

## We help leaders develop critical skills to help leaders succeed in a networked world

### **Development Topics**

#### **Leadership and Management**

Explores the fundamental outputs of effective managers and leaders. Identifies the complementary nature of these outputs and provides tools and support so that managers are enabled to be more effective at both.

#### **Change Leadership /Change Adoption**

Leading change requires leaders to understand the impact that change has on them personally and deal with it effectively before they can lead others. This programme explores the nature and impact of change, and introduces a common model for effective organisational change (based on Kotter's 8 stage change model). Programme content can include change adoption: how do people react to change and why, the cultural side of change and how to ensure people can adopt "new ways" as business as usual.

#### **Strategy into Action**

If you have a strategic goal and need to make it happen this programme may be for you. It introduces proven basic methods for turning strategy into focused, purposeful action and action into results. The programme introduces the 5 Question Mission Analysis Process (5MAP) as a tool for leaders to create clear objectives and accountabilities. This can be supported by follow up coaching to help leaders apply the tools effectively in the workplace.

## **Accountability**

In an effective team, members are individually and collectively accountable for outcomes and the way teams get results. This should workshop explores accountability: what does it mean, what are the behaviours associated with it. The programme is experiential and provides a framework for a team or group of individuals to define what they will do to hold themselves and each other accountable. The workshop uses the framework See It, Own It, Solve It, Do It to identify 5 key principles for effective accountability.

## **Communicating with Impact**

A highly experiential programme that builds delegate confidence in preparing and delivering impactful and engaging presentations. Designed for managers with experience of giving presentations to key stakeholders.

## **Leading from a Distance**

Leading from a Distance addresses the challenges of leading remote (or virtual) teams that share responsibility for achieving defined objectives, and who perform from a flexible mix of stationary, mobile, and/or remote work environments.

## **Strategic Influence**

A workshop that will help managers to succeed in complex organisations. The programme can be configured to include short or longer modules on the power dynamics of modern organisations. Content adjusted to suit middle and more senior management levels and specific company challenges around stakeholder relationships.

## **Facilitation and Effective Meetings**

Meetings are a necessary component of organisational life. Too many of them are unproductive, waste time and lead to frustration. Content can be configured around client needs and delivered as individual or team development. The programme typically includes two major components: planning, structuring and managing effective meetings and facilitation skills.

## **Building Effective Relationships**

A workshop designed to help managers and key contributors understand the dynamics of effective relationships. This workshop is based around the concept of personal 'preferences' and explores how people 'see the world', how they process information, how they make decisions and prefer to organise themselves. Using experiential techniques, we create a fun and memorable experience that builds self-awareness then using these insights to think about how to build more effective relationships with others. The content may be supported with diagnostic profiling tools but does not have to be.

## **Coaching and Mentoring for Change**

Pitched at Change Leaders who need to develop and coach team members to 'step-up'. All change leaders will be required to coach and mentor at times and need to develop appropriate styles for different interactions. Our package draws on material common to other topics, such as empathy and active listening and provides guidelines, tools and techniques for effective coaching.

## **Project Management for non-Project Managers**

This programme provides tools to support the leadership of change projects by non-project managers. The content and the facilitators can be configured to include modules on specific project and programme management disciplines. We conduct activity-based workouts where participants develop a project scenario. Our experience includes project management, facilitation, generic project management training and project manager coaching; we are also experienced advisers on action learning programmes.

## **High Performance Teamworking**

This programme can be deployed in working teams of for team leaders that need to build high performance teams. The programme is built around the 5 Dysfunctions of a Team model and is designed to help teams empower themselves to perform. Our HPT packages are generally configured to client needs depending on the content and depth required. These are typically high energy and activity-based programmes with workouts on real management issues. These packages are particularly suitable for teams or departments to go through as the group will be working 'on work'.

## **Dealing with Conflict**

Conflict is important because a lack of it or poorly managed conflict inhibits challenging and productive debate, which often leads to sub-optimal decision-making and deterioration in interpersonal relationships. This programme uses the Thomas Killman (TKI) model to understand the dynamics of conflict, why it is important and improve their effectiveness at promoting productive conflict. The content will enhance self-awareness, refine conflict management skills and develop new skills to build productive team conflict

## **Giving and Receiving Effective Feedback (or Honest Conversations at Work)**

Aimed at all staff with a specific module for managers and supervisors responsible for giving performance feedback to staff. The purpose is to develop and rehearse skills at giving and receiving effective peer to peer feedback. Workshop content includes: the role and benefits of effective feedback, what makes feedback effective or ineffective and introduces, with practical experiential content, a model for giving and receiving effective feedback in a safe environment.

## **Dealing with Risk**

A 'risk' is an event or occurrence that would impact the likelihood of success. The programme examines business risks and helps participants to identify what threatens the achievement of their goals. Simple tools are introduced to help identify and mitigate risk to reduce the impact of unexpected problems. This programme can be configured to identify, understand, quantify and manage actual (real-life) scenarios as well as using theoretical content.

## **Stakeholder Analysis, Management and Influence**

This programme provides the tools and a facilitated workout to help individuals and teams get things done more effectively through stakeholders. Most complicated projects involve stakeholders in other functions, opinion leaders, customers, consumers, suppliers and others. To succeed it's vital to know who your stakeholders are, what they want and how to influence them effectively. The programme content uses simple project management tools to identify key stakeholders then work out their power, influence and interest so you know who you should focus on. With a good understanding of your stakeholders, their individual characteristics and responses can be analysed which will enable participants to plan how to communicate and influence them.