

Whether you're a start-up, an experienced business owner, manager or team leader, our workshops will assist you to reach your business goals. Facilitated by our experienced directors and business advisors using research-based methods, we equip you with the knowledge, tools and techniques you need for business success and financial peace of mind.

All of our workshops are tailor-made to suit your needs, and can be conducted in our Boardroom or Workshop Room on Level 1, 172 Hume Street Toowoomba (up to 20 participants), at your workplace, or online via Zoom or Skype.

Our workshops are available in full day (eight-hour) or half day (four-hour) sessions.



## YOUR INVESTMENT

Half day session	\$3,500
Full day session	\$6,000
One Page Plan	\$1,400

## Lead & Empower

**Duration:** Full or half day session.

This workshop equips leaders and business managers with tools and techniques to coach and develop their teams effectively.

### Agenda

- ✓ Identifying training requirements
- ✓ How to choose the right approach to coaching
- ✓ Powerful questioning techniques
- ✓ Managing time efficiently and effectively
- ✓ Solving problems in four steps

## Change Success

**Duration:** Full or half day session.

How many of the change initiatives or projects you have implemented in your business in the last 12 months were a success? Typically, it is as low as 30%. The cost each year to a business and its people is enormous through this 'trial and error' approach to management. Imagine if you could implement a new methodology that would lift the probability of success from 30% to 70%. What would be the cost and time savings? What would be the benefits for you? During this workshop you will learn a change methodology which will help you and your business dramatically lift your probability of change success, and how to take those new strategies and apply them in your business or to a specific project.

### Agenda

- ✓ Introducing change and why
- ✓ Change Success Model
- ✓ Change insights
- ✓ Pulling the levers of change
- ✓ Applying change



## Building your Dream Team

**Duration:** Full or half day session.

This workshop teaches you how to coach people effectively to ensure they achieve their full potential.

### Agenda

- ✓ Coaching and developing your team
- ✓ Agility
- ✓ Change
- ✓ Focus
- ✓ Life Purpose
- ✓ Personal strategic SWOT
- ✓ Training Needs Analysis
- ✓ Time Management
- ✓ Affirmations
- ✓ Stress Management
- ✓ Powerful Questioning

## Profit Improvement

**Duration:** Half day session.

This workshop will assist you in developing a clear waste reduction plan to improve profitability. Processes either add value, or waste to the production of an item or service. Waste elimination is one of the most effective ways to increase profitability in businesses. To eliminate waste it is therefore important to fully understand exactly what waste is and where it can be found.

### Agenda

- ✓ One Page Plan
- ✓ Plot your wastes
- ✓ Profit Formula
- ✓ Teams and KPIs
- ✓ Waste Audit

## Problem Solving

**Duration:** Full or half day session.

This interactive workshop introduces a series of tools and methodologies to help you implement a common approach to problem solving in an organisation.

### Agenda

- ✓ Discovering outside-the-box ideas
- ✓ Getting to the root cause of issues
- ✓ Making robust decisions
- ✓ Prioritising issues effectively
- ✓ Brainstorm strategies and prioritise
- ✓ Transform our strategies into actions
- ✓ Pull all our work together into a one page plan
- ✓ Monitor with Key Performance Indicators
- ✓ How to make it a continuous improvement cycle

## Vision Setting

**Duration:** Full or half day session.

One of the most difficult areas of business and personal development is vision setting. For most people tomorrow's vision is the same as today, only slightly better. The world is changing so rapidly that more of the same would be wrong. The vision setting process you will learn in this workshop draws on a combination of world's best practice and self-developed tools and processes. A clear and concise vision that is well communicated to all stakeholders can give you a sustainable competitive advantage.

### Agenda

- ✓ Develop a vision
- ✓ Understand how to overcome and use barriers to visioning to your advantage
- ✓ Understand and know how to use the Mindshop 5 Step Visioning Process
- ✓ Know to link your vision
- ✓ Know how to communicate your vision to all stakeholders
- ✓ Understand the methodology for helping others to see their vision
- ✓ Prepare a One Page Plan to implement your vision

## Growth Strategy

**Duration:** Full day session

Striving for increased growth is an objective for most businesses, however the path is not always a smooth one. Understanding what products, services, people, industries and market segments will provide you the desired growth and then what strategies are required to ensure you achieve your goals is critical. This workshop is designed to enable you to develop a marketing and sales strategy for your organisation, and then build in safeguards to ensure continued success.

### Agenda

- ✓ Force Field Analysis
- ✓ Gap Analysis
- ✓ Growth Strategy
- ✓ One Page Growth Plan
- ✓ Product Benefits Analysis
- ✓ Product Portfolio Analysis
- ✓ Competitor Analysis

## Strategic Planning

**Duration:** Full day session.

Develop a One Page Plan and get a clear vision and clarity on strategies for your business through this highly interactive workshop.

### Agenda

- ✓ The strategic planning process
- ✓ Understand where we are NOW
- ✓ Gain clarity to WHERE we are going
- ✓ Determine our competitive advantage
- ✓ Develop HOW strategies with the strategic SWOT
- ✓ Brainstorm further HOW strategies
- ✓ Prioritise our top strategies
- ✓ Transform our strategies into actions with the force field
- ✓ Pull all our work together into a One Page Plan

## Customer Service

**Duration:** Half day session.

Every year businesses lose millions of dollars in potential profits due to poor customer service skills at all levels. Do you know what your existing and prospective customers really need? Do you and your team have good listening skills? Do you and your team have the skills to be great problem solvers? This workshop is a roadmap to great customer service.

### Agenda

- ✓ Gap Analysis
- ✓ Loyalty Ladder
- ✓ Magic Wand
- ✓ One Page Plan
- ✓ Six-Step Plan for Upset Customers
- ✓ Five Whys
- ✓ Force Field Analysis