

“ “No culture can live if it attempts to be exclusive.” ”

# Culture Change Courses

Professional Development Training has a specialised division of Culture Change experts that will tailor the delivery of any of the courses to be specific to your situation and learning needs

# Culture Change Courses

- Business Etiquette Training Course
- Leadership Training 2 day course
- Making the most of being Mentored
- Communicating Across Cultures Training Course
- FISH the Organisational Culture Training Course
- Team Communication Course
- Change Management Training
- Team Building Training
- Leveraging the Generation Gap
- FISH Team Building for Customer Service Teams
- FISH for Leaders
- Dealing With Difficult People in the Workplace
- Email Etiquette Training
- Workplace Diversity Training
- Knowledge Management (KM)
- FISH Train the Trainer
- Business Ethics Training Course

*Our trainer Kirsty was excellent, she listened to how our business operates & made the content more relevant to us. Also listened to what we hoped to achieve & added extra content to suit. Excellent, fun, stimulating and entirely appropriate for my needs. Thank You*

*Public Class Participant - Time Management*



## **Cultural Improvement** is an Essential Skill in Today's World

Professional Development Training has a specialised division of Culture Change experts that will tailor the delivery of any of the courses to be specific to your situation and learning needs.

Our extensive curriculum in Culture Change, outstanding depth of trainers across the country and diverse range of industry experience means that pd training is the best choice for Culture Change courses.

pd training will exceed your expectations and help you achieve the results you are seeking.

# In-House Training

# Public Courses

## In-House Training Benefits:

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- Tailored to your needs and goals
- Cost-effective - from \$140 per person (full-day)
- You choose the day, place and time
- Greatest impact in the shortest time
- Great team building opportunity
- Convenient - Employees do not need to go off-site

## Tailored Delivery – Standard

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We will always tailor the delivery of your In-House Training course to ensure it is relevant to your team and targeted at your learning goals. We can incorporate your company's examples and terminology to ensure that the training can be directly related back to your workplace. This is standard and included in the price.

### The "1-hour Motivator" Training Sessions

These 60-90 minute sessions are highly motivating and thought-provoking - ideal for those people who need to fit training in around a busy work schedule - great as an early morning kick-start or lunchtime boost!

### Full-day Short Courses

1-day and 2-day short courses are delivered with a unique focus on 80% activities 20% content - just the way learning should be!

### The "3-hour Power" Sessions

3-hour power sessions are a great solution when you have very specific outcomes you are targeting, or if scheduling the team to be off the job for a whole day is proving to be a challenge!

### Conferences and Workshops

Do you want your conference to be memorable, fun, interactive and be a real highlight? pd training's dynamic trainers can add that flair, excitement and much more!

## Expert Trainers

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"While you are training with us, you receive experiential training from an expert in their field which ensures you can apply what you have learned directly back to your workplace. When you are training with us, you are there to learn from the trainer, not the manual!"

## Training Style:

Your course will be activity-based learning. You receive some background theory, and then spend most of the time working together and with the trainer to apply the concepts to workplace situations that are applicable to your specific situation.

## Class Size:

Classes are an average of 6 people, max of 12. We keep classes small to ensure the trainer can work with each participant to tailor each activity to be relevant to each person's workplace/common scenarios.

## Where:

Sydney, Melbourne, Brisbane, Canberra, Adelaide, Perth, Parramatta.

## Scheduling & Times:

**Classes run from 9:00am - 4:30pm each day**

Quality Lunch (tell us your dietary requirements)

Comprehensive up-to-date courseware

## Practical & Real - Activities tailored to you...

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Training is much more effective and enjoyable if you can apply the concepts you learn directly to your own circumstances. So the trainer will change textbook activities to be relevant to you.

## For example:

If the example activity is based in a retail setting, but you work in a customer service call-centre, we will adapt activities to reflect the culture of a call-centre environment, so your team will be learning relational tools and techniques that really make sense to their world. Helping you learn today, and

## Fun & Relaxed - Laugh while you learn...

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Our relaxed and practical approach with experienced trainers that like to 'have a laugh' will ensure you enjoy the experience of learning as much as you enjoy acquiring new skills that help you perform better.

Yes, lunch is free - and we all like a free lunch. However, the highlight of your course will be the learning experience - not the break!



Customised, Interactive  
and Practical

Each course involves about 20 activities each day to assist practical skill development and understanding of concepts. Training is customised according to the requirements of the participants for maximum benefit.

Considering your needs, pd training has made Administration available at your place, online and at various locations across Australia. The courses are designed to be of short-duration, lively, informal and highly valuable.



Making Training  
Accessible



World Leading  
Reinforcement  
Framework

Reinforcement Package

- Training Booster Reinforcement System
- Free Re-sit
- eHelpDesk Support
- Bonus Supplementary eLearning
- Quick Reference Job Aid
- Hours of Business Video content



## Business Etiquette & Professional Conduct

The pd training Business Etiquette training course will align your staff's understanding of professionalism with the desired expectations of your company. As participants your staff will conduct themselves more professionally, communicate more effectively, acquiring the tools to create that all important first impression.

Business etiquette training courses are available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

## Business Etiquette Training Course Course Outline

### Foreword:

Business etiquette has never been more important. Traditional structures and communication is changing, however etiquette and professionalism are still important within the business and with external clients.

### Outcomes:

In this course participants will:

- Understand what etiquette is and why it's important
- Learn how to introduce yourself professionally
- Understand the "3 C's" and how to use them to create a good first impression
- Learn tools to assist and minimise nervousness
- Use techniques to master name memorisation
- Know the "4 levels of conversation"
- Learn to conduct yourself professionally
- Understand appropriate etiquette for open plan and cubicle environments
- Know what not to do in a meeting
- Acquire the fundamentals of email etiquette

Business Etiquette Training Course - Lesson 1

**Networking for Success**

- Creating an Effective Introduction
- Making a Great First Impression
- Minimising Nervousness
- Using Business Cards Effectively
- Remembering Names

Business Etiquette Training Course - Lesson 2

**Professional Introductions**

- The three-step process
- The four levels of conversation
- The Handshake

Business Etiquette Training Course - Lesson 3

**Professional Office Conduct**

- Open Plan and Cubicle environments
- Working out of the office
- Eating at Work
- Meeting Do's and Don'ts

Business Etiquette Training Course - Lesson 4

**Business Email Etiquette**

- Professionalism & emails
- Proper and improper use for forwarding and CC
- Grammar, flaming and netiquette
- Top 5 technology tips

Business Etiquette Training Course - Lesson 5

**Business E-Mail Etiquette**

- Addressing your Message
- Grammar and Acronyms
- Top Five Technology Tips

Business Etiquette Training Course - Lesson 6

**Eating Out**

- Ordering in a Restaurant
- About Alcoholic Beverages
- Paying the Bill
- Tipping

Business Etiquette Training Course - Lesson 7

**Telephone Etiquette**

- Developing an Appropriate Greeting
- Dealing with Voice Mail
- Mobile Phone Do's and Don'ts

Business Etiquette Training Course - Lesson 8

**The Written Letter**

- Thank You Notes
- Formal Letters
- Informal Letters

Business Etiquette Training Course - Lesson 9

**Dressing for Success**

- The Meaning of Colours
- Interpreting Common Dress Codes
- Deciding what to Wear

Business Etiquette Training Course - Lesson 10

**International Etiquette**

- General Rules
- Important Points
- Preparation Tips



This Change Management training course from pd training will teach aspiring change agents how to create and implement a change management plan efficiently with positive acceptance throughout your organisation. This practical class in change management is available now throughout Australia, including Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra, and Perth.

## Change Management Training Course Outline

### Foreword:

Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives. This Change Management workshop will give any leader tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

Change Management Training is important in today's professional world as organisational change is more the norm rather than the exception. More than ever, work roles and organisations are in a state of flux with changes in structure, re-deployment, return to work, redundancy and personal crisis. Hence it is important to understand the change management process and learn some important change management tools.

Change takes place on three different levels:

- the Individual
- the Team
- the Organisation

Organisational change management has to happen at all three levels, as they are interrelated.

This **Change Management** Training Program is geared toward teaching the change management process as well as some change management tools and principles that can support managers, consultants and other change facilitators to fulfil their mission: to initiate and sustain change processes.

### Outcomes:

#### In this course participants will:

- Learn about effective change management strategies
- Understand and recognise individual motivators for change and how to use them
- Recognise that everybody's personal change journey will be different
- Develop a change management and communications plan
- Gain skills required to lead a change project, celebrating a successful change and sharing the benefits and results with all staff
- Master strategies to align people with change, appealing to emotions and fact
- Understand the importance of resiliency in the context of change
- Learn to foster resiliency throughout a change project
- Understand the importance of flexibility and how to foster this strategy throughout a change project



Change Management Training Course - Lesson 1

### **Preparing for Change**

- Defining your strategy
- Building the team

Change Management Training Course - Lesson 3

### **Understanding Cycle of Emotions for the Individual**

- Denial
- Avoidance
- Passive acceptance
- Challenged
- Committed

Change Management Training Course - Lesson 5

### **Gaining Support**

- Gathering data
- Addressing concerns and issues
- Evaluating and adapting

Change Management Training Course - Lesson 7

### **Using Appreciative Inquiry**

- The four stages
- The purpose of AI
- Examples and case studies

Change Management Training Course - Lesson 9

### **Building Resiliency**

- What is resiliency?
- Why is it important?
- Five easy steps for the leader and individual

Change Management Training Course - Lesson 2

### **Identifying the WIIFM**

- What's in it for me?
- Building support

Change Management Training Course - Lesson 4

### **Managing the Change**

- Developing a change management plan
- Developing a communication plan
- Implementing the plans

Change Management Training Course - Lesson 6

### **Making it all Worthwhile**

- Leading status meetings
- Celebrating successes
- Sharing the results and benefits

Change Management Training Course - Lesson 8

### **Bringing People to your Side**

- A dash of emotion
- Plenty of facts
- Bringing it all together

Change Management Training Course - Lesson 10

### **Building Flexibility**

- What is flexibility?
- Why is it important?
- Five easy steps for the leader and individual



In this age of technology, email is the preferred and often most efficient form of communication, yet many organisations overlook this very important form of business communication.

This Email Etiquette training course from pdtraining, provides participants with the skills and techniques necessary for managing emails and writing professionally with effective email structures.

This exciting training course is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

## Email Etiquette Training Course Outline

### Foreword:

A new international workplace survey (2007) has found that 83% of Australians use email, Internet, or both while at work and most are convinced it makes them more productive.

The survey by global recruitment agency, Kelly Services, found that the use of online communications has extended across most of the workforce with only 9% using neither email nor Internet. Both men and women were equally enthusiastic users of email and the Internet and those in the 25-54 year old age bracket were intensive users.

The survey highlights the pervasive use of online tools in the workplace and there is little doubt that online technologies have transformed the way business operates. With this growing trend in modern business communication within Australia, the explosion of unnecessary and time-wasting emails was one of the biggest sources of complaint. Some 35% of workers said they received high levels of emails that were either time wasting or unnecessary. This evidently points to the volume of emails that are directed to people without a clear purpose.

There was widespread acceptance that the technology has a positive impact on the quality of work. However, like any tool, it is important that managers take time to provide the training and support to enable staff to effectively integrate online tools into their daily work routine, and gain maximum benefit.

In an increasingly knowledge-based economy, it is critical that information is widely accessible and able to be utilised effectively in the workplace. It is also vital that organisations develop policies to guide employees on the correct use of online communications. These should cover issues such as privacy, personal use, monitoring, downloading of content, access by third parties and illegal use of the Internet.

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### Outcomes:

- Develop a heightened awareness of the potential perils of digital communication
- Master effective email structures to achieve clarity and successful communication
- Learn to write for the reader, starting with effective subject lines
- Make the most of 'email estate'
- Carefully consider the email recipients
- Learn to work within principles or 'rules of thumb' to ensure professional, clear & effective emails
- Perfect grammar because it matters
- Format messages for readability
- Learn to write professionally and brand Broadcast emails
- Learn to avoid senders regret by proof reading
- Understand 'netiquette'
- Master the inbox using some core principles and email functions

## Email Etiquette Training Course - Lesson 1

### Introduction

- Evaluate your Email usage
- Workshop Objectives

## Email Etiquette Training Course - Lesson 2

### Introduction to Email Etiquette

- Email is never secure
- Big brother may be reading over your electronic shoulder
- Productivity is lost when cyber-slackers log on
- Email misuse and abuse may get you fired
- Email can be embarrassing
- Email abuse impacts revenues and also reputations
- Email is easily misinterpreted

## Email Etiquette Training Course - Lesson 3

### Create Structure for Success

- Forward-To-CC-BCC
- Urgent
- ! High Importance Low Importance
- Subject
- Salutation
- Introduction – Body – Conclusion
- Signature
- Draft
- Time Delays

## Email Etiquette Training Course - Lesson 4

### Rules of Thumb

- Effective Subject lines: Tell me up front what you want from me
- 1 page view only
- Average 15 words per sentence
- As short as possible – no extra words
- 2 – 3 lines per paragraph

## Email Etiquette Training Course - Lesson 5

### Grammar Perfect

- Using spellchecker
- Check for simple sentences
- Use the Active Voice
- Use of punctuation
- Use of emoticons
- Use of text talk

## Email Etiquette Training Course - Lesson 6

### Formatting your Email Message

- Email Style
- Writing the Email
- Selecting your format settings
- Choose the Right Font
- Select Appropriate Colours
- Enhancing Readability
- Resist the urge to use All Upper – or Lowercase Letters
- Arranging Text into Vertical Lists
- Sending Attachments with Care

## Email Etiquette Training Course - Lesson 7

### Broadcast Emails

- Branding
- Importance of Branding and consistent subject headings

## Email Etiquette Training Course - Lesson 8

### Proofreading Does Pay

- A Proofreading Primer
- How Peer Review Can Help

## Email Etiquette Training Course - Lesson 9

### Polishing Your Cybermanners

- Watch your Cyberlanguage
- Avoiding Sexist Language
- Set the Right Tone
- Dodging Conversational Pitfalls
- Extinguishing Flames

## Email Etiquette Training Course - Lesson 10

### Netiquette Guidelines

- Reviewing Netiquette Guidelines
- Netiquette Guidelines for Managers

## Email Etiquette Training Course - Lesson 11

### Managing Email Overload

- Controlling your Inbox Clutter

## Email Etiquette Training Course - Lesson 12

### Examples

- The Good
- The Bad
- The Ugly



This Leadership Training course provides people in leadership positions with the insight, awareness and techniques to lead more effectively.

This dynamic training course is available now throughout Australia including, Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth.

## Leadership Training 2 day course Course Outline

### Foreword:

Leadership Development Training has a place of great importance in today's world as leaders are viewed as evolved rather than born. Leaders have been traditionally viewed as "mythological creatures", separate from the rest of humanity and empowered by some mysterious quality that smoothes their path towards inevitable success. However, the modern view is that through patience, persistence and hard work, therefore anyone can become a highly effective leader. The onus is on oneself to believe and make it happen. That is the reason Executive Leadership Training is so highly sought after by all successful companies.

Leadership development comes from within us, in the sense that deeply held values and principles provide the road map for the way we lead, and the way other people respond. Hence it is important that a Leader must first understand and then communicate one's own value systems to other people. It is always the Leader's personal value system that sustains them in their quest, whether they are a person of impeccable morals, or quite disreputable. Hence this is an integral part of management training as it is of critical importance to have self-awareness to lead and manage other people.

The role of a leader starts with a thorough understanding of the team's needs, aspirations and concerns, for which it is important to have excellent listening and facilitation skills.

This Leadership and Influencing Skills Training Program will teach you that effective leadership starts with a thorough understanding and congruence of the value systems of all parties.

### Outcomes:

#### Leadership Training - Day 1

- Be a leader with a vision, not just a manager
- Look beyond the leadership stereotypes
- Understand Situational Leadership
- Influence with passion and empower others to act
- Increase the performance of your team by setting objectives, expectations and goals

#### Leadership Training - Day 2

- Communicate with confidence and clarity so you are always understood
- Use creative problem solving & decision making methods
- Improve your influence by developing listening and questioning skills
- Give feedback to inspire greater performance with engagement and buy in
- Identify and manage conflict within the team
- Lead and motivate your team in a changing environment

Leadership Training Course - 2 days - Lesson 1

### **Getting Started**

- Workshop Objectives

Leadership Training Course - 2 days - Lesson 2

### **The Evolution of Leadership**

- Defining Leadership
- Characteristics of a Leader
- Leadership Principles
- A Brief History of Leadership
- Three Theories of Leadership

Leadership Training Course - 2 days - Lesson 3

### **Situational Leadership**

- Situational Leadership: Telling
- Situational Leadership: Selling
- Situational Leadership: Participating
- Situational Leadership: Delegating

Leadership Training Course - 2 days - Lesson 4

### **A Personal Inventory**

- An Introduction to Kouzes and Posner
- A Personal Inventory
- Creating an Action Plan

Leadership Training Course - 2 days - Lesson 5

### **Modelling the Way**

- Determining Your Way
- Being an Inspirational Role Model
- Influencing Others' Perspectives

Leadership Training Course - 2 days - Lesson 6

### **Inspiring a Shared Vision**

- Choosing Your Vision
- Communicating Your Vision
- Identifying the Benefit for Others

Leadership Training Course - 2 days - Lesson 7

### **Challenging the Process**

- Think Outside the Box
- Developing Your Inner Innovator
- Seeing Room for Improvement
- Lobbying for Change

Leadership Training Course - 2 days - Lesson 8

### **Enabling Others to Act**

- Encouraging Growth in Others
- Creating Mutual Respect
- The Importance of Trust

Leadership Training Course - 2 days - Lesson 9

### **Encouraging the Heart**

- Sharing Rewards
- Celebrating Accomplishments
- Making Celebration Part of Your Culture

Leadership Training Course - 2 days - Lesson 10

### **Basic Influencing Skills**

- The Art of Persuasion
- The Principles of Influence
- Creating an Impact

Leadership Training Course - 2 days - Lesson 11

### **Setting Goals**

- Setting SMART Goals
- Creating a Long-Term Plan
- Creating a Support System

Leadership Training Course - 2 days - Lesson 12

### **Wrapping Up**

- Words from the Wise



The ability to successfully manage a cohesive, happy and high-performing team that consistently meets goals, is in high demand.

This Team Leadership workshop from pdtraining teaches how to develop different strategies for leading diverse teams, gain techniques for ensuring effective and productive team meetings and much more!

This dynamic training course is available now throughout Australia including, Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

## **Team Building Training Course Outline**

### **Foreword:**

An increasing number of organisations are relying on teams – project teams, product development teams, virtual teams, and autonomous working teams to compete in a rapidly changing domestic and global market. The reason for this is the ability of teams to perform at high levels and adapt quickly to escalating demands. Hence in today's professional environment, more than ever, there is great emphasis placed on team leadership skills, team communication skills and team management styles.

Team effectiveness is enhanced by a team's commitment to reflect and perform on-going evaluation. In addition to evaluating accomplishments in terms of meeting specific goals, for teams to be high-performing it is essential for them to understand their development as a team.

Hence team members need to constantly sharpen their skills as team initiatives often fail due to improper implementation, conflict and competition. Team Leadership Skills are essential to maintain development and cohesion in the group.

This Team Leadership Training Program will help arm Team Leaders with the skills to create and maintain successful teams.

### **Outcomes:**

- Learn to identify the different types of teams & develop different strategies for leading them
- Recognise the different team development stages and behaviours
- Master techniques to manage teams at each stage of development, known as Forming, Storming, Norming, Performing & Adjourning
- Develop a range of great team building activities
- Gain strategies & techniques to ensure effective & productive team meetings
- Develop great team problem solving & facilitation skills
- Learn techniques to foster teamwork & create a supportive team culture

Team Building Training Course - Lesson 1

### **Defining Success**

- What is a team?
- Factors for success
- An overview of Tuckman and Jensen's Four-Phase Model

Team Building Training Course - Lesson 2

### **Types of Teams**

- The traditional team
- Self-Direct teams
- E-Teams

Team Building Training Course - Lesson 3

### **The First Stage of Team Development - Forming**

- The Hallmarks of this stage
- What to do as a leader
- What to do as a follower

Team Building Training Course - Lesson 4

### **The Second Stage of Team Development - Storming**

- The Hallmarks of this stage
- What to do as a leader
- What to do as a follower

Team Building Training Course - Lesson 5

### **The Third Stage of Team Development - Norming**

- The hallmarks of this stage
- What to do as a leader
- What to do as a follower

Team Building Training Course - Lesson 6

### **The Fourth Stage of Team Development - Performing**

- The Hallmarks of this stage
- What to do as a leader
- What to do as a follower

Team Building Training Course - Lesson 7

### **Team Building Activities**

- The benefits and disadvantages
- Team building activities that won't make people cringe
- Choosing a location for team building

Team Building Training Course - Lesson 8

### **Making the Most of Team Meetings**

- Setting the time and place
- Try the 50-Minute meeting
- Using celebrations of all sizes

Team Building Training Course - Lesson 9

### **Solving Problems as a Team**

- The Six Thinking Hats
- Encouraging brainstorming
- Building consensus

Team Building Training Course - Lesson 10

### **Encouraging Teamwork**

- Some things to do
- Some things to avoid
- Some things to consider



In the new global economy, it is more important than ever to understand how culture affects communication and perception. Improving intercultural communication enhances success by bringing varied perspectives and fresh ideas into the workplace.

These fun, high-energy training courses are available in Brisbane, Sydney, Melbourne, Canberra, Adelaide and Perth.

## Workplace Diversity Training Course Outline

### Foreword:

As the world gets smaller, the workforce becomes more mobile and outsourcing becomes more common. The need to understand diversity and to be able to include cultural diversity as part of the work-place culture is becoming increasingly important.

### Outcomes:

- Learn about stereotypes & biases, how they develop, and gain insights into one's own perspectives
- Gain effective strategies for removing barriers to diversity in the workplace
- Improve their listening & learn effective questioning techniques to communicate more effectively in a diverse population
- Learn the importance of non-verbal communication, both one's own and that of others
- Master ways of encouraging diversity in the workplace while discouraging and preventing discrimination
- Learn how to respond to personal complaints & develop a support system to manage this resolution process in your organisation
- Gain a professional approach to record, analyse and resolve situations involving diversity
- Learn how to create a mechanism of prevention to reduce negative or discriminating situations and to keep them from repeating



Workplace Diversity Training Course - Lesson 1

### **Understanding Diversity**

- What is Diversity?
- Related Terms and Concepts
- A Brief History
- A Legal Overview

Workplace Diversity Training Course - Lesson 3

### **Breaking Down the Barriers**

- Changing your Personal Approach
- Encouraging Workplace Changes
- Encouraging Social Changes

Workplace Diversity Training Course - Lesson 5

### **Non-Verbal Communication Skills**

- Body Language
- The Signals you Send to Others
- It's not WHAT you say, It's HOW you say it

Workplace Diversity Training Course - Lesson 7

### **Coping with Discrimination**

- Identifying if you have been Discriminated against
- Methods of Reprisal
- Choosing a Course of Action

Workplace Diversity Training Course - Lesson 9

### **Dealing with Diversity Complaints as a Manager**

- Recording the Complaint
- Identifying Appropriate Actions
- Choosing a Path

Workplace Diversity Training Course - Lesson 2

### **Understanding Stereotypes**

- Stereotypes vs. Biases
- Identifying Your Baggage
- Understanding what this Means

Workplace Diversity Training Course - Lesson 4

### **Verbal Communication Skills**

- Listening and Hearing: They aren't the same thing
- Asking Questions
- Communicating with Power

Workplace Diversity Training Course - Lesson 6

### **Being Proactive**

- Encouraging Diversity in the Workplace
- Preventing Discrimination
- Ways to Discourage Discrimination

Workplace Diversity Training Course - Lesson 8

### **Dealing with Diversity Complaints as a Person**

- What to do if you're Involved in a Complaint
- Understanding your Role
- Creating a Support System

Workplace Diversity Training Course - Lesson 10

### **Dealing with Diversity Complaints as an Organisation**

- Receiving a Complaint
- Choosing a Response
- Learning from the Complaint

## Making the most of being Mentored Training Course



(the training course for Mentees)

This training course for mentees ensures that any mentorship program is successful and rewarding by teaching the mentee to find a mentor, build a strong relationship and put the mentor's knowledge to work.

This dynamic training course is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

## Making the most of being Mentored Course Outline

### Foreword:

As skilled, educated and motivated as you are, learning from someone who knows the ins and outs of your organization and your industry can be a powerful business asset. But the responsibility to find that person, build a strong relationship, and put your knowledge to work starts with you. Learn how to create and maintain a mutually rewarding mentor/mentee relationship.

### Outcomes:

- Know why a mentoring relationship is beneficial to the mentee, the mentor, the organisation and even to friends and family
- Understand the responsibilities of mentees in managing their own personal development and career growth
- Master the skills needed for fostering successful mentoring partnerships
- Provide guidance on building and maintaining productive mentoring relationships
- Identify techniques for maximising results
- Learn new skills that contribute to the success of the organisation

## Making the Most of Being Mentored Training Course - Lesson 1

### The Heart of the Mentoring Relationship

- The Trio Definitions
- The Benefits of Being Mentored
- Mentoring in the Past
- Mentoring Today
- The Trend Continues
- Mentor-Mentee Mutuality
- The Essence of Mentoring
- Realizing Potential
- The Mentoring Commitment
- Part Summary

## Making the Most of Being Mentored Training Course - Lesson 3

### Seven Critical Mentee Skills

- Identifying Effective Mentee Skills
- Skill 1: Ask Productive Questions
- Skill 2: Develop Triple-Level Listening Skills
- Skill 3: Use Trust as Your Glue
- Skill 4: Overcome the Awe Factor
- Skill 5: Resolve or Manage Differences
- Skill 6: Capture the Gifts of Learning
- Skill 7: Internalize the Learning
- Part Summary

## Making the Most of Being Mentored Training Course - Lesson 5

### Fine Tuning & Transitioning the Mentoring Relationship

- Creating Balance in Your Life
- Identifying and Using Learning Styles
- Workplace Diversity: Gaining a New Perspective
- Embracing Change
- Overcoming Inertia in the Organisation
- Transitioning / Ending the Relationship
- Part Summary

## Making the Most of Being Mentored Training Course - Lesson 2

### The Proactive Mentee

- The Proactive Mentee
- The Mentee as Collaborator
- Inviting a Mentor to Collaborate
- Managing Your Own Development
- Our Own Motivation & Sense of Self-Determination
- The Value of Being an Active Learner
- Making a Habit of Lifelong Learning
- Creating a Flexible Life Plan
- Shifting Your Mental Context
- Staying Flexible
- Part Summary

## Making the Most of Being Mentored Training Course - Lesson 4

### Building a Productive Relationship

- Build a Productive Relationship
- Form the Mentoring Relationship
- Create Guiding Principles
- Establish Procedures for Meetings
- The Spectrum of Mentor & Mentee Interactions
- The Evolution of the Partnership
- Types of Mentoring Relationships
- Align Expectations
- Giving Back: Balancing the Relationship
- The Emergent Property: Synergy
- Part Summary

## Making the Most of Being Mentored Training Course - Lesson 6

### Conclusion

- Course review
- Planning engagement with your mentor
- Post Course assessment if required

## Leveraging the Benefits of Generation Gaps



As more and more generations remain in the workforce for longer periods of time, it becomes necessary for organisations to embrace and adapt to generational differences.

This Generation Gap course from pdtraining, teaches organisations how to increase harmony, what the differences in generations are, how to resolve conflict and much more.

This engaging course is available now throughout Australia including, Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

## Leveraging the Generation Gap Course Outline

### Foreword:

The workplace can present challenges to management in terms of handling the different generations present. As older workers delay retiring and younger workers are entering the workforce, the work environment has become a patchwork of varying perspectives and experiences, all valuable to say the least.

While having various cultures in one workplace can present communication problems and conflicts, the benefits of such a variety in the workplace outweigh it. Both the young and older worker have many ideas to offer, which can help the organization thrive in the marketplace. Learning how to deal with the generation gap at work will help you become a better manager or co-worker.

This 'Generations Gap Training Course' will help you understand the various generations present at work and understand what motivates each of them and how to work together.

### Outcomes:

- Learn the history behind generation gaps
- Learn about the different generations (traditionalists, baby boomers, Generation Xers & Generation Yers)
- Understand the differences between each generation
- Find common ground among the different generations
- Master conflict management between generations
- Leverage the strengths of each generation in the workplace

Leveraging the Generation Gap Training Course - Lesson 1

### Context

- What Generations Exist In The Workplace
- What Defines A Generation
- What This Means In Our Workplace

Leveraging the Generation Gap Training Course - Lesson 3

### Baby Boomers

- Their Background
- Their Characters
- Their Working Style

Leveraging the Generation Gap Training Course - Lesson 5

### Generation Y's (millennial)

- Their Background
- Their Characters
- Their Working Style

Leveraging the Generation Gap Training Course - Lesson 7

### Finding Common Ground

- Adopting A Communication Style
- Creating An Affinity Group
- Sharing Knowledge

Leveraging the Generation Gap Training Course - Lesson 9

### Conflict Management (2)

- Embrace The Hot Zone
- Treat Each Other As A Peer
- Create A Succession Plan

Leveraging the Generation Gap Training Course - Lesson 2

### Traditionalist

- Their Background
- Their Characters
- Their Working Style

Leveraging the Generation Gap Training Course - Lesson 4

### Generation X's

- Their Background
- Their Characters
- Their Working Style

Leveraging the Generation Gap Training Course - Lesson 6

### Background

- Attitude
- Working Style
- Life Experience

Leveraging the Generation Gap Training Course - Lesson 8

### Conflict Management (1)

- Younger Bosses Managing Older Workers
- Avoid Turnovers With A Retention Plan
- Breaking Down The Stereotypes

Leveraging the Generation Gap Training Course - Lesson 10

### The Power of 4

- Benefits Of Generation Gaps
- How To Learn From Each Other
- Embracing The Unfamiliar

## Knowledge Management (KM)



Islands of information within an organisation, or information that resides within each individual employee, can be difficult to find when needed and places organisations at a distinct disadvantage with their competitors.

This Knowledge Management course from pd training teaches the creation of a system that captures knowledge purposefully for incorporating into business strategies, policies, and practices at all levels of the company.

This course is available now throughout Australia including, Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth.

## Knowledge Management (KM) Course Outline

### Foreword:

Today's culture thrives on knowledge. Possessing knowledge gives advantages in making the right decision or strategy to implement. The Internet distributes knowledge at split-second rates. Laptops, tablets and smart phones bring knowledge to our fingertips. As the old adage says, "knowledge is power."

Organisations have a wealth of knowledge accessible through the people they touch internally, like employees, and externally, like customers. Organisations that allow knowledge to go unmanaged may be giving their competitors the upper hand in the market. The organisation that is able to capture, store, and retrieve knowledge effectively is then capable of learning as an organisation. A learning organisation is one where employees are empowered to change and develop new methods, thoughts, and strategies that will advance the mission of their organisation.

Knowledge Management is the establishment of a system that captures knowledge purposefully for incorporating into business strategies, policies, and practices at all levels of the company. This course will teach the learner how to initiate a knowledge management program at work. When it comes to knowledge management, any organisation is able to implement a strategy. Wherever there are humans working together for one goal, there is knowledge to be harvested, stored, and dispensed as needed.

### Outcomes:

- Describe the concepts behind knowledge management
- Examine the Do's and Don'ts of successful knowledge management
- Interpret the knowledge management lifecycle
- Identify the knowledge management paradigm
- Learn about the knowledge management models
- Build a rationale for KM in a company
- Develop a KM implementation in a company

Knowledge Management Training Course - Lesson 1

### **Understanding Knowledge Management**

- What is knowledge
- What is knowledge management
- A brief history
- Applications in the workplace

Knowledge Management Training Course - Lesson 3

### **The Knowledge Management Life Cycle**

- Understanding episodes
- Acquisition
- Knowledge
- Integration

Knowledge Management Training Course - Lesson 5

### **Knowledge Management Models**

- The Nonaka and Takeuchi Model (SECI)
- Wiig Model
- Kakabadse Model
- Boisot Model

Knowledge Management Training Course - Lesson 7

### **Customising Knowledge Management Definitions**

- Components of a knowledge management definition
- Customising the components
- Creating a KMBOK

Knowledge Management Training Course - Lesson 9

### **Tips for Success**

- About the chief knowledge officer
- Knowledge management skill checklist
- The knowledge management imperative
- The hype curve
- Barriers and helpers to success

Knowledge Management Training Course - Lesson 2

### **Do's and Don'ts**

- Data, information, and knowledge
- The tacit mode

Knowledge Management Training Course - Lesson 4

### **The New Knowledge Management Paradigm**

- Paradigms of the past
- The new paradigm
- Implications and applications
- The knowledge management end game

Knowledge Management Training Course - Lesson 6

### **Building a Knowledge Management Rationale**

- Why rationale is necessary
- Building a business case
- Finding success stories
- The commodisation/customisation model

Knowledge Management Training Course - Lesson 8

### **Implementing Knowledge Management in Your Organisation**

- Gathering support
- Identifying opportunities for revenue streams
- Key knowledge management techniques
- A map for success
- The no-budget scenario

Knowledge Management Training Course - Lesson 10

### **Advance Topics**

- The knowledge management maturity model
- Absorptive capacity
- Rustiness
- Process model types



This Communicating Across Cultures training course will provide your employees with the skills to communicate more effectively and do business with people from different cultures. This practical course will teach your staff how to remove cultural barriers for trade and increase their effectiveness in a global marketplace. Change the way your staff communicate and book Communicating Across Cultures training classes today. Available now throughout Australia, including Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth.

## Communicating Across Cultures Training Course Course Outline

### Foreword:

Successful business strategies don't always translate when you conduct business abroad. Your negotiating strategies may strike the wrong chord, or your polished business etiquette, which served you well in your own culture, may be interpreted as rude. When you recognize and respect cultural differences, you show you are serious about doing business in a global society.

### Course Objective:

You will communicate and conduct business effectively across cultures.

### Target Audience:

This course is for individuals who need to communicate clearly and effectively while conducting business in cultures other than their own.

### Delivery Method:

Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities. This course includes a variety of insightful scenarios and case studies involving specific cultures such as Japan, and Indonesia. Specific examples of cultural awareness and sensitivities will be included into course depending on the main nationalities of interest for each client.

### Outcomes:

In this course participants will:

- Understand the importance in recognising key cultural differences when doing business
- Learn how to communicate effectively and appropriately with people from different cultures
- Gain insight into cultural differences within business protocol
- Learn how to create and manage high-performing, cross-cultural teams
- Gain practical strategies for conducting successful multicultural negotiations
- Learn how to analyse cultural differences to successfully resolve cross-cultural issues
- Become a more effective communicator in a global business environment



## Introduction

- Course Objectives

Communicating Across Cultures Training Course - Lesson 1

### Section 1: Communicating Across Cultures

- **TOPIC A – Recognise Cultural Differences**
  - Role of Status in Different Cultures
  - The Role of the Individual
  - High-Context and Low-Context Cultures
  - How to Recognise Cultural Differences
  - Discovery Activity 1-1 Respecting Differences in Status
  - Discovery Activity 1-2 Respecting Differences in Status
- **TOPIC B – Communicate in Other Cultures**
  - The Role of English in Business Relations
  - Discovery Activity 1-3 Communicating in Other Cultures
  - Discovery Activity 1-4 Communicating in Other Cultures
- **TOPIC C – Follow Business Protocol in Other Cultures**
  - Role of the Translator
  - Time Expectations
  - How to Follow Business Protocol in Other Cultures
  - Discovery Activity 1-5 Following Business Protocol in Other Cultures
  - Discovery Activity 1-6 Following Business Protocol in Other Cultures
- **TOPIC D – The Written Laws and the Unwritten Laws**
  - Getting to Know Legal and Social Laws
  - Learning their Greetings and Partings
  - Taking Hints from Nonverbal Communication
  - Cultural Diversity within a Country
  - Physical Contact
  - Lesson 1 Follow-up

Communicating Across Cultures Training Course - Lesson 2

### Section 2: Working with Other Cultures

- **TOPIC A – Work in Teams in Other Cultures**
  - Decision Making
  - Discovery Activity 2-1 – Working in Teams in Other Cultures
  - Discovery Activity 2-2 Working with Teams in Other Cultures
- **TOPIC B – Negotiate in Other Cultures**
  - Types of Negotiation
  - Discovery Activity 2-3 – Negotiating in Other Cultures
  - Discovery Activity 2-4 – Negotiating in Other Cultures
- **TOPIC C – Resolve Conflict in Other Cultures**
  - How to Resolve Conflict in Other Cultures
  - Discovery Activity 2-5 Resolving Conflict in Other Cultures
  - Discovery Activity 2-6 Resolving Conflict in Other Cultures
- **TOPIC D – Uses of Small Talk in a Multicultural Setting**
  - Exploring a Culture through Arts and Sciences
  - Small Talk for Establishing Relationships
  - Use of Small Talk for Establishing Relationships
  - Small Talk for Gaining Comfort Level
- **Course Wrap-Up**



FISH! Team building for customer service is a training intervention that will transform your customer service. Provide your customer service team with inspiration and proven tools to improve your internal culture and your customer experience. If you're looking for a practical, fun and respected team building and cultural improvement program for your customer service team then FISH! is your solution.

The FISH! philosophy has transformed team cultures and teamwork around the planet.

## **FISH Team Building for Customer Service Teams Course Outline**

### **Foreword:**

FISH! Team Building for Customer Service Teams is a one-day workshop that empowers your customer service team to embrace the FISH! Philosophy and build a highly effective customer service culture. By allowing your customer service staff to attend the course, you will begin the process of building a high performance culture within your customer service team.

### **Outcomes:**

FISH! has been called an antidote to cynicism, depression, burnout and anger. Our clients are using it for nearly every issue facing business today: leadership, orientation, teamwork, retention, creativity, customer service, quality improvement, change — anything involving human interaction.

### **By the end of this course, participants will:**

- develop a shared vision of how to serve customers, internal and external
- clarify common values of how to treat each other
- recognise new opportunities to make a positive difference for others
- become more proactive in creating a more effective environment

## Introduction

- The four FISH! practices

## Practice 1: BE THERE

**Be there** builds relationships by:

- Being fully 'present' with customers and co-workers
- Listening to understand your customers and co-workers
- Taking action based on awareness

## Practice 2: PLAY

**Play** encourages creativity and fun through:

- Curiosity - learn how curiosity unleashes creativity in a customer service setting
- Freedom to innovate - learning to be free to "try things out" as a team
- Freedom to be you - learning to be your natural self in any customer service setting
- Trust and the playing field - setting the boundaries
- Creating an environment of play in a customer service setting

## Practice 3: MAKE THEIR DAY

**Make Their Day** reminds us to serve customers and co-workers by:

- Learning to value and recognise customers as people
- Learning to be genuinely selfless toward customers
- Learning to be aware of your customers needs - creating a delightful atmosphere

## Practice 4: CHOOSE YOUR ATTITUDE

**Choose your attitude** helps you in a customer service setting to:

- Practicing to become aware of your attitude toward customers
- Making a conscious choice - are your choices and attitudes helping your team and customers?
- Live in alignment with your intentions - learning to be anchored to a customer service mindset

## Taking a closer look

- Assess how your customer service culture is living each of the "four practices"

## How well do I live the practices?

- Short test on how you live the four practices

## Top of mind issues/team solutions

- Identify a list of top of mind issues
- Identify ways to address these issues

## Action planning

- Identify tangible customer service goals that impact others
- Learn to put in place accountability measures to improve success of your customer service initiatives

## Want to form a habit?

- Creating a 21 day habit forming calendar

## Your life title

## Beyond the workplace self-survey

- Looking at how you live the four practices in life

## What's possible now?

- Finding the limitless possibilities with the four practices



Learn how to deliver polished and effective FISH! cultural change training programs that inspire transformation within your organisation. Develop skills and resources to successfully and permanently embed those changes across all levels of the organisation.

If you're looking for a fun and respected team building and cultural improvement program for your trainers to deliver company-wide then FISH! will help you deliver inspiring training!

The FISH! philosophy has transformed team cultures and teamwork around the planet. Give your facilitators the tools they need to bring the four FISH! practices to your organisations team building activities.

## **FISH Train the Trainer Course Outline**

### **Foreword:**

FISH! Train the Trainer is a two-day workshop that shows you how to apply The FISH! Philosophy to build a highly effective organisational culture. By allowing your trainers to attend the course, you will have an effective means to begin the process of developing a high-performance culture in your teams and workplace.

### **Outcomes:**

#### **By the end of this course, participants will:**

- Give your trainers the tools and techniques for creating culture change company-wide.
- Gain a working understanding of the importance of culture and see the impact and business results that a high-performing organisational culture can achieve.
- Understand how the FISH! Philosophy can be incorporated into your culture as a means for creating enhanced employee engagement, better team cohesion, greater employee satisfaction, and overall better business results.
- Learn a strategic approach to incorporate the FISH! Philosophy and training program with your current mission, vision, values and culture.
- Learn to develop a culture change plan for incorporating the FISH! Philosophy into your organisation.
- Reflect and learn about the role of a leader in sustaining healthy cultures.

## 1. Make Your Culture a FISH! Culture

- **Find it - groundwork**

How to determine direction both as an organisation and as an individual within the organisation

- **Live it - belief, learning and tools**

Learn the skills, experiment with the concepts and practice the actions that bring the Culture Vision to life

- **Coach it - momentum**

Sustain the training and conversations, and grow as individuals and organisations

- **Building sustainable training**

Useful resources to great sustainable training

## 2. The Experience-Centered Model

- **Traditional vs. Experiential**

- **Ingredients for the Experience-Centered model**

- **Creating the right learning context**

## 3. Event Preparation

- **Keep it simple**

What is the goal and what are the impacts?

- **Prepare yourself**

Learning to feel comfortable with all the training material

- **Living in alignment**

Making sure your actions are in alignment with your goals as a facilitator

- **Meet with managers**

Setting goals and expectations with everyone involved in the training

- **Invitation**

Giving participants a choice

- **Mental preparation**

Getting ready for the event and being ready for any surprises

- **Physical preparation**

Getting the training room / facility ready to create an exciting atmosphere

- **Timing**

Setting timelines and expectations for management and participants

## 4. Event Outline

- **Your introduction and building community**

Build rapport and trust with participants that sets the tone of the event with introductions and fun activities

- **FISH! film, setup and review**

Create context and understand the essence of the FISH! practices, build community and create energy

Show the film

Review the four practices

- **Be There**

Helping participants to understand and experience what Be There means

- **Play**

Learn to help participants understand the essence of Play and how to live it every day

- **Make their day**

Helping participants understand how to value people, selflessness and being aware

- **Choose your attitude**

Helping participants become aware, make conscious choices and live in alignment with intentions

- **Action planning**

Strategies for helping participants create an action plan that includes practice, follow up and accountability

- **Making the commitment**

Locking in the four practices and creating a commitment experience for the team



Our FISH! for Organisational Cultures training program will help your company adopt remarkable practices that profoundly improve morale & relationships.

If you're looking for a practical, fun and proven team building course that can transform your organisational culture then FISH! is your solution!

The FISH! philosophy has revolutionised company culture and team building around the planet.

## **FISH the Organisational Culture Training Course Course Outline**

### **Foreword:**

The FISH! for Organisational Cultures training course is a one-day workshop that empowers all your teams to embrace the FISH! Philosophy and build a highly effective customer service culture across all departments within your organisation. By allowing your staff to attend the course, you will begin the process of building a high-performance customer service culture across all your teams.

### **Outcomes:**

FISH! has been called an antidote to cynicism, depression, burnout and anger. Our clients are using it for nearly every issue facing business today: leadership, orientation, teamwork, retention, creativity, customer service, quality improvement, change — anything involving human interaction.

### **By the end of this course, participants will:**

- develop a shared vision of how to serve customers, internal and external
- clarify common values of how to treat each other
- recognise new opportunities to make a positive difference for others
- become more proactive in creating a more effective environment

## Introduction

- The four FISH! practices

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- Listening to understand, not just reply
- Taking action based on awareness

## Practice 2: PLAY

**Play** encourages creativity and fun through:

- Curiosity
- Freedom to innovate
- Freedom to be you
- Trust and the playing field - setting the boundaries
- Creating an environment of play

## Practice 3: MAKE THEIR DAY

**Make their day** reminds us to serve by:

- Learning to value and recognise people
- Learning to be genuinely selfless
- Learning to be aware

## Practice 4: CHOOSE YOUR ATTITUDE

**Choosing your attitude** helps you to:

- Practice to become aware
- Make a conscious choice
- Live in alignment with your intentions

## Taking a closer look

- Assess how the organisation is living each of the practices

## How well do I live the practices?

- Short test on how you live the four practices

## Top of mind issues/team solutions

- Identify a list of top of mind issues
- Identify ways to address these issues

## Action planning

- Identify tangible goals that impact others
- Learn to put in place accountability measures to improve success

## Want to form a habit?

- Creating a 21 day habit forming calendar

## Your life title

## Beyond the workplace self-survey

- Looking at how you live the four practices in life

## What's possible now?

- Finding the limitless possibilities with the four practices



Our FISH! for Leaders training program will help management to embrace and implement a remarkable set of four practices company-wide that profoundly improve morale and relationships. If you're looking for a practical, fun and respected team building and cultural improvement program for your leadership to champion company-wide, then FISH! is your solution! The FISH! philosophy has transformed team cultures and team work around the planet. Give your management the tools they need to bring the four FISH! practices to your organisations team building activities.

## **FISH for Leaders Course Outline**

### **Foreword:**

The FISH! management course is a one day workshop that shows your leaders how to apply The FISH! Philosophy to build a highly effective organisational culture. By allowing leaders and management to attend the course, you will have an effective means to begin the process of learning how to develop a high-performance culture in your teams and workplace. The course helps leaders buy into the cultural improvement practices that thousands of leaders globally have successfully implemented.

### **Outcomes:**

The FISH! For Leaders training course is for anyone, from business owners to frontline supervisors, who wants to lead more effectively.

#### **By the end of this course, participants will:**

- Build the trust that helps teams be more productive and adapt quickly to change.
- Listen and communicate better.
- Embody the attitudes and values you want to see in your organisation or team.
- Remove fear and inspire people to be their best for customers, for each other and for the organisation.



## Introduction

- The four FISH! practices
- Watch the film "It starts with me"

## Practice 1: Be There

To Be There as a leader, you must:

- Understand your impact
- Get curious
- Find common ground
- Get to know people
- Be yourself

## Practice 2: Play

As a leader, you can encourage a Play-full environment by:

- Understanding the role of fun
- Don't squash ideas
- Emphasise learning
- Define the playing field

## Practice 3: Make Their Day

A leader makes their day by:

- Learn to give specific praise
- How to listen to others' thoughts
- How to look for the best in people
- Learn how to help others grow

## Practice 4: Choose Your Attitude

Choose Your Attitude helps us to:

- Practice to become aware
- Make a conscious choice
- Reshape our perceptions
- Strengthen relationships
- Build commitment

## Activities:

### It starts with me

- Learn how to become an infectious leader
- What do your team members catch from you?

### Find it, Live it, Coach it!

- Learn how to find your "IT"
- Learn how to live "IT"
- Learn how to coach "IT"
  - Asking for coaching
  - Receiving coaching
  - Coaching others

### How to build a FISH! community of leaders:

- How to do the journey together
- How to support one another
- How to hold each other accountable
- How to create a safe environment

### Beyond the workplace self-survey

- Looking at how you live the four practices in life

## Self Assessment

- This self-assessment tool gives you a quick scan of your leadership style as it relates to the FISH! practices.



The business ethics training course will teach participants a clear understanding of what business ethics is, while providing them with enough knowledge and practical tools to implement an ethics program at their workplace. This engaging business ethics training course is available now in Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth.

## **Business Ethics Training Course Course Outline**

### **Foreword:**

Every day key decisions are made about how resources are used and consumed in the enterprise. The ethical imperative is to ensure that resources are used in the most appropriate way within the context of the organisation and the broader context of the organisation in the community.

Ethics should maintain a positive effect on the employees surroundings, creating an atmosphere of decision making that fosters help and not harm. This course will pose a series of questions that will form the basis of a practical ethical framework.

### **Outcomes:**

In this course participants will:

- Understand what 'business ethics' is
- Learn how to make ethical decisions
- Receive practical tools to implement ethics in the workplace
- Understand employee rights to enable and create privacy, harassment & technology policies
- Understand your business & social responsibilities
- Learn how to balance personal and organisation ethics
- Learn when to "blow the whistle"
- Be able to identify unethical behaviours

## Business Ethics Training Course - Lesson 1

### Getting Started

- Workshop Objectives
- Action Plans and Evaluation Forms
- Module Two: What is Ethics?
- What Is Business Ethics?
- 10 Benefits of Managing Ethics
- Case Study

## Business Ethics Training Course - Lesson 3

### Employer/Employee Rights

- Privacy Policies
- Harassment Issues
- Technology

## Business Ethics Training Course - Lesson 5

### Ethical Decisions

- The Basics
- Balancing Personal and Organisational Ethics
- Common Dilemmas
- Making Ethical Decisions
- Overcoming Obstacles

## Business Ethics Training Course - Lesson 7

### Managerial Ethics

- Ethical Management
- Identifying the Characteristics
- Ensuring Ethical Behaviour

## Business Ethics Training Course - Lesson 9

### Ethics in Business (I)

- Organisation Basics
- Addressing the Needs
- Ethical Principles

## Business Ethics Training Course - Lesson 2

### Implementing Ethics in the Workplace

- Benefits
- Guidelines for Managing Ethics in the Workplace
- Roles and Responsibilities

## Business Ethics Training Course - Lesson 4

### Business & Social Responsibilities

- Identifying Types of Responsibilities
- Case Study
- Handling Conflicting Social and Business Responsibilities
- Case Study

## Business Ethics Training Course - Lesson 6

### Whistle Blowing

- Criteria and Risk
- The Process
- When You Should “Blow the Whistle”

## Business Ethics Training Course - Lesson 8

### Unethical Behaviour

- Recognise & Identify
- Preventing
- Addressing
- Interventions

## Business Ethics Training Course - Lesson 10

### Ethics in Business (II)

- Ethical Safeguards
- Developing a Code of Ethics
- Performing an Internal Ethics Audit
- Upholding the Ethics Program

## Better Team Communication Training Course



Teams are an important building block of successful organisations. Whether the focus is on service, quality, cost, value, speed, efficiency, performance, or other similar goals, teams are the basic unit that supports most organisations. With teams at the core of corporate strategy, your success as an organisation can often depend on how well you and other team members operate together. How are your problem-solving skills? Is the team enthusiastic and motivated to do its best? Do you work well together?

This 1/2-day course, running now in Brisbane, Sydney, Melbourne, Canberra, Perth, Parramatta and Canberra, can help you get there!

## Team Communication Course Course Outline

### Foreword:

Teams are an important building block of successful organisations. Whether the focus is on service, quality, cost, value, speed, efficiency, performance, or other similar goals, teams are the basic unit that supports most organisations.

With teams at the core of corporate strategy, your success as an organisation can often depend on how well you and other team members operate together. How are your problem-solving skills? Is the team enthusiastic and motivated to do its best? Do you work well together?

This 1/2-day course can help you get there!

### Outcomes:

**By the end of this course, participants will be able to:**

- Understand the value of working as a team
- Develop team norms, ground rules, and team contracts
- Identify your team player style and how it can be used effectively with your own team
- Build team trust
- Identify the stages of team development and how to help a team move through them
- Recognise the critical role that communication skills will play in building and maintaining a team atmosphere
- Identify ways that team members can be involved and grow in a team setting

Better Team Communication Training Course - Lesson 1

### Getting Started

- The Parking Lot
- Workshop Objectives
- Action Plans & Evaluations

Better Team Communication Training Course - Lesson 3

### Establishing Team Norms

- Characteristics of Teams
- Ground Rules
- Team Contracts

Better Team Communication Training Course - Lesson 5

### Your Team Player Type

- What's Your Team Player Type?
- What Does it Mean To Have a Number?
- My Team Style

Better Team Communication Training Course - Lesson 7

### The Stages of Team Development

- Forming
- Storming
- Norming
- Performing
- Adjourning
- Forming an Effective Team
- Making Connections

Better Team Communication Training Course - Lesson 9

### Communication

- Defining Communication
- Listening Skills

Better Team Communication Training Course - Lesson 2

### Defining Teams

- Making the Grade
- Looking Into Ourselves
- Debrief

Better Team Communication Training Course - Lesson 4

### Working as a Team

- Putting it Into Perspective
- No Need for Black & White Thinking
- Degrees of Support

Better Team Communication Training Course - Lesson 6

### Building Team Trust

- Why is Trust Important?
- Building Trust

Better Team Communication Training Course - Lesson 8

### Team Building with TORI

- What Does TORI Mean?

Better Team Communication Training Course - Lesson 10

### Becoming a Good Team Player

- Attitude is Everything!

## Dealing With Difficult People In the Workplace



Success in dealing with conflicts comes from the understanding of behaviour, its causes and how it impacts us and others. Approaching difficult people with understanding helps to overcome negativity through positivity. This training course in Dealing with Difficult People provides tools, techniques, and an understanding that empower you with the ability to deal with difficult people.

This highly valuable and effective training course is now available throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra, Parramatta and Perth and also via instructor-led online training.

## Dealing With Difficult People in the Workplace Course Outline

### Foreword:

During the training course, participants learn how to approach difficult people, understand and influence them so that a successful resolution can be achieved without negativity and damage.

The course includes training in recognising attitudes and actions that impact others, using effective techniques to deal with difficult people, using tools to deal with anger, developing coping strategies, understanding motives and behaviours, and more.

### Outcomes:

**After completing this course, participants will have learned to:**

- See conflict as communication
- Benefit from a confrontation
- Prevent problems
- Get focused
- Deal with theirs and others' anger
- Deal with problems
- Understand and use the three step conflict resolution model
- Change yourself depending on the situation
- Understand people's behaviours and motives
- De-stress when things get ugly
- Identify causes of difficult behaviour
- Counter negativity with positivity
- Discuss problems in groups
- Use assertive anger
- Plan and practice to handle difficult situations successfully

Dealing with Difficult People in the Workplace - Lesson 1

### Getting Started

- Icebreaker
- Pre-Assignment Review
- Workshop Objectives

Dealing with Difficult People in the Workplace - Lesson 3

### Benefits of Confrontation

- To Talk or Not to Talk
- Determining Your Involvement
- Reciprocal Relationships

Dealing with Difficult People in the Workplace - Lesson 5

### Getting Focussed

- Getting to the Heart of the Matter
- The Three F's

Dealing with Difficult People in the Workplace - Lesson 7

### Dealing with Problems

- Dealing with Problems
- Causes of Difficult Behaviour

Dealing with Difficult People in the Workplace - Lesson 9

### Practice Makes Pretty Good

- Making Connections

Dealing with Difficult People in the Workplace - Lesson 11

### Why Don't People Do What They Are Supposed To?

- The Big Questions

Dealing with Difficult People in the Workplace - Lesson 2

### Conflict as Communication

- Defining Conflict
- Self-Assessment

Dealing with Difficult People in the Workplace - Lesson 4

### Preventing Problems

- The Importance of Empathy
- Dangerous Misconceptions

Dealing with Difficult People in the Workplace - Lesson 6

### Managing Anger

- Coping Strategies
- Guidelines for Assertive Anger

Dealing with Difficult People in the Workplace - Lesson 8

### The Three-Step Conflict Resolution Model

- The Three-Step Model
- Getting the Hang of Things

Dealing with Difficult People in the Workplace - Lesson 10

### Changing Yourself

- Negative vs. Positive Interactions
- Dealing with Negative Feelings

Dealing with Difficult People in the Workplace - Lesson 12

### De-Stress Options to Use When Things Get Ugly

- Belly Breathing
- Visualise
- Music
- Acupressure and Massage
- Laughter
- General Coping Thoughts When Things Get Messy



**Client  
Benefits**



**Strategic  
Partnerships**

