



**Leadership Dimensions**  
Leading people to perform



# POTENTIAL COURSE OUTLINES

WELLBEING IS DEFINED AS A STATE IN WHICH  
EVERY INDIVIDUAL REALISES THEIR OWN POTENTIAL,  
CAN COPE WITH THE NORMAL STRESSES OF LIFE,  
CAN WORK PRODUCTIVELY AND FRUITFULLY,  
AND IS ABLE TO MAKE A CONTRIBUTION TO THEIR COMMUNITY.  
WORLD HEALTH ORGANIZATION



[www.leadershipdimensions.com.au](http://www.leadershipdimensions.com.au)



**Leadership Dimensions** specialises in the performance, productivity, wellbeing and development of your people. Our suite of accredited and non-accredited short programs align with the World Health Organization’s (WHO) definition of wellbeing:




**WELLBEING IS...**

*“A state in which every individual realises their own potential, can cope with the normal stressors of life, can work productively and fruitfully and is able to make a contribution to their community.”*


Using this definition as the basis of what we do, all our programs align to these four key areas, all essential for a healthy, productive, high performing organisation.

**POTENTIAL** 


These programs focus on enhancing the current talent in your organisation to produce a greater return on investment for you through supervisory, management, leadership development and strategic programs.

**DEALING WITH STRESS** 

Cumulative stress, or stress as a result of a critical incident at home or work, affects the ‘normal’ functioning of an individual, and an organisation. Our programs address what an individual, manager and an organisation can do.

**PRODUCTIVITY & PERFORMANCE** 

Your people are most productive at work when they feel valued, supported, informed and have the tools and skills to do more with less. This suite is designed to improve self and team management and get a higher return from your people.

**CONTRIBUTION** 

These programs align individual values with living organisational values. When your staff feel aligned and loyal to your organisation’s values – they stay. Not just because they get paid, but because they feel their work and your organisation makes a difference.

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# BALANCE YOUR ROLE AS MANAGER AND LEADER



## COURSE OUTLINE

This 2 day foundation skills program is ideal for individuals who have had little exposure to formal leadership training.

Designed to fast-track the key elements of management and leadership (that is the need to focus on both the completion of task and the development of people), this intensive and highly practical course provides a well-rounded base on which to progress to more advanced leadership practice. Providing a realistic foundation to the challenges of having to 'get the job done' and needing to motivate people to reach their full potential, this course provides a rarely-found focus on both the 'hard' and 'soft' skills of people leadership.

Designed to incorporate several facilitated group discussions, this program provides a platform for the participants to apply the learning to their own environment and develop strategies and action plans to improve processes or implement the fresh ideas likely to come out of these discussions.

Follow-up coaching from the facilitators will support the implementation of these action plans and increase return on investment for this training. Easily adapted to other roles, this course will quickly bring individuals up-to-speed with quality management and leadership skills.

## OBJECTIVES

At the end of this course participants will be able to:

- > Recognise personal strengths and areas for development in leading and managing staff
- > Demonstrate flexibility in leadership style to get the best out of teams of diverse individuals
- > Manage workflow based on the capabilities and attitude of team members
- > Delegate to create efficiencies and provide opportunity for learning and growth
- > Give feedback and manage performance
- > Manage difficult behaviours and emotional responses
- > Strengthen team cohesion toward greater accountability and self-management
- > Improve organisational and team wellbeing through effective relationship development and performance management
- > Implement fresh ideas and promote continuous improvement

### > NATIONALLY ACCREDITED OUTCOMES:

This program can be customised to meet the requirements of Nationally Accredited Courses

### > DELIVERY MODE:

Blended – pre and post work activities to embed the skills from face-to-face classroom style training

### > TARGET AUDIENCE:

Best suited to managers of office-based, administrative, finance or shared services staff

### > PREREQUISITES:

Some experience in a leadership role

### > DURATION:

2 days face-to-face with pre-work video and questionnaire, and post-program follow-up coaching

### OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > Supervisory Skills – Managing for Performance
- > The Emotionally Intelligent Leader

This course is part of the

**>> POTENTIAL**  
suite of programs.

# BSB42015 CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT



## COURSE OUTLINE

Designed for emerging leaders, in the BSB42015 Certificate IV in Leadership and Management you'll learn how to provide leadership and guidance to others in the workplace and to manage effective, motivated, high performing teams.

This highly practical program blends the latest techniques for managing yourself and others in the ever-changing workplace with proven approaches and strategies that help get the best from your people. You'll learn how to communicate effectively as a leader and build relationships, set priorities, implement operational plans and continuous improvement.

The techniques you learn in the program can then be applied to your particular situation and workplace to improve engagement, increased productivity and the delivery of exceptional results. The face to face sessions will incorporate case studies, facilitated discussions and activities where you will draw from your individual own experience.

## OBJECTIVES

At the end of this course participants will be able to:

- > Manage themselves in order to be better managers of others
- > Improve team cohesion through trust, open dialogue, effective feedback and personal accountability
- > Delegate for improved efficiency and skill development
- > Plan and manage workflow to support less re-work, more quality, timeliness and cost containment
- > Demonstrate appropriate personal impact (in one-on-one or group forums), be influential and emotionally aware
- > Run effective and inclusive team meetings to engage others
- > Build strong relationships with internal and/or external customers by delivering excellence in service, support and advice
- > Increase personal accountability for safety which can deliver a healthier culture, improve wellbeing, reduce LTIs and absenteeism and increase productivity
- > Develop a team culture of continuous improvement and innovation
- > Demonstrate behaviours that build the desired leadership culture of the organisation

- > **NATIONALLY ACCREDITED OUTCOMES:**  
BSB42015 Certificate IV in Leadership and Management (4 core, 8 electives)
- > **ASSESSMENT:**  
Multiple choice questionnaire and facilitator observation completed in class, with an integrated workplace task (supported by coaching) to be submitted within 30 days.
- > **DELIVERY MODE:**  
Blended – pre and post work activities to embed the skills from face-to-face classroom style training and interim coaching to support completion of assessment
- > **TARGET AUDIENCE:**  
Frontline leaders, team leaders, supervisors, project managers
- > **PREREQUISITES:** Some experience in leading others
- > **DURATION:** 6 days

## OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > Balance your Role as Manager and Leader

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## COURSE OUTLINE

Knowledge is money and peak performance is profitable, so being able to transfer quality knowledge and skills from person to person in a business quickly and effectively can have a direct impact on the bottom line.

This program looks at the skills associated with coaching and mentoring and clearly articulates the differences in roles from teaching, training or counselling.

This program equips participants with advanced skills in inquiry and listening in order to encourage quality conversations, engagement and the commitment required to support the other party to follow through on the desired behavioural change. Using well-known coaching structures, storytelling and self-awareness work, this program provides the skills for participants to be inspirational and effective coaches, role models or mentors.

### OBJECTIVES

At the end of this course participants will be able to:

- > Differentiate between a coaching, counselling, performance management or mentoring approach
- > Practice the ethics of coaching and the role of confidentiality
- > Work to different personality and learning styles to gain greater transfer of learning
- > Follow a proven coaching methodology (e.g. GROW)
- > Ask quality questions and demonstrate masterful listening
- > Have tough conversations that may be highly emotional and remain appropriately objective
- > Use story-telling to offer different perspectives and alternate outcomes
- > Establish monitoring and follow-up actions that demonstrate measurable improvement

#### > NATIONALLY ACCREDITED OUTCOMES:

This program can be customised to meet the requirements of Nationally Accredited Courses

#### > DELIVERY MODE:

Blended – pre and post work activities to embed the skills from face-to-face classroom style training

#### > TARGET AUDIENCE:

Experienced workplace leaders at management or executive levels, peer supporters or workplace mentors

#### > PREREQUISITES:

Some experience coaching or training others

#### > DURATION:

1-2 days depending on the requirements

#### OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > The Emotionally Intelligent Leader

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# PERSONAL PRESENCE AND INFLUENTIAL PRESENTATIONS



## COURSE OUTLINE

When speaking in front of groups, the objective of a presenter is to influence people to act in a particular way. Motivation to act through the use of powerful words is an art form, but one that can be learnt and practiced for greater impact.

Whether you are a practiced presenter trying to extend your skills or reduce distracting habits, or someone who is new to public speaking, this flexible program provides multiple opportunities to practice.

Drawing on the experience of the facilitator and the observations of your colleagues in the room, learners will receive valuable feedback on the impression they make and how to increase their personal impact through body language, vocal flexibility, management of nerves and how they present their information.

This program goes beyond presentation skills to include topics such as how to structure your message and create an engaging and impactful experience for any audience.

### OBJECTIVES

At the end of this course participants will be able to:

- > Present clear, impactful messages without signs of nerves or self-consciousness
- > Choose the best medium and forum for important communications
- > Influence action rather than just increase understanding
- > Improve 'memorability' and clarity through the use of story and metaphor
- > Craft powerful and impactful messages that are perfectly pitched to every audience
- > Be able to answer difficult questions in a way that builds further respect and credibility

#### > NATIONALLY ACCREDITED OUTCOMES:

This program can be customised to meet the requirements of Nationally Accredited Courses

#### > DELIVERY MODE:

Blended – pre and post work activities to embed the skills from face-to-face classroom style training

#### > TARGET AUDIENCE:

Anyone required to influence others by communicating in meetings or speaking in group forums

#### > PREREQUISITES:

Nil

#### > DURATION:

2 days

#### OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > Transformational Leadership
- > Strategic Account Management

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# SETTING AND SUSTAINING A CUSTOMER SERVICE STANDARD



## COURSE OUTLINE

This program is focused at the strategic rather than frontline customer service level and is designed to help those setting the standards of customer service performance to evaluate and plan for increased customer engagement.

This program therefore has a cultural change flavour that supports leaders in taking the organisation to the 'next level' of customer focus.

Participants will discover how to establish customer service as a strong company value where the customer service orientation mindset is reflected in all systems and processes and is attractive to external customers, clients and suppliers. It facilitates the pinpointing of key customer 'Moments of Truth': the moments where customer and staff interactions are most critical, how to identify whether there is alignment between the espoused and actual standards and what activities can be undertaken for continuous improvement.

### OBJECTIVES

At the end of this course participants will be able to:

- > Describe a great service culture that the organisation can strive for
- > Demonstrate or role model alignment between espoused standards and behaviours
- > Lead others to provide great service to both internal and external customers
- > Improve and sustain a healthy service culture
- > Measure and continuously improve the service standards to address situational or environmental gaps and prioritise activity to balance quality and efficiency

#### > NATIONALLY ACCREDITED OUTCOMES:

This program can be customised to meet the requirements of Nationally Accredited Courses

#### > DELIVERY MODE:

Face-to-face with the option for a half day follow up

#### > TARGET AUDIENCE:

Leaders with a strategic role in setting customer service standards

#### > PREREQUISITES:

Existing understanding of sales and customer service

#### > DURATION:

1 day

#### OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > Transformational Leadership
- > Strategic Account Management
- > Supervisory Skills - Managing for Performance

This course is part of the

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## COURSE OUTLINE

This course is designed to support the individuals responsible for significant and often complex client relationships.

Often the management of these accounts requires communication with multiple stakeholders and the delicate but necessary 'dance' between building trusting and loyal relationships and 'over-servicing'.

Topics covered in this program are having a goal or vision for client relationship development, knowing how to access the sort of market or industry intelligence that gives you the competitive edge, and adding value through both information and relationship whilst maintaining profitability.

This course provides the opportunity for participants to examine strategies and tools by leveraging each other's ideas and experience in relation to their own clients. This analysis may cover suggesting ways for clients to continuously improve, providing a different perspective gained from a 'helicopter view' of the business, working to reduce the risk for the client and offering processes for creating greater efficiencies. Ultimately, this program helps build a more strategic and consultative approach designed to help sustain long-term profitable sales or client management relationships.

## OBJECTIVES

At the end of this course participants will be able to:

- > Demonstrate enhanced and confident interpersonal and communication skills
- > Efficiently build rapport, diffuse conflict and consult to both hidden and stated needs
- > Flex their own style to better match the preferred work and communication style of their clients and stakeholders
- > Use planning tools such as Value Added Search and SWOT to build account plans and prioritise activities to maximise outcomes
- > Be able to determine key decision makers and map connections in order to leverage referrals, access information and increase influence
- > Analyse data to identify market trends and provide valuable and current information to clients
- > Explore how to add value for the client in order that they become the preferred provider
- > Build strategies for current client accounts in order to increase visibility and extend reach

### > NATIONALLY ACCREDITED OUTCOMES:

This program can be customised to meet the requirements of Nationally Accredited Courses

### > DELIVERY MODE:

Blended – requires 20 minutes pre-work online with 14 hours contact in face-to-face delivery plus a further 7 hours follow-up

### > TARGET AUDIENCE:

Anyone responsible for management of major accounts that have a direct impact on the success of the business

### > PREREQUISITES:

At least 2 years sales experience

### > DURATION:

2-3 days (depending on the needs of the group)

### OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > Personal Presence and Influential Presentations
- > Setting and Sustaining a Customer Service Standard

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# SUPERVISORY SKILLS – MANAGING FOR PERFORMANCE



## COURSE OUTLINE

When an individual's own work is measured by the combined output of others, they need to feel confident in their ability to assess, manage, monitor and improve the performance of those they are responsible for.

This involves being aware of the impact they have on their direct reports in relation to interpersonal skills, having effective tools for supervision and also a broader oversight to the project and organisational goals.

Managing the work of others can be tricky, not just because of the challenges of the task but because there are also emotions, motivators and barriers to deal with when working with people. This course provides a highly practical and intensive opportunity to extend supervisory skills so that individuals are recognised not only as a great manager by their direct reports but also as valuable assets for the organisation.

### OBJECTIVES

At the end of this course participants will be able to:

- > Demonstrate flexibility in conversational style and interpersonal communication
- > Clearly articulate both performance and organisational expectations
- > Be able to assess the capability of team members and delegate tasks appropriate to their ability
- > Monitor activity and know when and how to intervene to ensure each team member is successful in their role
- > Be able to address situations where performance or organisational objectives are not being met
- > Provide clear, objective, timely and relevant feedback as required
- > Facilitate decision making that minimises risk while optimising outcomes
- > Effectively manage up

#### > NATIONALLY ACCREDITED OUTCOMES:

This program can be customised to meet the requirements of Nationally Accredited Courses

#### > DELIVERY MODE:

Blended – pre and post work activities to embed the skills from face-to-face classroom style training

#### > TARGET AUDIENCE:

Anyone responsible for achieving results through the efforts and performance of others

#### > PREREQUISITES:

Some experience in managing others

#### > DURATION:

2–3 days

#### OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > Balance your Role as Manager and Leader
- > Transformational Leadership
- > The Emotionally Intelligent Leader

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## COURSE OUTLINE

Contemporary management requires skills in looking out for the wellbeing and emotional safety of others, whether staff members, stakeholders or the general public.

Understanding how you impact others and developing the flexibility to behave in a way that increases trust and deepens workplace relationships leads to a highly motivated workforce prepared to follow what they perceive to be 'real' leaders.

Using the principles of Daniel Goleman's *Emotional Intelligence*, this program builds both self-awareness and new skills in how you:

- > Recognise and display your own emotions
- > How you read and impact the emotions of others
- > How you make or react to decisions
- > How you have emotionally intelligent conversations

Highly practical and filled with opportunities to practice a range of workplace conversations, this program can be directly linked to leadership capabilities and organisational performance.

## OBJECTIVES

At the end of this course participants will be able to:

- > Identify key components of Emotional Intelligence including self-awareness and self-management, awareness of others and the ability to build healthy and productive relationships
- > Demonstrate effective rapport and empathy in the workplace
- > Manage their own and others' emotional reactions in difficult conversations
- > Engage the hearts and minds of others through influence rather than status or rank
- > Identify the needs of others in the workplace, particularly when having performance based conversations or giving feedback
- > Recognise how emotions impact thinking and decision making

### > NATIONALLY ACCREDITED OUTCOMES:

This program can be customised to meet the requirements of Nationally Accredited Courses

### > DELIVERY MODE:

Blended – pre and post work activities to embed the skills from face-to-face classroom style training

### > TARGET AUDIENCE:

Anyone responsible for leading and managing others, who works in project teams or is customer facing

### > PREREQUISITES:

Nil

### > DURATION:

2 days

### OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > Transformational Leadership
- > Coaching and Mentoring

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