

# UNLOCK YOUR POTENTIAL

2024  
Directory

PROFESSIONAL  
DEVELOPMENT OFFERING

**talkforce**  
communication | leadership | coaching



We unlock people potential that gets results.

Our experienced team provides tailored learning and development solutions unique to our clients.

Our role is to unlock the human potential within your organisation to execute your strategy. We provide specific and relevant solutions aligned with your goals.

Every solution is customised.

Every program is unique.

Since 1993, talkforce's mantra of putting people at the centre of everything remains true.

Our principal objective is to make everyone we engage with a more effective communicator and leader.

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# NEW AND HIGH POTENTIAL LEADERS

## Realise the leadership potential within your teams

This workshop introduces participants to leadership fundamentals and enhances the skills of people seeking management and leadership roles by increasing their understanding of influence, authority and leadership.

Encourage and develop new leaders in your team, build confidence and accelerate individual learning to improve organisational performance.

### Workshop Content

Beginning with an introduction to the theory, practice and ideals of leadership, the workshop opens up to discussions on best practice leadership, supported by activities and practical exercises, designed to enhance the leadership and learning processes of people and teams. The material has been prepared to guide employees to success in their first steps as leaders within the organisation.

### Learning Outcomes

Upon completion of this workshop, participants will be able to:

- Understand leadership characteristics and competencies
- Identify different leadership styles
- Build confidence in using a range of leadership tools and strategies
- Engage people and teams to help them achieve desired outcomes
- Develop self-awareness, recognising how others experience leadership
- Work with others towards goals
- Develop trust within teams
- Understand and use Emotional Intelligence
- Reflect on individual values as part of a leadership style
- Develop coaching and feedback skills
- Build a personal leadership development plan



**Recommended Audience:**  
Developing, High-potential and emerging leaders, new managers



**Delivery:**  
Face-to-Face or Virtual  
**Optional modules\*:**  
Individual Coaching,  
Diagnostic Tools

\*At additional cost



**Course Duration:**  
Full day  
**Optional:**  
Flexible (one or two half days)



**No. of attendees:**  
12 - 15

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PO BOX 314, Hunters Hill NSW 2110



+61 2 9844 2999



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# LEADERSHIP AND MANAGEMENT



## Focus on leadership to unlock more potential in your organisation

Investing in your leaders through small group workshops can unlock the underlying potential in your organisation.

Discover how to empower greater alignment, deeper engagement, more courageous dialogue, better collaboration and greater trust across your teams.

Our leadership programs ensure participants reach an increased level of awareness, enhance their skills and capabilities, apply their new skills to achieve specific business results and leverage increased confidence to perform in various situations with a range of stakeholders.

Realise your team's leadership potential and accelerate their journey to becoming more authentic, confident and effective executives with this customised workshop.

### Workshop Content

Beginning with an introduction to the theory, practice and ideals of leadership, the workshop opens up to discussions on best practice leadership, supported by activities and practical exercises. Designed to enhance the leadership and learning processes of people and teams, the material has been curated for public sector employees to ensure success in their role as leaders within their organisation.

### Module Options

Leadership Development modules can be selected from a number of options and combined in a customised sequence to suit your organisation's needs.

- Leadership versus Management
- Building Trust
- Leader of Self
- Leader of Team
- Creativity, Thinking and Problem Solving
- Leading through Change
- Coaching, Feedback and Managing Performance
- Effective Communication
- Strategy and Innovation
- Executive Presence and Storytelling
- Building High-Performance Teams



**Recommended Audience:**  
Developing leaders, new hires, emerging and high-potential leaders. Leaders with some management experience



**Delivery:**  
Face-to-Face or Virtual  
**Optional modules\*:**  
Individual Coaching,  
Diagnostic Tools

\*At additional cost



**Course Duration:**  
Custom designed –  
Minimum 1 day



**No. of attendees:**  
12 - 15

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# SENIOR EXECUTIVE LEADERSHIP PROGRAM

## Discover high-performance leadership to drive exceptional results

The Senior Executive Leadership Program aims to tune and develop the skills needed for those more experienced leaders who are vital to driving the outcomes and shaping the future of your organisation. This fully tailored leadership development solution is aligned specifically with your organisation and the development objectives for your people. Ideal for middle and senior managers, right through to your senior executive team. Participants will work with experienced Leadership Facilitators who will encourage and challenge their individual learning, setting them up for immediate success upon return to the workplace.

Develop the skills to bring a leadership mindset to every aspect of your team's performance and encourage an environment of excellence with this tailored and facilitated program.

### Program Content

The program encourages participants to interact with their peers, learning from each other's experiences and strengthening valuable networks. One-on-one coaching, facilitated sessions and experiential activities allow participants to practise newly gained skills in a safe, non-threatening environment. A combination of group work, simulated practice and skills practice provide a counterpoint to the individual reflection and action planning sessions.

### Learning Outcomes

At the end of this program, it is expected participants will be able to:

- Shape and instil team pride and purpose
- Ensure context and translation of the team vision and direction
- Manage and grow team capability
- Develop a deeper understanding of behaviours and how best to communicate and lead talented and diverse people
- Understand and implement High Performing Team principles
- Define and assign work to be done, communicate needs and expectations
- Implement continuous improvement strategies within the team
- Gauge team strengths and areas of improvement
- Manage performance in a constructive manner
- Guide critical conversations including feedback and coaching
- Develop leadership disposition
- Leadership communication and storytelling



**Recommended Audience:**  
Middle and Senior Managers,  
Executive Level Leaders



**Delivery:**  
Face-to-Face (recommended)  
or Virtual

**Optional modules\*:**  
Diagnostic Tools

\*At additional cost



**Duration:**  
Tailored design –  
determined by the  
initial scoping phase



**No. of attendees:**  
8 - 12

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# EFFECTIVE COACHING AND MENTORING

## Improve your coaching skills and help others develop their potential

Coaching and mentoring are rapidly becoming recognised worldwide as highly effective and important people leadership skills. Although sometimes interpreted differently and often used interchangeably, both coaching and mentoring are valuable skills for leaders who need to encourage and promote professional development within their teams and more broadly throughout the organisation.

Identify and cultivate talent throughout your organisation with this results-oriented workshop which develops coaching skills and capabilities.

### Workshop Content

The material is designed to help you accelerate your effectiveness as a leader by building on a solid foundation of the characteristics of both coaching and mentoring. The practical exercises help increase awareness of your role and responsibilities as a coach or mentor, while the skills practice and facilitated discussions explore how these roles can also benefit your own professional development, regardless of the field.

### Learning Outcomes

Upon completion of this workshop, participants will be able to:

- Understand the Coaching Zone
- Identify Skill vs Will
- Understand barriers to coaching
- Apply a Mindset framework
- Use the building blocks of trust
- Understand the purpose of questioning and different question types
- Adapt to different styles of learning
- Understand Facilitative vs Directive mentoring
- Identify the importance of communication skills in coaching
- Work within recognised coaching frameworks, including the GROW Model
- Give effective feedback
- Navigate the stages of a mentoring relationship



**Recommended Audience:**  
All leaders and managers



**Delivery:**  
Face-to-face or Virtual



**Duration:**  
Full day



**No. of attendees:**  
8 - 12

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# LEADING AND MANAGING THROUGH CHANGE

## Prepare to lead in a world of increasing change and complexity

As the world of work continues to face change from both internal and external factors, leaders, managers and team members must equip themselves with the skills and mindset to not only adapt to change but to thrive. Individuals in all positions require guidance and clarity from their leaders and colleagues, which provides the basis for sustainable productivity in the face of uncertainty. By sharpening their skills as change managers, leaders are able to provide their teams with structure, certainty and confidence.

Equip your team with a more sustainable approach to a landscape of uncertainty and change through this practical and actionable workshop.

### Workshop Content

This workshop builds on techniques used to identify common reasons for resistance to change and helps participants deepen their understanding of how people behave during times of stress and uncertainty. Explore effective techniques to inspire new perspectives and work through scenario-based exercises to learn how careful planning and thoughtful implementation can ensure organisational goals are realised.

### Learning Outcomes

Upon completion of this workshop, participants will be able to:

- Identify the driving forces of change within organisations
- Differentiate between the various stages of change
- Identify common effects on attitude and morale
- Manage reactions and resistance to change
- Implement strategies for managing and combatting negativity
- Plan, implement and monitor factors of change
- Understand your role and challenges as a leader in the context of change
- Develop action plans to assist staff adaptation and progress
- Leverage and understand Emotional Intelligence
- Build resilience and maintain psychological safety



#### Recommended Audience:

Leaders and team members dealing with constant workplace change or a specific change program



#### Delivery:

Face-to-face or Virtual



#### Duration:

Full or half-day



#### No. of attendees:

12

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# BUILDING ENGAGED AND EFFECTIVE TEAMS

## Develop your teams to work together more effectively and harmoniously

High-performing and effective teams are made up of focused, skilled and aligned employees who achieve success cohesively and cooperatively. An ideal team dynamic allows individuals to discuss issues, appreciate differences and resolve conflict constructively while being effective and delivering on the team goal. This workshop provides participants with an opportunity to develop strategies to build and maintain effective, functional and high-performing teams.

### Workshop Content

This workshop is experiential, fun and engaging, providing an ideal team environment for learning and development. Content includes insightful information and tools that can be immediately applied in the workplace to support the development of desired team culture and attitudes.

Even the best teams can encounter problems that hinder their collective success. Designed for managers and team leaders this workshop will equip participants with the skills to cultivate maximum team productivity by understanding how to navigate the stages of team development and address team challenges.

### Learning Outcomes

Upon completion of this workshop, participants will be able to:

- Identify acceptable and desirable team behaviours and protocols for high-performing teams
- Take away strategies and tools to develop a collaborative and energised culture
- Appreciate effective team behaviours and the personal development and feedback process
- Recognise and value the differences within teams
- Develop a common language around behaviours, roles and communication
- Build trust, respect and communication within teams
- Understand key communication skills for different styles within a team
- Manage conflict within their team



#### Recommended Audience:

Leaders and team members working towards a more cohesive and productive group



#### Delivery:

Face-to-Face or Virtual



#### Duration:

Half-day



#### No. of attendees:

12

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# INDIVIDUAL DEVELOPMENT COACHING



## Accelerate your leadership journey with personalised development

For many leaders, the most effective path to new levels of sustainable performance lies in Individual Development Coaching. A personal coaching program provides the opportunity to meet the specific needs of an individual through tailored content, either as a stand-alone initiative or as an extension to a development course.

Discover your potential and unlock new areas of performance as a leader with the tailored, focused support of a highly effective one-on-one coaching program.

### Coaching Options

Built on proven, highly effective coaching modules, Individual Development Coaching programs are available to suit a range of leadership roles and requirements, including:

- Executive Coaching – structured for individuals seeking all-round development, aligned to business goals.
- Skills Coaching – focused instruction to rapidly advance the development of a specific skill area, such as communication, presentation skills, negotiation, media or selling.
- Situational Coaching – tailored support for specific situations and opportunities, including multi-party negotiations, keynote delivery, performance appraisal preparation and more.

### Learning Outcomes

The tailored nature of individual coaching programs ensures the skills outcomes are aligned to each participant. Upon completion of a coaching program, participants will be able to:

- Increase their level of awareness
- Enhance their understanding of skills and techniques
- Improve the application of learned skills
- Prepare written plans to guide development and action
- Increase confidence levels and improve resilience
- Benchmark, reflect and measure progress



#### Recommended Audience

Individuals seeking one-on-one development



#### Delivery

Face-to-Face (recommended) or Virtual



#### Course Duration

1-2 hour sessions, minimum 3 sessions recommended



#### No. of attendees

1

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# BUILDING RESILIENCE

## Create more effective, sustainable teams through more resilient individuals

Organisations today are dealing with change at an unprecedented pace, driven by increasing complexity and market pressures. Issues related to productivity, overwork and burnout are being exacerbated by remote working and isolation. Leaders and team members need to find ways to build their own resilience and help build resilience in others, in order to maintain both productivity and wellbeing.

Build your team's ability to respond to and manage increasing pressure and stressors through this practical, inclusive workshop.



### Workshop Content

This workshop provides participants with insights into their own approaches and strategies for building and maintaining resilience. Utilising tools and techniques based on the latest research in psychology and neuroscience, participants learn practical strategies and discover tools to help develop resilience.

This workshop can be run as a half day or full day to include aspects of managing through change.

A recommended optional addition\* is the PR6 Personal Resilience Assessment Tool which provides individuals with a full personal resilience report to help guide their own development.



### Learning Outcomes

Upon completion of this workshop, participants will be able to:

- Consider the context of the current environment and its impact on wellbeing and resilience
- Understand the importance of resilience as a way to achieve wellbeing and personal success
- Recognise how resilience can impact individual performance in the workplace
- Understand the six domains of resilience and how they work together
- Leverage practical tools to understand and build team resilience
- Use resilience to assist in times of extreme stress and periods of change
- Create a plan for developing individual and team resilience



#### Recommended Audience:

Individuals or teams undergoing or anticipating work-related stress or challenges. Or those seeking to build capability to manage through adversity and change



#### Delivery:

Face-to-Face or Virtual

#### Options:

PR6 Personal Resilience Assessment Tool\*

\*At additional cost



#### Course Duration:

Half or Full day



#### No. of attendees:

12

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# PRESENTING WITH IMPACT

## Improve your group communication skills

This program will help you present more confidently and effectively by systematically improving every step of your presentations, from the preparation through to delivery. Learn the tips and techniques used by experienced speakers to effectively communicate their message to even the most discerning and demanding audiences.

Prepare for presentation success by building your delivery skills with this interactive and practical workshop.



### Workshop Content

This highly interactive workshop requires a small amount of pre-work to help determine experience and confidence levels, allowing our facilitators to tailor the content to your specific needs. The workshop content focuses on 3 areas:

- Preparing for Success - managing nerves, understanding the audience, presentation logistics, developing a clear purpose, managing length and timing
- Structuring to Engage - the principles of structuring your content for your audience as well as selecting and using appropriate visual support and incorporating story telling
- Delivering to Connect - creating a powerful first impression, managing audience interaction and utilising visual, vocal and verbal tools to adjust the tone, feel and style of presentations.

Participants will present in front of the group in a range of different formats and will be videoed across the program to provide specific feedback on delivery and style.



### Learning Outcomes

Upon completion of this workshop, participants will be able to:

- Prepare and deliver successful and persuasive presentations more confidently
- Use techniques to manage nerves when presenting
- Be more effective when presenting ideas and recommendations to internal or external clients
- Understanding audience needs to improve strategic preparation
- Develop a clear theme and purpose for their presentation
- Use frameworks to structure and write presentations more effectively
- Incorporate story-telling to engage audiences
- Understand and demonstrate key delivery skills, including body language and voice
- Use visual aids and audio-visual equipment to enhance presentations
- Manage audience interaction more appropriately



#### Recommended Audience:

Anyone who presents, either formally or informally, to groups large and small. Advanced presentation skills available for more experienced groups.



#### Delivery:

Face-to-Face (recommended) or Virtual



#### Duration:

1 or 2 Days (can be tailored to suit)



#### No. of attendees:

Up to 7 participants

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# EFFECTIVE COMMUNICATION: UNDERSTANDING SELF AND OTHERS

## Adopt a powerful framework for aligning your message to your audience

Highly effective communicators focus on individual understanding of their audience to ensure they craft their messages appropriately. This workshop offers a proven framework for quickly developing an understanding of audiences – and your own communications style – through the well-regarded DiSC behavioural model.

Improve your communication effectiveness with an enhanced understanding of your audience, their motivations and behaviours.

### Workshop Content

Leaders of all levels will unlock new levels of communication skills with this detailed and intensive workshop which focuses on understanding human behaviour, rather than personality. Following the general principles of the DiSC model, the workshop looks at communication styles to improve the real-world application of communication skills.

#### Optional DiSC Profiling Module\*

Accelerate your team's understanding and application of the learnings with this additional personalised module, which requires an element of pre-work by participants in order to collect specific data for use in the workshop:

- A secure link to the official DiSC website, activated approximately 10 days prior to the session.
- Participants complete the personalised survey, which forms the basis of their individual report.
- Individual reports and confidential debriefs are delivered as part of the workshop, either face-to-face or virtually.

### Learning Outcomes

Upon completion of this workshop, participants will be able to:

- Leverage an improved understanding of self and others
- Identify how behaviour impacts effectiveness
- Discover behavioural strengths and value differences in others
- Identify appropriate styles and strategies to achieve goals and reduce conflict
- Understand how various behavioural styles interact
- Use verbal and non-verbal communication to build rapport with both internal and external contacts



#### Recommended Audience:

Leaders and team members seeking to communicate effectively with internal and external stakeholders



#### Delivery:

Face-to-Face or Virtual

#### Optional Module:

DiSC profiling\*

\*At additional cost



#### Duration:

Full day or 2 half-days



#### No. of attendees:

12 - 15

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# NEGOTIATION INTELLIGENCE

## Give yourself a competitive advantage in every negotiation

Negotiation is more than price and timing, it can also be used to position or add value, finalise contracts and improve terms & conditions. Honing your negotiation intelligence can increase your performance and give you more favourable outcomes more consistently. This workshop gives you a fully integrated approach to negotiation, applicable to every aspect of your role. It will help you prepare and improve your performance in what can sometimes be challenging, politically sensitive or contentious situations. Superior negotiation skills can give you a competitive edge in almost every aspect of business.

### Workshop Content

The practical nature of this workshop uses both theory and skills practice to improve how you set objectives, gather information and understand stakeholders, so you can identify the difference between your thinking and theirs. The content then moves on to developing your strategy through thorough preparation, refining tactics and educating yourself on the tactics that your audience may use on you. Finally, the workshop takes a thorough look at effective negotiation execution.

### Learning Outcomes

Upon completion of this workshop, participants will be able to:

- Understand their own negotiation style and identify the style of others to gain better results
- Rely on increased confidence in their own negotiation style and skills
- Conduct effective stakeholder analysis to establish the appropriate approach for specific negotiation situations
- Maintain the relationship without devaluing your own position
- Use a core framework to plan and prepare for strategic negotiations
- Communicate more effectively through adequate positioning
- Deal more effectively with difficult people
- Identify and use tactics and techniques for simple and complex negotiations as well as for internal and external negotiations



#### Recommended Audience

Middle to Senior managers



#### Delivery

Face-to-Face (recommended) or Virtual



#### Course Duration

2 Days



#### No. of attendees

10-12

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# INFLUENCING WITHOUT AUTHORITY

## Find your own powers of persuasion for more effective leadership

As roles become more flexible and organisations flatter in structure, the ability to persuade and influence others becomes an invaluable tool for building consensus and generating momentum in the workplace. This insightful workshop moves beyond traditional power structures and equips participants with the skills to work across the organisation or with external partners to gain support, inspire others and turn stakeholders into champions.

Thrive in a networked world of working relationships as you learn to build relationships and influence with this insightful and effective workshop.

### Workshop Content

Starting with a thorough understanding of the dynamics of authority and 'soft power' in the workplace, this workshop builds to a series of practical exercises, allowing participants to learn skills and practice techniques in the context of their own projects and challenges. Skills practice, case studies and group exercises embed the learnings as skills for more effective outcomes. The workshop also looks at the role of influence in managing team stress, improving working relationships and building sustained buy-in for projects and ideas.



### Learning Outcomes

Upon completion of this workshop, participants will be able to:

- Recognise the value of positive influence
- Identify the key behaviours of effective influencers
- Match influencer tactics to different scenarios and audiences
- Prepare and position a message as a persuasive argument
- Use inspiration as a key driver of persuasion
- Identify the key aspects of trust for strategic relationship-building



#### Recommended Audience:

Middle and Senior Managers, Executive Level Leaders



#### Delivery:

Face-to-Face or Virtual



#### Duration:

Full-day or Half-day



#### No. of attendees:

12

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# SELLING FOR RESULTS



## Improve your strike rate and enjoy the entire sales process

Whether you are in direct or indirect selling, transactional or relationship selling, are new to sales or have years of experience, this workshop will give you a range of approaches to give you the competitive edge and differentiate you as a professional sales-person. Increase the quality of a sales conversation and improve conversion rates using techniques designed to meet the changing and increasingly competitive marketplace.

Build on your strengths and improve every aspect of your approach to the sales process with this insightful, tailored workshop.



### Workshop Content

Every workshop is tailored to suit the sales environment of your organisation and industry, while also drawing from our team's combined experience in sales across a wide range of industries. The workshop covers the key skills of planning and prospecting, engaging and positioning, discovery and matching. The crucial tools of relating and recommending, objection handling and progressing to the call to action and close are also covered in depth. Participants will be required to respond to a short pre-session questionnaire by email as part of the workshop pre-work.



### Learning Outcomes

Upon completion of this workshop, participants will be able to:

- Improve sales conversion rates and increase sales effectiveness
- Understand the impact of each step in the sales cycle and how to utilise personal strengths to maximise results
- Improve confidence in approaching new and existing clients
- Develop a sales process with consistent language
- Draw out and diagnose the opportunities and unmet needs
- Demonstrate a clear correlation between client needs and benefit-driven recommendations
- Learn to love objections and use them to your advantage
- Understand observable behaviours that differentiate good and great
- Set personal development plans for continual improvement



**Recommended Audience:**  
Anyone who is in a sales role



**Delivery:**  
Face-to-Face (recommended) or Virtual



**Course Duration:**  
2 Days



**No. of attendees:**  
10-12 per workshop

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# DIFFICULT CONVERSATIONS

## Be prepared for those conversations that matter

When critical issues arise in an organisation, difficult conversations invariably follow. The success of those conversations is often determined by the individual's ability to manage and lead uncomfortable or difficult discussions. This workshop arms your team with the skills and tools to effectively prepare for and conduct difficult conversations, by analysing typical patterns and motivations in high-tension encounters. Reduce friction, remove roadblocks and foster more productive business conversations with this invaluable program.

Build valuable conflict-resolution skills within your organisation and encourage collaboration under pressure with this focused and practical workshop.



### Workshop Content

This workshop is highly interactive and can be customised to reflect the group's specific experiences. Starting with common themes, patterns and misconceptions of workplace conflict, the workshop moves through relevant case studies and live practice sessions. Through practical applications and various skill practice scenarios, participants learn the key steps to prepare for and lead a successful conversation around a difficult issue.



### Learning Outcomes

Upon completion of this workshop, participants will be able to:

- Understand how to create conditions for healthy dialogue
- Prepare for conversations to succeed
- Depersonalise issues by reframing to a neutral position
- Migrate from blame to problem-solving
- Identify and manage emotions
- Develop your own style under stress
- Employ tactics to encourage agreement
- Recognise unsafe conversational factors and restore trust
- Challenge with respect
- Manage stress in others – and yourself



#### Recommended Audience:

Leaders and team members tasked with having difficult conversations



#### Delivery:

Face to Face or Virtual



#### Course Duration:

Full day



#### No. of attendees:

12

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# CREATIVITY, THINKING AND PROBLEM SOLVING

## Unleash your creative thinking skills for more effective innovation

Remember how creative you were when you were younger when anything seemed possible? In our fast-moving world of “busy work”, we rarely make time to allow ourselves to simply think creatively. Tapping into your creative thinking ability will make you more effective in your role and make your job more exciting and rewarding. Our proven, step-by-step techniques will help you tap back into your creative potential, allowing you to contribute better ideas and more creative solutions to become a more effective leader.

Unlock your innate ability to think creatively and become a more innovative problem solver with this instructive and tailored workshop.

### Workshop Content

Built on the premise that Creativity is not necessarily a skill, but more a mindset, this practical yet insightful workshop begins by examining the way we think to unlock a deeper understanding of creativity. The program looks at developing a system for maximising creative thought in the workplace, including methods for creative problem-solving, brainstorming and mind stretching. Tools for overcoming barriers to creativity and for promoting clearer, more productive thinking, round out the workshop material.

### Learning Outcomes

Upon completion of this workshop, participants will be able to:

- Have confidence in their ability to access new thinking and creative thinking
- Have the ability to generate new ideas individually or in groups



#### Recommended Audience

Anyone who needs to think differently or look at ideas from a different perspective



#### Delivery

Face-to-Face (recommended) or Virtual



#### Course Duration

Full-day or Half-day



#### No. of attendees

Up to 16 participants

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# TIME MANAGEMENT AND PRIORITISATION

## Improve efficiency and performance to maintain professional balance

The ability to handle large amounts of information and multiple workloads is not only a standard trait of a successful career, it is increasingly becoming an important life skill. This workshop provides individuals and teams a valuable opportunity to audit their current work practices and then quickly identify the tools and techniques to better manage time, energy and focus. These are the core skills proven to help manage and avoid stress in the workplace, while greatly improving professional effectiveness and personal wellbeing.

Create a more sustainable work style throughout the organisation with this focused workshop which will allow you to use your time for maximum effectiveness.

### Workshop Content

This engaging and interactive workshop starts with a broad understanding of issues around time management before guiding participants to develop a personal action plan that covers the key usable skills of goal setting, prioritisation and effectiveness. Interactive sessions and group discussions help participants refine their approach to meeting management, collaboration and delegation.

### Learning Outcomes

Upon completion of this workshop, participants will be able to:

- Plan and prioritise daily activities to lift personal and organisational productivity
- Integrate personal goals with company goals
- Understand the difference between effectiveness and efficiency
- Recognise 'High Impact/High Value' tasks
- Organise work schedules for both the individual and the team
- Use the prioritisation matrix
- Manage interruptions and distractions
- Overcome procrastination
- Take control of your email
- Run meetings for better results in shorter timeframes



#### Recommended Audience:

Teams and individuals with responsibility for multiple tasks daily



#### Delivery:

Face-to-Face or Virtual



#### Course Duration:

Full or half-day



#### No. of attendees:

12

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ABN 57 078 528 355

# BUSINESS WRITING SKILLS

## Create more compelling and succinct business communications

Through theory and a series of practical exercises this workshop provides the tools and techniques to write more effectively – making it easier for readers to understand your message.



### Workshop Content

Designed and facilitated by a professional journalist and author, this workshop provides participants with the knowledge and skills to craft compelling and professional letters, e-mails, proposals, presentations, briefings and reports – writing clearly and with impact – with simple but effective language, structure and layout.

Participants will be required to respond to a pre-session questionnaire and provide a one-page sample of their recent business writing.



### Learning Outcomes

Upon completion of this workshop, participants will be able to:

- Understand appropriate formats and essential components of letters, e-mails, briefings and reports
- Plan their writing - understanding purpose and audience, structure and style
- Write in Plain English clearly, concisely and with impact
- Identify barriers to effective writing
- Understand language, punctuation and grammar
- Use tone and active voice
- Write persuasively and build rapport
- Reflect your organisation's tone and style
- Structure effectively using lists, bullet points and parallel structure
- Logical writing structures for e-mail, PowerPoint, proposals, reports
- Write effectively to deliver bad news
- Edit and proofread
- Avoid commonly confused words
- Recognise American and Australian spelling differences
- Write with confidence and authority



#### Recommended Audience:

Anyone required to compose written communications internally and externally



#### Delivery:

Face-to-Face or Virtual



#### Course Duration:

Half to a full day.  
Specific content areas can also be covered in shorter 'power' sessions.



#### No. of attendees:

12

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# DEALING POSITIVELY WITH CONFLICT



## Manage conflict to ensure positive outcomes for team performance & culture

The goal of successful conflict management is not its elimination, but to reduce its harmful effects and maximise its useful ones. Achieve this by identifying and building on the constructive conflict management skills your employees possess.



### Workshop Content

Participants explore practical approaches for improving behaviours to promote more effective workplace conflict resolution. This workshop is highly interactive and includes practice sessions. The workshop content focuses on 3 areas:

- Understanding Conflict - defining a "conflict" situation, identifying sources of conflict or challenge, understanding differing perspectives, reading a situation and identifying conflict indicators, recognising how values and motivations influence behaviour, understanding personal approaches to conflict, identifying different conflict management styles
- Communicating Positively and Effectively in Conflict Situations - understanding the power of language and active listening in minimising conflict, using the right questions to uncover needs, assertive vs. aggressive communication, thinking professionally not personally, planning your approach to tackling conflict and objections
- Resolving Conflict - analysing others' needs, techniques to manage conflict and maintain relations, skills to resolve conflict in a flexible manner



### Learning Outcomes

Upon completion of this workshop, participants will be able to:

- Better define and understand "conflict" situations
- Understand the physiological response to conflict and how this influences the behaviour we choose
- Understand and appreciate your own response and reaction to conflict
- Manage emotions during conflict
- Develop the ability to identify a range of conflict management styles
- Identify steps to navigate difficult conversations and practice around a real scenario
- Appropriately communicate their position in conflict situations through language used, listening and questioning
- Explore how to improve your influencing skills
- Approach a situation of conflict with a toolkit of positive actions to ensure a more constructive outcome



#### Recommended Audience:

Anyone in the position of needing to manage difficult situations and conversations



#### Delivery:

Face-to-Face or Virtual



#### Course Duration:

1 Day or 2 Days depending on needs and desired outcomes (Can be split into ½ Day modules)



#### No. of attendees:

12

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# FACILITATION OF KEY STRATEGIC PLANNING SESSIONS

## Maximise the effectiveness of your strategic planning sessions

It is vital that you not only allocate time for strategic planning for your business or organisation but that you also maximise that time to generate an effective output. talkforce are experienced at structuring and facilitating planning days for organisations of all sizes and across various industries. As an independent facilitator, we can manage the process, so your people are able to focus on the content to achieve better, clearer outcomes.

A crucial benefit of having an independent facilitator is the freedom to release your senior people from leading or steering the session, giving everyone a greater sense of ownership of the plan. Our effective and efficient facilitation planning services ensure your people have the necessary time and context to develop ideas, and that the plan of action is accurately recorded.

Maximise the return on your time and strategic investment with our experienced and expert team of facilitators.

## Facilitation Approach

We are experienced at managing groups and working with different styles of people, to ensure everyone is engaged and has input into the session. We can facilitate strategy or planning sessions either at your office or offsite where your people will be away from their normal day-to-day environment and the distractions of the office.

## Learning Outcomes

Our facilitator will ensure that your session will:

- Be outcome focused
- Ensure the objectives are clearly set up and achieved
- Create an environment where all participants feel comfortable contributing
- Employ a tested 'divergent-convergent' model
- Ensure the session stays on track and time is spent on the main issues
- Use questions to challenge, clarify or draw out all ideas and thoughts
- Build practical action plans
- Develop a document after the session capturing the key points discussed and the actions agreed



### Recommended Audience

Teams looking to develop strategy, generate new ideas, or achieve consensus in a limited timeframe



### Delivery

Face to Face



### Course Duration

2 hours to 2-day sessions



### No. of attendees

Variable to team size

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# FACILITATION SKILLS

## Lead teams and groups to more productive outcomes

Helping people work together more effectively is a core requirement for business leaders looking to foster collaboration. Developing skills as a facilitator will dramatically improve confidence and effectiveness in a range of group situations including, leading a team meeting, running a workshop, facilitating a strategy session and interacting with a range of different stakeholders.

Develop the skills to confidently lead and manage group collaboration, both within your organisation and with external parties and stakeholders.

### Workshop Content

Starting with the foundation concepts of group dynamics and collaboration, this workshop introduces ideas and approaches for a range of different outcomes, including promoting creativity, encouraging problem-solving and building consensus. The techniques section covers critical facilitation skills for managing group interaction, accelerating participation, creating safe and productive environments, and recording agreements.

### Learning Outcomes

Upon completion of this workshop, participants will be able to:

- Identify and appreciate the differences between Facilitating, Presenting and Training
- Identify the key elements of facilitation
- Build an agenda to achieve desired outcomes
- Plan and prepare for facilitation sessions
- Use activities effectively and appropriately in facilitation
- Manage group dynamics
- Deploy strategies for generating ideas, breaking deadlocks and evaluating options
- Manage time, engage groups and maintain focus
- Develop productive action plans
- Facilitate in a virtual environment



**Recommended Audience:**  
Leaders or team members required to facilitate group interactions



**Delivery:**  
Face-to-Face or Virtual



**Duration:**  
Full-day or Half-day



**No. of attendees:**  
12

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