PRODUCT CATALOGUE

Topics include:

- Effective communication
- Decision making
- Leadership and management
- Lead and manage effective workplace relationships
- Lead diversity and inclusion
- Develop a business case
- Apply project human resource management approaches

Other topics available. Phone to discuss customised content.

Presenter – Elizabeth Salles

- MBA (Innovation and Leadership)
- Postgraduate Diploma of Education (Information Technology)\
- Bachelor of Education
- National and International presentations
- Leadership Trainer – Lions International

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EFFECTIVE COMMUNICATION

Only 10% of your communication is verbal. What you wear, your body language, your expressions, and your tone of voice are just as important as the words you say.

Module 1: Audience
- Know who your audience is and why they are there.

Module 2: Purpose
- What outcome do you want from this?
- The Introduction - what it is about and why they are there.
  Your core message –
- Getting your message across in the first 5 -10 minutes

Module 3: Structure
- What sub-messages do you need to convey to your audience to support your core message?
- Using stories and examples to illustrate your points.
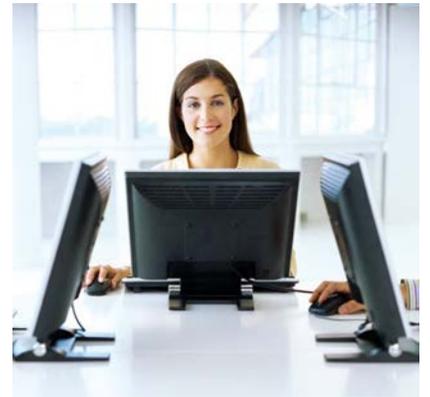
Module 4: Managing difficult questions (Advanced Workshop)
- What if someone asks a question that I don't know the answer to?
- What if someone asks a question that I will cover shortly?
- What if questions become an internal debate, or someone asks a question that is interesting but off topic?

Module 5: How to nail the introduction. (The importance of the first 60 seconds)
- Refining the message
- Identifying key points
- Establishing credibility
- Body language

Module 6: The importance of the conclusion
- Summary
- Restating key message
- Call to action

DECISION-MAKING

Module 1: Introduction to decision-making
- What is decision-making?
- Intuition vs reasoning
- Types of decisions

Module 2: Effective decision-making
- Effective decision making - The importance of a framework
- Barriers to effective decision-making

Module 3: Decision-making skills
- Steps to effective decision-making
- Techniques and methods of decision-making
- Personal decision making

Module 4 – Getting the right people and information
- Involving stakeholders
- Gathering information
- Factors that influence decisions

Module 5 – Problem-solving
- Analysing and understanding the problem
- Problem solving methodologies

Module 6 – Applying a framework for decision-making
- Identify the decision
- Information Gathering
- Identify possible solutions
- Selecting the solution
- Taking action
- Reviewing the decision

Module 7: Decision-making in today's world
- How to improve decision-making skills?
- Top-down decision-making vs bottom-up decision-making

LEADERSHIP AND MANAGEMENT

Module 1: Overview of the principles of leadership and management
- Principles of leadership
- Principles of management
- Leaders vs managers

Module 2: Leading teams
- What is a team?
- Developing as a team leader
- Developing work teams
- Leading work teams

Module 3: Communicating effectively
- Introduction to communication
- Principles of effective communication
- Communicating effectively
- Barriers to communication

Module 4: Dealing with change
- What is change?
- Managing change
- Change and communication
- Briefing the Team

Module 5: Motivating the team to perform
- Celebrating success
- Know your employees
- Work environment

Module 6: Planning and monitoring work
- Introduction to planning
- Monitoring work

Module 8: Business Improvement (optional)

Module 9: Induction and Coaching (optional)

LEAD AND MANAGE EFFECTIVE WORKPLACE RELATIONSHIPS

Module 1: Leading, Managing and Delegating

- What is a workplace relationship?
- Effective delegation
- Monitoring tasks
- Leader manager role
- Consultation and feedback
- Effective leadership

Module 2: Building Diverse Workplace Relationships

- Cultural diversity
- Trust in the workplace
- Interactions in the workplace
- Communication styles
- Conflict in the workplace
- Resolving CONFLICT

Module 3: Developing and implementing organisation Processes

- Organisation Processes
- Drafting organisation processes
- Problem Solving in an organisation
- Developing a dispute and conflict
- Resolution process
- Developing a consultation process

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LEAD DIVERSITY AND INCLUSION

Module 1: Reviewing and Implementing Diversity policyy
- Exploring organisational diversity policy
- Applying legislation to workplace diversity policies
- The relevance and effectiveness of diversity policy
- Improving organisational diversity policy
- Revising and improving diversity policy

Module 2: Fostering respect for diversity
- Training needs to respect differences
- Challenges of supporting workplace diversity
- Assisting staff to recognise the benefits of diversity
- Addressing workplace diversity complaints

Module 3: Promoting diversity and its benefits
- Promoting diversity through external forums
- Promoting diversity and gaining a competitive advantage
- Championing diversity through organisational efforts

DEVELOP A BUSINESS CASE

Module 1: Identifying the business need

- What is a business case?
- Why create a business case?
- The 5 business case model
- The elements of a business case

Module 2: Researching the business case

- Identifying the business need
- Identifying the opportunities
- Identify the beneficiaries
- Identifying requirements

Module 3: Preparing the business case

- Getting the team together
- Explore alternative solutions
- Identify the ideal solution
- Estimate costs and benefits
- Detail the resources needed for the project
- Analyse and document business risks

Module 4: Presenting the business case

- Writing the business case
- Details of the chosen option
- Style and language

APPLY PROJECT HUMAN RESOURCES MANAGEMENT APPROACHES

Module 1: Identifying human resources requirements

- Project task requirements
- Creating a work breakdown structure
- Identifying skill gaps in project teams
- Aligning learning and development needs
- Assisting in Assigning Responsibilities

Module 2. Maintaining Team Relationships

- Facilitating a team environment
- Developing a project team
- Project conflict
- Routines, rhythms and rituals
- Gaining consensus

Module 3. Monitoring and reviewing team performance

- Evaluating team performance
- Managing timelines and expectations
- Developing a work plan
- Managing underperformance
- Communicating feedback
- Evaluating practices