Leadership & Professional Development

Course Guide



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Introduction

Strong organizations are built by people who can think clearly, work effectively with others, and respond confidently to change. Investing in their development helps them meet the demands of their current roles, prepare for greater responsibility, and contribute more fully to the organization. These leadership capabilities support sustained performance and prepare the organization for future growth.

At Mindshift Learning, leadership development is our primary focus. We help organizations build capability across four connected areas: **Leading Self, Leading Others, Leading with Impact,** and **Leading the Market.** Together, these provide a framework for developing leaders at different stages of their careers and connecting their growth with organizational priorities.

Leading Self establishes the foundation. Effective leadership begins with understanding how we think, communicate, and behave, particularly when expectations are high or circumstances are uncertain. Courses in this area help people recognize their strengths, build self-awareness, exercise sound judgment, and take greater responsibility for their performance. These capabilities are valuable for emerging leaders, experienced managers, and anyone whose work influences others.

Leading Others focuses on the relationships and everyday conversations through which people achieve results together. It develops the ability to set clear expectations, delegate effectively, give useful feedback, coach others, and address difficult issues constructively. Whether someone is stepping into their first management role or leading an established team, the aim is to strengthen their ability to help others contribute and succeed.

Leading with Impact broadens the focus to organizational effectiveness. Leaders need to connect direction with action, work across boundaries, influence decisions, and guide people through change. Courses in this area help leaders look beyond their immediate responsibilities and consider how their decisions, relationships, and priorities affect the wider organization.

Leading the Market extends that perspective to the environment or sector in which the organization operates. It encourages leaders to recognize emerging changes, question assumptions, understand evolving customer and stakeholder expectations, and identify opportunities to create value. The emphasis is on developing the thinking and judgment needed to shape the organization's future and strengthen its positioning.

Courses are grouped by their primary capability focus. Each description also shows how the learning contributes across all four areas, reflecting the connections between personal effectiveness, team leadership, organizational impact, and market leadership. These connections help you select individual courses or build broader development pathways.

Our **Foundational Skill-Building Courses** develop the practical capabilities that support effective leadership, from communication and time management to problem solving, coaching, and teamwork. These courses build the everyday skills that leadership development draws on. Participants can strengthen specific skills before beginning the curriculum or develop them alongside their leadership learning.

These courses are also valuable for experienced leaders and professionals seeking to address a specific skill gap, refresh their approach, or prepare for new responsibilities. Each course offers focused, practical learning that can be applied immediately, whether taken on its own or as part of a broader development pathway.

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Leading With Character and Courage – Mastering the Inner Game

Ground your leadership in character. Lead with confidence. Earn trust through courage.

Overview

Effective leadership starts from within. This course reframes traditional notions of assertiveness and self-confidence through a modern, strengths-based lens, helping leaders understand their own character, connect to their values, and show up with clarity and courage in every interaction. Participants explore their personal leadership style, learn to silence limiting self-talk, and develop the inner resilience needed to communicate with conviction, set boundaries with respect, and engage others with genuine confidence. The result is a leader who is not just heard, but trusted.

Capability Focus

Leading Self: Self-awareness, values alignment, inner confidence

Leading Others: Authentic communication, respectful boundary setting

Leading with Impact: Courageous presence, influencing from character

Leading the Market: Building trust and credibility beyond the organization

Learning Outcomes. Participants will be able to:

- Articulate their personal values and lead from a place of authentic character
- Communicate ideas and opinions clearly, confidently, and constructively
- Set boundaries with respect — including saying "no" — without compromising relationships
- Identify and reframe limiting beliefs and negative self-talk
- Adapt communication style to connect effectively with different personalities
- Respond to challenging or difficult behaviors with composure and confidence
- Project confidence through verbal, non-verbal, and presence-based communication
- Set meaningful personal goals aligned to their values and leadership identity

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Critical Thinking, Problem Solving, and Decision-Making

Think sharper. Decide smarter. Solve what matters.

Overview

In a complex and fast-moving world, the ability to think critically, analyze information objectively, and make well-reasoned decisions is one of the most valuable capabilities a leader can develop. This course goes beyond surface-level problem solving, equipping participants with a structured approach to evaluating information, challenging assumptions, and generating innovative solutions. Drawing on established frameworks including the Paul-Elder model, De Bono's Six Thinking Hats, and root cause analysis techniques, participants develop both the mindset and the practical toolkit to tackle real workplace challenges with clarity and confidence. Integrated with REACH Profile insights, this course also helps participants understand how their personal thinking style shapes the way they approach problems, and how to flex that style for greater impact.

Capability Focus

Leading Self: Critical thinking mindset, self-awareness of thinking style, intellectual courage

Leading Others: Collaborative problem solving, asking powerful questions, active listening

Leading with Impact: Evidence-based decision-making, presenting recommendations, stakeholder influence

Leading the Market: Challenging market assumptions, recognizing opportunities, strategic decision-making

Learning Outcomes. Participants will be able to:

- Apply a structured critical thinking process to identify, analyze, and resolve workplace problems
- Distinguish between facts, assumptions, and opinions when evaluating information
- Use creative thinking techniques, including brainstorming, mind mapping, and De Bono's Six Thinking Hats, to generate innovative solutions
- Apply root cause analysis tools, including the Fishbone Diagram and 5 Whys, to uncover the true source of a problem
- Recognize their personal thinking style and adapt their approach to problem solving accordingly
- Ask powerful questions and use active listening to gather high-quality information
- Evaluate alternative solutions against clear criteria and select the most appropriate course of action
- Present recommendations to stakeholders with clarity, evidence, and confidence

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Understanding Personal Leadership and Communication Style

Know yourself. Lead others. Communicate with impact.

Overview

Every leader has a natural communication style and understanding it is one of the most powerful steps towards greater effectiveness. This course uses the REACH Profile tool to help participants gain deep insight into their own communication preferences, strengths, and blind spots. By understanding how they naturally think, interact, and lead, participants can flex their style to connect more authentically with those around them. The result is a stronger leadership baseline, built not on imitation, but on genuine self-knowledge and intentional communication.

Capability Focus

Leading Self: Self-awareness, communication style, personal strengths

Leading Others: Style flexibility, empathy, interpersonal effectiveness

Leading with Impact: Authentic influence, adaptive leadership presence

Leading the Market**:** Adaptive communication, stakeholder connection, market credibility

Learning Outcomes. Participants will be able to:

- Identify their personal communication and leadership style using the REACH Profile
- Articulate their natural strengths and the blind spots that may limit their effectiveness
- Recognize and appreciate the different communication styles of others
- Adapt their style to connect more effectively across diverse personalities
- Apply REACH insights to improve everyday leadership conversations
- Build stronger working relationships through greater empathy and understanding
- Use self-knowledge as a foundation for confident, authentic leadership
- Create a personal development plan based on their REACH Profile insights

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Time, Attention, and Accountability Management

Reclaim your time. Focus your energy. Own your results.

Overview

Time is finite, but attention is where performance is truly won or lost. This modern course moves beyond traditional time management to explore the deeper drivers of productivity: how we direct our focus, protect our energy, and hold ourselves accountable for results. Participants examine their personal work style and habits, and discover practical strategies for planning, prioritizing, and executing with greater intention. From managing meetings and digital distractions to the art of delegation and building accountability into daily routines, this course equips leaders with the mindset and tools to work smarter, lead more effectively, and consistently deliver on what matters most.

Capability Focus

Leading Self: Attention management, personal habits, focus and self-discipline

Leading Others: Delegation, meeting management, creating team accountability

Leading with Impact: Prioritization, execution under pressure, results-focused planning

Leading the Market: Focus on strategic opportunities, responsiveness to change, reliable delivery

Learning Outcomes. Participants will be able to:

- Identify how their personal work style and communication preferences influence their approach to time and productivity
- Use attention management strategies to protect focus, minimize interruptions, and sustain peak performance
- Set boundaries effectively, including declining requests constructively without damaging relationships
- Delegate tasks with clarity and confidence to maximize team productivity and development
- Build and maintain high-performance habits while identifying and eliminating patterns that undermine effectiveness
- Design and facilitate purposeful meetings
- Create a personal accountability plan that translates learning into sustained behaviour change
- Leverage digital tools and technology to manage email, tasks, and time with greater efficiency

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Navigating Change, Managing Stress, and Building Resilience

Adapt with confidence. Protect your energy. Bounce forward stronger.

Overview

Change is no longer a season leaders pass through. It is their everyday environment. Amid relentless pressure and uncertainty, resilience is an essential professional capability. This practical, activity-based course explores how the brain responds to pressure and change, equipping participants to build and sustain their resilience reserves. Drawing on neuroscience, the WHO resilience framework, and Covey's Circle of Influence, participants develop a personal toolkit for managing energy, reframing challenges, and maintaining performance and wellbeing in demanding environments. The course also examines the connection between individual resilience and team energy, helping participants support others through uncertainty and turn change into a catalyst for growth, collaboration, and renewed momentum. Practical activities help translate these insights into everyday habits.

Capability Focus

Leading Self: Stress awareness, personal resilience, energy management, positive reframing

Leading Others: Lifting team energy, supporting others through change, removing energy blockers

Leading with Impact: Change readiness, resilient workplace culture, sustaining performance under pressure

Leading the Market: Adapting to market shifts, sustaining confidence through uncertainty, turning disruption into opportunity

Learning Outcomes. Participants will be able to:

- Explain the relationship between change, stress, resilience, and workplace performance, and why proactive resilience-building matters
- Apply practical tools and frameworks to monitor and replenish resilience
- Use neuroscience-informed strategies to understand stress responses and regain composure
- Identify and work within their Circle of Influence to maintain focus and reduce stress during periods of change and uncertainty
- Reframe setbacks and uncertainty constructively, choosing a response rather than reacting
- Recognize and remove personal and team energy blockers that undermine productivity and wellbeing
- Support team members through change and stress by fostering psychological safety, collaboration, and mutual resilience
- Build a personal resilience plan that can be applied immediately and sustained

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Strengths-Based Leadership

Discover your edge. Lead from your strengths.

Overview

The most effective leaders don't succeed by fixing their weaknesses; they succeed by unleashing their strengths. This course uses the CliftonStrengths assessment to help participants identify their top talent themes and understand how to apply them with intention and impact. Moving beyond self-awareness, participants explore how their unique strengths profile shapes the way they lead, make decisions, and contribute to those around them. The result is a leader who is energized, focused, and leading from their most powerful and authentic self.

Capability Focus

Leading Self: Strengths awareness, personal energy, authentic confidence

Leading Others**:** Strengths-based team contribution, appreciating others' talents

Leading with Impact: Purposeful leadership, maximizing collective strengths

Leading the Market**:** Distinctive strengths, differentiated value, competitive advantage

Learning Outcomes. Participants will be able to:

- Identify their top CliftonStrengths talent themes and what these mean in practice
- Understand how their strengths profile influences their leadership style and decisions
- Apply their strengths intentionally to improve performance and personal effectiveness
- Recognize and articulate the strengths of those they lead and work alongside
- Reframe perceived weaknesses through a strengths-based lens
- Build greater confidence and energy by leading from natural talents
- Use their strengths profile to navigate challenge, change, and complexity
- Create a practical plan for integrating strengths-based thinking into their daily leadership

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Communication and Influence for Leaders

Say what matters. Connect with intention. Lead through the power of your words.

Overview

Communication is the most visible expression of leadership. How a leader listens, speaks, questions, and connects directly shapes trust, culture, and results. This course goes beyond communication fundamentals to explore the art of influence, helping leaders understand their own communication style and adapt it with skill and intention across diverse people and situations. Drawing on personality profiling, neuroscience, and practical influence frameworks, participants develop the self-awareness and communication repertoire to cut through noise, build genuine connection, and move people toward shared goals. The result is a leader who communicates with clarity, credibility, and lasting impact.

Capability Focus

Leading Self: Communication style awareness, self-expression, personal presence

Leading Others: Active listening, adapting style, building trust and connection

Leading with Impact**:** Influencing outcomes, speaking with authority, navigating communication barriers

Leading the Market: Shaping market conversations, building stakeholder trust, extending influence

Learning Outcomes. Participants will be able to:

- Identify their personal communication style and preferences using a profiling tool, and recognize the styles of others
- Adapt their communication approach to connect more effectively across different personalities and contexts
- Identify common barriers to communication and apply practical strategies to overcome them
- Listen actively and attentively, demonstrating understanding and building trust
- Use questioning techniques, including open and probing questions, to gather information and deepen conversation
- Apply the STAR method to communicate clearly and confidently when speaking
- Use voice, tone, and body language intentionally to reinforce their message and project credibility
- Apply key influence principles to inspire action, gain buy-in, and lead others toward shared outcomes
- Build stronger professional relationships through more conscious, connected, and effective communication

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Conflict Resolution

Understand the tension. Navigate with skill. Restore and strengthen relationships.

Overview

Conflict is a natural part of workplaces where people bring different perspectives, priorities, and communication styles. When handled well, it becomes a catalyst for deeper understanding, stronger relationships, and better outcomes. This course equips participants with a practical approach to conflict resolution, building the self-awareness, communication skills, and structured frameworks needed to recognize, navigate, and resolve conflict. From understanding personal conflict styles to mediating disputes, participants develop the confidence to address tension early and constructively, with care for both relationships and results. Drawing on the Thomas-Kilmann Conflict Mode Instrument and a win-win negotiation approach, the course helps participants rethink conflict and respond more effectively in everyday workplace situations.

Capability Focus

Leading Self: Conflict style awareness, emotional intelligence, composure under pressure

Leading Others: Mediation, facilitating resolution, restoring trust and psychological safety

Leading with Impact: Healthy team culture, early intervention, preventing escalation

Leading the Market**:** Navigating competing interests, preserving strategic relationships, negotiating mutual value

Learning Outcomes. Participants will be able to:

- Reframe conflict as a natural, potentially productive part of workplace relationships
- Identify conflict sources, types, stages, and early warning signs
- Assess their conflict style using the Thomas-Kilmann Conflict Mode Instrument and adapt appropriately
- Apply the six phases of conflict resolution confidently and consistently
- Use listening, questioning, and assertive communication to reduce tension and build understanding
- Recognize leadership behaviors that contribute to conflict
- Mediate disputes and guide others toward lasting solutions
- Manage anger and stress during difficult interactions
- Create agreements that restore trust, clarify expectations, and prevent recurrence
- Develop a personal conflict strategy grounded in negotiation, assertiveness, and win-win outcomes

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Building Team Collaboration

From individual contributors to a collective force.

Overview

The most effective teams are communities of people who trust each other, communicate openly, and bring their diverse strengths together toward a shared purpose. This course moves beyond the outdated notion of synergy to explore what genuine collaboration looks like in practice: how it is built, what sustains it, and how leaders can actively cultivate it. Through a dynamic, workshop-style experience, participants examine their own communication style and its impact on others, explore the foundations of trust, and discover how to unlock the full potential of the people around them. The result is a team that does not just work together, but genuinely thrives together.

Capability Focus

Leading Self: Personal style awareness, communication adaptability, self-development

Leading Others: Trust building, leveraging strengths, fostering inclusion and belonging

Leading with Impact: High-performance team culture, collaborative leadership, collective accountability

Leading the Market: Collaborative innovation, coordinated market responses, collective competitive advantage

Learning Outcomes. Participants will be able to:

- Identify their personal communication and working style, and recognize how it affects team dynamics
- Adapt their style to connect and collaborate more effectively with a diverse range of people
- Articulate the conditions that enable genuine collaboration and take practical steps to create them
- Build and sustain trust within their team, and understand how to repair it when it is damaged
- Recognize and leverage the diverse strengths each team member brings to the collective
- Apply a strengths-based approach to role clarity, contribution, and team problem solving
- Identify the characteristics of high-performing teams and assess their own team against these markers
- Create a personal and team action plan that translates collaboration insights into immediate workplace change

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Presentation Skills

Speak with clarity. Present with confidence. Leave a lasting impression.

Overview

In a world of shrinking attention spans and information overload, the ability to present with impact is one of the most valuable and visible leadership skills a person can develop. This course goes well beyond slides and delivery techniques to explore the full arc of a compelling presentation: from understanding your audience and crafting a clear message, to managing nerves, commanding a room, and using modern tools to bring ideas to life. Participants have the opportunity to present to their peers, receive real-time feedback, and refine their skills in a supportive and practical environment. Drawing on personal communication style awareness, participants also learn how to read a room and flex their delivery to connect with diverse audiences. Whether presenting to a team, a boardroom, or a large audience, participants leave with the confidence and capability to make every presentation count.

Capability Focus

Leading Self: Confidence, communication presence, managing nerves

Leading Others: Audience awareness, storytelling, engaging and influencing through presentation

Leading with Impact: Persuasive communication, executive presence, inspiring action through ideas

Leading the Market**:** Articulating distinctive value, engaging external audiences, building market credibility

Learning Outcomes. Participants will be able to:

- Identify their personal presentation style and understand how to leverage it for greater authenticity and impact
- Plan and structure a presentation that is clear, logical, and tailored to the needs of a specific audience
- Write compelling openings, engaging content, and memorable conclusions that move an audience to action
- Apply verbal and non-verbal communication techniques to project confidence, credibility, and presence
- Use practical strategies to manage presentation nerves and channel energy into a more dynamic delivery
- Design and use visual aids, including slides and other media, that enhance rather than distract from the message
- Facilitate audience engagement through questions, interaction, and adaptive delivery
- Give and receive constructive feedback on presentation performance to accelerate improvement

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Leading Your Team Through Change

Navigate uncertainty. Bring people with you. Make change stick.

Overview

Change is no longer an occasional disruption that organizations manage and move on from. It is a permanent feature of modern working life, and the ability to lead people through it is one of the most critical leadership capabilities of our time. This course equips leaders with a modern, human-centered approach to change management, blending proven frameworks with contemporary insights into psychology, communication, and resilience. Participants explore how people experience change at an individual, team, and organizational level, and develop the practical skills to reduce resistance, build commitment, and sustain momentum. From crafting compelling communication plans to identifying change champions and managing the emotional journey of their team, leaders leave with both the confidence and the toolkit to make change work.

Capability Focus

Leading Self: Change resilience, self-awareness, modeling desired behaviors

Leading Others**:** Leading people through transition, managing resistance, building change commitment

Leading with Impact**:** Strategic change planning, stakeholder communication, embedding lasting change

Leading the Market: Mobilizing teams for market shifts, accelerating adaptation, sustaining competitive relevance

Learning Outcomes. Participants will be able to:

- Explain how people experience change and apply the emotional cycle of change to support their team through each stage
- Use the ADKAR model and Kotter's 8-Step Process to plan and lead change with a structured, proven approach
- Identify individual motivators for change and tailor their leadership approach to meet people where they are
- Develop a clear, compelling change communication plan that reduces uncertainty and builds trust
- Create a sense of urgency while maintaining psychological safety and team wellbeing
- Identify and activate change champions to build grassroots momentum and peer-level influence
- Navigate resistance constructively, addressing concerns with empathy, evidence, and clarity
- Apply resilience-building strategies to support their team's wellbeing throughout periods of sustained change
- Evaluate the progress and outcomes of a change initiative and embed new behaviors for lasting impact

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Negotiation Skills

Find common ground. Build stronger agreements. Create lasting value.

Overview

Every leader negotiates with clients, colleagues, stakeholders, and partners across in-person and digital settings. This practical, workshop-style course builds the confidence, strategy, and interpersonal skills to negotiate effectively across professional contexts. Participants explore their negotiation style, apply proven frameworks including BATNA and ZOPA, and learn to separate people from problems, uncover shared interests, and create mutually beneficial agreements. Grounded in principled negotiation and ethical practice, the course equips leaders to navigate challenging conversations, manage competing priorities, and reach durable agreements with clarity, composure, and a focus on mutual gain.

Capability Focus

Leading Self: Negotiation style awareness, composure under pressure, ethical decision-making

Leading Others: Interests-based negotiation, managing relationships, building agreement

Leading with Impact: Stakeholder influence, strategic positioning, achieving sustainable outcomes

Leading the Market: Building strategic partnerships, negotiating competitive advantage, creating shared value

Learning Outcomes. Participants will be able to:

- Identify key negotiation types and select the approach that fits the situation
- Understand their negotiation style and its effect on processes and outcomes
- Apply BATNA, WATNA, WAP, and ZOPA to prepare and position effectively
- Distinguish positions from interests to develop creative, mutually beneficial solutions
- Apply principled negotiation to separate people from problems and maintain productive conversations
- Use bargaining tactics and strategic concessions confidently
- Navigate power imbalances and personal attacks while preserving integrity and relationships
- Reach clear, durable agreements with terms all parties can honor
- Negotiate effectively in person, by phone, and digitally
- Represent others with preparation, clarity, and a defined mandate

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Courageous Conversations and Managing Difficult Ones

Say the hard thing. Stay in the relationship. Create real change.

Overview

Every leader knows the conversations they have been avoiding: feedback to give, conflict to address, boundaries to set. Courageous Conversations reframes difficulty by focusing on the power of honest, well-handled dialogue to strengthen relationships and create change. This course equips participants with the mindset, skills, and practical frameworks to initiate and navigate challenging conversations with clarity, confidence, and care. Drawing on communication style awareness, emotional intelligence, and assertiveness principles, participants learn to manage their responses, address concerns constructively, and approach conflict as an opportunity for understanding and growth. The result is a leader willing to engage in the conversations that matter, building trust and stronger relationships through the courage to speak openly and listen carefully.

Capability Focus

Leading Self: Emotional intelligence, self-awareness, courage and confidence

Leading Others: Constructive feedback, conflict navigation, trust and respect

Leading with Impact: Healthy team culture, accountability conversations, resolving issues at the source

Leading the Market**:** Addressing stakeholder tensions, building trust through candor, protecting strategic relationships

Learning Outcomes. Participants will be able to:

- Reframe conflict as an opportunity for growth and stronger relationships
- Identify how their communication style shapes responses to challenging interactions
- Initiate courageous conversations with clarity, intention, and care
- Apply a practical framework to navigate difficult discussions constructively and confidently
- Respond to passive, aggressive, and passive-aggressive behaviors without escalating tension
- Manage emotions in high-stakes conversations, maintaining composure and presence
- Address negativity and interpersonal friction professionally
- Exchange honest feedback that preserves dignity, strengthens trust, and drives change
- Build a personal plan for approaching previously avoided conversations

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Facilitation Skills

Shape the conversation. Build consensus. Move the group forward.

Overview

Effective facilitation helps groups think clearly, engage openly, and make better decisions together. Skilled facilitators guide the process and create conditions for productive discussion, shared understanding, and meaningful participation. This course builds a practical facilitation toolkit, covering session design, participation techniques, consensus building, and managing disruption. Participants learn to balance diverse perspectives, maintain momentum, and help groups translate discussion into decisions and action. With dedicated attention to virtual and hybrid settings, they develop confidence in leading group conversations around a table or across a screen. Personal style insights help participants understand their natural facilitation tendencies and adapt their approach to different groups and situations.

Capability Focus

Leading Self: Facilitation presence, style awareness, composure and neutrality

Leading Others: Participation, managing group dynamics, building consensus

Leading with Impact: Group decision-making, inclusive leadership, virtual and hybrid effectiveness

Leading the Market: Aligning diverse stakeholders, facilitating strategic partnerships, building shared direction

Learning Outcomes. Participants will be able to:

- Explain the facilitator's role in guiding process while remaining neutral on content
- Use REACH insights to identify their facilitation style and adapt to different groups
- Design sessions with clear purpose, structure, and outcomes
- Apply Tuckman and Jensen's group development stages to anticipate group dynamics
- Encourage participation, draw out quieter voices, and maintain momentum
- Guide divergent and convergent thinking toward consensus and inclusive decisions
- Respond confidently to disruption, dysfunction, and difficult behaviors
- Intervene appropriately without derailing group progress
- Facilitate virtual and hybrid sessions using technology to sustain engagement
- Document outcomes and establish shared understanding and clear next steps

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Coaching and Mentoring

Unlock potential. Grow people. Lead a culture of development.

Overview

The most transformative thing a leader can do is invest in the growth of the people around them. This course equips leaders with the mindset, frameworks, and practical skills to coach and mentor with confidence and intention. Participants explore the distinct and complementary roles of coaching and mentoring, and learn how to apply the GROW model to unlock performance, build self-awareness, and support meaningful career development. Integrated with REACH Profile insights, the course helps leaders understand how their own communication style shapes their coaching relationships, and how to adapt their approach to connect more effectively with each individual. From powerful questioning and active listening to goal setting and feedback, participants leave with a complete coaching toolkit they can apply immediately.

Capability Focus

Leading Self: Coaching mindset, self-awareness, communication style adaptability

Leading Others: Building trust, developing individuals, delivering purposeful feedback

Leading with Impact: Creating a coaching culture, mentoring for succession, unlocking team potential

Leading the Market: Developing future-ready talent, building adaptive capability, sustaining competitive advantage

Learning Outcomes. Participants will be able to:

- Distinguish coaching, mentoring, and training, and know when to apply each
- Apply GROW to structure effective coaching and mentoring conversations
- Use REACH insights to understand and adapt their coaching style to individual needs
- Set meaningful SMART goals with those they coach and mentor
- Ask powerful, open-ended questions that generate insight, clarity, and accountability
- Listen actively and deeply, demonstrating presence and attention in coaching conversations
- Deliver specific, timely, purposeful, and growth-oriented feedback
- Design mentoring relationships with clear structure, focus, and agreed communication channels
- Build trust and psychological safety for honest developmental conversations

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Sales Training

Connect authentically. Communicate value. Close with confidence.

Overview

Modern selling requires professionals who understand people, build genuine relationships, and create value throughout the customer journey. This course combines proven sales fundamentals with the realities of today's digital landscape, where buyers are increasingly informed, connected, and discerning. From digital and social prospecting to face-to-face conversations, participants develop the skills and confidence to identify opportunities, understand buyer needs, communicate value, and grow a loyal client base. Personal communication style insights help participants adapt to different buyer personalities, ask better questions, and present relevant solutions. The result is a more intentional sales approach that builds trust, converts opportunities, and sustains lasting client relationships.

Capability Focus

Leading Self: Sales mindset, self-awareness, resilience and confidence

Leading Others: Rapport building, active listening, understanding buyer needs

Leading with Impact: Pipeline growth, client retention, revenue generation through authentic influence

Leading the Market: Recognizing evolving buyer needs, differentiating value, strengthening market position

Learning Outcomes. Participants will be able to:

- Apply buying psychology throughout the sales cycle
- Identify their sales style and adapt to different buyer personalities
- Prospect across traditional and digital channels, including social selling and online outreach
- Qualify leads using proven frameworks to focus effort on the right opportunities
- Build authentic rapport and transition naturally into meaningful sales conversations
- Use purposeful questioning and active listening to uncover buyer needs and motivations
- Present personalized solutions that clearly communicate value and relevance
- Respond to objections confidently and empathetically, using concerns to deepen trust
- Recognize buying signals and apply closing techniques with professionalism and integrity
- Develop a referral strategy and strengthen client relationships for long-term retention

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Managing People and Performance

Set the standard. Develop your people. Deliver results together.

Overview

Great performance does not happen by accident. It is the result of clear expectations, ongoing development, timely feedback, and a leader who genuinely invests in the growth and success of their team. This course takes a modern, human-centered approach to people and performance management, moving beyond annual reviews and compliance-driven processes toward a dynamic, coaching-led model that brings out the best in individuals and teams. Participants explore their personal leadership style and its impact on team performance, learn to set people up for success through clarity and strengths-based development, and build the confidence to have the performance conversations that matter most, including the difficult ones. The result is a leader who manages performance not as a process to administer, but as a culture to build.

Capability Focus

Leading Self: Leadership style awareness, personal accountability, coaching mindset

Leading Others: Goal setting, feedback, developing individuals, managing underperformance

Leading with Impact: Performance culture, strategic alignment, team effectiveness

Leading the Market: Aligning performance with market demands, developing competitive capability, raising service standards

Learning Outcomes. Participants will be able to:

- Explain the value of performance management and their leadership role in driving team results
- Use REACH to identify their leadership style and adapt to each team member
- Communicate roles, expectations, and goals clearly to set teams up for success
- Apply strengths-based development to build individual talents and maximize collective performance
- Use the GROW model for meaningful, forward-focused performance conversations
- Define, monitor, and measure performance fairly, transparently, and constructively
- Deliver specific, timely feedback that supports improvement and development
- Recognize early underperformance and act confidently and constructively before issues escalate
- Build a culture where high performance is expected, celebrated, and continuously developed

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Customer Service Training

Know your customer. Serve with care. Build loyalty that lasts.

Overview

Today's customers are more informed, more connected, and less forgiving of poor experiences than ever before. This course equips participants with the mindset, communication skills, and practical tools to deliver consistently outstanding service across every channel, from face-to-face interactions to phone, email, live chat, and social media. Participants explore their personal communication style, learn to navigate cultural and generational diversity with confidence, and develop the skills to turn everyday service moments into lasting customer loyalty. They leave ready to represent their organization as true brand ambassadors, online and off.

Capability Focus

Leading Self: Service mindset, attitude and empathy, composure under pressure

Leading Others: Internal customer service, team service standards, modeling excellence

Leading with Impact: Brand reputation, customer loyalty, building a service culture

Leading the Market: Anticipating customer expectations, differentiating through service, earning customer advocacy

Learning Outcomes. Participants will be able to:

- Explain exceptional service for internal and external customers and its impact on business results
- Recognize how attitude shapes customer interactions and maintain a positive, customer-focused mindset
- Adapt communication styles to connect with diverse customers
- Use active listening and needs analysis to uncover customer needs
- Deliver professional service in person, by phone, email, live chat, and social media
- Navigate cultural and generational differences so customers feel understood and valued
- Handle challenging customers and situations with composure, empathy, and practical solutions
- Apply service recovery techniques to restore confidence and trust after negative experiences
- Build a service culture where exceptional customer experience is a shared standard

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Courageous Inclusion - Valuing Diversity

Embrace difference. Elevate your team. Lead with courage and curiosity.

Overview

Diverse perspectives can strengthen decisions and innovation when people feel valued, heard, and empowered to contribute. Inclusion helps turn that potential into a competitive advantage. This course challenges participants to move beyond awareness and take courageous, practical steps toward building inclusive teams. Through honest conversation, personal reflection, and evidence-based frameworks, participants examine their assumptions and biases, develop cultural intelligence, and strengthen their ability to lead across difference. They build everyday leadership habits that encourage participation, challenge exclusion, and draw on diverse strengths and experiences, creating the conditions for people to contribute their best and teams to thrive.

Capability Focus

Leading Self: Self-awareness, cultural intelligence, recognizing personal bias

Leading Others: Inclusive communication, psychological safety, valuing diverse perspectives

Leading with Impact: Diverse team performance, equitable practices, inclusive organizational culture

Leading the Market**:** Understanding diverse markets, broadening customer connection, driving inclusive innovation

Learning Outcomes. Participants will be able to:

- Articulate the evidence-based business case for diversity and inclusion's role in realizing its benefits
- Recognize personal assumptions, unconscious biases, and blind spots that shape leadership behavior
- Apply cultural intelligence frameworks to lead across difference with sensitivity, curiosity, and effectiveness
- Build psychological safety so team members can speak up, contribute, and challenge ideas
- Use inclusive communication to ensure all voices and perspectives are considered
- Address everyday behaviors and structural patterns that exclude or marginalize team members
- Draw on diverse strengths, perspectives, and experiences to improve decisions and innovation
- Challenge bias, advocate for equity, and hold themselves and others accountable
- Develop a personal inclusion commitment that turns awareness into sustained action

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Purpose and Values: Creating Clear Strategic Direction and Organizational Values

Know why you exist. Align how you lead. Build a culture worth belonging to.

Overview

The most enduring organizations are defined not by strategy alone, but by a clarity of purpose that inspires people to bring their best, and values that shape every decision and cultural norm from the inside out. This immersive workshop is designed for senior leadership and executive teams ready to do the deep work of defining and activating their organizational foundations. Working through a framework that connects vision, purpose, values, strategy, business goals, and personal objectives, participants move from abstract aspiration to concrete, lived commitment. The result is a leadership team that speaks with one voice, leads with genuine alignment, and builds a culture that attracts and inspires the people who will deliver their organization's future.

Capability Focus

Leading Self: Personal values clarity, authentic leadership, purpose-driven mindset

Leading Others: Communicating strategic direction, modeling values-led behavior, building team alignment

Leading with Impact: Organizational vision, culture design, strategic coherence across the enterprise

Leading the Market**:** Purpose-led positioning, distinctive organizational identity, values-driven competitive strategy

Learning Outcomes. Participants will be able to:

- Articulate a compelling vision of what the organization aspires to become
- Craft a clear purpose statement capturing the organization’s beneficial impact
- Define core values guiding team behavior, leadership, and decision-making
- Distinguish aspirational values from active behavioral standards that shape culture
- Connect purpose and values to competitive strategy, aligning culture and direction
- Translate strategy into business goals that clarify priorities and measure collective performance
- Align personal leadership objectives with organizational goals and individual accountability
- Identify daily behaviors that bring values to life and those that undermine them
- Create a shared strategic framework to communicate, apply, and build culture around

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Building a High-Performance Team: Results Focused and Leading with Inspiration

Raise the bar. Build the trust. Lead a team that consistently delivers.

Overview

Building a high-performing team is one of a senior leader's most consequential responsibilities. Consistently outstanding results depend on trust, clear purpose, and leadership that inspires people to contribute their best. This course equips senior leaders with the self-awareness, relational skills, and practical frameworks to strengthen team performance. Drawing on emotional intelligence, communication style awareness, and the Tuckman-Jensen model of team development, participants learn to build aligned, accountable teams with the confidence and commitment to achieve. Leaders develop the ability to connect individual motivation with shared purpose, establish practices that sustain performance, and inspire lasting pride in collective results.

Capability Focus

Leading Self: Emotional intelligence, self-awareness, authentic and inspiring leadership presence

Leading Others: Building trust, adapting communication style, motivating individual contribution

Leading with Impact: High-performance team culture, shared accountability, sustained results

Leading the Market**:** Mobilizing collective strengths, responding to market opportunities, delivering competitive results

Learning Outcomes. Participants will be able to:

- Identify their leadership and communication style and its influence on team dynamics and performance
- Apply emotional intelligence's four domains to build stronger, honest, and inspiring team relationships
- Assess team trust and strengthen its four dimensions: character, capability, communication, and caring
- Use the Tuckman-Jensen model to assess team development and guide progress toward the performing stage
- Adapt leadership to each development stage, from clear early direction to confident delegation within a high-trust team
- Establish team norms, rituals, and accountability practices that sustain high performance
- Connect team purpose with individual motivation to inspire commitment, pride, and shared results

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Building a Coaching Culture

Ask better questions. Develop better leaders. Build an organization that grows from within.

Overview

Senior leaders multiply their impact by making coaching part of everyday leadership. When embedded in communication, people development, and performance conversations, coaching helps organizations become more capable, engaged, and adaptive. This course equips senior leaders to extend individual coaching skills into a consistent organizational practice. Drawing on the GROW model, CliftonStrengths, REACH Profile insights, and trust-based developmental relationships, participants strengthen their coaching capability and learn to create the conditions for coaching to thrive. They explore how leadership modeling, feedback, and recognition can establish coaching as a defining feature of how their organization leads, learns, and grows.

Capability Focus

Leading Self: Coaching mindset, self-awareness, curiosity and active listening

Leading Others: Developing people, building trust, embedding strengths-based coaching conversations

Leading with Impact: Coaching culture design, organizational capability building, leadership pipeline development

Leading the Market: Accelerating organizational learning, developing future leaders, adapting to evolving market demands

Learning Outcomes. Participants will be able to:

- Link coaching culture to performance, retention, and leadership pipelines
- Apply GROW to unlock potential and strengthen accountability
- Use CliftonStrengths to target and energize individual and team coaching
- Build confidence, development, and performance through strengths-based coaching
- Adapt coaching to communication preferences and development needs using REACH
- Ask open-ended questions that build insight, self-awareness, and ownership
- Build trust and psychological safety for honest developmental conversations
- Embed coaching through leadership modeling, feedback, and growth recognition
- Create an organizational plan for coaching and continuous development

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Maximizing Stakeholder Relationships

Know who matters. Invest with intention. Lead through connection.

Overview

Senior leaders work within a complex network of relationships whose quality shapes what they can achieve. Boards, executives, customers, partners, regulators, and employees bring distinct expectations, motivations, and influence that can accelerate or constrain progress. This course equips senior leaders with the strategic mindset and practical skills to map, prioritize, and cultivate these relationships with intention. Participants learn to understand stakeholder needs, balance competing interests, build genuine trust, and communicate with influence, strengthening the relationships that support organizational resilience and success. The course places particular emphasis on employees as the most strategically important stakeholder group, exploring how leaders earn and sustain their engagement, commitment, and energy over time.

Capability Focus

Leading Self: Relational intelligence, empathy, authentic leadership presence

Leading Others: Employee engagement, internal trust, inspiring commitment and followership

Leading with Impact: Strategic stakeholder influence, external relationships, organizational reputation and resilience

Leading the Market: Building strategic alliances, deepening market insight, extending influence across the sector

Learning Outcomes. Participants will be able to:

- Map their full stakeholder landscape and identify the relationships that most significantly impact their ability to lead and deliver
- Analyze each stakeholder group's motivations, expectations, and influence using a structured assessment framework
- Develop a tailored engagement strategy for each key stakeholder, balancing competing interests with clarity and integrity
- Apply communication and influence principles to build credibility, trust, and genuine connection across diverse relationships
- Treat employees as a primary stakeholder group, understanding what drives their engagement, commitment, and discretionary effort
- Recognize early signs of stakeholder disengagement and take proactive steps to restore and strengthen trust
- Navigate difficult stakeholder dynamics including conflict and misaligned expectations with confidence and diplomacy
- Create a personal stakeholder relationship plan that prioritizes investment and sets clear intentions for the next 90 days

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Future-Fit Leadership for Change: Agile, Aligned, and Anchored in Values

Lead with clarity. Build trust. Thrive in a changing world.

Overview

The pace and complexity of change facing today's organizations demand a fundamentally different kind of leadership. Leaders who succeed are grounded in purpose, clear in their values, and deliberate in building the trust and psychological safety that allows teams to perform at their best. Drawing on research from McKinsey, Gallup, and Lencioni, this course equips leaders with the mindset, frameworks, and practical tools to navigate change with confidence, lead with cultural intention, and build high-trust, high-performing teams. The result is a leader who is agile enough to adapt, aligned enough to inspire, and anchored firmly enough in values to lead with lasting impact.

Capability Focus

Leading Self: Authentic leadership, values-led practice, personal change readiness

Leading Others: Building trust, psychological safety, high-performing team culture

Leading with Impact: Cultural alignment, leading through complexity, organizational change readiness

Leading the Market**:** Anticipating market shifts, adapting with purpose, sustaining values-led differentiation

Learning Outcomes. Participants will be able to:

- Identify global leadership trends and explain future-fit leadership in practice
- Explain how leadership shapes culture and their role in developing both intentionally
- Connect team activities to organizational purpose and build a shared sense of meaning
- Apply core values as practical daily leadership guideposts
- Use Lencioni's Five Dysfunctions model to strengthen team trust and accountability
- Build trust through character, capability, communication, and caring
- Design meetings that encourage open dialogue, healthy conflict, and shared decisions
- Embed psychological safety to strengthen engagement, inclusion, and performance
- Lead hybrid and remote teams through clear outcomes and connection across distance

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Leading with AI

Think better. Decide faster. Lead AI adoption from the top.

Overview

AI fluency is rapidly becoming a leadership expectation, and the gap between those who think with AI and those who simply use it is widening fast. Executives with genuine AI fluency are recovering the equivalent of five work weeks of capacity annually, making sharper decisions, and leading their organizations through a shift that is already underway. Built on the book Lead with AI by Robert Moutal, this practical, live course cuts through the noise to give senior leaders a clear mental model, five proven frameworks, and a personal 90-day roadmap they can act on immediately. Every session is applied directly to participants' real decisions and real work. There are no lectures, no case studies, and no theory disconnected from practice.

Capability Focus

Leading Self: AI fluency, decision quality, executive capacity and leverage

Leading Others: Leading AI adoption, team conversations, modeling AI-confident leadership

Leading with Impact: Organizational AI strategy, positioning, board-level AI accountability

Leading the Market**:** Anticipating AI-driven shifts, creating competitive advantage, establishing visible AI leadership

Learning Outcomes. Participants will be able to:

- Identify where they currently sit on the AI leadership spectrum and develop a clear path to greater fluency and authority
- Apply the BRIEF framework to dramatically improve the quality and relevance of AI-assisted thinking and output
- Use the 4A Pre-Mortem to pressure-test major decisions by surfacing assumptions, absent information, and adversarial perspectives before acting
- Leverage the AMP framework across analysis, messaging, and positioning to recover significant executive capacity
- Lead the three critical team conversations around AI: permission, anxiety, and sharing
- Build and communicate an honest AI ROI case to boards and senior stakeholders
- Identify and develop a personal authority asset that establishes visible AI leadership credibility
- Complete a 90-day AI Leadership Roadmap using the LEAD framework, with clear milestones and commitments

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Publish for Reach and Impact

Crystallize your thinking. Elevate your voice. Transform your insights into a powerful career-defining asset.

Overview

Senior leaders accumulate hard-won insights that often remain within organizations, reaching only a fraction of their potential audience. An executive authority book turns that expertise into a strategic asset, opening doors to speaking opportunities, advisory mandates, and board roles while creating a lasting record of their thinking. This course guides senior leaders through a structured five-stage process to assess publishing readiness, sharpen authority positioning, develop a complete book proposal, and map a realistic publication and launch plan. Participants leave with a clear strategy connecting their book to professional goals, a defined audience, and practical next steps for publishing with purpose and lasting impact.

Capability Focus

Leading Self: Intellectual courage, clarity of authority position, personal brand and legacy

Leading Others: Thought leadership, inspiring others through ideas, building credibility that elevates the organization

Leading with Impact: Executive publishing strategy, platform building, sustained influence beyond the organization

Leading the Market: Shaping industry thinking, establishing distinctive authority, expanding strategic influence

Learning Outcomes. Participants will be able to:

- Assess publishing readiness across five dimensions and decide whether and when to proceed
- Articulate a distinct, defensible authority claim grounded in genuine insight and judgment
- Define their decision-maker reader, identifying the problems and motivations that make the book compelling
- Position their book competitively using proven differentiation strategies
- Develop a complete executive book proposal covering thought leader positioning, chapter architecture, and author credibility
- Select a publishing pathway aligned with professional goals, weighing self-publishing, hybrid, and traditional options
- Design a launch and platform strategy connecting the book to speaking, advisory work, and ongoing content
- Create a one-page executive authority book strategy with clear next actions and accountability

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Communication Skills

Communicate clearly. Listen with purpose. Build better working relationships.

Overview

Clear communication makes every day work easier, reducing misunderstandings and helping people work together more effectively. This practical course helps participants understand their communication preferences and adapt their approach to different people and situations. Using REACH Profile insights, participants explore how personal style influences what they say, how they listen, and how others interpret their message. Through practical activities, they develop skills in questioning, active listening, body language, and speaking with confidence. Participants leave with tools they can apply immediately in conversations with colleagues, customers, and others they work with.

Who It's For

Employees at any career stage who want greater confidence, clarity, and effectiveness in everyday workplace communication.

Learning Outcomes

Participants will be able to:

- Identify their communication preferences using REACH Profile insights and recognize how these affect everyday interactions
- Recognize different communication styles and adapt their approach to the person and situation
- Identify common communication barriers and use practical strategies to reduce misunderstandings
- Listen actively, check their understanding, and respond in ways that show attention and respect
- Use open and probing questions to clarify needs, gather information, and deepen understanding
- Use voice, tone, pace, and body language to support a clear and consistent message
- Apply the STAR method to organize their thinking and speak clearly when responding on the spot
- Develop a personal action plan to strengthen communication habits and working relationships

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Leadership Development Fundamentals

Build your confidence in leading people and supporting their success.

Overview

Stepping into leadership brings new responsibilities, from setting expectations to supporting others and addressing performance concerns. This practical course introduces the essential skills needed to lead a team with confidence and care. Using REACH Profile insights, participants explore how their personal style influences their leadership and communication. They learn to adapt their approach to different needs, build trust, encourage teamwork, and handle everyday leadership challenges. Practical activities develop their skills in problem solving, coaching, feedback, and performance management, helping participants translate greater self-awareness into more effective leadership at work.

Who It's For

New and emerging leaders, supervisors, and team leaders, alongside those seeking a practical refresh of essential people leadership skills.

Learning Outcomes

Participants will be able to:

- Explain the complementary roles of leading, managing, and coaching in supporting team success
- Use REACH Profile insights to recognize their leadership preferences and adapt to others
- Apply emotional intelligence to manage their responses and build constructive working relationships
- Adjust their leadership approach to suit each team member's capability, confidence, and development needs
- Build trust and encourage teamwork through clear communication, shared expectations, and consistent behavior
- Use a structured approach to solve problems and make considered decisions
- Apply the GROW model and SMART goals to support development through coaching conversations
- Give constructive feedback using the SBI model and address early performance concerns with clarity and confidence

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Supervising Others

Set clear expectations and help your team get the work done well.

Overview

Supervising others brings responsibility for organizing work, supporting people, and keeping a team on track. Being effective requires practical skills that may be new to someone promoted from within the team. This course helps participants build confidence in the everyday responsibilities of supervision, including setting expectations, delegating, managing priorities, and giving feedback. Using REACH Profile insights, participants explore their communication preferences and learn to adapt their approach to different team members. Practical activities help them address common supervisory challenges, handle conflict fairly, and create the clarity people need to work effectively together.

Who It's For

New and existing supervisors, team leaders, and employees preparing to take responsibility for coordinating work and supervising others.

Learning Outcomes

Participants will be able to:

- Recognize the responsibilities of a supervisor and navigate the transition from team member to supervising others
- Use REACH Profile insights to adapt communication to different team members and situations
- Set clear expectations and meaningful SMART goals that connect individual work to team priorities
- Assign and delegate work appropriately, providing the direction, support, and follow-up each person needs
- Give constructive feedback in everyday conversations and prepare for more formal or difficult feedback discussions
- Manage competing demands using practical prioritization and time management techniques
- Recognize team development stages and apply a fair, structured approach to resolving workplace conflict
- Create a personal action plan to strengthen supervisory habits and apply learning at work

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Time Management

Take control of your working day and make time for what matters.

Overview

Busy days can leave people feeling stretched without making progress on their most important work. This practical course helps participants understand where their time goes and develop more effective ways to plan, prioritize, and follow through. Participants explore how their personal working style affects their habits, identify common distractions, and learn strategies for overcoming procrastination. Through practical activities, they examine their workflow, organize competing tasks, and build routines that support consistent productivity. The course also explores how everyday digital tools can simplify repetitive work, helping participants manage their responsibilities with greater focus and confidence.

Who It's For

Employees at any career stage who want to manage competing demands, improve personal organization, and make better use of their working day.

Learning Outcomes

Participants will be able to:

- Recognize how their personal working style influences time management habits and identify opportunities for improvement
- Set meaningful goals and translate them into clear priorities and manageable actions
- Conduct a time audit to identify distractions, inefficient habits, and activities that consume disproportionate effort
- Prioritize tasks using the urgent-important matrix, the 80/20 rule, and practical ranking techniques
- Organize workflow and task lists while reducing the disruption caused by frequent task switching
- Apply practical techniques to overcome procrastination and get started on challenging tasks
- Establish personal and professional routines that support focus, productivity, and consistent follow-through
- Use email automation and other digital tools to streamline repetitive tasks and create a personal action plan

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Managing Difficult Conversations

Address concerns with confidence while preserving respect and working relationships.

Overview

Raising a concern, addressing a misunderstanding, or discussing someone's behavior can feel uncomfortable. This practical course helps participants prepare for these conversations and approach them with greater confidence. Participants examine how assumptions and emotions influence their responses, clarify what they want to achieve, and learn to consider the other person's perspective. Through guided practice and a structured conversation framework, they develop skills in listening, questioning, and expressing concerns constructively. The course also explores how to maintain mutual respect, respond when tension rises, and recognize when to pause or seek support.

Who It's For

Employees, supervisors, and team leaders who want practical tools for handling sensitive issues and challenging workplace conversations.

Learning Outcomes

Participants will be able to:

- Decide when a difficult conversation is needed and consider the consequences of addressing or avoiding an issue
- Recognize how personal assumptions, emotions, and perspectives influence their approach
- Establish positive intent and a clear desired outcome before starting a conversation
- Choose an appropriate time, place, and setting for a sensitive discussion
- Prepare clear opening statements and use a structured framework to guide the conversation
- Apply active listening, purposeful questions, and appropriate body language to build understanding
- Maintain composure and mutual respect, recognizing when to pause, step away, or seek support
- Agree on practical next steps and create a personal action plan for applying the learning

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Problem Solving

Understand the problem and develop solutions that work.

Overview

Recurring issues, unexpected setbacks, and inefficient processes can consume time and disrupt everyday work. This practical course helps participants approach workplace problems with greater structure and confidence. They learn to define the issue clearly, investigate its causes, and question assumptions before developing solutions. Through practical activities, participants explore different perspectives and use tools such as fishbone diagrams, brainstorming, and mind mapping to generate useful options. The course also covers evaluating solutions, planning implementation, and checking results, helping participants turn their ideas into practical improvements.

Who It's For

Employees, supervisors, and team members who want a reliable approach to resolving everyday workplace problems and improving how work gets done.

Learning Outcomes

Participants will be able to:

- Define a workplace problem clearly and distinguish its symptoms from underlying causes
- Gather relevant facts, test assumptions, and consider the issue from different perspectives
- Apply a structured problem-solving process to break complex issues into manageable steps
- Use fishbone diagrams and other practical tools to investigate possible causes
- Generate potential solutions through brainstorming, brainwriting, and mind mapping
- Evaluate proposed solutions against clear criteria, considering feasibility and likely consequences
- Contribute constructively to group problem solving and build support for practical improvements
- Plan implementation, review results, and adapt solutions where further action is needed

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Decision Making

Weigh your options and choose a clear course of action.

Overview

Everyday workplace decisions involve competing priorities, incomplete information, and consequences for others. This practical course helps participants make more considered choices and explain their reasoning with confidence. They explore different types of decisions, recognize common thinking traps, and learn to assess the information available before committing to action. Practical activities develop their ability to establish criteria, compare alternatives, and weigh risks and trade-offs. Participants also examine how to involve others effectively, build agreement, and follow through, developing a consistent approach they can apply to individual and team decisions.

Who It's For

Employees, supervisors, and team leaders who make workplace decisions, recommend actions, or contribute to group choices.

Learning Outcomes

Participants will be able to:

- Recognize different types of decisions and select an approach suited to the situation
- Clarify the desired outcome, available options, and constraints affecting a decision
- Assess relevant information and identify gaps that require further investigation
- Recognize common decision-making traps and question assumptions that could distort judgment
- Establish clear criteria and compare alternatives systematically
- Weigh risks, benefits, and trade-offs using practical tools, including SWOT analysis
- Contribute to group decisions while encouraging different perspectives and avoiding premature agreement
- Communicate a decision's rationale and plan implementation, follow-up, and evaluation

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Emotional Intelligence

Understand your emotions and respond more effectively to the people around you.

Overview

Emotions influence how we communicate, respond to pressure, and work with others. This practical course helps participants recognize those influences and develop more considered responses to everyday situations. Through personal reflection, communication style insights, and practical activities, participants explore self-awareness, emotional regulation, motivation, and empathy. They learn to express feelings constructively, question their interpretations of others' behavior, and approach challenging interactions with greater composure. The course also considers cultural differences and the responsible use of emotional awareness, helping participants build respectful relationships and manage workplace demands with greater confidence.

Who It's For

Employees at any career stage who want to strengthen self-awareness, manage emotional responses, and improve their working relationships.

Learning Outcomes

Participants will be able to:

- Explain emotional intelligence and recognize its influence on workplace behavior, communication, and relationships
- Identify personal emotions, triggers, and habitual responses through reflection and feedback
- Apply practical techniques to regulate emotional reactions and maintain composure under pressure
- Express emotions clearly and constructively using appropriate language, tone, and body language
- Practice empathy and active listening while considering different perspectives and cultural contexts
- Recognize verbal and nonverbal cues and check their understanding before making assumptions
- Apply emotional intelligence to difficult conversations, workplace change, and interactions requiring sensitivity and care
- Distinguish constructive influence from manipulation and create a personal plan for developing emotional intelligence

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Coaching Others

Help others think through challenges and take ownership of their next steps.

Overview

Everyday coaching conversations can help people build confidence, solve problems, and improve their performance. This practical course introduces the skills needed to support someone's development through purposeful questions, attentive listening, and clear follow-through. Using the GROW model, participants learn to structure conversations that clarify goals, explore current circumstances, and turn options into action. REACH Profile insights help them understand their communication preferences and adapt to different individuals. Through practical activities, participants develop an approach that builds trust and encourages people to find their own solutions, while recognizing when guidance or instruction may be more appropriate.

Who It's For

Supervisors, team leaders, and experienced employees who support colleagues' learning, development, or performance through everyday workplace conversations.

Learning Outcomes

Participants will be able to:

- Distinguish coaching from mentoring and instruction, and recognize when each approach is appropriate
- Use REACH Profile insights to understand their communication preferences and adapt their coaching approach
- Build trust and establish a clear, shared purpose for a coaching conversation
- Apply the GROW model to explore goals, current reality, available options, and commitment to action
- Ask open questions that encourage reflection, generate insight, and help others develop their own solutions
- Listen attentively, check understanding, and allow space for the other person's thinking
- Consider an individual's skill and motivation when deciding how much support or direction to provide
- Agree on practical actions, establish accountability, and follow up to review progress and learning

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Assertiveness and Self-Confidence

Express your views with confidence and stand your ground respectfully.

Overview

Speaking up, setting boundaries, and expressing disagreement can be challenging, particularly when others seem more confident or forceful. This practical course helps participants develop the confidence to communicate their needs and opinions clearly while respecting others. Participants explore how their personal communication style, beliefs, and self-talk influence their behavior, and learn to build on their strengths. Through practical activities, they practice saying no constructively, responding to difficult behavior, and using voice and body language with intention. The course also considers cultural differences, helping participants adapt their approach to different workplace relationships and situations.

Who It's For

Employees at any career stage who want to speak up more confidently, establish boundaries, and handle challenging interactions with greater composure.

Learning Outcomes

Participants will be able to:

- Distinguish assertive communication from passive and aggressive behavior and recognize their own habitual responses
- Understand how personal communication preferences influence confidence and interactions with others
- Identify unhelpful self-talk and apply practical techniques to develop more balanced, constructive thinking
- Express opinions, needs, and disagreements clearly while respecting different perspectives
- Set appropriate boundaries and decline requests constructively, including in conversations with managers
- Use voice, tone, posture, and body language to communicate with greater confidence
- Respond to negativity, overbearing behavior, and aggression calmly, recognizing when support is needed
- Build on personal strengths and set achievable development goals aligned with their values

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Leading Effective Meetings

Make meetings purposeful and turn discussion into action.

Overview

Meetings work best when people know why they are there, what they need to contribute, and what should happen next. This practical course helps participants plan and lead meetings that make good use of everyone's time. They learn to set clear objectives, prepare focused agendas, encourage participation, and keep discussions on track. Practical activities build confidence in managing different personalities, addressing unproductive behavior, and guiding groups toward decisions. The course also considers virtual and hybrid meetings, helping participants maintain engagement across different settings and finish with clear actions, responsibilities, and follow-through.

Who It's For

Employees, supervisors, team leaders, and project coordinators who organize or lead workplace meetings and want more productive discussions and clearer outcomes.

Learning Outcomes

Participants will be able to:

- Decide when a meeting is needed and when another form of communication would be more effective
- Define the meeting's purpose, desired outcomes, and participants needed to contribute
- Prepare a focused agenda and share relevant information so participants arrive ready to engage
- Open meetings with clear expectations and manage time while allowing useful discussion
- Encourage balanced participation, draw out quieter voices, and respond constructively to interruptions or dominant speakers
- Keep discussion focused, summarize key points, and guide participants toward clear decisions
- Apply practical techniques to maintain engagement and participation in virtual and hybrid meetings
- Record decisions and actions clearly, assign responsibilities, and establish how progress will be followed up

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Critical Thinking

Question assumptions and reach conclusions you can explain and support.

Overview

Workplace information can be incomplete, contradictory, or presented with more confidence than the evidence warrants. This practical course helps participants examine what they read and hear, ask better questions, and form well-supported conclusions. They explore how personal thinking preferences and assumptions influence judgment, using REACH Profile insights to broaden their approach. Practical activities develop skills in evaluating evidence, considering alternative perspectives, and investigating underlying causes. An applied AI component helps participants use AI to explore ideas and challenge their reasoning while checking its claims, sources, and omissions. Participants leave better equipped to articulate their thinking and make considered recommendations.

Who It's For

Employees, supervisors, and team leaders who assess information, investigate workplace issues, or make recommendations, including those using AI in everyday work.

Learning Outcomes

Participants will be able to:

- Apply a structured critical thinking process to clarify issues, evaluate information, and develop reasoned conclusions
- Distinguish facts, opinions, and assumptions, and assess evidence for accuracy, relevance, and credibility
- Use purposeful questions and active listening to uncover missing information and clarify different perspectives
- Recognize how personal thinking preferences and biases influence judgment, drawing on REACH Profile insights
- Explore alternative explanations and solutions using creative thinking techniques, including mind mapping and Six Thinking Hats
- Use root cause tools, including fishbone diagrams and the 5 Whys, to investigate underlying issues
- Use AI to generate counterarguments and alternative perspectives, then independently verify important claims and cited sources
- Present clear recommendations supported by evidence, acknowledging uncertainty, limitations, and information gaps

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Business Writing Essentials

Write clearly and make it easy for your reader to act.

Overview

Effective business writing helps readers understand the message, find the information they need, and know what to do next. This practical course builds confidence in planning, drafting, and editing everyday workplace documents. Participants learn to identify their purpose and audience, organize ideas logically, and use plain language with an appropriate tone. Practical activities strengthen sentence construction, grammar, and word choice while addressing common problems such as unnecessary jargon and overly complicated wording. From emails and letters to proposals and reports, participants develop a repeatable approach to producing clear, professional writing that serves its purpose.

Who It's For

Employees at any career stage who write workplace emails, correspondence, reports, or proposals and want to improve clarity, accuracy, and reader engagement.

Learning Outcomes

Participants will be able to:

- Define the purpose, audience, and intended outcome before drafting a business document
- Plan and organize content so ideas flow logically and important information is easy to find
- Apply the Seven Cs of writing to produce clear, concise, and effective messages
- Construct sentences using appropriate grammar, pronouns, verbs, and active voice
- Choose plain language and a tone suited to the reader, purpose, and situation
- Write professional emails with clear subject lines, relevant content, and appropriate etiquette
- Structure letters, proposals, and other documents using readable layouts and consistent formatting
- Edit and proofread for accuracy, clarity, and unnecessary wording, jargon, or clichés

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Managing Stress and Building Resilience

Recognize pressure early and build habits that help you recover and respond.

Overview

Workplace pressure can affect energy, concentration, and how people interact with others. This practical, activity-based course helps participants recognize their responses to stress and develop habits that support resilience before their reserves run low. Participants explore what depletes and replenishes their energy, use Covey's Circle of Influence to focus their efforts, and practice reframing challenging situations constructively. The course introduces how the brain responds to pressure and considers the workplace conditions that contribute to stress. Participants leave with practical strategies for managing everyday demands, supporting colleagues, and sustaining their wellbeing through change.

Who It's For

Employees at any career stage who want to manage workplace pressure, maintain their energy, and respond more confidently to change and setbacks.

Learning Outcomes

Participants will be able to:

- Explain resilience and its relationship to workplace stress, wellbeing, and performance
- Recognize personal signs of pressure and identify situations or habits that deplete their energy
- Apply practical strategies to replenish energy and build resilience into everyday routines
- Use the Circle of Influence to distinguish what they can control, influence, or need support to address
- Reframe challenges constructively while acknowledging genuine concerns and workplace pressures
- Recognize how stress affects thinking and behavior, and practice techniques for regaining composure
- Identify team energy blockers and contribute to supportive, respectful working relationships
- Create a personal resilience plan that includes recovery habits, sources of support, and achievable next steps

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Team Building

Build stronger connections and work more effectively together.

Overview

Effective teamwork grows through shared purpose, clear expectations, and the everyday choices people make when working together. This practical course helps participants understand how teams develop and what they can do to strengthen their own contribution. Through group activities and reflection, participants explore communication differences, constructive ways to handle disagreement, and habits that support cooperation. They learn to make team discussions more productive, solve problems together, and build agreement on next steps. The course also considers how purposeful team-building activities and recognition can strengthen connections and help teams maintain momentum.

Who It's For

Team members, supervisors, and team leaders who want to improve working relationships and cooperation within new or established teams.

Learning Outcomes

Participants will be able to:

- Identify the characteristics of effective teams and the conditions that support shared success
- Recognize the forming, storming, norming, and performing stages of team development
- Adapt their contribution to support the team's needs at different stages of development
- Use communication style awareness to appreciate differences and work more constructively with others
- Select team-building activities that suit the group's purpose, needs, and working environment
- Contribute to focused team meetings that encourage participation and produce clear actions
- Apply brainstorming, Six Thinking Hats, and consensus-building techniques to solve problems together
- Agree on practical teamwork habits and actions that strengthen cooperation, recognize contributions, and sustain progress

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Change Management

Prepare for change and help people move forward with confidence.

Overview

Changes to systems, processes, or working arrangements affect people differently. This practical course helps participants understand those responses and manage the everyday steps involved in implementing change. They explore how to prepare people, explain the reasons for change, and involve those affected in shaping a workable transition. Using frameworks including ADKAR and Kotter's change process, participants learn to plan communication, respond constructively to concerns, and build commitment. Practical activities also explore resilience and flexibility, helping participants support colleagues, monitor progress, and reinforce new ways of working.

Who It's For

Supervisors, team leaders, project coordinators, and employees responsible for implementing workplace changes or supporting others through a transition.

Learning Outcomes

Participants will be able to:

- Recognize how change affects individuals and teams, including different emotional responses and motivations
- Use ADKAR to identify what people need to understand, accept, and apply a change
- Apply REACH Profile insights to adapt communication and support to different personal styles
- Develop a practical change and communication plan with clear actions, responsibilities, and opportunities for feedback
- Explain the purpose and benefits of change while acknowledging concerns and responding constructively to resistance
- Involve those affected and identify change champions who can encourage participation and support
- Use Kotter's change process to organize implementation, recognize progress, and reinforce new practices
- Apply resilience strategies to manage personal pressure and support colleagues throughout the transition

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Train the Trainer

Build the confidence and practical skills to help others learn.

Overview

Sharing expertise effectively requires thoughtful preparation and an understanding of how adults learn. This practical course helps participants plan, deliver, and assess workplace learning that is relevant, engaging, and easy to apply. They learn to identify learner needs, structure clear session plans, and choose activities that give people opportunities to practice. REACH Profile insights help participants understand their communication preferences and adapt their delivery to different groups. Participants also deliver a practice session and receive constructive feedback, building confidence in explaining ideas, managing participation, and checking that learning has taken place.

Who It's For

Employees, subject matter experts, supervisors, and workplace trainers who design or deliver learning, induction, demonstrations, or skills development sessions for adults.

Learning Outcomes

Participants will be able to:

- Identify learner needs and set clear, practical learning outcomes suited to the workplace
- Apply adult learning principles and varied instructional methods to support participation and understanding
- Develop a structured session plan with a purposeful opening, logically organized content, and a clear conclusion
- Select activities, learning aids, and materials that reinforce key messages and provide opportunities to practice
- Communicate clearly using voice, body language, listening, and questioning to engage different learners
- Manage interruptions, participation, and barriers to learning with composure and respect
- Design assessment activities to check learning and gather feedback to evaluate session effectiveness
- Deliver a practice session, give and receive constructive feedback, and identify improvements to their delivery

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