

- Leadership Development
 - Negotiation Skills
 - Team Development
 - Executive Coaching
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Skillbiz Workshops

Stage 1 – Workshop overviews and comparisons

Stage 2 – Workshop objectives

- Leadership Development
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- Team Development
- Executive Coaching

1 day leader	2 day leader		3 day leader		
Intro Leadership vs Management	Intro Leadership vs Management	Giving performance-based feedback	Intro Leadership vs Management	Resourceful Leadership Model and questionnaire review	Key coaching skills with the GROW model
Resourceful Leadership Model and questionnaire review	Corporate Assessments Formal and informal methods of assessing others, inc. 5 factor inventory	Coaching Style; Types of coaching – business, executive and life. Types of skill development.	Corporate Assessments Formal and informal methods of assessing others, inc. 5 factor inventory	Instructing Style; Delegating work	Partnering Style; Emotional Intelligence and strategic conversations;
Instructing Style; Delegating work	Resourceful Leadership Model and questionnaire review	Key coaching skills with the GROW model	Recruitment & Interviewing	Giving performance-based feedback	Personal planning and productivity for leaders
Giving performance-based feedback	Instructing Style; Delegating work	Personal planning and productivity for leaders	(cont'd)	Coaching Style; Types of coaching – business, executive and life. Types of skill development. Learn a new skill (practical session)	Review and close

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5 day "Lead Individuals"				
Intro Leadership vs Management	Resourceful Leadership Model and questionnaire review	Dealing with Poor performance	Partnering Style ; Emotional Intelligence and strategic conversations	Major Case Study
Corporate Assessments Formal and informal methods of assessing others, inc. 5 factor inventory	Instructing Style ; Delegating work	Coaching Style ; Types of coaching – business, executive and life. Types of skill development. Learn a new skill (practical session)	(cont'd)	Observation partner feedback
Recruitment & Interviewing	Formal and Informal feedback: Giving performance-based feedback	Key coaching skills with the GROW model	Principles of High Achievement	Review and close
(cont'd)	3 types of Performance Mgt discussions; Strong and Average performance	(cont'd)	Personal planning and productivity for leaders	

1 day coaching	2 day coaching	
Types of coaching – business, executive and life. What coaching achieves... and why bother with yet another fad.	Types of coaching – business, executive and life. What coaching achieves... and why bother with yet another fad.	Problem-solving techniques
Communication skills involved, and the skills of a coach. <ul style="list-style-type: none"> • Words, Sounds, Body language • Questions and Listening 	Communication skills involved, and the skills of a coach. <ul style="list-style-type: none"> • Words, Sounds, Body language • Questions and Listening 	The coaching relationship and working with the challenges that make some lessons hard to learn, that make coaching necessary – (emotions, beliefs etc) Coaching scenarios dealing with : <ul style="list-style-type: none"> • Coach and Coachee Resistance • Emotions (e.g. anger, anxiety) • Limiting beliefs • Influencing • Career • Fitness/health
Applying the GROW model of coaching	Communication skills (cont'd)	(cont'd)
The coaching relationship and working with the challenges that make some lessons hard to learn, that make coaching necessary – (emotions, beliefs etc) Evaluating the Coaching intervention	Applying the GROW model of coaching Coaching a new skill	Evaluating the Coaching intervention

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1 day teamwork	2 day teamwork	
Definitions and types of work that teams do	Definitions and <i>types of work</i> that teams do	Activity: Ball toss – part 1 Stages of Team Development Roles within teams Team Decision-making models: consensus and problems with Groupthink Activity: Ball toss – part 2
Handling Team meetings Team Management Systems model	Handling Team meetings Team Management Systems model	Building team spirit: sharing experiences of the teams “I want to be involved in” Working cross-culturally / cross geographically
Teamwork practice: “Traffic Jam” Review personal and combined group profiles	Teamwork practice: “Traffic Jam” Review personal and combined group profiles	Outdoor Team Challenge: Waterworks
Applications and Action Planning	Applications and Action Planning	Workshop review, Applications, and Action Planning

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3 day Negotiation		
Definitions Time-zones of a negotiation	Day 1 review Becoming aware of your reflex styles, when negotiating Using tactics to advance your strategy	Day 1 / 2 review Handling deadlocks and concessions
Identifying needs of other negotiators Building up common ground Developing negotiation styles	Practising the use of preparatory, opening and general tactics	Role playing difficult negotiations
Simulation activity and practice	Implementing systematic preparation of one of your own negotiations Applying phases of the negotiation meeting	Major case study – reinforcing the whole model
Manage the place, mood and timing of a negotiation, according to your strategy Overcome resistance through the use of insightful questions	Major case study – practising the whole model	Review and close

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1 day Change Management for Managers	1 day Change Management for (in-house) Employees
Understanding the context of Change, the process and key influential factors	Understanding the context of Change, the process and key influential factors
Compare Project Mgt with Change Mgt and the types of leadership required for success	Spheres of Influence – what you can change and what you can't Finding the positives and handling the negatives
Apply stakeholder analysis and communication plans to a change project	DiSC profile and how your character can influence your response to change
Change as a vehicle for creativity – how you can tap the ideas of your team through team meetings.	(cont'd)

1 day Leadership

Overview

This workshop offers a framework for thinking and practising leadership. It is an introduction to the different styles of leadership available to business leaders.

Participants will complete a self-assessment questionnaire to gain insight into their current practices, and focus on two key skills – delegation and giving performance based feedback.

Target audience

New supervisors and team leaders, or experienced managers with little or no management training experience.

Workshop Objectives

Leadership

Differentiate between leadership and management, and how this creates choices for your own style, and how you will manage your time

Assess employee skills and behaviours, in order select a leadership style they need

Use the structure of language to differentiate between observations and opinions

Identify the 5 leadership styles in the Resourceful Leadership model, that can be used in different circumstances to lead others

Assess the consequences of supervising too closely and not closely enough

Instruction style

Use a 6 step process to delegate work clearly and effectively

Set goals for the type and quality of responses/behaviours from employees that you want, using SMARTA / well-formedness conditions

Give performance based feedback for a completed task

2 day Leadership

Overview

This workshop offers a framework for thinking and practising leadership. It is an introduction to the different styles of leadership available to business leaders.

Participants will complete a self-assessment questionnaire to gain insight into their current practices, as well as a 5Factor Inventory of personality. Focus will then be on the skills of delegation, coaching and giving performance based feedback.

Some aspects of the workshop can link to the specific processes of your company. (e.g. formal performance management process)

Target audience

New supervisors and team leaders, or experienced managers with little or no management training experience.

Workshop Objectives

Assessment

Review a range of corporate assessment techniques

Complete and receive the feedback from a 5Factor Inventory personality assessment

Leadership

Differentiate between leadership and management, and how this creates choices for your own style, and how you will manage your time

Assess employee skills and behaviours, in order select a leadership style they need

Assess employee motivation and character in relation to a job

Use the structure of language to differentiate between observations and opinions

Identify the 5 leadership styles in the Resourceful Leadership model, that can be used in different circumstances to lead others

Assess the consequences of supervising too closely and not closely enough

Instruction style

Use a 6 step process to delegate work clearly and effectively

Set goals for the type and quality of responses/behaviours from employees that you want, using SMARTA / well-formedness conditions

Give performance based feedback for a completed task

Coaching

Differentiate between 3 types of coaching

Apply the GROW coaching structure to the task performance process

Apply 4 key mental skills of elite performers to assist employees to achieve their goals

Assertively obtain a commitment for future action, working “with” rather than “against” employee resistance using open questions to help draw out the thinking of others

3 day Leadership

Overview

This workshop offers a framework for thinking and practising leadership. It is an introduction to the different styles of leadership available to business leaders.

Participants will complete a self-assessment questionnaire to gain insight into their current practices, as well as a 5Factor Inventory of personality. Focus will then be on the skills of delegation, coaching and giving performance based feedback.

Some aspects of the workshop can link to the specific processes of your company. (e.g. formal performance management process)

Target audience

New supervisors and team leaders, or experienced managers with little or no management training experience.

Workshop Objectives

Assessment

Review a range of corporate assessment techniques

Complete and receive the feedback from a 5Factor Inventory personality assessment

Conduct a recruitment interview using behavioural questioning techniques

Leadership

Differentiate between leadership and management, and how this creates choices for your own style, and how you will manage your time

Assess employee skills and behaviours, in order select a leadership style they need

Assess employee motivation and character in relation to a job

Use the structure of language to differentiate between observations and opinions

Identify the 5 leadership styles in the Resourceful Leadership model, that can be used in different circumstances to lead others

Assess the consequences of supervising too closely and not closely enough

Instruction style

Use a 6 step process to delegate work clearly and effectively

Set goals for the type and quality of responses/behaviours from employees that you want, using SMARTA / well-formedness conditions

Give performance-based feedback for a completed task

Coaching

Differentiate between 3 types of coaching

Apply the GROW coaching structure to the task performance process

Co-strategising

Apply emotional intelligence to strategic communication and conversations

5 day Leadership

Overview

This workshop offers a framework for thinking and practising leadership. It is an introduction to the different styles of leadership available to business leaders.

Participants will complete a self-assessment questionnaire to gain insight into their current practices, as well as a 5Factor Inventory of personality. Focus will then be on the skills of delegation, coaching and giving performance based feedback, as well developing employees into elite performers.

Some aspects of the workshop can link to the specific processes of your company. (e.g. formal performance management process)

Target audience

New supervisors and team leaders, or experienced managers with little or no management training experience.

Workshop Objectives

Assessment

Review a range of corporate assessment techniques

Complete and receive the feedback from a 5Factor Inventory personality assessment

Conduct a recruitment interview using behavioural questioning techniques

Leadership

Differentiate between leadership and management, and how this creates choices for your own style, and how you will manage your time

Assess employee skills and behaviours, in order select a leadership style they need

Assess employee motivation and character in relation to a job

Use the structure of language to differentiate between observations and opinions

Identify the 5 leadership styles in the Resourceful Leadership model, that can be used in different circumstances to lead others

Assess the consequences of supervising too closely and not closely enough

Instruction style

Use a 6 step process to delegate work clearly and effectively

Set goals for the type and quality of responses/behaviours from employees that you want, using SMARTA / well-formedness conditions

Give performance-based feedback for a completed task

Use a Planning Tool to manage the poor performance / recovery process

Coaching

Differentiate between 3 types of coaching

Apply the GROW coaching structure to the task performance process

Conduct three different performance management discussions according to the quality of your employee's results

Assertively obtain a commitment for future action, working "with" rather than "against" employee resistance using open questions to help draw out the thinking of others

Co-strategising

Apply emotional intelligence to strategic communication and conversations

Apply 4 key mental skills of elite performers to assist employees to achieve their goals

1 day Coaching

Overview

This workshop offers a framework for thinking about and practising coaching. It is an opportunity to explore the dynamics of the key coaching skills.

Prospective coaches will learn about the role coaching plays in corporate and personal development, as well as practice some core skills.

As a one day workshop, this provides a theoretical base from which to apply the skills. The method for doing this comes through interactive scenarios about working in companies that encourage the learner to get involved.

Target audience

New supervisors and team leaders, or experienced managers with little or no management training experience.

Any manager hoping to improve their leadership of others on a one-to one basis

Workshop Objectives

Differentiate coaching from counselling and training and explore its role as a change agent

Differentiate between 3 types of coaching and their strategic role in the process of corporate development and as an intervention in a workplace problem.

Explore the coaching relationship and objectives - developing a trusting relationship, the role of dialogue and the focus on solutions

Learn about the tools of trade, available to a corporate coach

Apply the GROW coaching structure to task performance and completion

Appreciate the role that self-awareness, emotions, self-limiting beliefs, and resistance play in achieving the desired outcomes

Evaluate the coaching intervention to satisfy a variety of interested parties

2 day Coaching

Overview

This workshop offers a framework for thinking about and practising coaching. It is an opportunity to explore the dynamics of the key coaching skills.

Prospective coaches will learn about the role coaching plays in corporate and personal development, as well as practice some core skills.

As a two day workshop, this provides a theoretical base from which to apply the skills and the opportunity to practise them. The method for doing this comes through interactive scenarios about working in companies that encourage the learner to get involved.

It is similar in structure to the one day workshop, however we take the opportunity work more deeply with the concepts. Participants should come ready to share some of their own experiences and issues.

Target audience

New supervisors and team leaders, or experienced managers with little or no management training experience.

Any manager hoping to improve their leadership of others on a one-to one basis

Workshop Objectives

Differentiate coaching from counselling and training and explore its role as a change agent

Differentiate between 3 types of coaching and their strategic role in the process of corporate development and as an intervention in a workplace problem.

Explore the coaching relationship and objectives - developing a trusting relationship, the role of dialogue and the focus on solutions

Learn about the tools of trade, available to a corporate coach

Apply the GROW coaching structure to task performance and completion

Appreciate the role that self-awareness, emotions, self-limiting beliefs, and resistance play in achieving the desired outcomes

Evaluate the coaching intervention to satisfy a variety of interested parties

1 day Teamwork

Overview

This 1-day workshop offers a framework for thinking and practising teamwork. It strikes a balance between understanding the tasks a team must perform and the personality and team spirit of the people who must complete the tasks.

This workshop uses the Team Management Systems model of teamwork with a self-report questionnaire. It is highly interactive and fun, using both traditional training methods and experiential learning for direct relevance.

Target audience

The ideal application of these skills is with an in-house team who intend to work on their teamwork issues in the long term.

The workshop also works well for team leaders and manager, of any experience level, hoping to improve their leadership of teams.

Workshop Objectives

Identify the types of work performed in your team, and your own preferred type of work using a self-report questionnaire

Identify the key team roles performed in your team and how to ensures they are completed in each team

Apply the principles of effective team meetings

Work together to solve a major problem-solving challenge

2 day Teamwork

Overview

This 2-day workshop offers a framework for thinking and practising teamwork. It strikes a balance between understanding the tasks a team must perform and the personality and team spirit of the people who must complete the tasks.

This workshop uses the Team Management Systems model of teamwork with a self-report questionnaire. It is highly interactive and fun, using both traditional training methods and experiential learning for direct relevance and application.

Target audience

The ideal application of these skills is with an in-house team who intend to work on their teamwork issues in the long term.

The workshop also works well for team leaders and manager, of any experience level, hoping to improve their leadership of teams.

Workshop Objectives

Identify the types of work performed in your team, and your own preferred type of work using a self-report questionnaire

Identify the key team roles performed in your team and how to ensure they are completed in each team

Apply the principles of effective team meetings

Apply the stages of Team Development to and solve 2 major problem-solving challenges

Identify different decision-making approaches for Teams, including the use of DeBono's 6 Thinking Hats and avoiding the problems of Groupthink.

Support teams that are geographically spread and involve working across cultures, using the cultural navigator tool

3 day Negotiation

Overview

To provide participants with a systematic framework that will permit a clear understanding of how the negotiation and influencing process works, and to develop specific negotiation and influencing skills that will markedly assist job performance and enhance personal capability.

This 3-day intensive workshop will focus on actual negotiations currently being undertaken by workshop participants. Together with personal objectives, these scenarios will be established by completion of a pre-workshop questionnaire. Participants will also complete an individual negotiation assessment inventory.

Target audience

For leaders and managers, of any experience level, hoping to improve their negotiation skills and outcomes.

Workshop Objectives

Diagnose the underlying negotiation and influencing process

Prepare more effectively for negotiations

Implement flexible negotiating and influencing styles

Build 'trust' and control the 'emotional atmospherics'

Formulate positive negotiating strategies

Appropriately alter the balance of power

Use negotiation tactics purposefully

Counter tactics being used by others

Break deadlocks creatively

Obtain meaningful concessions

Sequence negotiations through their phases

Structure language to create cooperation

Identify and use nonverbal signals

Secure commitment to lasting agreements

More confidently manage all future negotiations

1 day Change Management for Managers

Overview

This workshop will provide forums for participants to learn and apply a range of Leadership and Change Management skills.

It will do this by delivering information, providing time for participants to reflect, and to practice the skills. Nothing changes unless behaviour changes. Participants will plan concrete steps to take when they return to their normal place of work. Added to this will be the opportunity to meet other managers, and to learn about other companies.

The workshop will have 2 key themes:

- a sequential series of steps towards change management, and
- how systems, objectives, people and personal behaviours interrelate

Target audience

New supervisors and team leaders, or experienced managers with little or no management training experience.

Or In-house managers implementing a company wide change workshop. This workshop can be tailored to deliver company specific messages

Workshop Objectives

Change Context

Describe trends in how business is changing both globally and locally.

Describe the seven steps of a change management process

Describe the 4 key influencers in any change dynamic

Describe the 5 levels of change within an organisation

Change Implementation

Plan change using stakeholder analyses, communication plans

Understand, motivate and communicate with other people in order to move towards the goal

Identifying the goal for company, others and self, at each stage of the change

Use DeBono's 6 Thinking Hats to promote decision-making

Check for alignment of vision, values, mission, objectives

Be self aware about your reaction to change

Be aware of others' reaction to change

1 day Change Management for In-house Employees

Overview

This workshop will introduce the changes planned by an organisation to its employees in an environment of both information and support.

The workshop will have 2 key themes:

- what the company is doing with change and why
- how this may affect employees and how they can adapt in their work, in their thinking and emotions.

Finally, we hope all participants will be motivated through this training, extending their network and having fun.

Target audience

Team members

Workshop Objectives

Change Context

Describe trends in how business is changing both globally and locally.

Describe the changes being implemented by the company

Describe the 4 key influencers in any change dynamic

Describe the 5 levels of change within an organisation

Responses to Change

What you can change and what you can't

Understand, motivate and communicate with other people in order to move towards the goal

Using the DiSC personality model, be self aware about your reaction to change

Be aware of others' reaction to change