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## How to Be a Better Leader

### **PART ONE:** The Tough Foundation Skills

- The four learning styles and why every Leader should know them
- The tragic consequences of 'Pointing The Finger of Blame'
- The reason people see things differently and how to work with that
- The Tree - an effective symbol to help understand behaviour
- Accountability - our actions determine the results we get
- The OK Not OK Matrix - understand the significance of each interaction

### **PART TWO:** The Communication Code

- The one thing people say they do, but rarely do
- Aggressive versus assertive communication and why that matters
- Why words are not the meaning of your message
- One play on words which totally alters what you thought you said
- Three ways your communication changes under stress

### **PART THREE:** Feedback is Your Job

- Why performance issues can be difficult to address
- Effective feedback models that deliver your message clearly
- Praise, so easy to do yet not often done. Here is an effective model

### **All participants will leave with their own Three Key Point Action Plan**

These three key points are the most important things each participant has identified as best helping them to improve current practises and implement new processes.