

SHAPE YOUR SESSION



To be effective, all training must be targeted to the needs of the organisation.

Whether you are training those who manage people or those who are being managed, you can easily shape your own session. Your area of interest could be team building, conflict resolution, working with difficult people or any other topic.

Step One: Simply select those chapters that best tell your organisation's story and addresses your organisation's needs. (Example given at the end.)

Step Two: [Email](#) your chosen chapter numbers to Training2live, including your contact details. We will contact you and discuss how to deliver the best outcome for your organisation.

CHAPTERS

1. The Tree

The essential foundation for many training sessions. Uncover the root causes of why you do what you do; gain an understanding of why others do what they do. Don't get sucked into the vortex of their emotional outburst. Awareness is the first step to change.

2. Clues to Non-verbal Communication

Not getting the results you thought you would? Find out what the real meaning of your message is and how you can be more authentic in your communications.

3. Questions That Help Resolve Conflict

Know what they are thinking about you. Determine the real issue with The Three Root Questions. Do you ask entrapping questions? These types of questions create resentment and 'payback'.

4. Listen Before You Speak

We don't listen, big mistake. Learn to listen.

5. Are People Difficult or Just Different?

Some people feel like they work in an adult day-care centre. If you are surrounded by negative, whinging or needy people then discover proven ideas on how to deal with these tough types.

6. The Power of You

What are your strengths, your qualities, what do you think of you? If you do not value yourself you cannot value others.

7. The Fish Rots From The Head Down

Be a better leader using this important strategy. What you need to know about managing your team to get even better results: a refresher for leaders.



8. Learn to Lead

Cross 'like' off your list, it's all about 'respect'. Top tips for leading teams confidently and effectively. Find out the three most important words of your career. This chapter is a must for all new leaders.

9. Managing Performance

How to effectively manage performance in five vital steps. Get better results when you set consequences; here are the guidelines.

10. Managing Remotely

Fail to Plan? Plan to Fail! A simple method that ensures nothing slips through the cracks, and you are probably not doing this.

11. How to Praise

Why should I praise when they are just doing their job? If this is what you think then you are not getting the best out of your people. Discover this easy formula for how to give praise, especially for those times when 'Thank you' is just not enough.

12. Foundation For Feedback

Giving feedback is your job! Three specially selected methods to help you get the best from your team; they'll thank you for it.

13. Dare to Delegate

This essential element of leadership is often neglected. Find out how to delegate in five clear steps.

14. Achieving Your Goals or Helping Others Achieve Their Goals?

Goals must be written down to have a better chance of realisation. Know where you are going in life or else you may end up in the wrong place; a place where someone else wants you to be.

15. Stress is The New Normal

Are you addicted to stress? Understand how we communicate under stressful conditions.

16. Assertive Communication Skills

What does being assertive mean? Few really know: this style of communication is powerful and is not aggressive.

17. Clear Speak

We assume people will place the same meaning on words and phrases as we do. This is a common mistake, especially when giving feedback or conducting performance reviews, and can lead to unnecessary conflict. This activity helps discover what people value in a team member and how each perceives this value differently.

18. Is Anger Appropriate in The Workplace?

Why do people get angry? How does their anger affect you? What can you do about that?



19. Deepen Your Understanding of The Generations

Key points of difference with each generation will give a better understanding of how to manage them.

20. Understanding Personality Styles

We are all different, thankfully. See why what others do is not about getting up your nose; it's just who they are. This one is a great team builder due to some AHA moments.

21. How to Say NO And Still Get a Win/Win

A three-step formula that clarifies your position then offers an alternate solution. Great for those who sometimes find themselves in overwhelm.

22. Don't Keep Your 'To Do List' in Your Head

Many are good at being efficient but not effective. You need to be both, find out why and how.

23. Time Flies – How Are You Travelling?

Know what's important in your day, week, month, and year. How you live your day is how you live your life. How is your life looking?

24. Easy Email Strategies

Are you guilty of overusing the 'CC' or 'Reply To All'? These easy strategies will help you streamline your inbox chaos.

25. Top Tips for Answering The Telephone

Your organization is judged by how the phone is answered. First impressions don't get a second chance. Make sure yours is good.

26. Managing Multiple Tasks/Projects

It is true, systems are easy; it's people that can be difficult. The life cycle of a project helps with planning your workflow so you have a better chance of keeping on top of it all.

27. Solution Seeking NOT Problem Solving

The solution is to focus on what you want: three useful techniques to put into practise.

28. Mind Mapping

Mind Mapping is an excellent way to plan and solve almost anything.

29. The Case Study

You supply the real-life scenarios and we build that into a case study to be worked on in the last hour of training. This effectively solidifies new techniques and develops mutual understanding.



30. Team Card Challenge

A fun activity that highlights the benefits of working together as a team and what happens if you don't. This challenge is even more revealing if done after Personality Styles.

31. The Closed Question Challenge

A challenging activity requiring out-of-the-box thinking and working as a team.

EXAMPLE: This organisation's 'story' is about helping their managers, supervisors and teamleaders develop effective strategies to better manage their teams. They require a one-day training session.

Recommended chapters are 1, 2, 4, 16, 3, 12, 11, 7 and 9

Training2live has delivered a wide range of sessions to a diverse group of organisations with effective results:

"Thank you very much for your training last Thursday. We have had excellent verbal feedback from a whole range of the managers who attended. I also read the written evaluations, which were all very positive. We have had a request to run the session again for the managers who were unable to attend.

Thanks once again and we look forward to working with you in the future."

Belinda Clarke

Director of Mission

Calvary Health Care Tasmania | Southern Campuses | Hobart

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More testimonials are available on our website: www.Training2live.com.au

Any questions please email: Victoriarose@training2live.com.au

Or call: Victoria Rose **0414 805 576**

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