

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 (six-hour) or half day (three-hour) sessions. Contact us to discuss your requirements, and we'll design a package to suit your needs and budget.



Lead & Empower

This workshop enables forward-thinking managers and those in leadership positions to achieve future success via a practical understanding of organisational leadership. Using Mindshop's tools and techniques, you'll identify your core strengths and weaknesses and those of your team.

Key highlights:

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

Change Success

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.

Key Highlights

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



Building your Dream Team

This workshop teaches you the core elements of successful leadership, how to identify your focus and purpose in your profession and personal life, and coach people effectively to ensure they achieve their full potential.

Key Highlights

- 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

This course is a fantastic way to learn the steps required to improve the profitability of any business by removing up to 30% of inefficiencies (waste) that occurs every day. Working through the course you will focus in on two powerful tools to identify these “wastes” or profit improvement opportunities, then implement strategies to remove them.

Key Highlights

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

Problem Solving

The Problem Solving skills course is a terrific way to learn a series of tools and methodologies to help implement a common approach to problem solving in an organisation. Discover how to make more robust decisions, rank the priority of key issues and a powerful sequence of tools to take a strategy into action. A great course to provide a foundation to the way you operate as a business leader or advisor. Essential learning for all.

Key Highlights

- Discovering outside-the-box ideas
- Getting to the root cause of issues
- Making robust decisions
- Prioritising issues effectively
- Brainstorming strategies and priorities
- Transforming our strategies into actions
- Pulling all our work together into a one page plan
- Monitoring with Key Performance Indicators
- Making it a continuous improvement cycle

Vision Setting

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.

Key Highlights

- ❑ Developing a vision
- ❑ Understanding how to overcome and use barriers to visioning to your advantage
- ❑ Understanding and knowing how to use the Mindshop 5 Step Visioning Process
- ❑ Knowing to link your vision
- ❑ Knowing how to communicate your vision to all stakeholders
- ❑ Understanding the methodology for helping others to see their vision
- ❑ Preparing a One Page Plan to implement your vision

Growth Strategy

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.

Key Highlights

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

Strategic Planning

Develop a One Page Plan and get a clear vision and clarity on strategies for your business through this highly interactive workshop. Working through the course, you will understand how to clarify the vision, competitive advantage, strategies and one page plan for the business. Each course is designed to provide you with the opportunity to "learn through doing".

Key Highlights

- ❑ The strategic planning process
- ❑ Understanding where we are NOW
- ❑ Gaining clarity to WHERE we are going
- ❑ Determining our competitive advantage
- ❑ Developing HOW strategies with the strategic SWOT
- ❑ Brainstorming further HOW strategies
- ❑ Prioritising our top strategies
- ❑ Transforming our strategies into actions with the force field
- ❑ Pulling all our work together into a One Page Plan

Customer Service

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.

Key Highlights

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