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Leading With Integrity

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 ... Listen
- 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: Personality Profiling

- Understand your strengths and weaknesses and those of your team
- See the advantages of having different personality types on your team

PART FOUR: Feedback is Your Job

- Why performance issues can be difficult to address
- Five steps to effective delegating
- Expectations - how to be on the same page as your team
- Effective feedback models that deliver your message clearly
- Performance management using consequences
- Praise, so easy to do yet not often done; find here an effective model

PART FIVE: Dealing With Difficult People

- 5 Tough Types and how to handle them: Negaholics, Whiners, Blameless ones, Hand Holders and Antagonists
- Strategies you can use immediately and effectively

PART SIX: Case Study - Group Activity

- These case studies are extremely effective and require input from you, the client, by providing a number of difficult situations the participants would normally encounter in their workplace.
- These situations are then crafted into one case study.
- Individuals work on their best solutions first, then share with group members.
- Finally, each group delivers their debrief as a consensus of the best actions to take to resolve the case study situation.

This activity has proven to be highly successful due to participants sharing how they would deal with a situation and hearing how others would deal with that same situation and agreeing on the solution.

Participants are encouraged to utilise strategies given over the last two days of training.

All participants will leave with their own Four Key Point Action Plan

These Four key points are the most important things each participant has identified as best helping them to improve current practises and implement new processes to build trust, deal with conflict, manage workloads and influence and empower their teams