UNLOCK YOUR POTENTIAL



2027
Directory

PROFESSIONAL
DEVELOPMENT OFFERING

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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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HIGH POTENTIAL AND EMERGING LEADERS

Realise the leadership potential within your teams

This clear, structured workshop introduces participants to the fundamentals of leadership and enhances the practical skills of people seeking management and leadership roles by increasing their understanding of communication strategies, authority and leadership.

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

Workshop Content

Combining theoretical principles and ideals with practical application, the focus of this workshop is on providing participants with the foundational skills required to succeed as leaders within their organisation.

Learning Outcomes

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

- Understand leadership styles and approaches
- 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 to bring organisational goals to life
- Develop trust within teams
- Understand and demonstrate Emotional Intelligence
- Reflect on individual values as part of a leadership style
- Develop coaching and feedback skills
- Build a personal leadership development plan
- Be more confident having difficult conversations and managing conflict

Recommended for:
Developing, high-potential and emerging leaders, new managers

Delivery:
Face-to-face or virtual

Optional modules*:
Individual Coaching, Diagnostic Tools

*At additional cost

Workshop duration:
Full day

Optional:
Flexible split to two half days

No. of attendees:
12 - 15

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STRATEGIC 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 a variety of situations with a range of stakeholders.

Workshop Content

Designed to enhance leadership capability, focused content modules can be selected and sequenced to suit your organisation's needs. Each content module has been designed to uplift a specific skill area and scenarios can be tailored to ensure relevance to your organisation and objectives.

Module Options

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

- 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
- Difficult Conversations
- Managing Conflict
- Strategy and Innovation
- Executive Presence and Storytelling
- Building High-Performance Teams

Recommended for:
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

Workshop 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 develop and sharpen 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 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 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 instill 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 teams
- 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
- Assess 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 for:
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 SKILLS

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 workshop 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. Practical exercises help increase awareness of your role and responsibilities as a coach or mentor, while skills practice and facilitated discussions explore how these roles can also benefit your own professional development, regardless of your job role or sector.

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 for:
All leaders and managers

Delivery:
Face-to-face or virtual

Workshop 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 workplaces continue 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 can 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 skills development workshop.

Workshop Content

This workshop explores effective techniques used to inspire new perspectives on necessary change. The content includes breaking down common reaction and resistance to change and participants will deepen their understanding of how people behave during times of stress and uncertainty. Scenario-based exercises highlight 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
- 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 for:
Leaders and team members dealing with constant workplace change or a specific change program.

Delivery:
Face-to-face or virtual

Workshop duration:
Full or half day

No. of attendees:
12 - 16

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MANAGING HIGH PERFORMANCE

Develop the management skills and structures to help your people deliver their best

Give your leaders a clear understanding of the building blocks of management required to deliver the best performance from their teams by developing capability in objective setting, creating development plans through to performance reviews and performance management.

Ensure your organisation thrives by building an understanding of the key components of people management, helping your leaders get the best from their teams as they develop their skills in providing clear guidance and objectives, driving strong performance.

Workshop Content

This workshop guides participants through the different steps required to manage good performance in their team members. Content includes: Objective setting and the importance of defining SMART goals; regular 1:1 sessions; review meetings and performance monitoring; development discussions and individual development plans; performance reviews and performance management.

Learning Outcomes

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

- Understand the different components of managing good performance
- How to set SMART objectives
- Ability to use simple frameworks to assist when providing feedback
- Identify steps to navigate a difficult conversation
- Plan and conduct a coaching session
- Identify the key components of a development discussion and development plan
- Understand the importance and approach for a performance review
- Understand the principles of performance management

Recommended for:
New and current leaders and managers

Delivery:
Face-to-face or virtual

Workshop duration:
Full or half day

No. of attendees:
12

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CONDUCTING PERFORMANCE REVIEWS

Maximise the benefits from your Performance Reviews

Performance Reviews are some of the most critical discussions that your managers will have with their team members. Help your new and experienced leaders develop or tune up their skills as they move into another performance cycle so they are prepared to have constructive and positive performance conversations.

Encourage and develop leaders in your team, build their confidence and accelerate individual learning to improve performance across the organisation.

Workshop Content

Developing your team members to be high performers is an aspiration for all leaders. This workshop explores key concepts and structures which all managers can adopt, to help their team members maximise their potential, develop their skills and meet the expectations of their role.
Workshop duration can be customised to suit your business, performance review structures, policies and development plans.
Content includes: The importance and approach for a performance review; The principles of performance management; Establishing clear goals and setting expectations; Preparing for and conducting performance reviews; Frameworks for providing effective feedback; Coaching as part of the review process.

Learning Outcomes

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

- Understand how to prepare for an effective performance review using a step-by-step structure
- Set and measure objectives and goals
- Provide effective feedback, driving individual and team performance
- Understand the role of mindset in the process
- Manage reactions to feedback and emotion
- Capture actions and plan further development

Recommended for:
Leaders and managers wanting to fine-tune their performance review skills.

Delivery:
Face-to-face or virtual

Workshop duration:
Customised to suit your business and policies

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 for:
Leaders and team members working towards a more cohesive and productive group.

Delivery:
Face-to-face or virtual

Workshop duration:
Half day

No. of attendees:
12 - 15

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ELEVATING WORKPLACE CULTURE

Ensure your organisation thrives in a positive, respectful and inclusive environment

Workplace culture influences the productivity of individuals and teams. In addition to Codes of Conduct, Standards of Behaviour and Organisational Values, a positive and respectful workplace enhances everyday interactions, enthusiasm and engagement within your team.

Workshop Content

Equip your team with the tools and knowledge to contribute to a positive, supportive workplace enhancing teamwork, well-being, and overall productivity. Focus on the importance of respectful behaviour and how to address common challenges such as discrimination, harassment, and communication breakdowns, while fostering an environment where diversity is valued.

Participants engage in discussions, role-playing, and skill-building activities aimed at improving interpersonal interactions, conflict resolution, and understanding of other perspectives.

Learning Outcomes

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

- Understand and recognise the benefits of positive culture and the characteristics of a respectful workplace
- Increase their awareness of Diversity and Inclusion
- Know how to access your Organisations Values, Codes of Conduct, Workplace policies and gain clarity on expectations for behaviour
- Understand the impact of negative or disrespectful behaviours on individual and team success
- Identify negative behaviours, be aware of appropriate interventions (formal and informal) and how issues should be handled/reported
- Contribute to stronger team cohesion and well-being by fostering mutual respect and understanding

Recommended for:
Staff, supervisors, managers and leaders

Delivery:
Face-to-face or virtual

Workshop duration:
Half day

No. of attendees:
12

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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 explored include critical facilitation skills for managing group interaction, accelerating participation, managing time, creating safe and productive environments, and recording agreements and actions.

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 effectively
- Use activities to enhance effectiveness
- 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 for:
Leaders or team members required to facilitate group interactions.

Delivery:
Face-to-face or virtual

Workshop duration:
Full or half day

No. of attendees:
12

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FACILITATION OF 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 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 sectors. 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 freeing 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.

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 off-site allowing your people distance from their day-to-day environment and office distractions.

Learning Outcomes

Our facilitator will ensure that your session will:

- Be outcome focused
- Ensure 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 key 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 for:

Teams looking to develop strategy, generate new ideas, or achieve consensus in a limited time frame.

Delivery

Face-to-face

Duration

2 hours to 2-day sessions

No. of attendees

Variable to team size

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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 of a development course.

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

Coaching Options

Built on proven, 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 relative to the focus skill
- 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 for:

Individuals seeking one-on-one development

Delivery

Face-to-face (recommended) or virtual

Duration

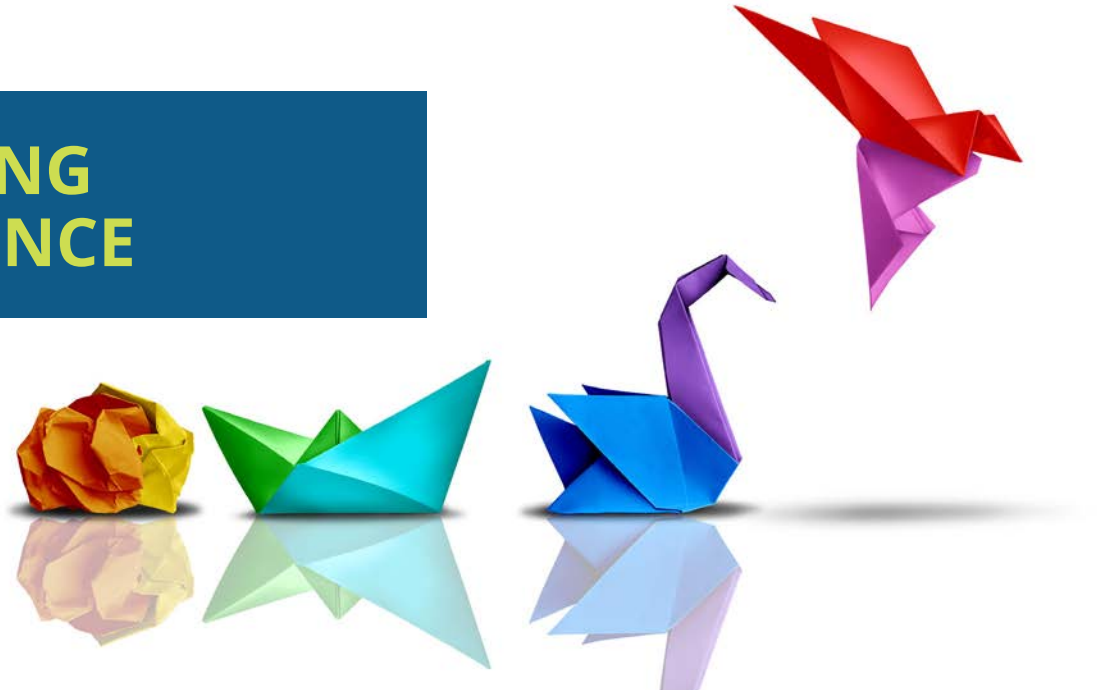
1-2 hour sessions, minimum 3 sessions recommended.

No. of attendees

1

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BUILDING RESILIENCE



Create more effective, sustainable teams through more resilient individuals

Organisations are dealing with change at an unprecedented pace. Driven by increasing complexity, market pressures and agile working environments, issues related to productivity, overwork and burnout are common. 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 approach and strategies for building and maintaining resilience. Utilising tools and techniques based on current 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 and leading 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
- Understand the importance of resilience as a way to achieve wellbeing and personal success
- Recognise how resilience can impact individual and team performance
- Understand the six domains of resilience and how they work together
- Leverage practical tools to build team resilience
- Create a plan for developing individual and team resilience

Recommended for:
Individuals or teams undergoing or anticipating work-related stress or challenges, 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

Workshop duration:
Half or full day

No. of attendees:
12

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PRESENTING WITH IMPACT

Persuade, influence and lead through effective group communication

The most visible and effective traits of any leader are the ability to command a room, deliver informative material and influence opinion. This workshop breaks down the art of presenting into manageable steps, from preparation through to delivery. It provides the tool-set to continually improve performance, from novices through to more experienced presenters to even the most discerning and demanding audiences.

Workshop Content

This highly interactive workshop covers practical aspects of effective presentation, offers participants the opportunity to practice their skills in a live environment and provides strategic feedback for improvement.

The workshop content focuses on 3 areas:

- **Preparing for Success** - managing nerves, understanding the audience, presentation logistics, developing a clear purpose, length and timing
- **Structuring to Engage** - structuring your content, incorporating story telling, shaping your message and selecting appropriate visual support
- **Delivering to Connect** - creating a powerful first impression, managing audience interaction and developing tone, feel and style.

Participants will present in front of the group in a range of different formats which will be recorded, enabling peers and the facilitator to provide specific feedback on delivery and style.

Learning Outcomes

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

- Prepare and deliver persuasive presentations more confidently
- Identify audience needs to improve strategic preparation
- Develop a clear theme and purpose for their presentation
- Use frameworks to structure presentations more effectively
- Incorporate story-telling to engage audiences
- Use techniques to manage nerves
- Be more effective when presenting ideas and recommendations to internal or external clients
- 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 for:
Anyone who presents, either formally or informally. Advanced presentation skills available for more experienced groups.

Delivery:
Face-to-face (recommended) or virtual

Workshop duration:
1 - 2 Days
or in half day modules

No. of attendees:
Recommended small group size of 10 or under

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EFFECTIVE COMMUNICATION SKILLS

Build more impactful communication skills in your team

Communication skills sit at the heart of the modern workplace. Highly effective communicators focus on understanding their audience and adapting their style to achieve maximum cut-through. Arming your team with a toolkit of styles and techniques will build their skills and enhance their ability to craft messages and convey information with clarity and direction.

Improve your communication effectiveness with techniques, styles and improved understanding of individuals, their motivations and behaviours.

Workshop Content

This workshop focuses on helping people of all experience levels to lift their communication ability and effectiveness by tuning up techniques and emphasis. We take a practical approach to different types of communication to make you more effective in what you need to do.

- Different communication modes/formats, styles and techniques
- Improve your questioning and listening
- Recognise the importance of understanding the audience
- Communication techniques for remote working
- Tailoring messages for different occasions and audience
- Barriers that often prevent clear communication
- Communication frameworks for both impromptu and prepared scenarios

Learning Outcomes

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

- Identify appropriate communication styles and strategies to employ in a variety of situations
- Use verbal and non-verbal communication skills to build rapport
- Employ styles and strategies to achieve goals and reduce conflict

Recommended for:
Leaders and team members seeking to communicate effectively with internal and external stakeholders.

Delivery:
Face-to-face (recommended) or virtual

Workshop duration:
Full day

No. of attendees:
12 - 15

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DISC | 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 just as much as they work on crafting their message. 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 engaging, practical workshop focusing on understanding human behaviour, rather than personality. Following the general principles of the DiSC model, explore communication styles to improve the real-world application of communication skills.

Includes DiSC Profiling

Accelerate your team's understanding and application of the learning with an individual DiSC profile.

- A secure link to the official DiSC website activated approximately 10 days before the workshop.
- Participants complete the personalised instrument, which forms the basis for their report.
- Individual reports and debriefs are delivered as part of the workshop
- Access to My Everything DiSC is activated following the workshop, providing participants the option of sharing styles and suggested ways to improve communication with colleagues.

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 communication styles and strategies to achieve goals and reduce conflict
- Understand how styles interact
- Use verbal and non-verbal communication to build rapport with both internal and external contacts

Recommended for:
Leaders and team members seeking to communicate effectively with internal and external stakeholders.

Delivery:
Face-to-face or virtual

This workshop includes DiSC profiling
*At additional cost

Workshop duration:
Half day

No. of attendees:
12 - 15

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NEGOTIATING AND INFLUENCING FOR OUTCOMES

Give yourself an advantage through influencing and negotiating skills

More than price and timing, negotiation and influencing skills can be used to position, add value, direct agreements and improve terms & conditions. Honing these skills can increase your performance and lead to more favourable outcomes more consistently. This workshop gives you a fully integrated approach to negotiation and influence and will help you prepare and improve your performance in what can sometimes be challenging, sensitive or contentious situations.

Workshop Content

The practical nature of this workshop incorporates 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. Content includes developing your strategy through thorough preparation, refining communication and tactics and understanding and identifying 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 communication and negotiation style and identify the style of others to gain better results
- Conduct effective stakeholder analysis to establish the appropriate approach for specific situations
- Maintain their relationships without devaluing their position
- Use a core framework to plan and prepare for strategic negotiation scenarios
- 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 situations
- Gain increased confidence in individual negotiation style and skills

Recommended for:

Middle and senior managers

Delivery

Face-to-face (recommended) or virtual

Workshop duration

Full day

No. of attendees

10-12

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INFLUENCING WITHOUT AUTHORITY

Find your own powers of persuasion for more effective outcomes

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

Thrive in networks and with professional connections as you learn to build relationships and influence with this insightful and effective workshop.

Workshop Content

Understand of the dynamics of authority and 'soft power' in the workplace. This workshop unpacks the role of influence in managing team stress, improving working relationships and building sustained buy-in for projects and ideas. Through a series of practical exercises and customised scenarios, participants acquire skills and practice techniques in the context of their own projects and challenges. Case studies and group exercises embed the learnings as habits for more effective outcomes.

Learning Outcomes

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

- Recognise the value of positive influence
- Identify the key behaviours of influencing effectively
- Match 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 for:
Middle and senior managers, executive level leaders

Delivery:
Face-to-face or virtual

Workshop duration:
Full 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 provides 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 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-workshop questionnaire by email.

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 sales skills
- Set personal development plans for continual improvement

Recommended for:
Anyone who works in a sales role.

Delivery:
Face-to-face (recommended) or virtual

Workshop 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.

You will reduce friction, remove roadblocks and foster more productive business conversations in addition to building valuable conflict-resolution skills within your organisation with this practical workshop.

Workshop Content

This workshop is highly interactive and can be customised to reflect the group's specific experiences.

Exploring common themes, patterns and misconceptions of workplace conflict, participants will learn the key steps to prepare for and lead a successful conversation around a difficult issue.

The training includes tailored, relevant case studies and practice sessions to experiment and understand the most effective approach to successfully conduct a difficult conversation.

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 for:
Leaders and team members tasked with having difficult conversations.

Delivery:
Face-to-face or virtual

Workshop duration:
Full or half day

No. of attendees:
12

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DEALING POSITIVELY WITH CONFLICT

Develop the skills to 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 unlock the positive benefits. Your team can achieve this by gaining an understanding of conflict drivers and developing the skills and techniques to manage different situations that arise and how best to respond.

Workshop Content

This workshop enables participants to understand the different types of conflict and the benefits of generating constructive debate, new ideas and a dynamic team environment.

The workshop focuses on three areas:

- **Understanding Conflict** - defining conflict situations, identifying sources of conflict/challenge, understanding different perspectives, reading a situation and conflict indicators, how values and motivations influence behaviour, conflict management styles
- **Communicating Positively and Effectively in Conflict Situations** - 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, tackling objections
- **Resolving Conflict** - managing conflict and maintaining relations, flexible resolution skills

Learning Outcomes

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

- Recognise the different types of conflicts and why it can be a positive influence
- Approach a conflict situation with a toolkit of positive actions to deliver more constructive outcomes
- Understand the physiological responses to conflict and how this influences the behaviour we choose
- Identify steps to navigate a difficult conversation
- Develop an approach to address conflict within teams
- Identify their preferred conflict management style in addition to other styles, and when to use them
- Recognise constructive and destructive responses in managing conflict

Recommended for:
Anyone in the position of needing to manage difficult situations and conversations.

Delivery:
Face-to-face or virtual

Workshop duration:
Half or full day

No. of attendees:
12

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PROBLEM SOLVING AND CREATIVE THINKING

Unleash your creative thinking skills for more effective problem solving

Remember how creative you were when you were younger? In our fast-moving "busy work" world, we rarely make time to allow ourselves to simply think differently in order to solve problems or challenges. Tackling an issue through creative thinking will make you and your team more effective and create a more collaborative, rewarding way forward.

Unlock your innate ability to think creatively, contribute better ideas and become a more innovative problem solver and leader with this instructive and tailored workshop

Workshop Content

Built on the premise that Creativity is not only a skill, but also a mindset, this practical and insightful workshop examines the way we think to unlock a deeper understanding of creativity to problem solve.

Participants will harness a proven 8-step problem solving model for maximising creative thought in order to brainstorm and mind-stretch, allowing more creative ideas and solutions for business challenges to surface.

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
- Recognise and address the barriers that limit your ability to think differently
- Have practical tools and a framework for idea generation and problem solving

Recommended for:

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

Delivery

Face-to-face (recommended) or virtual

Workshop duration

Full or half day

No. of attendees

Up to 16 participants

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TIME MANAGEMENT AND PRIORITISATION

Improve efficiency and performance

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 equip themselves with tools and techniques to better manage time, energy and focus.

By mastering these core skills, participants can enhance their effectiveness, reduce workplace stress, and significantly improve both professional performance and personal well-being.

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 activities and group discussion 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 time frames

Recommended for:
Teams and individuals with responsibility for multiple tasks daily.

Delivery:
Face-to-face or virtual

Workshop duration:
Half day

No. of attendees:
12

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BUSINESS WRITING SKILLS

Create more compelling and succinct business communications

Through theory, tips 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, this workshop provides participants with the knowledge and skills to craft compelling and professional business correspondence including reports, briefs, emails and presentations – writing clearly and with impact – with simple but effective language, structure and layout.

Learning Outcomes

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

- Understand appropriate formats and essential components of letters, emails, 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 for:
Anyone required to compose written communications internally and externally.

Delivery:
Face-to-face or virtual

Workshop duration:
Half day
Specific content areas can also be covered in shorter 'power' sessions.

No. of attendees:
12

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RUNNING EFFECTIVE MEETINGS

Manage and participate in more efficient and effective meetings

One side effect of an increasingly collaborative workplace is a matched increase in the number of meetings - which can hamper productivity if they are not effectively directed and managed. This workshop helps participants develop the skills and techniques needed to gain the most from every type of meeting, whether they chair, lead, organise or attend.

Workshop Content

An effective meeting starts with conscious planning and clear communication. This workshop explores the key components of a successful meeting then breaks down skills required for both management and participation.

Content focuses on planning and preparation; identifying appropriate attendees; setting objectives; agenda design; communication; timing; how to close a meeting and recording follow-up actions.

Create real efficiencies throughout your organisation and encourage disciplined collaboration with this focused and interactive workshop.

Learning Outcomes

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

- Identify characteristics of successful meetings and causes of ineffective ones
- Understand the roles of meeting organiser and leader
- Develop an effective preparation and organisation plan
- Open meetings with impact
- Stay organised during meetings through the use of rules, agendas and conversations
- Develop meeting guidelines for your organisation/agency
- Manage different styles of meeting participants
- Mitigate dysfunctional behaviour in a meeting
- Improve conference call, virtual or video meetings
- Plan and execute follow-up actions

Recommended for:
People who lead and plan all types of internal and external meetings.

Delivery:
Face-to-face or virtual

Workshop duration:
Half day

No. of attendees:
12

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DE-ESCALATION SKILLS



Equip staff with the skills and tools to manage challenging interactions

The need for staff to be able to execute quality customer service and maintain a calm, effective interaction is paramount in many organisations. This workshop focuses on building capability to manage difficult clients and customers, de-escalation techniques, risk identification and management practices when working in challenging or hostile customer service situations.

Workshop Content

This workshop introduces participants to the key concepts of communication, behaviours and expectations before building into practical demonstration exercises.

These focused, practical activities explore verbal and non-verbal communication, anticipating typical problems, triggers, how to diffuse and de-escalate in addition to how to manage risk and reduce stress and emotion.

Throughout the workshop, the emphasis is on personal safety and equitable treatment, with skills practice scenarios to increase confidence and preparedness to manage hostile customers and clients.

Learning Outcomes

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

- Understand customers and their changing needs
- Identify challenging behaviour while anticipating possible risks, causes and triggers
- Utilise both verbal and non-verbal communication skills
- Assess risk levels and patterns of conflict escalation
- Prepare strategies which diffuse and de-escalate difficult and aggressive behaviours
- Understand the human response to conflict and danger
- Prioritise self-protection, resilience and wellness

Recommended for:
Front-line customer service staff and teams

Delivery:
Face-to-face or virtual

Workshop duration:
Half day

No. of attendees:
12

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SHORT MODULE TRAINING



Flexible short course training designed to fit seamlessly into busy schedules, while equipping with practical, real-world skills for immediate impact

We have developed a series of short-form modules which can be delivered in bite-sized durations for your teams. Build into your structured team development days, or offer as stand-alone modules for targeted development.

Modules available

Leadership

Leader of Self and Leader of Teams
Leadership Styles
Leadership vs Management
High Performing Teams
Building Team Engagement
Coaching and Mentoring (GROW Model)
Building Trust
Leading Through Change Overview
Decision Making and Delegation
Collaboration and Stakeholder Engagement
Mindset
Emotional Intelligence
Creating a Psychologically Safe Environment
Motivation - Self and Others
Providing Effective Feedback - Tips, Tools and Frameworks
Approaching Difficult Conversations
Crucial Tips when Managing Conflict
Strategies for Effective Performance Reviews

Communication and Performance

Ways to Build Resilience in Your Team
Diary Management Tips
Structuring Professional Business Documents
The Key Components of an Effective Presentation

Duration

The duration of these short-format modules ranges from 60-minutes to 2-hours.

Contact us to discuss your focus areas and for further information on content and delivery style.

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