

“If your actions inspire others to dream more, learn more, do more and become more, you are a leader.” ”

Leadership and Strategy Courses

Professional Development Training has a specialised division of Leadership and Strategy experts that will tailor the delivery of any of the courses to be specific to your situation and learning needs

Leadership and Strategy Courses

- Coaching and Mentoring Training
- Implementing Mentoring Programs
- Employee Engagement
- Strategic Business Planning Training
- Leadership Training 2 day course
- Mentoring Training
- Team Leadership
- Problem Solving and Decision Making Training Course
- Motivating Employees Course
- Knowledge Management (KM)
- FISH for Leaders

Our trainer Kirsty was excellent, she listened to how our business operates & made the content more relevant to us. Also listened to what we hoped to achieve & added extra content to suit. Excellent, fun, stimulating and entirely appropriate for my needs. Thank You

Public Class Participant - Time Management



PD Training Prepares You for All aspects of Leadership Skills

Professional Development Training has a specialised division of Leadership and Strategy experts that will tailor the delivery of any of the courses to be specific to your situation and learning needs.

Our extensive curriculum in Leadership and Strategy, outstanding depth of trainers across the country and diverse range of industry experience means that pd training is the best choice for Leadership and Strategy courses.

pd training will exceed your expectations and help you achieve the results you are seeking.

In-House Training

Public Courses

In-House Training Benefits:

- Tailored to your needs and goals
- Cost-effective - from \$140 per person (full-day)
- You choose the day, place and time
- Greatest impact in the shortest time
- Great team building opportunity
- Convenient - Employees do not need to go off-site

Tailored Delivery – Standard

We will always tailor the delivery of your In-House Training course to ensure it is relevant to your team and targeted at your learning goals. We can incorporate your company's examples and terminology to ensure that the training can be directly related back to your workplace. This is standard and included in the price.

The "1-hour Motivator" Training Sessions

These 60-90 minute sessions are highly motivating and thought-provoking - ideal for those people who need to fit training in around a busy work schedule - great as an early morning kick-start or lunchtime boost!

Full-day Short Courses

1-day and 2-day short courses are delivered with a unique focus on 80% activities 20% content - just the way learning should be!

The "3-hour Power" Sessions

3-hour power sessions are a great solution when you have very specific outcomes you are targeting, or if scheduling the team to be off the job for a whole day is proving to be a challenge!

Conferences and Workshops

Do you want your conference to be memorable, fun, interactive and be a real highlight? pd training's dynamic trainers can add that flair, excitement and much more!

Expert Trainers

"While you are training with us, you receive experiential training from an expert in their field which ensures you can apply what you have learned directly back to your workplace. When you are training with us, you are there to learn from the trainer, not the manual!"

Training Style:

Your course will be activity-based learning. You receive some background theory, and then spend most of the time working together and with the trainer to apply the concepts to workplace situations that are applicable to your specific situation.

Class Size:

Classes are an average of 6 people, max of 12. We keep classes small to ensure the trainer can work with each participant to tailor each activity to be relevant to each person's workplace/common scenarios.

Where:

Sydney, Melbourne, Brisbane, Canberra, Adelaide, Perth, Parramatta.

Scheduling & Times:

Classes run from 9:00am - 4:30pm each day

Quality Lunch (tell us your dietary requirements)

Comprehensive up-to-date courseware

Practical & Real - Activities tailored to you...

Training is much more effective and enjoyable if you can apply the concepts you learn directly to your own circumstances. So the trainer will change textbook activities to be relevant to you.

For example:

If the example activity is based in a retail setting, but you work in a customer service call-centre, we will adapt activities to reflect the culture of a call-centre environment, so your team will be learning relational tools and techniques that really make sense to their world. Helping you learn today, and

Fun & Relaxed - Laugh while you learn...

Our relaxed and practical approach with experienced trainers that like to 'have a laugh' will ensure you enjoy the experience of learning as much as you enjoy acquiring new skills that help you perform better.

Yes, lunch is free - and we all like a free lunch. However, the highlight of your course will be the learning experience - not the break!



Customised, Interactive
and Practical

Each course involves about 20 activities each day to assist practical skill development and understanding of concepts. Training is customised according to the requirements of the participants for maximum benefit.

Considering your needs, pd training has made Administration available at your place, online and at various locations across Australia. The courses are designed to be of short-duration, lively, informal and highly valuable.



Making Training
Accessible



World Leading
Reinforcement
Framework

Reinforcement Package

- Training Booster Reinforcement System
- Free Re-sit
- eHelpDesk Support
- Bonus Supplementary eLearning
- Quick Reference Job Aid
- Hours of Business Video content



Through our Coaching and Mentoring training course, new Mentors will learn effective strategies that build trust, rapport and break down the obstacles for growth in their staff.

Join a coaching and mentoring training class today, or have a trainer come to your workplace in Brisbane, Sydney, Parramatta, Melbourne, Canberra, Adelaide or Perth.

Coaching and Mentoring Training Course Outline

Foreword:

In today's environment of changing technology and evolving organisations, coaching can create a strong competitive advantage. It provides continuous learning and develops people to meet current and future needs. Business mentoring and coaching is an investment that you make in developing your key resource people for the long-term benefit of the organisation.

About 6 out of 10 (59%) organisations currently offer coaching or other developmental counselling to their managers and executives, according to a nationwide survey of more than 300 companies conducted by Manchester, a human capital consulting firm. Another 20% of organisations said they plan to offer such coaching within the next year.

Productivity happens when managers can develop strong relationships with their employees. Executive coaching builds the capability of managers to help their employees with the intangible elements of human relationships. This Coaching and Mentoring Training program will help you turn performance management into a collaborative process that benefits everyone.

Outcomes:

In this course participants will:

- Understand the G.R.O.W. model and apply it
- Learn to set appropriate, effective goals using the S.M.A.R.T. technique
- Learn how to recognise the current state or reality of an employee's situation
- learn to identify coaching and mentoring options for your employees, creating a preliminary plan with action steps
- Learn how to develop a complete plan, including motivational opportunities to drive accomplishment
- Understand the importance of building & fostering trust with employees
- Master the art of giving effective feedback while maintaining trust
- Recognise & overcome common obstacles that are holding employees back
- Know when it is the right time to stop coaching an employee
- Learn to continue to transition an employee to other opportunities for continued growth

Coaching and Mentoring Training Course - Lesson 1

Defining Coaching and Mentoring

- What is Coaching?
- What is Mentoring?
- Introducing the GROW Model

Coaching and Mentoring Training Course - Lesson 3

Understanding the Reality

- Getting a Picture of Where you are
- Identifying Obstacles
- Exploring the Past

Coaching and Mentoring Training Course - Lesson 5

Wrapping it all Up

- Creating the Final Plan
- Identifying the First Step
- Getting Motivated

Coaching and Mentoring Training Course - Lesson 7

Providing Feedback

- The Feedback Sandwich
- Providing Constructive Criticism
- Encouraging Growth and Development

Coaching and Mentoring Training Course - Lesson 9

Reaching the End

- How to know when you've Achieved Success
- Transitioning the Coachee
- Wrapping it all up

Coaching and Mentoring Training Course - Lesson 2

Setting Goals

- Goals in the Context of GROW
- Identifying Appropriate Goal Areas
- Setting SMART Goals

Coaching and Mentoring Training Course - Lesson 4

Developing Options

- Identifying Paths
- Choosing your Final Approach
- Structuring a Plan

Coaching and Mentoring Training Course - Lesson 6

The Importance of Trust

- What is Trust?
- Trust and Coaching
- Building Trust

Coaching and Mentoring Training Course - Lesson 8

Overcoming Roadblocks

- Common Obstacles
- Re-Evaluating Goals
- Focusing on Progress

Coaching and Mentoring Training Course - Lesson 10

How Mentoring Differs from Coaching

- The Basic Differences
- Blending the Two Models
- Adapting the GROW Model for Mentoring
- Focusing on the Relationship



This Leadership Training course provides people in leadership positions with the insight, awareness and techniques to lead more effectively.

This dynamic training course is available now throughout Australia including, Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth.

Leadership Training 2 day course Course Outline

Foreword:

Leadership Development Training has a place of great importance in today's world as leaders are viewed as evolved rather than born. Leaders have been traditionally viewed as "mythological creatures", separate from the rest of humanity and empowered by some mysterious quality that smoothes their path towards inevitable success. However, the modern view is that through patience, persistence and hard work, therefore anyone can become a highly effective leader. The onus is on oneself to believe and make it happen. That is the reason Executive Leadership Training is so highly sought after by all successful companies.

Leadership development comes from within us, in the sense that deeply held values and principles provide the road map for the way we lead, and the way other people respond. Hence it is important that a Leader must first understand and then communicate one's own value systems to other people. It is always the Leader's personal value system that sustains them in their quest, whether they are a person of impeccable morals, or quite disreputable. Hence this is an integral part of management training as it is of critical importance to have self-awareness to lead and manage other people.

The role of a leader starts with a thorough understanding of the team's needs, aspirations and concerns, for which it is important to have excellent listening and facilitation skills.

This Leadership and Influencing Skills Training Program will teach you that effective leadership starts with a thorough understanding and congruence of the value systems of all parties.

Outcomes:

Leadership Training - Day 1

- Be a leader with a vision, not just a manager
- Look beyond the leadership stereotypes
- Understand Situational Leadership
- Influence with passion and empower others to act
- Increase the performance of your team by setting objectives, expectations and goals

Leadership Training - Day 2

- Communicate with confidence and clarity so you are always understood
- Use creative problem solving & decision making methods
- Improve your influence by developing listening and questioning skills
- Give feedback to inspire greater performance with engagement and buy in
- Identify and manage conflict within the team
- Lead and motivate your team in a changing environment

Leadership Training Course - 2 days - Lesson 1

Getting Started

- Workshop Objectives

Leadership Training Course - 2 days - Lesson 2

The Evolution of Leadership

- Defining Leadership
- Characteristics of a Leader
- Leadership Principles
- A Brief History of Leadership
- Three Theories of Leadership

Leadership Training Course - 2 days - Lesson 3

Situational Leadership

- Situational Leadership: Telling
- Situational Leadership: Selling
- Situational Leadership: Participating
- Situational Leadership: Delegating

Leadership Training Course - 2 days - Lesson 4

A Personal Inventory

- An Introduction to Kouzes and Posner
- A Personal Inventory
- Creating an Action Plan

Leadership Training Course - 2 days - Lesson 5

Modelling the Way

- Determining Your Way
- Being an Inspirational Role Model
- Influencing Others' Perspectives

Leadership Training Course - 2 days - Lesson 6

Inspiring a Shared Vision

- Choosing Your Vision
- Communicating Your Vision
- Identifying the Benefit for Others

Leadership Training Course - 2 days - Lesson 7

Challenging the Process

- Think Outside the Box
- Developing Your Inner Innovator
- Seeing Room for Improvement
- Lobbying for Change

Leadership Training Course - 2 days - Lesson 8

Enabling Others to Act

- Encouraging Growth in Others
- Creating Mutual Respect
- The Importance of Trust

Leadership Training Course - 2 days - Lesson 9

Encouraging the Heart

- Sharing Rewards
- Celebrating Accomplishments
- Making Celebration Part of Your Culture

Leadership Training Course - 2 days - Lesson 10

Basic Influencing Skills

- The Art of Persuasion
- The Principles of Influence
- Creating an Impact

Leadership Training Course - 2 days - Lesson 11

Setting Goals

- Setting SMART Goals
- Creating a Long-Term Plan
- Creating a Support System

Leadership Training Course - 2 days - Lesson 12

Wrapping Up

- Words from the Wise

How to motivate people at work



"Motivation is the art of getting people to do what you want them to do because they want to do it." --Dwight D. Eisenhower

Employees who feel they are valued and recognized for the work they do are more motivated, responsible, and productive. This *Employee Motivation* course from pd training will teach the skills necessary for motivating a workforce, resulting in successful and more productive employees.

This fun, high-energy training course is available in Brisbane, Sydney, Parramatta, Melbourne, Canberra, Adelaide and Perth.

Motivating Employees Course Course Outline

Foreword:

Employee Motivation is becoming ever more important in the workplace and everyone agrees that a motivated workforce is far more likely to be a successful workforce. The happier and more professional an employee is, the better the results they will deliver for you. Of course, every employer wants to make sure that they have a workforce who will do their best, but this does not simply mean making the job easy for their employees. In fact, part of the problem of motivation is that where the job is too easy, employees become complacent.

There is therefore a challenge for all employers and management in delivering the right balance between a confident, motivated workforce and a workforce which is driven to attain goals. It can be described as a mix between the pleasure of a comfortable working environment and the fear of failure, although in honesty it is more complicated than that equation suggests. Regardless of how it is characterised, it is important to get the right balance in order to ensure that you have a motivated workforce. This Employee Motivation course is designed to show participants the way to get the best out of a confident, motivated set of employees, and to show them how to motivate that group.

Outcomes:

- Explain motivation
- Apply effective methods of staff motivation
- Interpret and discuss the psychological theories behind employee motivation
- Develop plans for more effective team motivation including making allowances for different personality types
- Set clear & defined goals as part of the motivation process
- Identify specific challenges of workplace motivation & learn how to address them

Motivating Employees Training Course - Lesson 1

A Psychological Approach

- Herzberg's Theory of Motivation
- Maslow's Hierarchy of Needs
- The Two Models of Motivation

Motivating Employees Training Course - Lesson 3

Using Reinforcement Theory

- A History of Reinforcement Theory
- Understanding the Three Factors
- Using the Three Factors to Motivate in your Workplace

Motivating Employees Training Course - Lesson 5

Personality's Role in Motivation

- Identifying your Personality Type
- Identifying others' Personality Type
- Motivators by Personality Type

Motivating Employees Training Course - Lesson 7

A Personal Toolbox

- Building your own Motivational Plan
- Encouraging Growth and Development
- Getting Others to see the Glass Half-Full

Motivating Employees Training Course - Lesson 9

Addressing Specific Morale Issues

- Dealing with Individual Morale Problems
- Addressing Team Morale
- What to do when the Whole Company is De-Motivated

Motivating Employees Training Course - Lesson 2

Object-Oriented Theory

- The Carrot
- The Whip
- The Plant

Motivating Employees Training Course - Lesson 4

Using Expectancy Theory

- A History of Expectancy Theory
- Understanding the Three Factors
- Using the Three Factors to Motivate in your Workplace

Motivating Employees Training Course - Lesson 6

Setting Goals

- Goals and Motivation
- Setting SMART Goals
- Evaluating and Adapting

Motivating Employees Training Course - Lesson 8

Motivation on the Job

- The Key Factors
- Creating a Motivational Organisation
- Creating a Motivational Job

Motivating Employees Training Course - Lesson 10

Keeping Yourself Motivated

- Identifying Personal Motivators
- Maximising your Motivators
- Evaluating and Adapting

Implementing a Successful Mentoring Program



Mentoring provides a cost effective work based strategy to build the potential of employees and foster professional relationships where parties can share their professional and personal skills and experiences; and grow and develop in the process.

This intensive workshop provides participants with the essential skills and competencies needed to run a successful organisational mentoring program.

This engaging training course is available now throughout Australia including, Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth.

Implementing Mentoring Programs Course Outline

Foreword:

Mentoring is rapidly becoming recognised worldwide as a highly effective people development process. Managers are often time poor and see employee interaction as a distraction. Although the introduction of formal mentoring programs in the workplace is relatively new, the process of more experienced colleagues offering support, advice and assistance to younger and less experienced group members has a long history.

This course will help you capture the benefits of these informal support networks and outline what is needed and to design, implement and adapt a successful mentoring program.

This course is based on the work of Kathy Lacy, in her book "Making Mentoring Happen: A simple and effective guide to implementing a successful mentoring program".

Outcomes:

- Discuss the developments in mentoring
- Understand the roles Mentors & Mentees play and the benefits of mentoring
- Learn how mentoring works & what the potential pitfalls are
- Understand mentoring in the workplace & describe the role of the facilitator implementing the program
- Design a formal mentoring program

Implementing Mentoring Programs Training Course - Lesson 1

Developments in Mentoring

- Formal Mentoring Programs
- Organisational Needs
- Employee Needs
- Some Useful Definitions
- Professional Supporters
- Role of the Mentor
- Role of the Mentee
- Benefits of Mentoring Programs

Implementing Mentoring Programs Training Course - Lesson 3

Mentoring in the workplace

- Perceptions of Learners
- Developing Strong Mentor Relationships
- Role of the Facilitator in the Relationship
- Factors that Influence the Decline of the Relationship
- Behaviours that Help the Relationship to Mature

Implementing Mentoring Programs Training Course - Lesson 5

Workplace Activities

- Orientation
- Mid-Cycle
- Relationship Closure

Implementing Mentoring Programs Training Course - Lesson 2

How Mentoring Works

- Types of Mentoring
- Mentoring Functions
- Program Characteristics
- A Formal Mentoring Program in a Nutshell
- Potential Pitfalls

Implementing Mentoring Programs Training Course - Lesson 4

Mentoring in the workplace

- Perceptions of Learners
- Developing Strong Mentor Relationships
- Role of the Facilitator in the Relationship
- Factors that Influence the Decline of the Relationship

Implementing Mentoring Programs Training Course - Lesson 6

Additional Program Material

- Checklists
- Sample Documents
- Proformas
- Other Tools

Mentoring Training Course



This training course for mentors ensures that any mentorship program is successful and rewarding by teaching the mentor specific behaviours for fostering a mentoring relationship. This dynamic training course is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

Mentoring Training Course Outline

Foreword:

Mentoring isn't what it used to be. In today's high-tech, global economy, the days of stiff hierarchy and loyalty to the status quo are long gone.

Today's mentors understand that they have as much to gain from building close working relationships and sharing their experience with others as they have to give. Whether you are entering an informal arrangement or a formal training program, learn how to make mentoring more meaningful for everyone.

Outcomes:

- Describe mentoring & its application in today's workplace
- Practice mentoring in the development of other people
- Create, maintain & transition a mentoring relationship
- Master specific behaviours to maximise the impact of a mentoring relationship
- Determine which behaviours to stay away from in a mentoring relationship
- Apply mentoring to improve the workplace

Mentoring Training Course - Lesson 1

What is Mentoring & Why it Matters

- What Mentors do
- The enabling Mentor
- Mentoring today
- What does mentoring look like?
- The power of relationships in our lives
- Mentors care beyond the work
- A mentor goes above and beyond
- Part summary

Mentoring Training Course - Lesson 3

Maintaining a Mentoring Relationship

- Adopting a change attitude
- Managing change
- Coping mechanisms
- Mirroring
- Validation
- It's rarely black or white
- Progressive adaptation
- Part summary

Mentoring Training Course - Lesson 5

Fine Tuning & Transitioning the Mentoring Relationship

- Fine Tuning and transitioning
- Potential pitfall one: giving criticism
- Potential pitfall two: giving advice
- Potential Pitfall three: trying to rescue
- Transitioning the relationship
- Part summary

Mentoring Training Course - Lesson 2

Creating a Mentoring Relationship

- Stages of development
- Where to begin
- The Mentoring Match
- Determining Mentee expectations
- Developing a partnership
- Guiding principles
- Creating a Mentor/Mentee Agreement
- Two-Way Mentoring / Reverse Mentoring
- Part summary

Mentoring Training Course - Lesson 4

Navigating the Mentoring Relationship

- Effective mentoring tools
- Shifting context
- Active listening
- Naming feelings
- Listening for motivation
- Constructive confrontation
- Information that has positive impact
- Giving permission
- Being genuinely curious
- Part summary

Mentoring Training Course - Lesson 6

Conclusion

- Course review
- Planning engagement with the mentees
- Post course assessment if required

Knowledge Management (KM)



Islands of information within an organisation, or information that resides within each individual employee, can be difficult to find when needed and places organisations at a distinct disadvantage with their competitors.

This Knowledge Management course from pd training teaches the creation of a system that captures knowledge purposefully for incorporating into business strategies, policies, and practices at all levels of the company.

This course is available now throughout Australia including, Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth.

Knowledge Management (KM) Course Outline

Foreword:

Today's culture thrives on knowledge. Possessing knowledge gives advantages in making the right decision or strategy to implement. The Internet distributes knowledge at split-second rates. Laptops, tablets and smart phones bring knowledge to our fingertips. As the old adage says, "knowledge is power."

Organisations have a wealth of knowledge accessible through the people they touch internally, like employees, and externally, like customers. Organisations that allow knowledge to go unmanaged may be giving their competitors the upper hand in the market. The organisation that is able to capture, store, and retrieve knowledge effectively is then capable of learning as an organisation. A learning organisation is one where employees are empowered to change and develop new methods, thoughts, and strategies that will advance the mission of their organisation.

Knowledge Management is the establishment of a system that captures knowledge purposefully for incorporating into business strategies, policies, and practices at all levels of the company. This course will teach the learner how to initiate a knowledge management program at work. When it comes to knowledge management, any organisation is able to implement a strategy. Wherever there are humans working together for one goal, there is knowledge to be harvested, stored, and dispensed as needed.

Outcomes:

- Describe the concepts behind knowledge management
- Examine the Do's and Don'ts of successful knowledge management
- Interpret the knowledge management lifecycle
- Identify the knowledge management paradigm
- Learn about the knowledge management models
- Build a rationale for KM in a company
- Develop a KM implementation in a company

Knowledge Management Training Course - Lesson 1

Understanding Knowledge Management

- What is knowledge
- What is knowledge management
- A brief history
- Applications in the workplace

Knowledge Management Training Course - Lesson 3

The Knowledge Management Life Cycle

- Understanding episodes
- Acquisition
- Knowledge
- Integration

Knowledge Management Training Course - Lesson 5

Knowledge Management Models

- The Nonaka and Takeuchi Model (SECI)
- Wiig Model
- Kakabadse Model
- Boisot Model

Knowledge Management Training Course - Lesson 7

Customising Knowledge Management Definitions

- Components of a knowledge management definition
- Customising the components
- Creating a KMBOK

Knowledge Management Training Course - Lesson 9

Tips for Success

- About the chief knowledge officer
- Knowledge management skill checklist
- The knowledge management imperative
- The hype curve
- Barriers and helpers to success

Knowledge Management Training Course - Lesson 2

Do's and Don'ts

- Data, information, and knowledge
- The tacit mode

Knowledge Management Training Course - Lesson 4

The New Knowledge Management Paradigm

- Paradigms of the past
- The new paradigm
- Implications and applications
- The knowledge management end game

Knowledge Management Training Course - Lesson 6

Building a Knowledge Management Rationale

- Why rationale is necessary
- Building a business case
- Finding success stories
- The commodisation/customisation model

Knowledge Management Training Course - Lesson 8

Implementing Knowledge Management in Your Organisation

- Gathering support
- Identifying opportunities for revenue streams
- Key knowledge management techniques
- A map for success
- The no-budget scenario

Knowledge Management Training Course - Lesson 10

Advance Topics

- The knowledge management maturity model
- Absorptive capacity
- Rustiness
- Process model types

Effective Employee Engagement



Successful managers know they have to engage their workforce. **Engaged employees are emotionally and intellectually committed** to the success of the organisation. They go the extra distance; are more productive; have lower stress levels; enjoy greater work satisfaction and stay longer with the organisation.

Employee engagement from pdtraining teaches practical tools for managers to keep a team focused and productive while connecting with them on an emotional level.

This engaging course is available now throughout Australia, including Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth.

Employee Engagement Course Outline

Foreword:

Having an **engaged workforce is critical to organisational success**. A distracted workforce is less than effective. Employees who do not pay attention to their work can waste valuable time and make careless mistakes.

So how do you improve employee engagement and create people who are 'connected and committed' to the business? This course will develop employee engagement as a useful skill that allows managers to connect with their employees on an emotional level and motivate them to focus on their work and how to reach their personal and company goals. It examines why employee engagement is important and valuable, how to foster and measure employee engagement and link it to key organisational goals and outcomes.

Outcomes:

- Wake up! Disengagement is costing your company millions
- Identify the different types of attention
- Create strategies for SMART goals
- Implement proactive methods to create engagement
- Procrastination: Eat that frog!
- Manage time and productivity
- Develop strategies for an engaged workforce
- Identify the different personality types & how they fit into a plan for employee motivation

Employee Engagement Training Course - Lesson 1

Getting Started

- Workshop Objectives
- Pre-Assignment Review

Employee Engagement Training Course - Lesson 2

Introduction to Employee Engagement

- What Is Employee Engagement?
- Stop Thinking and Pay Attention!
- What Is Mushin?
- What is Xin Yi (Heart Minded)?

Employee Engagement Training Course - Lesson 3

Types of Attention

- Focused Attention
- Sustained Attention
- Selective Attention
- Alternating Attention
- Attention CEO
- Attentional Blink

Employee Engagement Training Course - Lesson 4

Strategies for Goal Setting

- Listening to Your Emotions
- Prioritising
- Re-Gating

Employee Engagement Training Course - Lesson 5

Meditation

- Beta
- Alpha
- Theta
- Delta
- Gamma

Employee Engagement Training Course - Lesson 6

Training Your Attention

- Mushin
- Meditation
- Focus Execute
- Visualisation
- Case Study

Employee Engagement Training Course - Lesson 7

Attention Zones Model

- Reactive Zone
- Proactive Zone
- Distracted Zone
- Wasteful Zone
- Case Study

Employee Engagement Training Course - Lesson 8

SMART Goals

- The Three P's
- The SMART Way
- Prioritising
- Evaluating and Adapting

Employee Engagement Training Course - Lesson 9

Keeping Yourself Focused

- The One Minute Rule
- The Five Minute Rule
- What to Do When You Feel Overwhelmed

Employee Engagement Training Course - Lesson 10

Procrastination

- Why We Procrastinate
- Nine Ways to Overcome Procrastination
- Eat That Frog

Employee Engagement Training Course – Lesson 11

Prioritising Your Time

- The 80/20 Rule
- The Urgent / Important Matrix
- Being Assertive
- Creating a Productivity Journal
- The Glass Jar: Rocks, Pebbles, Sand and Water

Employee Engagement Training Course - Lesson 12

Wrapping Up

- Words from the Wise



The ability to successfully manage a cohesive, happy and high-performing team that consistently meets goals, is in high demand.

This Team Leadership workshop from pdtraining teaches how to develop different strategies for leading diverse teams, gain techniques for ensuring effective and productive team meetings and much more!

This dynamic training course is available now throughout Australia including, Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

Team Leadership Course Outline

Foreword:

An increasing number of organisations are relying on teams – project teams, product development teams, virtual teams, and autonomous working teams to compete in a rapidly changing domestic and global market. The reason for this is the ability of teams to perform at high levels and adapt quickly to escalating demands. Hence in today's professional environment, more than ever, there is great emphasis placed on team leadership skills, team communication skills and team management styles.

Team effectiveness is enhanced by a team's commitment to reflect and perform on-going evaluation. In addition to evaluating accomplishments in terms of meeting specific goals, for teams to be high-performing it is essential for them to understand their development as a team.

Hence team members need to constantly sharpen their skills as team initiatives often fail due to improper implementation, conflict and competition. Team Leadership Skills are essential to maintain development and cohesion in the group.

This Team Leadership Training Program will help arm Team Leaders with the skills to create and maintain successful teams.

Outcomes:

- Learn to identify the different types of teams & develop different strategies for leading them
- Recognise the different team development stages and behaviours
- Master techniques to manage teams at each stage of development, known as Forming, Storming, Norming, Performing & Adjourning
- Develop a range of great team building activities
- Gain strategies & techniques to ensure effective & productive team meetings
- Develop great team problem solving & facilitation skills
- Learn techniques to foster teamwork & create a supportive team culture

Team Leadership Training Course - Lesson 1

Defining Success

- What is a team?
- Factors for success
- An overview of Tuckman and Jensen's Four-Phase Model

Team Leadership Training Course - Lesson 3

The First Stage of Team Development - Forming

- The Hallmarks of this stage
- What to do as a leader
- What to do as a follower

Team Leadership Training Course - Lesson 5

The Third Stage of Team Development - Norming

- The hallmarks of this stage
- What to do as a leader
- What to do as a follower

Team Leadership Training Course - Lesson 7

Team Building Activities

- The benefits and disadvantages
- Team building activities that won't make people cringe
- Choosing a location for team building

Team Leadership Training Course - Lesson 9

Solving Problems as a Team

- The Six Thinking Hats
- Encouraging brainstorming
- Building consensus

Team Leadership Training Course - Lesson 2

Types of Teams

- The traditional team
- Self-Direct teams
- E-Teams

Team Leadership Training Course - Lesson 4

The Second Stage of Team Development - Storming

- The Hallmarks of this stage
- What to do as a leader
- What to do as a follower

Team Leadership Training Course - Lesson 6

The Fourth Stage of Team Development - Performing

- The Hallmarks of this stage
- What to do as a leader
- What to do as a follower

Team Leadership Training Course - Lesson 8

Making the Most of Team Meetings

- Setting the time and place
- Try the 50-Minute meeting
- Using celebrations of all sizes

Team Leadership Training Course - Lesson 10

Encouraging Teamwork

- Some things to do
- Some things to avoid
- Some things to consider



Our FISH! for Leaders training program will help management to embrace and implement a remarkable set of four practices company-wide that profoundly improve morale and relationships. If you're looking for a practical, fun and respected team building and cultural improvement program for your leadership to champion company-wide, then FISH! is your solution! The FISH! philosophy has transformed team cultures and team work around the planet. Give your management the tools they need to bring the four FISH! practices to your organisations team building activities.

FISH for Leaders Course Outline

Foreword:

The FISH! management course is a one day workshop that shows your leaders how to apply The FISH! Philosophy to build a highly effective organisational culture. By allowing leaders and management to attend the course, you will have an effective means to begin the process of learning how to develop a high-performance culture in your teams and workplace. The course helps leaders buy into the cultural improvement practices that thousands of leaders globally have successfully implemented.

Outcomes:

The FISH! For Leaders training course is for anyone, from business owners to frontline supervisors, who wants to lead more effectively.

By the end of this course, participants will:

- Build the trust that helps teams be more productive and adapt quickly to change.
- Listen and communicate better.
- Embody the attitudes and values you want to see in your organisation or team.
- Remove fear and inspire people to be their best for customers, for each other and for the organisation.

Introduction

- The four FISH! practices
- Watch the film "It starts with me"

Practice 1: Be There

To Be There as a leader, you must:

- Understand your impact
- Get curious
- Find common ground
- Get to know people
- Be yourself

Practice 2: Play

As a leader, you can encourage a Play-full environment by:

- Understanding the role of fun
- Don't squash ideas
- Emphasise learning
- Define the playing field

Practice 3: Make Their Day

A leader makes their day by:

- Learn to give specific praise
- How to listen to others' thoughts
- How to look for the best in people
- Learn how to help others grow

Practice 4: Choose Your Attitude

Choose Your Attitude helps us to:

- Practice to become aware
- Make a conscious choice
- Reshape our perceptions
- Strengthen relationships
- Build commitment

Activities:

It starts with me

- Learn how to become an infectious leader
- What do your team members catch from you?

Find it, Live it, Coach it!

- Learn how to find your "IT"
- Learn how to live "IT"
- Learn how to coach "IT"
 - Asking for coaching
 - Receiving coaching
 - Coaching others

How to build a FISH! community of leaders:

- How to do the journey together
- How to support one another
- How to hold each other accountable
- How to create a safe environment

Beyond the workplace self-survey

- Looking at how you live the four practices in life

Self Assessment

- This self-assessment tool gives you a quick scan of your leadership style as it relates to the FISH! practices.



Strategic business planning allows each employee to understand his/her role and the larger goals of an organisation so that his/her performance and knowledge is enhanced. A good strategic plan must include an organisation's values, vision, and mission. This training course in Strategic Business Planning helps to develop understanding and skills to create immaculate strategic business plans.

This highly valuable and effective training course is now available Australia-wide including Brisbane, Sydney, Melbourne, Perth, Adelaide, Canberra and Parramatta.

Strategic Business Planning Training Course Outline

Foreword:

During this Strategic Business Planning Training Course, participants develop skills and understanding in identifying company values, defining the company vision, conducting SWOT analysis, creating a strategic plan, implementing and evaluating a strategic plan, using strategy maps and balanced scorecards, and more.

This short and exhaustive training course is the fastest way to master the art and craft of creating perfect strategic business plans.

Outcomes:

After completing this course, participants will have learned to:

- Identify the values that support their company
- Write a mission statement that explains what the company's purpose is
- Complete meaningful SWOT analyses
- Use tools and techniques to create a strategic plan that directs the organization from the executive to the front line
- Learn ways to implement, evaluate, and review a strategic plan
- Use related tools, such as the strategy map and balanced scorecard, can help them develop a strategic plan
- Understand strategic planning
- Set goals
- Assign roles and responsibilities
- Keep everybody accountable
- Gather support
- Make changes
- Use presentation options, including infographics and reports

Strategic Business Planning Training Course Lesson 1

Course Overview

- Welcome & Introduction
- Workshop Objectives
- What is Strategic Planning?

Strategic Business Planning Training Course Lesson 2

Foundations of Strategic Planning

- Identifying Values
- Defining Your Vision
- Designing a Mission Statement

Strategic Business Planning Training Course Lesson 3

Setting Goals

- SWOT Analysis
- Setting Business Goals
- Assigning Roles, Responsibilities, and Accountabilities
- Problem Solving in Action

Strategic Business Planning Training Course Lesson 4

Strategic Planning Snapshot

- The Strategic Planning Cycle
- Gathering Support
- Putting It Into Practice

Strategic Business Planning Training Course Lesson 5

Making the Change

- Preparing For Change
- Three Phases of Change
- Endings
- Transitions/Neutral Zone
- Control & Change

Strategic Business Planning Training Course Lesson 6

How Does It Look?

- Reports
- Infographics
- Presentations
- Creative Considerations

Strategic Business Planning Training Course Lesson 7

Getting There

- Staying Focused
- Security Considerations
- Strategy Map
- Balanced Scorecard
- Case Study

Strategic Business Planning Training Course Lesson 8

Workshop Wrap Up

- Workshop Review
- Team Action Plans



Every day, we make decisions and solve problems. Despite making numerous decisions every day, many of us are uncomfortable to consciously make important decisions. This training course in Decision Support provides skills in identifying options, conducting research, weighing options, and making rational decisions based on facts and good judgment.

This highly valuable and effective training course is now available Australia wide including Brisbane, Sydney, Melbourne, Perth, Adelaide, Canberra and Parramatta.

Problem Solving and Decision Making Training Course Course Outline

Foreword:

Correct and timely decision-making can be done using specific techniques and enhanced knowledge of the self and situations. During this Decision Making Training Course, participants receive training in applying problem solving to help decision making, identify appropriate solutions, use creativity, evaluate situations and people, predict outcomes, and more.

Having a process to work through can take the anxiety out of problem-solving and make decision-making easier. That's what this two-day workshop is all about.

Outcomes:

This short and dynamic training course is the fastest way to develop skills in effective decision making so that goals can be reached on time every time.

After completing this course, participants will have learned to:

- Apply problem-solving steps and tools
- Analyse information to clearly describe problems
- Identify appropriate solutions
- Think creatively and be a contributing member of a problem-solving team
- Select the best approach for making decisions
- Create a plan for implementing, evaluating, and following up on decisions
- Avoid common decision-making mistakes
- Understand problem-solving
- Make correct and timely decisions
- Use problem-solving model and toolkit
- Use SWOT Analysis
- Make good group decisions
- Analyse and select solutions
- Plan and organise

**Decision Support -
Problem Solving & Decision Making Training Course Day 1**

Problem Solving & Decision Making Training Course -
Lesson 1

Introduction

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Problem Solving & Decision Making Training Course -
Lesson 4

Getting Real

- Pre-Assignment Review
- Debrief

Problem Solving & Decision Making Training Course -
Lesson 2

Definitions

- Defining Problem Solving & Decision Making
- Problem Identification
- Eight Essentials to Defining a Problem
- Problem Solving in Action

Problem Solving & Decision Making Training Course -
Lesson 5

The Problem Solving Model

- Model Overview
- Real Problems
- Debrief
- Phase One
- Phase Two
- Phase Three

Problem Solving & Decision Making Training Course -
Lesson 3

Making Decisions

- What it Means
- Types of Decisions
- Facts vs. Information
- Decision-Making Traps

Problem Solving & Decision Making Training Course -
Lesson 6

Case Study

- The Truck
- Debrief

**Decision Support -
Problem Solving & Decision Making Training Course Day 2**

Problem Solving & Decision Making Training Course -
Lesson 1

The Problem Solving Toolkit

- The Basic Tools
- The Fishbone
- Degrees of Support
- Creative Thinking Methods
- Brainstorming & Brainwriting
- Debrief
- More Methods

Problem Solving & Decision Making Training Course -
Lesson 4

Making Good Group Decisions

- Working Toward the Decision
- Avoiding Fatal Mistakes

Problem Solving & Decision Making Training Course -
Lesson 2

Aspirinia

- Decision Information
- Individual Actions Steps
- Group Planning
- Exercise Debrief

Problem Solving & Decision Making Training Course -
Lesson 5

Analysing & Selecting Solutions

- Selecting Criteria
- Creating a Cost-Benefit Analysis
- Debrief

Problem Solving & Decision Making Training Course -
Lesson 3

Swotting Up

- SWOT Analysis
- Individual Analysis

Problem Solving & Decision Making Training Course -
Lesson 6

Planning & Organising

- Introduction
- Follow-Up Analysis
- Evaluate
- Adapt, Close & Celebrate

**Client
Benefits**



**Strategic
Partnerships**

