












	<p>Team Mindset</p> <ul style="list-style-type: none"> - Mindset is the key to understanding, motivation, engagement and ultimately, productivity of your team. Starting with the individual, we work through to defining & setting a mindset for success.
	<p>Team Building</p> <ul style="list-style-type: none"> - Bringing team members together to help them understand each other and align towards a common purpose is an effective way to build a team. This fun and intensive module also covers how to keep the team bonded closely together and maintaining a positive forward momentum.
	<p>Business Strategy</p> <ul style="list-style-type: none"> - Creating a clear picture of your destination with a map to help you get there, this session starts with Values, defines your Vision and develops your Mission Strategic Objectives and the actions required to achieve them. This 3 part session starts with - Values – Consciously or subconsciously, our values determine our decisions, priorities and actions. These can align a team and they set the culture. - Vision – Being clear on where the business is headed and why provides motivation and drive and gives purpose to people’s work. - Mission – Being clear on what activities you will pursue to achieve your vision helps to find your marketplace position, your target clients and helps set your strategic objectives.
	<p>Team Leadership</p> <ul style="list-style-type: none"> - Leaders determine the output of the team by their ability to draw the best from individuals. This module explores the 8 essentials required to lead a team.
	<p>Team Management</p> <ul style="list-style-type: none"> - You can only manage what you can measure and this module looks at the clarity with which you communicate and measure your processes and work with your team to achieving set goals towards meeting your desired outcomes.
	<p>Culture</p> <ul style="list-style-type: none"> - Your internal culture determines your external customer experience. Learn how to create a culture that is appealing to all stakeholders, encouraging people to thrive and for your business to be a magnet to potential clients, suppliers and team members.
	<p>Team Communication</p> <ul style="list-style-type: none"> - Effective communication has the potential to radically transform any organisation and positively impact entire teams. Learn where your organisation could benefit from improving communication channels, structure, process.
	<p>Team Development</p> <ul style="list-style-type: none"> - You can only grow a business to the level you can grow the team. This module explores the best tools for ensuring you develop your team to become all they can be.
	<p>Personality Profiling</p> <ul style="list-style-type: none"> - Understanding yourself and other people can help you get along more productively and more enjoyably. This module explores personality profiling and shows you how to use the results you get to create a harmonious and productive work environment.
	<p>Emotional Intelligence</p> <ul style="list-style-type: none"> - Self awareness and self management lead to personal improvement. You can only change yourself, not other people, and this module shows how to manage the personal “buttons” that you might have, enabling you to develop empathy and heighten your social skills.
	<p>Role Clarity & Team Ownership, Accountability & Responsibility</p> <ul style="list-style-type: none"> - Having teams aligned and working towards a common goal allows you to reap the Rewards Of Work. This module explores how to help team members have Ownership, Accountability & Responsibility in their roles.

	<p>Customer Care</p> <ul style="list-style-type: none"> - Organisations exist to serve customers. Creating a focus in culture around customer care enables you to stand out in the customer's mind and leads to greater loyalty and retention.
	<p>Internal customer care (+M)</p> <ul style="list-style-type: none"> - Creating a sales mindset so that all team members understand their role in serving the external customer is best done by getting team members to understand their role as an internal customer and supplier.
	<p>Teams through Change</p> <ul style="list-style-type: none"> - All teams go through 4 key stages whenever a new team member joins them or one leaves. Learning what these are and how to accept them and manage them can reduce stress and tension and help integrate new team members quicker.
	<p>Dealing with Difficult Customers</p> <ul style="list-style-type: none"> - Customers are the lifeblood of an organisation and sometimes for reasons justified or otherwise, they can become difficult to manage. Learning how to manage customers well reduces stress and increases customer loyalty.
	<p>Action Plans through Teamwork</p> <ul style="list-style-type: none"> - While planning is vital for any organisation to succeed, it is the execution of the plan that makes it effective. This module explores ways to develop an action orientated culture in your organisation.
	<p>Feedback Loops</p> <ul style="list-style-type: none"> - Feedback is the food of champions and creating effective feedback loops can help organisations to accelerate their progress. Effective feedback also improves team morale and company culture.
	<p>Managing and Leading Different Generations</p> <ul style="list-style-type: none"> - The rapid change brought on by technology in the world has seen a widening gap in world views between different generations. This course explores what they are and how you can effectively manage as teams get more diverse.
	<p>Train the Trainer</p> <ul style="list-style-type: none"> - Using internal people to train team members is an incredibly effective way to upskill team members, create a culture of learning and ensure that training is applied. This module covers the skills required to be an effective internal trainer.
	<p>Managing Conflict</p> <ul style="list-style-type: none"> - Conflict can drain the energy of a team and poison a culture if not managed and handled well. This course covers 8 steps around how to effectively manage conflict.
	<p>Delegation</p> <ul style="list-style-type: none"> - Delegation is an excellent way to increase the time available in a team by ensuring appropriate team members are doing the tasks they are best suited to do. Done effectively, delegation can be part of training and upskilling team members. Learn the 6 steps of delegation.
	<p>Time Management</p> <ul style="list-style-type: none"> - You cannot manage time. However you can manage yourself in the time you have available and this module explores some of the most effective methods of increasing your focus, activity and productivity.

Core principles covered off in half hour overview blocks
 Advanced principles covered off in one-hour detailed blocks
 In depth can be a day on a topic.