

If you're like millions of employees who use Microsoft PowerPoint on a regular basis and you've never had any formal training to learn how to use or unlock all of the special features within PowerPoint, then it's time you upgrade your PowerPoint knowledge and skills and learn how to use many of the new, powerful (yet often unused) functions you'll find in Microsoft PowerPoint.

This one-hour **Mastering Microsoft PowerPoint** masterclass will help you learn and use many of the amazing features within the program so you can create professional and engaging slideshows and presentations.

You'll discover how to use slides and the slide master features and easy ways import items from other Microsoft Office programs. Even learn how to add movie and sound clips to make your message more memorable. If you use PowerPoint frequently, then you'll find this training session full of helpful and practical ideas.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Navigate confidently through all of the menus and functions found within PowerPoint.
- How to change ribbons menu, presetting and make your own templates.
- Work with charts, tables, action buttons.
- Manipulate text, images and even multimedia and find out how to insert audio and video in your presentation to help captivate your audience's attention.
- Learn how the background works for creating templates.
- Use the presenter's screens confidently.
- Understand visualisation - how to use animations and transitions properly.

## Just Some of What You Will Learn

- What's new in PowerPoint 2016/365?
- Browsing the presentation gallery and interfaces.
- Where to find the hidden commands and features to build your PowerPoint presentations faster.
- Creating a new presentation.
- How to create a template.
- Insights for working with text images and multimedia.
- Inserting pictures.
- Adding video.
- Adding audio.
- Adding hyperlinks.
- How to improve your presentation skills with PowerPoint.
- Insights for exporting and sharing your slide decks.

Live Training Date: **Friday, May 07, 2021 12:30 – 1:30**  
Available for 7 Days from 7<sup>th</sup> of May, 2021

# Speed-Reading Power

Learn how to read faster, process and internalise information easier and remember more of what you read.



Weekly Online Training.  
Desktop, Tablet or Smart phone



Detailed Workbook Included



Targeted to Get You Results...Fast



Bonus Templates Included



Onsite Training is Also Available



Learn New Behaviours in Under 60 Minutes



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# Speed-Reading Power

## Why This Course is Important

Bill Gates, Elon Musk, Sheryl Sandberg and countless other entrepreneurs and business leaders credit their ability to *read faster* than average as a way for them to consume a massive amount of information in a short time frame.

Whether it's reading business documents, study material or non-fiction books, imagine if you could learn how to double or even triple your reading speed and increase comprehension of what you are learning? The skill of speed reading is not new. In fact speed-reading training courses have been around for well over 50 years. So, is it now the right time for you to learn how to increase your reading speed and comprehension? Are you ready to read faster and better?

If you know you are a slow or average reader and would like to read faster, the **Speed-Reading Power** session will show you how. You will learn how to increase your reading speed and improve how you retain more of what you read.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Determine your current reading speed and how it compares with a natural speed reader.
- Understand why you are reading slower and how to improve your reading speed.
- Pick up a book, printed document, or information on a computer screen and know how you can read it at twice or three times your normal reading speed without losing comprehension.
- Enjoy reading for longer and retain more of what you are reading.

## Just Some of What You Will Learn

- Take the reading test and determine your current reading speed, then learn what's possible for you.
- The reasons why most adults read much slower than they are capable of.
- What are the benefits of being able to read faster and understand more of what you read?
- An introduction to five speed reading techniques you can start using today that will double or triple your reading speed.
- Understanding sub-vocalization.
- Pacer and hand techniques.
- How to reduce your eye movements.
- Peripheral reading.
- What is skimming and scanning.
- How to read any lengthy document faster and more accurately.
- Testing your reading speed again.

Live Training Date: **Friday, May 14, 2021 12:30 – 1:30**  
Available for 7 Days from 14<sup>th</sup> of May, 2021

# A Manager's Guide for Undertaking Motivating Performance Appraisals



Weekly Online Training. Desktop, Tablet or Smart phone



Detailed Workbook Included



Targeted to Get You Results...Fast



Bonus Templates Included



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# A Manager's Guide for Undertaking Effective Performance Appraisals

## Why This Course is Important

Preparing for and taking part in regular employee performance appraisals can be a very difficult and stressful time for both the managers who conduct them and the employees who participate. But it doesn't have to be that way ever again!

From a manager's perspective, preparing for and conducting appraisals is often seen as time consuming and difficult, especially if there is negative feedback to give. On the other side of the coin, many employees are concerned about what they are going to hear for the first time.

We believe appraisals should be and can be empowering and future-focused. That's why during **A Manager's Guide for Conducting Motivating Annual Performance Appraisals** session, you will learn how to prepare and conduct empowering employee appraisals that are honest, open and leave employees feeling good about themselves and focused on their future, even if their performance hasn't been the best during the current period.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Understand why appraisals are an important part of an employee's development and future growth.
- Identify what you've been doing right and wrong during previous appraisals and how to fix it for next appraisal.
- Know the best way to write appraisal documentation so it's honest yet future-focused and empowering, even if the team member has a lot of work to do to improve themselves.
- Use conversational techniques to lead and control the performance appraisal conversation.
- Manage difficult conversations that may arise when the feedback is not positive.

## Just Some of What You Will Learn

- Why appraisals are an important part of an employee's development.
- Understanding why many employees and managers dislike appraisals.
- The purpose of employee appraisals.
- The skills you'll need to conduct respectful and balanced appraisals.
- Informing your team members about their upcoming appraisal.
- Setting the stage and how to start off on a positive note.
- Helpful questioning techniques when you're looking to uncover more information from the team member.
- How to deal with differences of opinion or difficult feedback and problem-solving solutions that work.
- The best way to encourage team members to set their own performance goals.
- Why you must always follow up with your people a week after their appraisal.

Live Training Date: **Friday, May 21, 2021 12:30 – 1:30**  
Available for 7 Days from 21<sup>st</sup> of May, 2021

# Mastering Microsoft Teams from Beginner to Advanced in an Hour



Weekly Online  
Training.  
Desktop, Tablet  
or Smart phone



Detailed  
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# Mastering Microsoft Teams from Beginner to Advanced in an Hour

## Why This Course is Important

Since the COVID-19 lockdown, most organisations are relying on software to enable their managers and employees to communicate with each other as well as their customers/clients/stakeholders.

And, if your organisation is using the Microsoft suite of products, there is every chance you and your colleagues will be expected to use Microsoft Teams to communicate and work together online. Although there are alternatives, 'Teams' is part of the Microsoft productivity suite that's already installed on your computer, but surveys suggests that many managers and employees have never had formal Teams training to learn how to use all of the features found within Microsoft Teams. So, what about you?

**Mastering Microsoft Teams** is a practical session to provide you the skills and knowledge to unlock amazing features in this software and help maximise productivity. If you have Microsoft Office installed, then make sure you attend this Teams training session too.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Organise Microsoft Office Teams.
- Communicate effectively using Microsoft Office Teams.
- Have team conversations.
- Schedule and conduct video meetings.
- Share files.
- Add additional apps and features.
- Search within Teams.
- Customise Teams.
- Use the mobile version of the app.

## Just Some of What You Will Learn

- A quick guide to setting up Teams.
- How to access teams as a guest or a contractor.
- How to join an existing 'team'.
- Adding someone to a private team.
- What are channels and why you should create channels.
- Learning about "@mentions".
- How to delete or edit a message.
- Reacting to messages and bookmarking messages.
- Understanding private chats.
- Scheduling video and audio meetings.
- How to share your screen.
- Recording your meetings.
- How to place or receive a telephone call using Teams
- How to share files.
- Understanding Wikis for shared information.
- Searching settings and customising Microsoft Teams.

Live Training Date: **Friday, May 28, 2021 12:30 – 1:30**  
Available for 7 Days from 28<sup>nd</sup> of May, 2021

# Strategies for Energising and Motivating Your Team

Improve communication, build trust and accountability and keep your team motivated and engaged at work.



Weekly Online Training. Desktop, Tablet or Smart phone



Detailed Workbook Included



Targeted to Get You Results...Fast



Bonus Templates Included



Onsite Training is Also Available



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# Strategies for Energising and Motivating Your Team

## Why This Course is Important

Did you know that most employees would work harder if they felt more appreciated by their manager and organisation? When you're managing and leading a team, it's your people that are your greatest resource and your most important asset. Without everyone doing their job and working well together your organisation would not function properly. That is why it's essential every person in *your team* feels encouraged and inspired to want to come to work and do their best every day, not just when they are in the mood.

Regardless of whether your people are working together in an office or from home, as a manager it's important to be constantly thinking about practical ways you can motivate and inspire your team.

The **Strategies for Energising and Motivating Your Team** session will provide you, as a leader, new insights and ideas for keeping everyone in your team focused and motivated to want to do their best every day.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Learn the underlying principles of team motivation.
- Know the importance of satisfying your team's basic needs.
- Know the difference between intrinsic and extrinsic motivation.
- Understand how social reinforcement works.
- Analyse motivation and Maslow's Hierarchy of Human Needs.
- Motivate and help regulate people's behaviour.
- Deal with low morale or changes within your team.

## Just Some of What You Will Learn

- Why employee engagement and team motivation should be an important priority for you as a manager.
- What is motivation, anyway?
- Why people become demotivated
- What does Maslow's Hierarchy of needs have to do with motivation?
- Is money a motivator? What if you just paid everyone more?
- What do your people want when they come to work?
- Understand the true building blocks for individual and group motivation:
  - *Self esteem*
  - *Growth*
  - *Recognition*
  - *Trust*
- Practical ways you can motivate, inspire and energise your team.

Live Training Date: **Friday, June 04, 2021 12:30 – 1:30**  
Available for 7 Days from 4<sup>th</sup> of June, 2021

# Developing Your Cultural Intelligence

Develop the skills you need to relate and get on with others effectively in a culturally diverse workplace (and world).



Weekly Online Training.  
Desktop, Tablet or Smart phone



Detailed Workbook Included



Targeted to Get You Results...Fast



Bonus Templates Included



Onsite Training is Also Available



Learn New Behaviours in Under 60 Minutes



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# Developing Your Cultural Intelligence

## Why This Course is Important

Over the past decade many organisations have been training their managers and employees to better understand, appreciate and develop their *cultural intelligence quotient* (CQ). Cultural intelligence is directly linked to emotional intelligence, allowing people with higher levels of cultural intelligence to better understand, respect and be attuned to the values, beliefs, attitudes and communication of people from different cultures.

Being more aware of people's cultures, backgrounds, and developing your cultural intelligence will allow you to use this knowledge to help you better relate to others from different backgrounds with greater empathy and understanding.

If you interact with people from culturally diverse backgrounds and you would like to learn more about raising your own cultural intelligence, then make sure **Developing Your Cultural Intelligence** training session is in your calendar.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Understand the importance of culture.
- Appreciate the differences in culture by examining various cultural profiles.
- Know the difference between culture and personality.
- Apply Geert Hofstede's Culture Model.
- Interpret different verbal and non-verbal cues and how to build rapport with someone from any cultural background.
- Learn more about expressions and gestures.
- How to 'flex' your behaviour and communication so you can connect with people from different cultures.

## Just Some of What You Will Learn

- Why living in a culturally diverse country is exciting yet can seem a little overwhelming at times (if you don't understand other people's cultures).
- What is culture and why is it important to understand in the workplace?
- Understanding the subtle or major differences between your culture and the culture of others.
- The different categories of cultural differences.
- Why culture is different to personality.
- An introduction to the concept of *cultural flexing* to become more culturally sensitive in your workplace.
- Practical ways to further develop your Cultural Intelligence (CQ) at work and in life.

Live Training Date: **Friday, June 11, 2021 12:30 – 1:30**  
Available for 7 Days from 11<sup>th</sup> of June, 2021

# Everything You Need to Know When You're a First Time Manager



Weekly Online  
Training.  
Desktop, Tablet  
or Smart phone



Detailed  
Workbook  
Included



Targeted  
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Bonus  
Templates  
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# Everything You Need to Know When You're a First Time Manager

## Why This Course is Important

Becoming a supervisor, team leader or manager for the first time is both exciting and daunting. It seems like it was only a few days ago you were *one of the team*, and here you are *managing the team*. What do you need to do now that you are in charge? What is expected of someone in a supervisory role compared to being a team member?

Aside from the increased responsibilities new managers must learn what they are expected to manage as well as have a clearly define a plan to achieve their team's objectives, goals and key performance indicators over the coming months. New managers will also need to learn how to be the sort of manager and leader that a team will follow and respect.

Whether your about to become a new manager or aspire to move into a manager role in the future, the **Everything You Need to Know When You're a First-Time Manager** session will provide you with the knowledge and skills to do a brilliant job from the outset.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Become familiar with the responsibilities and challenges of being a manager, including how to lead and guide a team.
- Lead by setting an example and become more confident and influential in the process.
- Conduct a SWOT analysis of your skills.
- Demonstrate authority when needed.
- Motivate your staff to get the best out of them every day.
- Communicate effectively with your colleagues and senior managers.
- Approach new situations as a new manager more confidently.

## Just Some of What You Will Learn

- Understand the core functions of a person in a management role.
- What is your company's corporate strategy and where do you and your team fit in?
- How to conduct a SWOT analysis of your current skills and what you'll need to work on within the next 30, 90 and 180 days.
- Establishing your credibility as a capable new manager.
- Making a positive impact as a manager.
- What is your natural management style and it is appropriate for your team?
- Where to focus your time - The Important/Urgent matrix.
- Understanding your own management style.
- Overcoming stress when you're new to a management or supervisor role.

Live Training Date: **Friday, June 18, 2021 12:30 – 1:30**  
Available for 7 Days from 18<sup>th</sup> of June, 2021

# A Busy Person's Guide to Practicing Mindfulness

Discover how mindfulness can help to connect with your inner-self, reduce stress and help you to live in the moment.



Weekly Online Training. Desktop, Tablet or Smart phone



Detailed Workbook Included



Targeted to Get You Results...Fast



Bonus Templates Included



Onsite Training is Also Available



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# A Beginners Guide to Practicing Mindfulness

## Why This Course is Important

If you're busier today than you were a year ago and you don't think that you will be slowing down anytime soon, it might be time to consider learning *how you can* slow down by becoming more mindful.

Years of research supports the importance of mindfulness as a powerful life skill, even if it's for just small amounts of time. Mindfulness can bring you greater clarity, focus, and can help you to *be in the moment*, as well as manage your emotions better both internally and externally.

As you will discover during the **Beginners Guide to Practicing Mindfulness** session, *mindfulness is the practice of paying attention in the present moment with non-judgment*. During this training you will learn a number of simple, yet powerful mindfulness meditation practices to use at work or home, along with knowing how to regulate your attention and focus more often. You will discover ways to observe your thoughts without judgement and how you can use your emotions to regulate your personal state.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Understand what mindfulness is and what it isn't.
- Learn why your stress and anxiety can fuel compulsive behaviours.
- Distinguish healthy concern for a problem or situation and being fearful.
- Release yourself from a head full of thoughts whenever you need to.
- Practice mindfulness for literally just a minute a time, anywhere and instantly feel the benefits physically and emotionally.

## Just Some of What You Will Learn

- Why living in a 24/7, techno-driven world creates mindless-ness, yet mindfulness is a simple and powerful antidote for soothing your stress and overcoming the feelings of distraction and busyness.
- What are the benefits of being mindful?
- Discuss the difference between meditation and mindfulness.
- Examining mindfulness and what it means to *be in the moment*.
- How to be aware of your thoughts.
- How to tune into your emotions.
- Simple ways for practicing different mindfulness techniques, including being mindful when you're walking, or when you're sitting at a desk.
- How to use your five senses to tune out to stress and tune in to the being in the moment and living in the present.

Live Training Date: **Friday, June 25, 2021 12:30 – 1:30**  
Available for 7 Days from 25<sup>th</sup> of June, 2021

# Managing Different Generations at Work

Build a dynamic and productive team by exploring how to better managing different generations in your workplace.



Weekly Online Training.  
Desktop, Tablet or Smart phone



Detailed Workbook Included



Targeted to Get You Results...Fast



Bonus Templates Included



Onsite Training is Also Available



Learn New Behaviours in Under 60 Minutes



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# Managing Different Generations at Work

## Why This Course is Important

For the first time in the history of the modern workplace as many as five generations are working all together in one place at the same time.

While we should be embracing age diversity and welcoming people from different generations into our workplaces, the reality is that communicating and collaborating with people from different age groups can be positive and affirming, yet it also brings a set of unique challenges too.

Whether it's comparing work/life balance, using technology or communicating and interacting, there are going to be occasions where different generations will see and do things differently.

If you want to learn how you can better relate to people from different age groups and how to motivate someone much older or younger than yourself, then make sure you attend the **Working With Colleagues and Customers from Different Generations** training session.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Understand the five generations and what each generation needs from their workplace and in life.
- Determine what each generation wants from their colleagues and their workplace.
- Realise why differences between generations can cause ongoing difficulties amongst team members.
- Communicate well and get on happily with younger and older team members who are from a different generation to you.

## Just Some of What You Will Learn

- How to bring out the best in your working relationships with colleagues and customers from different generations.
- Discover each generation of employees and how they differ, including:
  - Millennials
  - Gen X
  - Gen Y
  - Baby Boomers
  - Veterans

*Explore topics such as:*

- Core values
- Work ethics
- Communication styles
- Feedback styles
- Stereotypes

Live Training Date: **Friday, July 02, 2021 12:30 – 1:30**  
Available for 7 Days from 2<sup>nd</sup> of July, 2021

# How to Be a Highly Effective Member of Your Team

Identify your strengths and discover what skills you will need to develop to become an even stronger team member.



Weekly Online Training. Desktop, Tablet or Smart phone



Detailed Workbook Included



Targeted to Get You Results...Fast



Bonus Templates Included



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# How to Be a Highly Effective Member of Your Team

## Why This Course is Important

Have you ever noticed how elite sports teams are perfect examples of how many different players can work together and are able to achieve more than one player who is acting alone?

If someone asked you to rate your contribution to your team and then asked your fellow team members to rate the contribution you make as a team member, would both ratings match?

Although you bring your unique talents and skills to your role, to be a better team player you must also be able to gel with your colleagues, especially those who are different to you and to put egos aside so that *the team always comes first*.

Teams like yours need strong team players to perform, and the **How to Be a Highly Effective Member of Your Team** session will help you to develop your team working skills so that you know how and where to add more value to your team and become an even stronger team player.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Rate your teamworking skills against best-practice team players.
- Identify any personal shortcomings that could be hindering you from being an even better team player.
- Understand why your role as a team player is critical to your team success.
- Create a set of future team goals and to work with your team to achieve them.
- Know your strengths and weaknesses and where and how you can add the most value to your team.

## Just Some of What You Will Learn

- What's the difference between working in a group and working in a team?
- Examples of great teams and what people can achieve when they pull together.
- Are you a team player? Take a test to find out how you rate.
- A team is made up of people with different strengths, so what special talents and skills do you bring to your team?
- If you have team strengths, you also have weaknesses. What are they?
- Identify your allowable weaknesses, and what behaviours might be holding you back from being a fully effective team player?
- The 10 behaviours of all great team members and how to build and incorporate them into your skillset.

Live Training Date: **Friday, July 09, 2021 12:30 – 1:30**  
Available for 7 Days from 9<sup>th</sup> of July, 2021

# Time Management Mastery for Busy Managers

Know what's most important, improve your productivity,  
and get the important things done first.



Weekly Online  
Training.  
Desktop, Tablet  
or Smart phone



Detailed  
Workbook  
Included



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# Time Management Mastery for Busy Managers

## Why This Course is Important

It's been said that unless a manager can manage herself or himself first (i.e. managing their time), then it's impossible for them to manage anything else.

Ask most supervisors, team leaders and managers what their biggest challenge is, and the majority will tell you that 'a lack of time' is one of their greatest concerns. After all, if a manager is spending too much time fighting fires and fixing team problems, then they're not setting time aside for creating future plans, coaching their team members, building relationships and 'leading' from the front.

Whether you're a first-time manager or are just looking for a quick refresher, learning how to manage your time better will help you to be even more productive and develop your career further.

The **Time Management Mastery for Busy Managers** session is especially for managers, supervisors and team leaders that need to take back control of their time to get things done.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Identify your personal time management style.
- Increase personal effectiveness by using techniques that fit your role.
- Establish which time management techniques are best in different situations.
- Customise your time management based on your team's functions.
- Make time for your goals and projects, while also being attentive to your short-term daily tasks.

## Just Some of What You Will Learn

- Why managing your time is one of the most important skills anyone in a management or leadership role can possess.
- Take the time management test. How are you doing right now compared to Australia's most productive managers?
- Identifying your 'time sinks' (where your time is being wasted, lost or stolen), and what to do about it.
- Why good time management starts with planning your month, week and then your day.
- How to deal with interruptions.
- Responding to colleagues who just want the answer to "a quick question".
- **Tools of the Titans:** time management strategies for managers from the world's most successful entrepreneurs that you can learn to replicate.

Live Training Date: **Friday, July 16, 2021 12:30 - 1:30**  
Available for 7 Days from 16<sup>th</sup> of July, 2021

# The Art of Storytelling for Business

Discover how to be persuasive and influence people in meetings and presentations by using the power of stories.



Weekly Online Training. Desktop, Tablet or Smart phone



Detailed Workbook Included



Targeted to Get You Results...Fast



Bonus Templates Included



Onsite Training is Also Available



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# The Art of Storytelling for Business

## Why This Course is Important

Whether you're delivering a presentation at an event, convincing your manager to approve a new project or getting your colleagues to give you their full attention during a meeting, *corporate storytelling* can provide you the social power and influence that you need to persuade and influence anyone.

Why is storytelling so powerful? To answer that question, ask a movie director, author or a songwriter. Stories move people emotionally. We all *lean in* when someone is telling us a story. Stories provide listeners powerful analogies that bypass our brain's critical factor, and business (or corporate) storytelling forges connections to help people understand big ideas and abstract concepts in a simple way.

**The Art of Storytelling for Business** session comprises many of the most important lessons you need to craft a powerful message using the power of a simple story for your next presentation or meeting.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Know when a story is going to be a helpful way to get people to remember what you are saying.
- Incorporate a story into your talks or presentations.
- Have everyone in the audience leaning in and listening to what you have to say within just a few seconds.
- Structure your story in three parts.
- Present complex or difficult subjects so people understand using a story.
- Use the sound of your voice, body language and gestures to make your business story come alive.

## Just Some of What You Will Learn

- What is a story (in the context of a business presentation) and why you should be telling stories in your presentations and talks?
- Why storytelling helps people remember your presentation.
- Don't think you are a storyteller? anyone can learn to tell interesting stories that get your audience to listen to you.
- How to structure a story so it sounds interesting and people want to learn more.
- How to link a story to a bigger idea.
- Insights into using stagecraft, including using dialogue to bring your story alive.
- How to put your audience on the edge of their seats.
- How to take a personal event and turn it into a story for an upcoming presentation or talk.

Live Training Date: **Friday, July 23, 2021 12:30 – 1:30**  
Available for 7 Days from 23<sup>rd</sup> of July, 2021

# A Manager's Guide to Conflict of Interest and Business Ethics

Conflicts of Interest and ethics might always seem always black and white. Learn what they are and how to manage them.



Weekly Online Training.  
Desktop, Tablet or Smart phone



Detailed Workbook Included



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Bonus Templates Included



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# A Manager's Guide to Conflict of Interest and Business Ethics

## Why This Course is Important

You might think that learning about *Conflict of Interest* and *Business Ethics* is only important to senior leaders and boards of organisations, but these two topics should also be essential learning for managers, team leaders and supervisors to understand, observe and teach to their teams too.

From the countless examples in the news both here in Australia and overseas, personal relationships, doing things for personal gain and other failures of judgement can create situations where managers and employees can have divided loyalties. Of course conflicts of interest and unethical behaviour can quickly undermine the reputation of company, or worse.

If you want to learn more about business ethics and conflict of interest, **A Manager's Guide to Understanding Ethics and Conflict of Interest** should be a must attend session whether you are a senior manager, middle manager, supervisor or employee.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Understand why conflict of interest is something every manager needs to learn.
- Explore why having a conflict of interest doesn't necessarily mean you've done anything wrong, but it is how the conflict is managed that counts.
- Learn the key principles of professional ethics as it applies in your workplace.
- Make sure any potential conflicts of interest within your team are identified and addressed professionally.
- Know what you could do if others breaches ethical standards.

## Just Some of What You Will Learn

- Examples of recent conflicts of interest in the news. What's wrong with each of these examples?
- What is a conflict of interest?
- The 3 categories of conflicts of interest.
- Typical examples of conflict of interest.
- How to ensure all of your team members understand and comply with conflict of interest policies.
- A brief introduction into business ethics.
- Why ethics are important as a manager and leader.
- How to apply ethical decision-making frameworks to help you arrive at moral conclusions.

Live Training Date: **Friday, July 30, 2021 12:30 – 1:30**  
Available for 7 Days from 30<sup>th</sup> of July, 2021

# Mastering Microsoft Word From Introduction to Advanced in Just an Hour



Weekly Online  
Training.  
Desktop, Tablet  
or Smart phone



Detailed  
Workbook  
Included



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# Mastering Microsoft Word 2016 Beginner to Advanced in an Hour

## Why This Course is Important

Of all the software installed on your computer, Microsoft Word must surely be the software packages that you use almost every day. Whether you need to write a letter, prepare a proposal or edit a report, Microsoft Word can do it all for you.

According to some recent research, although almost every office-based employee has Microsoft Word installed on their computers, unfortunately the vast majority have never had any formal training using Microsoft Word. If that applies to you, then the chances are you are only using a fraction of this word-processing software's amazing features.

As Microsoft Word keeps getting updated and new features are being added, what you knew a few years ago may be outdated with today's version.

This practical training session is designed to give first time users as well as more advanced users a quick dive into the most practical features of Microsoft Word.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Understand what's new in Microsoft Word 2016 and 365 and its menus.
- Learn many of the newest and most helpful, time-saving features in Microsoft Word.
- Use the Word Screen Elements
- Use the Home Ribbon
- Create custom lists or table styles in Microsoft Word
- Navigate your way around Microsoft Word and where to find many of its hidden features and functions.

## Just Some of What You Will Learn

- Set up the vital buttons you use most to make your work easier.
- Learn how to control where you type and how to navigate within the page.
- Format text with colors and fonts.
- Cut, copy and paste is an essential skill to help minimize re-typing text.
- Format Painter. Format Painter: Quickly copy and paste "formats" with this amazing button.
- Paragraph format and alignment is important to proper document layout.
- Learn how to apply and control bullets and numbering.
- Learn how to set margins to standard or custom settings.
- Learn how to update the Table of Contents when changes are made to a document.
- Learn to create an advanced level TOC.

Live Training Date: **Friday, August 06, 2021 12:30 – 1:30**  
Available for 7 Days from 6<sup>th</sup> of August, 2021

# Strategies for Accelerating Your Career Success

Discover how to get ahead at work and become an employee any organisation would fight to keep.



Weekly Online Training. Desktop, Tablet or Smart phone



Detailed Workbook Included



Targeted to Get You Results...Fast



Bonus Templates Included



Onsite Training is Also Available



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# Strategies for Accelerating Your Career Success

## Why This Course is Important

Even if you are completely satisfied in your current job, the big question remains; do you have a plan for developing your career to get ahead over the coming months and years? Although no one's job is entirely indispensable, what are you doing today to become the sort of person any organisation would fight to keep?

As John Lennon famously once said, "Life is what happens when you're making other plans." If you don't have a plan for developing your career, chances are, it won't happen all by itself.

If you want to know what you can do to future proof your job, then the **Strategies for Accelerating Your Career Success** session will give you an actionable plan. The training will help you to clarify what you want and help you to create a way to make it happen. The session is filled with useful advice that you can apply to your job now, regardless of whether you are at the beginning of your career or are a seasoned employee.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Realise that no one else is going to help manage your career except you.
- Understand that you need to take responsibility for developing your career, because no one else will.
- Identify your skills gaps and what you need to do to close these gaps.
- Develop your knowledge and smarts so others see you as a respected and valued employee and co-worker.
- Undertake a personal career SWOT to determine what you need to change in order to get ahead.
- Make a plan and take an active role in future proofing your career.

## Just Some of What You Will Learn

- What might the world of work look like over the next 2-5-10 years according to the experts?
- Why you should be future proofing your career starting now and not waiting for someone else to do it for you.
- What skills are going to be sought after over the next 10 years according to the latest research from Deloitte Australia?
- Why its time to get honest about your career skills by conducting a career and life SWOT (template included).
- How you can develop your career without going back to university using 'micro-credentials'.
- Proven ways you can be respected and valued as an employee that any organisation would fight to keep.

Live Training Date: **Friday, August 13, 2021 12:30 – 1:30**  
Available for 7 Days from 13<sup>th</sup> of August, 2021

# A Manager's Guide for Delivering Inspiring Team Training Sessions



Weekly Online Training. Desktop, Tablet or Smart phone



Detailed Workbook Included



Targeted to Get You Results...Fast



Bonus Templates Included



Onsite Training is Also Available



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# A Manager's Guide for Delivering Inspiring Team Training Sessions

## Why This Course is Important

As well as being expected to manage and lead a busy team, more organisations are also requiring their managers, team leaders and supervisors to deliver product training, information updates or team building sessions during a typical working week.

Just remember that whether you're expected to run a short information session, deliver training on the technical aspects of a new product, conduct a brainstorming session or take your staff through an engaging team building exercise, delivering effective training doesn't come naturally to most managers.

The good news is that by attending **A Manager's Guide for Delivering Engaging Team Training** session you will learn the fundamental skills for delivering short, powerful and engaging training and information sessions. If you want your people to pay greater attention when you talk or be more engaged and apply what you are teaching them, make sure you attend this train-the-trainer session.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Identify the #1 reason that your people tune out you when you speak up in a meeting or training session.
- Understand how adults learn in a workplace and what you need to do to capture their attention.
- Know the adult learning principles behind delivering engaging team building training sessions.
- Structure your training sessions so they are short, sharp and on-pointe.
- Use a Learning Framework (provided) to know how to put together and deliver a presentation or training session that is professional and engaging with just a few minutes notice.

## Just Some of What You Will Learn

- Critical insights into adult learning theory; How to teach and transfer knowledge to adults.
- What most employees hate about attending team training or team updates and how you can start to make them more interesting.
- How to structure any talk, training or presentation to help you know what to say and how to say it.
- Techniques for getting your team involved in asking you questions, brainstorming and finding solutions to their own problems.
- How to make sure your team leave a training session understanding what they have learnt and being confident that they will use this new knowledge.

Live Training Date: **Friday, August 20, 2021 12:30 – 1:30**  
Available for 7 Days from 20<sup>th</sup> of August, 2021

# Mastering Microsoft Excel from Beginner to Advanced in an Hour



Weekly Online  
Training.  
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Detailed  
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# Mastering Microsoft Excel - from Beginner to Advanced in an Hour

## Why This Course is Important

Do you need to use Microsoft Excel every now and again, but only have a very basic understanding of how this software works?

Microsoft Excel is one of the most used software applications of all time and everyday hundreds of millions of people around the world use Microsoft Excel for a multiple of purposes. If you have Microsoft Excel installed on your computer, you're probably only using some of its basic features without really understanding how to get more out of this incredible piece of software.

Why should you learn to use Microsoft Excel? For starters, you'll feel more confident next time you open Excel. Also, knowing how to navigate this program can increase your career prospects, because you'll know how to analyse data and use more the software's features and functions.

**The Mastering Microsoft Excel** is a crash course in learning how to use its most popular features, as well as performing financial, mathematical and statistical calculations.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Learn all the basics of Excel, even if you've never seen or used a spreadsheet before.
- Navigate your way around Microsoft Excel and understand the key functions found within Excel's bars and buttons.
- Learn Excel's most common functions.
- Use and customise the Excel Quick Access Toolbar.
- Format cells easier, work with multiple worksheets and the "Ribbon" interface.

## Just Some of What You Will Learn

- New and Improved Features in Excel 2016 and 365.
- Learn the Microsoft Excel fundamentals.
- Getting the most out of the Quick Access Toolbar.
- Learn the basics of entering and editing data in a workbook.
- Formatting dates and numbers.
- Working with Fill and Series.
- Entering and editing text and formulas.
- Using basic Excel Functions.
- Formatting data in an Excel worksheet.
- Why and how you should consider inserting images and shapes into an Excel worksheet.
- Quick ways to create charts in Excel.

Live Training Date: **Friday, August 27, 2021 12:30 – 1:30**  
Available for 7 Days from 27<sup>th</sup> of August, 2021

# Using Your Circadian Rhythms to Boost Your Performance

Discover the productivity secrets of successful people and manage your energy to be more productive each day.



Weekly Online Training. Desktop, Tablet or Smart phone



Detailed Workbook Included



Targeted to Get You Results...Fast



Bonus Templates Included



Onsite Training is Also Available



Learn New Behaviours in Under 60 Minutes



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# Using Your Circadian Rhythms to Boost Your Performance

## Why This Course is Important

Are you someone who wakes up at the crack of dawn, gets into work early and does their best work before noon? Or, do you find having to wake up in the morning and get yourself to work first thing in the morning a real chore; yet, but by mid-afternoon you're doing some of your best work? Would it also surprise you to know that most employees experience an afternoon slump directly after lunch and there's a reason many countries have 'Siesta' after lunch?

Learning more about how your circadian rhythms and internal body clock works can dramatically improve the way you work. If you study the working habits of successful entrepreneurs, and you'll find that they all tend to match their working patterns to their body's circadian rhythms.

The **Boosting Your Productivity Using Your Daily Circadian Rhythms** session will introduce you to the science of circadian rhythms and using your natural energy cycles to be more productive and to get more done without working harder.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Know what a circadian rhythm is and how the human body has multiple rhythm that control various functions.
- Identify your own circadian rhythms and those of your colleagues and manager.
- Understand what you could be doing differently throughout the day to make sure you are able to get more done without working longer a harder.
- Give yourself more energy without relying on caffeine.
- Sleep better and feel good when you wake up the following day more often.

## Just Some of What You Will Learn

- What are circadian rhythms? Do only humans have these rhythms and how many rhythms do humans have?
- Understanding your personal rhythm and how it impacts your work and life.
- The link between your weight, emotions and circadian rhythm.
- How much sleep do you actually need to be productive at work?
- Are you an owl or a fowl? Take the test to find out.
- How to manage your time and priorities in conjunction with your circadian rhythm.
- An introduction to Peak and Downtime and how to know when you are experiencing both at work.
- Additional strategies for resting, recovering and sleeping to help you can more energy and focus.

Live Training Date: **Friday, September 03, 2021 12:30 – 1:30**  
Available for 7 Days from 3<sup>rd</sup> of September, 2021

# How to Be Super Productive Working from Home

Many people are working remotely because of COVID-19. Learn how to keep your focus regardless of your environment



Weekly Online Training. Desktop, Tablet or Smart phone



Detailed Workbook Included



Targeted to Get You Results...Fast



Bonus Templates Included



Onsite Training is Also Available



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# How to be Super Productive Working from Home

## Why This Course is Important

Leonardo Da Vinci once said, "While you are alone, you are entirely your own master." Although some people relish the idea of working from home, others are finding the transition a little stressful and difficult. If you've ever tried to work from home and found yourself battling procrastination, distractions, or managing daily dips in your energy, then this training session is for you. If you don't have a productivity strategy when you're working from home, you can waste time, feel demotivated and fall behind in your work.

The good news is, you can increase your self-discipline, eliminate bad habits and get more work done at home. During the **How to be Super Productive Working from Home** training session, you will learn practical ideas to manage the way you work from home or remotely. You will find this training full of helpful, practical techniques and insights so you can be more focused and productive when you're not in the office, whether just for a day, or five days a week.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Identify your personal time management style when working from home.
- Increase personal effectiveness by using techniques that fit your style.
- Establish good time management techniques at home.
- Manage your energy and focus.
- Designate your priorities so you pace yourself throughout the day.
- Keep in contact with your colleagues without getting distracted or distracting them.

## Just Some of What You Will Learn

- Working from home sounds great but what are the hidden challenges?
- How to set healthy work and life boundaries, especially with children and other people in the home.
- How to create and organise your home office or workspace.
- How to schedule your workday when you're working from home.
- Navigating and overcoming the typical distractions when working from home.
- Your energy patterns and how they impact your motivation at home.
- How to prioritise your work.
- Ways to maintain motivation while working from home.
- Why it's important you take care of yourself socially, emotionally and physically when your working from home.

Live Training Date: **Friday, September 10, 2021 12:30 – 1:30**  
Available for 7 Days from 10<sup>th</sup> of September, 2021

# Teamwork Makes the Dream Work

How to Develop a High Performing Team



Weekly Online  
Training.  
Desktop, Tablet  
or Smart phone



Detailed  
Workbook  
Included



Targeted  
to Get You  
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Onsite  
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# Teamwork Makes the Dream Work

## How to Develop a High Performing Team

### Why This Course is Important

The results your team achieves will only be as good and as consistent as the team itself.

In a recent survey to determine why organisations struggle to achieve their annual goals, the research found that over 80% of failures can be traced back to poor teamwork and ineffective communication within these teams. Knowing how to build a strong team will mean more successes for you as a manager and for the people you lead in your team

**Teamwork Makes the Dream Work** is a training session that help managers, team leaders and supervisors to build a stronger, focused and more cohesive team around them, especially in these dramatically changing times.

If you want to create a team environment with higher staff engagement, better employee retention, greater cohesion and less drama, make sure you attend this practical one-hour team building training session.



### The Course Objectives

*Successful completion of this course will increase your ability to:*

- Know the difference between a group and a team.
- The importance and benefit of working in a team.
- The four stages of a team's maturity.
- What attributes make a valuable team member.
- How to create a collaborative and cooperative environment.
- Develop a team improvement plan.
- How to hold each team member accountable for their personal and team results.

### Just Some of What You Will Learn

- What is the difference between a group of people working together and a team?
- What are the attributes are of a highly effective team.
- How to evaluate your team's current performance.
- Great teamwork starts with everyone knowing the team's purpose .
- What strong team culture looks like.
- How to build a culture your people are proud of and work hard to support.
- Insights for managing and leading employees who work remotely.
- The five principles of teamwork:
  - Being Trustworthy*
  - Being Respectful*
  - Showing Humility*
  - A Positive Attitude*
  - Being Proactive*

Live Training Date: **Friday, September 17, 2021 12:30 – 1:30**  
Available for 7 Days from 17<sup>th</sup> of September, 2021

# Developing Your Emotional Intelligence

Learn how to managing yourself and successfully interact, communicate and influence others



Weekly Online Training. Desktop, Tablet or Smart phone



Detailed Workbook Included



Targeted to Get You Results...Fast



Bonus Templates Included



Onsite Training is Also Available



Learn New Behaviours in Under 60 Minutes



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# Developing Your Emotional Intelligence

## Why This Course is Important

Have you ever wanted to know why different events can excite and motivate you, or on the other hand cause you to stress and worry you? What about the way you manage your emotions when things don't go your way? Do you handle yourself well or do you get angry and fight back?

Research tells us that people who have higher levels of emotional awareness as well as emotional control over their behaviours can better regulate their behaviour and make positive connections with others and enjoy deeper and happier relationships.

During the **How to Develop Your Emotional Intelligence** session, you will discover what EQ is and practical ways you can control your emotions, confront difficult issues and manage emotionally-charged situations. This session is for all employees who want to better manage themselves, identify the subtle clues they send others with their emotions and how improve relationships by better regulating their emotions.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Manage your emotions by recognising how thoughts and emotions are connected.
- Improve your self-control by identifying physical cues that indicate your emotions maybe taking over.
- Discover how emotional intelligence can help you develop more positive relationships at work and a more optimistic outlook to express your needs and feelings appropriately.
- Explore how to use emotional intelligence to bounce back from setbacks.

## Just Some of What You Will Learn

- How to develop your self-awareness by discovering how thoughts drive feelings and recognising your physical cues that emotions are arising.
- Learn to prevent emotional-hijacking by using techniques for collecting your thoughts.
- How to develop more positive relationships with others at work through empathy.
- Improving your communication in a way that is persuasive and engaging.
- How to use your emotions as a tool to improve the process of conflict resolution.
- Brilliant techniques to keep your composure in stressful or high-pressure situations.
- How to reframe thinking, change perspective and bounce back from life's setbacks.

Live Training Date: **Friday, September 24, 2021 12:30 – 1:30**  
Available for 7 Days from 24<sup>th</sup> of September, 2021

# Mastering Delegation for Managers Who Do Too Much

Discover how to delegate tasks and free up your time so you can focus on more important activities



Weekly Online Training.  
Desktop, Tablet or Smart phone



Detailed Workbook Included



Targeted to Get You Results...Fast



Bonus Templates Included



Onsite Training is Also Available



Learn New Behaviours in Under 60 Minutes



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# Mastering Delegation for Managers Who Do Too Much

## Why This Course is Important

No matter how good you think you are as a manager, team leader or supervisor, you can't do it all. In fact, not letting go of certain tasks and insisting you complete everything will only cause you more stress, as well as a lot of extra work in your inbox or on your desk. One of the most important skills you will ever learn is to know how to let go of lower value tasks and to delegate properly.

Knowing how to delegate tasks in the right way will not only free up your busy schedule, it will allow you to focus more of your time and energy on more important activities that will bring you and your team long-term results your organisation wants.

**Mastering Delegation for Managers Who Do Too Much** will show you how to avoid the typical errors most managers make when delegating and help you to improve the way you pass on a tasks to complete to others. As a result, you will reduce miscommunication and have people who will do the delegated tasks well and at the same time gain new skills.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Identify the real reasons why you are not delegating as much as you could be.
- Build better relationship with your team by encouraging them to perform their delegated tasks well by giving them ownership of the work.
- Apply the 6 levels of delegation to match the right team member to the task.
- Take part in engaging and motivating discussions with team members, so they understand the tasks and have the best chance of doing it well.

## Just Some of What You Will Learn

- Why delegation is critical for every manager, team leader or supervisor.
- What could be getting in the way of you delegating better to others?
- The reasons why delegation goes wrong and how to fix them.
- Understanding the six levels of delegation. Do you use all six within your team?
- Remember that you are delegating authority – and you still hold the responsibility for ensuring the work is done.
- How to have a well-planned delegation conversation that minimises confusion and gives your team member clarity around the task and outcomes.
- Practical ways you can ensure any task is done the right the first time.

Live Training Date: **Friday, October 01, 2021 12:30 – 1:30**  
Available for 7 Days from 1<sup>st</sup> of October, 2021

# How to De-Escalate Conflict With Difficult People

Learn how to manage high conflict conversations and guide difficult interactions towards positive changes



Weekly Online  
Training.  
Desktop, Tablet  
or Smart phone



Detailed  
Workbook  
Included



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Results...Fast



Bonus  
Templates  
Included



Onsite  
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Learn New  
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# How to De-Escalate Conflict

## Why This Course is Important

Nothing can be more debilitating than to engage in a conversation with someone who wants to argue with you, create unnecessary drama, cause a scene, or is just plain *difficult to deal with*. The reality is that when you're working with colleagues and customers on a daily basis, disagreements will be inevitable. The good news is that having a different perspective, or disagreeing doesn't have to make things worse or end in conflict.

That's why having a framework to use so you can diffuse any difficult situation and to know how to manage these tense conversations will often be the difference between resolving the issues quickly or have them continue and get worse.

If you want to communicate with co-workers, customers or even family members who get agitated or angry, and if you want to dramatically reduce this tension and turn around a difficult situation, then the **How to De-Escalate Conflict With Difficult People** session will give you to the tools to do exactly that.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Explain how emotional responses differ from rational responses in conflict.
- Understand that conflict can be good and bad and learn the difference.
- Why emotional responses can differ from rational to irrational responses when you're in a conflict.
- Learn words and phrases you should avoid when you're dealing with an angry or agitated person as they will only make the situation worse.
- Use a proven process that can diffuse any tense or conflict situation.

## Just Some of What You Will Learn

- What is conflict and is it always negative? Could it ever be helpful?
- Understanding how what might appear to be innocent remark can lead to a conflict.
- What is a conflict rollercoaster and why you don't want to get on it.
- What people who are upset, angry or wanting to escalate a conversation actually want from you.
- Five things you should avoid saying or doing when someone is agitated.
- How to use the six-step conflict resolution framework to instantly connect, communicate and diffuse a tense situation.
- Practical ways to resolve conflict with the least amount of stress and tension.

Live Training Date: **Friday, October 08, 2021 12:30 – 1:30**  
Available for 7 Days from 8<sup>th</sup> of October, 2021

# The Morning Routine for Doing Your Best Work Every Day

Boost Your Productivity, Accomplish More By Optimising Your Morning Routine at Work



Weekly Online Training. Desktop, Tablet or Smart phone



Detailed Workbook Included



Targeted to Get You Results...Fast



Bonus Templates Included



Onsite Training is Also Available



Learn New Behaviours in Under 60 Minutes



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# The Morning Routine for Doing Your Best Work

## Why This Course is Important

What you do first thing in the morning at work will almost always determine how successful and productive you are throughout the rest of your working day.

Countless studies of the world's highest achievers almost always point to their morning routines for being one of the main reasons they get so much accomplished compared to others.

If you find yourself getting distracted at work first thing in the morning and you're looking for ways to increase your morning focus, productivity and personal energy, then make sure you attend this powerful training.

During this session you'll discover how to rid yourself of bad morning habits and routines that are probably holding you back and instead learn to create morning rituals at the start of work. You will start every day with more energy, greater awareness and a much deeper focus by creating a plan to accomplish your tasks and goals throughout the day ahead.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Identify what is getting in the way of you being more focused first thing in the morning.
- Implement a morning routine that creates greater focus throughout the rest of your day.
- Learn what to do the night before - don't leave work without doing these things.
- Know what the most crucial thing is to do in the first 5 minutes of the day.
- Develop a manageable morning routine that works for you and never makes you feel overwhelmed or out of control.

## Just Some of What You Will Learn

- Why productivity at work starts when you wake up in the morning.
- Understanding the mind-body connection when it comes to being much more productive and effective at work.
- The three most important things you should do every morning when you come into work and reading email isn't one of them.
- A practical mindfulness technique to get yourself centered as you prepare for a productive day.
- Apply the same five-step planning process that many of the world's leading entrepreneurs use at the start of each day to get clarity, gain focus and to be able to identify what needs to get done today.

Live Training Date: **Friday, October 15, 2021 12:30 – 1:30**  
Available for 7 Days from 15<sup>th</sup> of October, 2021

# Leading Your Team During Times of Change

Understand the need for change and gain the skills to help your team respond and embrace change



Weekly Online Training. Desktop, Tablet or Smart phone



Detailed Workbook Included



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# Leading Your Team During Times of Change

## Why This Course is Important

All Australian managers and employees are experiencing some degree of uncertainty and change due to the challenges of the COVID-19 pandemic. Whether it's asking people to work from home, changes in your organisation's policies, procedures, or the greater need for restructuring because of the impact of COVID-19, change is happening to all of us and it won't stop any time soon.

The stress associated with change can often cause disruptions, even within a high performing team. So, how can you manage change and lead your people through it? The **Leading Your Team During Times of Disruption and Change** session will provide insights into what you can do to be seen by your senior managers as well as team members as a positive and proactive *change manager*.

This training explores the best approaches and techniques to use when change is forced upon you and the people you lead. Learn how to take the lead and manage change, rather than have it managing you.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Understand what change is.
- Learn about the *cycle of change* in life and the business world.
- Teach others in your team about the incredible "The Four Room Apartment" model for understanding and managing team and personal change.
- Learn the techniques to drive change in your team.
- Create a detailed change plan, including techniques to overcome people's resistance to change.

## Just Some of What You Will Learn

- Living in a VUCA world.
- The Kubler-Ross Change Curve.
- What are the Leadership skills you'll need to support your team?
- How to develop a change plan for your team.
- Determine your change resources to help you through these difficult times.
- Why it's critical to create a future vision for your team to understand the changes.
- Creating urgency around the change.
- Dealing with people's resistance to change.
- How to achieve quick change 'wins'.
- Understanding your people's internal journey through change and dealing with their feelings of loss, grief or anger.
- How to evaluate the success of your team's change initiatives.

Live Training Date: **Friday, October 22, 2021 12:30 – 1:30**  
Available for 7 Days from 22<sup>nd</sup> of October, 2021

# Bullying No More!

## Your Role in Creating a Respectful Workplace

Learn what bullying is (and isn't) and how you can help build a respectful workplace with greater morale, increased productivity and happier teammates.



Weekly Online Training.  
Desktop, Tablet or Smart phone



Detailed Workbook Included



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# Bullying No More!

## Your Role in Creating a Respectful Workplace

### Why This Course is Important

In a recent study by SafeWork Australia, nearly 40% of respondents said they have experienced some type of bullying at work. While many people think of bullying as physical (like pushing or touching), the largest amount of bullying in many workplaces is psychological. Whether it's name-calling, shaming, yelling or being harassed, the cost of not dealing with bullying can be catastrophic.

Whether you are a manager or an employee, now is the time to learn more about bullying, what it is and isn't and what to do if you are being bullied. Even if you're not being bullied you still have a responsibility to help create a workplace that is respectful and safe for everyone to come to and do their best work.

**Bullying No More!** is a training session to help you gain greater clarity around this important topic and to teach you what to do if you are bullied and how to play your part in building a respectful, safe and happy place to come to work each day without fear.



### The Course Objectives

*Successful completion of this course will increase your ability to:*

- Know what workplace bullying is, including examples of bullying behaviours.
- Explain what workplace bullying *isn't*, including examples of acceptable behaviours that are not bullying.
- How to deal with bullying by a manager or colleague.
- What to do if you observe bullying or are concerned it might be occurring.
- Create a respectful, inclusive workplace where bad behaviour is not accepted.

### Just Some of What You Will Learn

- Why bullying and harassment is something that should concern you and your colleagues.
- What is the cost of keeping silent.
- The difference between bullying and harassment.
- Bullying and harassment is not just wrong, it's against the law.
- Workplace examples of what bullying and harassment looks like.
- A discussion about what bullying *isn't*.
- As an employee - what to do if you are being bullied.
- As a manager - what to do if you observe bullying within your team.
- What actions you can take if your manager or organisation doesn't take your claims of being bullied seriously.
- Positive ways you can create a respectful workplace.

Live Training Date: **Friday, October 29, 2021 12:30 – 1:30**  
Available for 7 Days from 29<sup>th</sup> of October, 2021

# Bringing Out the Best in Your People Through Coaching

How to offer targeted, ongoing coaching to your people to strengthen their skills and add value to the entire team.



Weekly Online Training. Desktop, Tablet or Smart phone



Detailed Workbook Included



Targeted to Get You Results...Fast



Bonus Templates Included



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# Bring Out the Best in Your People Through Coaching

## Why This Course is Important

Whether it's on the sporting field or in a workplace like yours, all high-achieving teams have a great coach supporting and encouraging their people to do their best.

As you know, coaching is way more than offering positive words. It's all about developing a strategy for each of your team members and for having a plan to develop each team member this year and having coaching conversations is an empowering way to develop every person within your team.

The **Bring Out the Best in Your People Through Coaching** is a proven training session that will show you how to have regular, empowering and goal focused coaching sessions with each of team member. You'll learn to use the four-step *GROW* coaching model (developed by Sir John Whitmore) that focuses each conversation on challenging the person being coach to aim higher, focus their efforts on growth and achieve their goals better than they could by themselves.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Understand why coaching is critical to develop your team members.
- Incorporate coaching into your weekly and monthly activities as a manager.
- Use the world's #1 coaching model to have meaningful and goal-directed coaching conversations.
- Get each team member to take responsibility for their own growth and development.
- Allow your people to find the answers to their own problems.
- Help turn around unwanted behavior.

## Just Some of What You Will Learn

- Why coaching is an essential skills for all managers to have under their belt.
- What the difference is between counselling, coaching and mentoring.
- Why coaching is a critical aspect of good leadership.
- How to incorporate short, laser focus coaching sessions into an already busy week. Yes, you have time.
- An introduction to the GROW coaching model of development.
- Learn the four most important questions to ask during a typical coaching conversation:
  - G - Goal
  - R - Reality
  - O - Outcome
  - W - Will
- How to have a GROW coaching conversation.
- Keeping your team members accountable after a coaching session.

Live Training Date: **Friday, November 05, 2021 12:30 – 1:30**  
Available for 7 Days from 5<sup>th</sup> of November, 2021

# Strategies for Managing Your Inbox and Email

How to eliminate email anxiety, avoid inbox distractions and focus on the work that needs to get done, now.



Weekly Online Training. Desktop, Tablet or Smart phone



Detailed Workbook Included



Targeted to Get You Results...Fast



Bonus Templates Included



Onsite Training is Also Available



Learn New Behaviours in Under 60 Minutes



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# Strategies for Managing Your Inbox and Email

## Why This Course is Important

It doesn't seem that long ago when most of us enjoyed receiving email. However, for many managers and employees, our email and inboxes are way out of control. The constant "bing" of hearing there is new incoming email means that most employees are finding it harder to stay focused on their current work with the constant distractions of hearing or seeing an alert and wanting to check those new emails and messages.

If you're nodding your head in agreement right now, and a quick look at your inbox makes you feel overwhelmed, then the good news is this training will teach you how to finally get control of your inbox.

The **Strategies for Managing Email Overwhelm** session will show you how to work your day *around* email and not the other way around. You will learn how to manage your inbox and all of those incoming email messages more effectively as well as discover hidden features within Microsoft Outlook that can help you streamline your email management.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Stop feeling as if you need to be constantly checking your email.
- Learn how start your day without reacting to your inbox.
- Set time aside to read and respond to email and not feel the need to keep checking email.
- Discover many hidden features in Microsoft Outlook, including how to set up Rules.
- Take control of an inbox with hundreds of unread and unanswered messages.

## Just Some of What You Will Learn

- How to know if you have too much email in your inbox - take the test.
- The Ying and Yang of email.
- Why constantly checking email is killing your productivity and effectiveness.
- Taking the Zero Inbox approach to email management.
- Getting control of your email starts with 'time boxing'.
- *How to apply the six D's of effective email control – you will take control of your inbox and email by:*
  - Delete it
  - Delegate it
  - D-Box it
  - Delay it
  - Divide it
  - Do it.

Live Training Date: **Friday, November 12, 2021 12:30 – 1:30**  
Available for 7 Days from 12<sup>th</sup> of November, 2021

# Managing Employees Who Work from Home or Remotely

How to manage your team that are working from home.  
Help them stay motivated, focused and productive.



Weekly Online Training.  
Desktop, Tablet or Smart phone



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# Managing Employees Who Work from Home or Remotely

## Why This Course is Important

While countless employees are embracing the benefits of working from home either full time or part-time due to COVID-19, from a manager's perspective, not having everyone in your team all working together in one place has some significant downsides. After all, how can a busy manager like you manage all of your team's day-to-day tasks while at the same time keeping everyone motivated when your people are scattered across town?

Being responsible for and leading a team you aren't seeing face-to-face each day is an important skill that every manager needs regardless of what industry they're in. So, do you have people within your team that are working from home?

The **Managing Employees Who Work from Home** session will help everyone in a management role with a team to manage to learn how to bring their people together and to work cohesively, even if everyone is working outside of their normal team environment.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Transition from having your team around you to connecting with them remotely via video (MS Teams, Skype, Zoom, etc.).
- Understand the challenges facing your team members who are now being expected to work from home permanently or several days a week.
- Keep your team members motivated and on-pointe, even though your workplace might look very different thought it did pre-COVID-19.

## Just Some of What You Will Learn

- What happens after the excitement of working from home wears off and the reality kicks in, especially when project and task deadlines are approaching.
- How your day and week will differ now you are managing a remote team.
- Setting standards for working remotely within your team.
- How you can create trust even though you're not working in the same location.
- Ideas for conducting individual and group meetings.
- Suggestions for one-on-one remote coaching sessions.
- What to do if you think someone in your team is not doing well working from home and how you can help.
- Team activities that engender fun and play to help everyone feel a sense of camaraderie.

Live Training Date: **Friday, November 19, 2021 12:30 – 1:30**  
Available for 7 Days from 19<sup>th</sup> of November, 2021

# DISC: The Four Personalities in Your Workplace

Use the power of DISC to understand yourself and bring out the best in yourself and the others you work with.



Weekly Online  
Training.  
Desktop, Tablet  
or Smart phone



Detailed  
Workbook  
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# The Four Personalities in Your Workplace

## Why This Course is Important

One of Harvard University's most famous Psychologists, Dr. William Moulton Marston, invested years researching personality theory to devise a simple, yet accurate method of identifying predictable personality traits within human behaviour. His research led to the creation of a behavioural profiling and personality trait instrument known as DISC.

Considering personality styles influence how everyone communicates, wouldn't it be helpful to learn more about your own style, as well identify the personality variations in your colleagues, manager, and the people in your personal life?

During **The Four Personalities in Your Workplace** session, you will get to complete your own personality style assessment to help you learn more about your natural strengths. As a result of this training, you'll recognise the value of differing personalities and walk away with a set of strategies to communicate and bring out the best in yourself and the others you work and live with everyday.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Gain a deeper understanding of the four Identify other people's behavioural styles.
- Adapt your communication to the various styles of your team members, colleagues, customers and family members.
- Make instant connect with people who are 'different' to your style.
- Understand what motivates and demotivates people and how you can influence people to your way of thinking.

## Just Some of What You Will Learn

- An introduction into personality styles.
- Are you born with a particular personality style?
- Can you change personality styles?
- Why are there some people you naturally get on with and other people you don't?
- Why learning to understand other people's natural behavioural styles can improve the quality of your working and personal relationships.
- An introduction to DISC styles.
- Charting the D style.
- Understanding the I style.
- Learning about the S style.
- Meeting the C style.
- How to know when you're dealing with different styles.
- How to connect, communicate and enjoy relationships at work with people who are different or similar to you.

Live Training Date: **Friday, November 26, 2021 12:30 – 1:30**  
Available for 7 Days from 26<sup>th</sup> of November, 2021

# Turning Around An Underperforming Employee

Discover how to get to the root of employee underperformance and help to turn the behaviour around.



Weekly Online Training. Desktop, Tablet or Smart phone



Detailed Workbook Included



Targeted to Get You Results...Fast



Bonus Templates Included



Onsite Training is Also Available



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# Managing and Turning Around An Underperforming Employee

## Why This Course is Important

Nothing is more debilitating or stressful than for a manager, team leader or supervisor to have to manage an employee who is underperforming or causing problems within their team. Whether it is someone constantly turning up late, a team member who is not getting their work done on time, or a colleague with a bad attitude, knowing how to turn that person's behaviour and performance around is critical for the employee, the team and of course, you! The good news is that you don't have to avoid having important performance conversations.

The **Managing and Turning Around An Underperforming Employee** session will show you a proven performance management framework, so you can have meaningful conversations to help turn around employee underperformance.

This practical training will teach you what to say and the right questions to ask, so that the underperforming employee has best chance of turning his or her performance around and stay on track.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Realise that poor or underperformance affects everyone in your team, not just the employee in question.
- Understand that there are only four main reasons for all underperformance issues.
- Know how to approach a team member who is underperforming.
- Be confident when you approach a team member about their behaviour or performance.
- Know what to say and what not to say during an informal or formal performance management conversation.
- Help turn around underperformance.

## Just Some of What You Will Learn

- Identify the four main reasons for underperformance.
- How you might be passively enabling underperformance and how to fix it.
- Why an employees' probation period is critical when 'onboarding' them.
- How to have start a conversation about an employee's underperformance.
- How to get your team members to open up about what's really going on.
- How to have a two-way discussion with them and not just an evaluation.
- Setting forward-focused goals.
- How to follow-up and help a team member feel supported without micromanaging them.
- What to do if their performance doesn't change or gets worse.

Live Training Date: **Friday, December 03, 2021 12:30 – 1:30**  
Available for 7 Days from 3<sup>rd</sup> of December, 2021

# Negotiate Anything!

## Negotiation Skills for Busy Managers

Learn how to create value for yourself and your counterparts using the win-win negotiating framework.



Weekly Online Training. Desktop, Tablet or Smart phone



Detailed Workbook Included



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# Negotiate Anything!

## Negotiation Skills for Busy Managers

### Why This Course is Important

How would you rate your current negotiation skills? Do you understand concepts like BATNA and ZOPA? Would you like to be more confident when you need to negotiate in your professional or personal life?

Whether you realise it or not, every day you're negotiating. It could be something small like negotiating the completion date on an important task with a colleague or something much bigger, such as getting the best price on a new product. As a manager, knowing how to negotiate win-win agreements is a critical skill to have, yet very few managers have ever had any formal negotiation skills training. That's why the **Negotiate Anything!** session should be on your training list. You will learn how to prepare and plan for the next time you need to negotiate to reach a mutually acceptable agreement.

Please note; this training isn't about learning dirty tricks; rather, how to negotiate ethically, while at the same time working towards a win-win outcome.



### The Course Objectives

*Successful completion of this course will increase your ability to:*

- Navigate your way through the four phases of a business negotiation.
- Understand the five typical negotiation styles and which style you typically use the most when negotiating with others.
- Learn about the principles of win-win negotiating and how to get to an agreement without backing down or giving away too much.
- Prepare yourself for informal or formal negotiations.
- Learn key negotiation concepts such as ZOPA, BATNA and tradables.

### Just Some of What You Will Learn

- What is a negotiation?
- Why almost everything is negotiable.
- Is win-win always possible? What are the five possible negotiation outcomes?
- An introduction to principal negotiating (taught at Harvard Business School).
- The four phases in formal negotiation.
- What you need to plan before entering into a business negotiation.
- How to find out what the other party wants and negotiate to reach an agreement.
- Why tradables are your best friend. The more you have, the more negotiation power you possess.
- What to do if you're dealing with someone who is using dirty tricks.
- How to work toward a win-win agreement.

Live Training Date: **Friday, December 10, 2021 12:30 – 1:30**  
Available for 7 Days from 10<sup>th</sup> of December, 2021

# Developing Personal Resilience Under Pressure and Stress

When you build your personal resilience, you'll have an easier time dealing with stress and life's challenges.



Weekly Online Training. Desktop, Tablet or Smart phone



Detailed Workbook Included



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# Developing Your Personal Resilience to Pressure and Stress

## Why This Course is Important

Today's workplaces are constantly changing, and it seems that everyone is working harder. As a result, feeling stressed and overwhelmed seems par for the course, but it doesn't have to be that way. What if there was a way you could manage these crazy times better by developing your personal resilience to the stresses and pressures around you?

Research suggests that people who are emotionally resilient tend to manage stress and pressure much better than those who are less resilient.

When you are more resilient you can accept life's challenges and the stress that comes with it by adapting to the adversity that usually follows.

By attending the **Developing Personal Resilience Under Pressure and Stress** session you will gain a deeper understanding of what stress really is and how to develop personal resilience. You will complete this course with a personal Resilience-Building Action Plan to cope with whatever comes your way.



## The Course Objectives

*Successful completion of this course will increase your ability to:*

- Know why stress seems to be at epidemic proportions at work and in life.
- Understand that not all stress is bad – and identify and assess your stress triggers.
- Manage your responses to stress more effectively.
- Explore powerful reflection strategies to build your resilience to stress.
- Feel better about yourself no matter what situation you are in.
- Use simple mindfulness techniques to bring you a feeling of calm when you feel your day is getting out of control.

## Just Some of What You Will Learn

- Take a quick stress test. What are your current stress levels like?
- Stress may not be the problem - It's not stress, but rather *distress* that's bad. Learn to identify the difference.
- An introduction to the Yerkes-Dodson stress/performance curve and what that means from a stress perspective.
- Three ways distress affects you:
  - i. Emotional.
  - ii. Physical.
  - iii. Psychological.
- Identifying your personal stress triggers.
- 12 practical ways to reduce your stress and build greater physical and emotional resilience in your personal life, starting today.