



Leadership Dimensions
Leading people to perform



PRODUCTIVITY & PERFORMANCE

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 ORGANISATION



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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ADDRESS ADULT LANGUAGE, LITERACY AND NUMERACY SKILLS (LLN UPGRADE)



COURSE OUTLINE

The responsibility for helping others learn lies with the teacher, so this program provides a structured approach to assessing and addressing the Language, Literacy and Numeracy capability of each learner.

A range of tools to support learners with the demands of the training and assessment pre, during and post the training is then discussed with the objective of providing participants with the opportunity to contextualise or tailor support activities to the work environment and organisation.

This unit will soon become a compulsory core unit of the TAE40110 Certificate IV in Training and Assessment. It will support those who are teaching or coaching others to tailor their approach to ensure that the learning transfer is effective. In addition, this one day program leverages the experienced facilitators at Leadership Dimensions and can provide a timely boost to a participant's experience and practice as a trainer or coach.

OBJECTIVES

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

- > Determine the core LLN requirements of programs
- > Assess the current LLN needs of learners and customise training to meet those needs
- > Have a broader range of tools for assessing and addressing VET/ TAE LLN requirements
- > Feel more confident that they have the most relevant and current techniques for supporting adult learners with LLN concerns
- > Access specialist learning support



> NATIONALLY ACCREDITED OUTCOMES:

TAELLN411 Address Adult Language, Literacy and Numeracy Skills

> ASSESSMENT:

Integrated assessment completed within the 1 day training program

> DELIVERY MODE:

1 day face-to-face with integrated assessment within the program

> TARGET AUDIENCE:

Anyone who teaches, instructs, trains, designs, coaches or facilitates

> PREREQUISITES:

Existing TAE qualification requiring mandatory upgrade

> DURATION:

1 day

OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > Relationship Development and Interpersonal Skills
- > Train the Trainer
- > Building High Performance Teams

This course is part of the

>> **PRODUCTIVITY & PERFORMANCE** suite of programs.

ALIGNING SALES DELIVERY AND BRAND RECOGNITION



COURSE OUTLINE



The financial costs of building a strong brand through marketing can be a big investment. And if a customer does not experience the brand promise offered in your marketing, this investment is quickly lost or worse, you can damage your brand.

Brand value is most often realised when the customer experience strongly reflects the advertised brand, which means that every customer touch point with the organisation needs to be consistent. This program ensures that everyone dealing with your customers understands how your brand should 'look' and 'feel' in terms of customer service behaviour and that they can deliver on that brand promise each and every time.

OBJECTIVES

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

- > Clearly articulate the brand values as espoused by your organisation
- > Translate your brand promise into customer service behaviour – how does your brand 'look' and 'sound'? What are the customer service behaviours that reflect this?
- > Demonstrate alignment between brand marketing and customer experience
- > Live the 'brand' on a daily basis through their interactions with customers
- > Deal with customers in ways that exceeds their expectations
- > Provide appropriate feedback to the right person when misalignment occurs

- > **DELIVERY MODE:**
Blended – pre and post work activities to embed the skills from face-to-face classroom style training
- > **TARGET AUDIENCE:**
Anyone in customer service or sales
- > **PREREQUISITES:**
Some experience in customer service
- > **DURATION:**
1 day

OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > Relationship Development and Interpersonal Skills
- > Leading Sales Teams
- > Building High Performance Sales Teams

This course is part of the >> **PRODUCTIVITY & PERFORMANCE** suite of programs.



COURSE OUTLINE

This workshop introduces participants to the skills and strategies that will have them 'delighting' internal and external customers with their level of service.

By working through a series of exercises, activities, case studies and simulations, participants will learn how to uncover both the stated and unstated needs of their customers so they can move from the passive 'wait until the customer asks' to discovering unique ways to go beyond expectations.

Each participant is given the opportunity to build their service delivery capability and brand by leveraging their knowledge and their interpersonal skills. During the program, they will be given coaching and feedback by the facilitator and their peers about the positive impact of their approach, giving them an opportunity to increase their flexibility by trying new approaches and developing new and creative ways to solve common problems.

OBJECTIVES

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

- > Build their skills in efficiently building rapport with customers either face-to-face or on the phone
- > Quickly be able to identify complaints in a way that impresses customers whilst adhering to the organisational procedures and processes
- > Increase their skills in appropriately dealing with and managing the needs of challenging customers
- > Use tools to manage customers and respond to customers' expressed and hidden needs
- > Develop techniques for moving a customer from a complaint or adversarial mindset to a collaborative, problem solving one
- > Think creatively about additional ways to delight customers that will support the brand



> NATIONALLY ACCREDITED OUTCOMES:

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

> DELIVERY MODE:

Face-to-face

> TARGET AUDIENCE:

Anyone in an organisation whose role is to be responsive to internal or external customers

> PREREQUISITES:

Preferably at least 6-12 months in their current role

> DURATION:

2 days

OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > Constructive Conflict
- > Influencing and Negotiation Skills
- > Relationship Development and Interpersonal Skills

This course is part of the >> **PRODUCTIVITY & PERFORMANCE** suite of programs.



COURSE OUTLINE

Teams that enjoy open and honest communications, who understand how they individually add value to the team and who can work together to achieve excellence are generally happier and more productive than teams that require more active leadership.

Designed both for managers of teams, and for team members, this program outlines the key stages of development and how to move the team from early relationship development through to aligned focus on goals and collaborative work flow.

Designed with a range of activities, this highly interactive program also investigates group dynamics and workplace relationships in order to facilitate the development of groups who can more effectively self-manage, therefore reducing the amount of senior level intervention required to solve problems. This in turn frees up leaders to focus on strategy and drive out organisational excellence.

OBJECTIVES

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

- > Recognise behaviours that occur at each stage of team development
- > Intervene appropriately to lead individuals through the stages of team development (either as a manager or team member)
- > Review their current team against the characteristics of a high performing team and develop strategies to progress toward this
- > Build a vision and compelling reason to motivate team members to work together toward optimal performance
- > Encourage self-management by role modelling and equipping team members with skills for managing conflict and holding each other accountable
- > Create action plans that can be implemented with current teams

> 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 build or lead teams that need to work together to achieve results

> PREREQUISITES:

Nil

> DURATION:

2 days

OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > Constructive Conflict
- > Leading Sales Teams
- > Relationship Development and Interpersonal Skills

This course is part of the

>> **PRODUCTIVITY & PERFORMANCE** suite of programs.

BUILDING TRUSTED ADVISOR RELATIONSHIPS



COURSE OUTLINE

Being a trusted advisor is more than just having good advice to give: it's also about being the sort of person that others want to work with. Word of mouth is a powerful and profitable differentiator in these competitive times, and when you or your people are perceived as easy to work with, competent, reliable and working to the best interests of their customers, the business will benefit.

Based on the highly successful text, *The Trusted Advisor* by Maister, Green and Galford, this program articulates the behaviours that clients have stated they seek out in business partners. By preparing participants for the real world challenges of influencing key decision makers, this program seeks to put them 'top of mind' when internal or external customer seek out advice.

OBJECTIVES

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

- > Build greater trust by accessing the principles of the Trust Equation: Consistency, Reliability, Relationship, and a client-centric focus
- > Self-assess their own behaviour against 20 characteristics that clients use to describe those they would deem trusted advisors
- > Gain better quality information from clients in order to provide the best possible solution
- > Help clients look at their issues from a different perspective in order to ensure they are not making assumptions or using poor judgment
- > Use high level communication and interpersonal skills to deepen trust and build relationships that are mutually beneficial



> 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

> TARGET AUDIENCE:

Anyone responsible for influencing internal or external clients and stakeholders

> PREREQUISITES:

Nil

> DURATION:

2 days

OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > Constructive Conflict
- > Influencing and Negotiation Skills
- > Relationship Development and Interpersonal Skills

This course is part of the

>> **PRODUCTIVITY & PERFORMANCE** suite of programs.



TRAINING AND ASSESSMENT



COURSE OUTLINE



> Please contact us about Training and Assessment programs.



COURSE OUTLINE



When most people think of conflict, they think of strong emotions and angry words. Yet constructive conflict, approached respectfully with a positive attitude, can very often lead to creative thinking, innovation and improved clarity and understanding.

This program offers extended skills in curious questioning, masterful listening, clear communication, objectivity and managing emotional reactions with the view toward efficient resolution. Participants will also have an opportunity to explore their preferred or learned approach to conflict, identifying when these approaches are useful and less-than-useful and when a different style could be more effective.

OBJECTIVES

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

- > Describe their usual style of managing conflict and be better able to flex to a more effective style depending on the situation
- > Identify root causes of conflict and decide how to handle it
- > Develop the art of listening beneath the words for the real issue
- > Manage their own and others' emotions in confrontational conversations
- > Follow a process for moving toward resolution
- > Demonstrate assertive and authentic approaches to managing conflict situations
- > See conflict as an opportunity for increasing understanding and look for creative solutions and what 'can be done' rather than what can't
- > Determine when and on what they can and can't compromise

> NATIONALLY ACCREDITED OUTCOMES:

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

> DELIVERY MODE:

Blended – pre-work and post-work activities to embed skills

> TARGET AUDIENCE:

Any manager or leader, customer service or client-facing staff, those required to work cross-functionally or in teams, change agents

> PREREQUISITES:

Nil

> DURATION:

1 day

OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > Relationship Development and Interpersonal Skills
- > Influencing and Negotiation Skills
- > Building High Performance Teams

This course is part of the

>> **PRODUCTIVITY & PERFORMANCE** suite of programs.



COURSE OUTLINE

This insightful program uses the work of William Ury, *“Getting to Yes”* and advanced techniques based on Neurolinguistic Programming (NLP) to help learners influence others and negotiate in a way that is principled, open and ethical.

Ury’s principles include:

1. Separating the people from the problem
2. Focusing on interests, not positions
3. Generating a variety of possibilities before deciding what to do
4. Ensuring there is an objective standard or criteria on which to base a result, particularly if agreement is difficult to reach

By learning to read behaviour in others, demonstrating a willingness to listen, understanding the position of others and then discussing the ‘gaps’ in a collaborative way, learners can reduce confrontation, increase efficiencies and more often get to an acceptable outcome. Using case studies and mock negotiations, this program is highly practical, enjoyable and can quickly shift a negotiation mindset from combative to collaborative.

OBJECTIVES

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

- > Determine the hidden needs of others before and during a negotiation
- > Recognise personal beliefs, attitudes and behaviours that can hinder an effective discussion
- > Deepen listening skills to identify the ‘emotions’ below the words
- > Maintain objectivity during challenging negotiations
- > Focus on the issues, not the people
- > Develop objective criteria to help decision making
- > Define what is negotiable and what cannot be compromised



> NATIONALLY ACCREDITED OUTCOMES:

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

> ASSESSMENT:

Peer feedback and coaching

> DELIVERY MODE:

Blended – requires 20 minutes pre-work online with 14 hours contact in face-to-face delivery

> TARGET AUDIENCE:

Any manager or leader, those in a sales or consulting role, customer service staff and procurement officers

> PREREQUISITES:

Some experience in roles requiring skills in influencing and negotiation

> DURATION:

2 days

OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > Relationship Development and Interpersonal Skills
- > Building High Performance Teams

This course is part of the

>> **PRODUCTIVITY & PERFORMANCE** suite of programs.

KEY STAKEHOLDER AND SUBCONTRACTOR MANAGEMENT



COURSE OUTLINE



We're often unified by our ultimate goals but conflict can occur in how we each choose to get there. This program helps us to have conversations about how we want to work together, our preferences in communication, what's most important to us and ultimately how we define our work relationship.

Useful for those establishing partnerships, setting up work teams, building collaborative project groups or managing subcontractors, this program uncovers common frustrations and barriers to effectiveness and how best to deal with these early rather than leaving them to fester. Starting from a principle of positive intent, this program supports the development of open communication, personal accountability and the articulation of clear, shared goals.

OBJECTIVES

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

- > Identify those individuals, groups and key decision makers who are integral to the success of a project or event
- > Determine the needs of each group and how best to get buy-in and commitment to the project
- > Objectively discuss and gain agreement on the parameters or boundaries of the work relationship
- > Share personal and group strengths and gaps as a way of recognising what each 'player' brings to the project
- > Use the contract as the 'container' or written agreement of the working relationship
- > Build strategies to consult regularly with key stakeholders to maintain the 'health' of the relationship, even in conflict

> 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 with optional follow up

> TARGET AUDIENCE:

Anyone required to work with and influence individuals who are critical to a project outcome

> PREREQUISITES:

Experience working with subcontractors or suppliers

> DURATION:

2 days

OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > Project Management
- > Influencing and Negotiation Skills
- > Relationship Development and Interpersonal Skills

This course is part of the

>> **PRODUCTIVITY & PERFORMANCE** suite of programs.



COURSE OUTLINE

This program provides sales managers with a range of skills to manage both the motivation and the performance of sales teams.

Leading Sales Teams is designed to focus on the two key elements of sales management:

1. The human aspects, such as coaching, building a culture of collaboration and consultation and maintaining resilience, and
2. The performance aspects, such as setting and communicating of sales targets and goals, providing consistent performance feedback based on objective measures and leveraging market intelligence.

Easily tailored to meet the needs of different industries, products and sales cycles, this program provides practical tools and acknowledges the challenges of managing sales teams operating in a competitive environment.

OBJECTIVES

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

- > Analyse data to provide a map of sales performance against results in order to make more strategic decisions about where to commit sales resources
- > Create reports at an activity level so that necessary shifts can be made to improve pipelines or leverage greater sales
- > Identify strengths and gaps and provide development opportunities in the style of selling best suited to the business
- > Discuss the motivations of people who self-select into the sales profession and understand how to leverage these motivations for the benefit of the business and the individual
- > Set realistic expectations (targets) and provide clear feedback and coaching on how best to achieve these
- > Access resources and networks to identify opportunities and maintain a clear picture of the market
- > Be able to 'present' or 'pitch' in an influential and authentic style

> 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

> TARGET AUDIENCE:

Anyone responsible for leading teams who deliver results to the business through sales and customer service activities

> PREREQUISITES:

Some experience in or leading sales teams

> DURATION:

2 days

OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > Performance Management
- > Constructive Conflict
- > Building High Performance Teams

This course is part of the

>> **PRODUCTIVITY & PERFORMANCE** suite of programs.



COURSE OUTLINE

Effective performance management has a direct impact on the bottom line, organisational culture and the wellbeing of individuals.

Being able to provide timely feedback that supports improvement and setting clear expectations for future actions is important both in ensuring the required improvement and following a fair and reasonable process.

This program has a foundation in general leadership principles and also covers topics including building trust, encouraging two-way communication to prevent the need for disciplinary action, effective delegation and recognising early warning signs - all of which build to a more open and mature culture.

This program also provides clear boundaries for performance management conversations that cannot be misinterpreted as any form of bullying or harassment.

OBJECTIVES

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

- > Understand how to build trust and open communication and the role of feedback in improving workplace relationships
- > Assess the task and capability of others and match them for the benefit of the individual and the organisation
- > Set standards and effectively delegate tasks to others
- > Monitor and review progress toward the desired result in a way that best supports the needs of the individual without micro-managing
- > Provide feedback and coaching to improve performance **and** get the best out of 'stars'
- > Have fair and reasonable performance conversations that cannot be construed as bullying
- > Be able to follow through when performance does not improve
- > See the link between effective performance management and a healthy workplace culture



> **NATIONALLY ACCREDITED OUTCOMES:**

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

> **DELIVERY MODE:**

Blended – pre and post program work to embed the skills from face-to-face learning

> **TARGET AUDIENCE:**

Those new to supervision or management, experienced leaders and managers who may not be getting the best out of others

> **PREREQUISITES:**

Some experience in leadership or management

> **DURATION:**

2 days

OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > Relationship Development and Interpersonal Skills
- > Influencing and Negotiation Skills

This course is part of the
>> **PRODUCTIVITY & PERFORMANCE** suite of programs.



COURSE OUTLINE

This course provides the general principles of project management and has broad appeal across an organisation or division.

Rather than focusing on a specific methodology, system, technology or Gantt chart approach, this program looks at the key concepts that govern decision making, resource management, planning for milestones and deliverables and structuring work.

Designed to include discussions on 'what happens in the real world', this program allows participants to leverage each other's knowledge to look for adaptive solutions to current challenges and to provide an open-minded approach or problem solving approach to getting the job done on time and to budget.

Part of the benefit of this program is in learners sharing approaches, tools and techniques they use to monitor the outcomes, manage deliverables, negotiate for resources and meet deadlines. This program can be customised to fit your current project management tools used within your organisation and be targeted toward current gaps whether they are operational, behavioural or interpersonal.

OBJECTIVES

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

- > Plan key action steps and measures in order to achieve project objectives
- > Organise the necessary resources to implement these steps
- > Lead those resources in alignment with the organisational values and project goals
- > Monitor how successfully implementation is occurring against the measures established in the planning phase
- > Provide performance feedback and coaching to keep the project on track
- > Understand the interplay between internal and external factors that may influence achievement of project outcomes
- > Get others involved in problem solving when the project shifts



> 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

> TARGET AUDIENCE:

Anyone required to manage a project, workflow or operational flow

> PREREQUISITES:

Experience in managing projects with some complexity

> DURATION:

2 days

OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > Beyond Customer Expectations
- > Constructive Conflict
- > Relationship Development and Interpersonal Skills

This course is part of the

>> **PRODUCTIVITY & PERFORMANCE** suite of programs.

RELATIONSHIP DEVELOPMENT AND INTERPERSONAL SKILLS



COURSE OUTLINE

Most people would agree that to develop healthy workplace relationships, people require the ability to communicate in an open, honest and effective way.

Few people have been formally equipped with the skills to do this, yet we all rely on our interpersonal skills every day to produce results with people we may not work with often or know well.

This program covers a range of communication tools: face-to-face, email, telephone, and small and larger group communication, with a view to help people decide which forum will be most effective based on the importance of the message. Designed to cover skills such as building rapport, effective listening, structuring clear communications and dealing with challenging issues or people, this program is practical, effective and in many cases, personally rewarding.

From an organisational perspective, this program supports the development of workplace relationships that promote efficiency, reduce unnecessary conflict and facilitate easier and a more enjoyable work flow.

OBJECTIVES

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

- > Flex their personal style to communicate more effectively with a range of different people (use of a personality or communication styles diagnostic is optional)
- > Build confidence in networking or workplace situations where they may not already know people
- > Think through their communication and check to ensure clarity
- > Practice masterful listening, quality questioning, assertiveness and the ability to respectfully say "no"
- > Understand how to work toward 'constructive' or results-focused conflict
- > Conduct simple negotiations around expectations, resources and deliverables
- > Increase personal impact and influence in large or small groups

> 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 work collaboratively with others, particularly suited to those working in matrix style organisations or in cross-functional teams

> PREREQUISITES:

Nil

> DURATION:

2 days

OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > Building Trusted Advisor Relationships
- > Influencing and Negotiation Skills
- > Performance Management

This course is part of the

>> **PRODUCTIVITY & PERFORMANCE** suite of programs.



COURSE OUTLINE

Getting the right people into the right jobs and performing to the right standards takes lots of time and effort. But once they are performing well, how do you keep them engaged or provide opportunities to keep them interested so they don't move on?

This program is designed to be practical and build skills suitable for the attraction and development of staff, the planning of strategies for 'high potentials' with a view of optimising retention and reducing the high cost of turnover.

OBJECTIVES

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

- > Identify barriers and myths to effective talent management in your organisational context and build strategies that differentiate talent management from other sustainability activities
- > Review or create individual talent development strategies for your team or in their area of influence
- > Determine ways to best identify and quantify talent criterion and evaluate the success of talent management activities
- > Create strategies to retain talent once they have achieved optimal performance or level in the organisation
- > Influence other key decision makers to extend talent management activities organisation-wide to create increased opportunities for retention



> DELIVERY MODE:

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

> TARGET AUDIENCE:

Individuals with sufficient decision making authority and ownership to implement talent management strategies

> PREREQUISITES:

Preferably at least 2 years in leadership roles

> DURATION:

1 day

OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > Performance Management
- > Building High Performance Teams
- > Managing Work Flow and Prioritisation

This course is part of the

>> **PRODUCTIVITY & PERFORMANCE** suite of programs.



COURSE OUTLINE

The best teachers, trainers and facilitators are those who understand how learners learn and can take full responsibility for their role in structuring logical, practical and engaging training as a result.

By having this learner-centric attitude, the trainer is able to adjust their style to optimise learning and greatly increase the transfer of new skills.

Designed to work for any trainer or facilitator, and starting at their current skill level, this intensive program builds greater mindfulness about the impact of the content on learners and extends the practice of facilitation to become more of a learning conversation rather than a one way approach. It provides the trainer with far greater scope to identify how effective the training has been and whether there are gaps in a learner's understanding.

This program can stand alone as a Train the Trainer skills program or be customised to support individuals delivering specific training packages within their organisation.

OBJECTIVES

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

- > Demonstrate application of adult learning principles in both the design and delivery of content so that learners engage fully with the process of learning
- > Develop highly interactive training that increases the practical element of a training session
- > Build stories and examples that simplify concepts and create memory prompts for learners
- > Respond to questions and answers in a way that learners are more willing to speak up and more open to group discussion and peer feedback
- > Deliver more effective training in forums such as classroom, one-on-one or on-the-job training so that learners take responsibility for their own learning
- > Effectively deliver challenging segments of existing training programs



> **NATIONALLY ACCREDITED OUTCOMES:**

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

> **ASSESSMENT:**

Observation, peer review and facilitator feedback on specific sections of training

> **DELIVERY MODE:**

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

> **TARGET AUDIENCE:**

Anyone providing internal training in the workplace

> **PREREQUISITES:**

Some experience delivering internal training and using training resources

> **DURATION:**

4 days, depending on the program it supports

OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > Relationship Development and Interpersonal Skills
- > Address Adult Language, Literacy and Numeracy Skills

This course is part of the

>> **PRODUCTIVITY & PERFORMANCE** suite of programs.