PROFESSIONAL DEVELOPMENT TRAINING

PPA - Identifying Difference as Opportunities - 3hours

1300 121 400

REQUEST QUOTE

0.5 DAY COURSE

This insightful,half-day workshop teaches participants how to identify what are their strengths, and why playing to those strengths makes a real difference in improving how people and their organisations perform. The course also recognises that human beings are not perfect and provides strategies for discovering areas for improvement and developing strategies to improve.

In addition to becoming more self-aware, participants will also learn to identify and encourage a strengths-based development in others leading to better engagement, improved well-being, reduced stress and greater life satisfaction overall.

Participants also review how research has proven that the simple act of expressing gratitude is a powerful means of making employees feel valued. The course will give participants an understanding of how to create a culture of gratitude and how as individuals they can cultivate their own personal habit of gratitude.

Organisations exist to serve others. The course gives participants a simple and effective tool to 'get into the shoes' of their customers to understand what they are thinking and feeling in their customer journey, and how to express empathy with thier customers.

We use secure Video Conferencing with interactive features such as live polling, screen sharing, whiteboards, live chat and breakout sessions. Please discuss your preferred platform, most commonly we use Microsoft Teams, Skype for Business, Webex or Zoom upon request.

These courses are facilitated in English, and are open to people from different industries in all countries especially across New Zealand, Australia, Singapore, Malaysia and Hong Kong - this is a short but powerful learning experience that gives you global collaboration opportunities. Our trainers and processes have been refined to give you a personalised learning experience where it is specifically targeted to your needs.

Learn More Now by Clicking Here

What You'll Gain:

Maximising Productivity, Proactivity and Quality

In this half-day interactive workshop, participants will learn how to identify strengths in themselves and as well as identifying areas for improvement for themselves.

Next they learn how to implement a strengths-based professional development style and how to identify strengths and areas for improvement in others.

Following on from that is an exercise in gratitude and how implementing an "Attitude of Gratitude" can have a positive impact on both their lives and the lives of others.

The workshop finishes up with a focus on how to best engage with customers with empathy and gaining an understanding of how to best align with what customers really want and need.

PD Training's new signature series program - Productive People Advantage brings together the best activity-based learning, incorporates practical workplace tools, and leverages the latest research in neuroscience, psychometric profiling and emotional intelligence in new ways to develop and measure previously elusive to target or measure capabilities.

In conjunction with the other PPA courses, this helps give people and organisations a competitive advantage through more productive people.

Outcomes

This Course will provide practical skills and techniques to help people improve their workplace performance in the following areas:

- Engage and Develop People
- Self-Development
- Outcome Orientation
- Value Diversity
- Deliver Results
- Increased Collaboration
- Solve Problems
- Engagement and Performance
- Influence and Negotiation
- Communicate Effectively

Modules

Lesson 1: The Strength of Diversity and the Diversity of Strengths

- Welcome
- Recognising your Strengths and Preferences
- Your REACH Profile

Lesson 2: Strengths Based on Management

- Spotting the Strengths in Others
- Developing Strengths
- Dealing with Weaknesses

- Your Leading Dimensions Profile
- Reflection

Lesson 3: The Power of Gratitude

- What the Research Says
- Creating a Culture of Gratitude
- Cultivating your own Personal Habit of Gratitude
- Reflection

Lesson 4: Customer Stories

- What We Exchange with Customers
- Customer Empathy –what do you really do for your customers?
- Reflection

Lesson 5: Reflections

Talk to our expert team

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Email: enquiries@pdtraining.com.au