



BUSINESS STRATEGY

& PLANNING WORKSHOPS





REACH YOUR BUSINESS GOALS with a program tailor-made for you.

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 will 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 Teams, Zoom or Skype.

Our workshops are available in sessions determined by your availability and a timeline set by you.

TEAM ATTRACTION & RETENTION

This program helps organisations address the challenge of attracting and retaining top-tier talent in today's competitive business landscape. With labor churn rates reaching as high as 25-30% in some industries, losing valuable skills, expertise and team cohesion can be costly. Our program emphasises authenticity, strong leadership and team development to help identify and implement the most effective strategies to achieve a labor turnover rate of 10% or less. Our program includes initiatives that foster a positive work environment, improve work-life balance and promote employee growth and development. With our program, organisations can benefit from a more cohesive and effective team and the retention of valuable talent.

KEY HIGHLIGHTS

- Set a clear future vision and goals for attraction and retention.
- Learn best practice and emerging trends around attraction and retention.
- Develop strategies using powerful business tools and translate those strategies to clear actions.
- Allocate responsibilities and timelines for actions.
- Increase probability of change success
- Identify and promote company culture
- Competitive strategy
- Creating a strong employer brand



BUSINESS VALUE MAXIMISATION

The business value maximisation course is designed to equip business owners with the necessary skills and knowledge to maximise the value of their enterprise. Rather than solely viewing their business as a means to fund their personal and family lifestyle, owners will learn to focus on optimising their exit strategy, resulting in a more lucrative sale price. This course emphasises the importance of working "on" the business, as opposed to "in" it, which is often a key factor in maximising its value. By attending this workshop, clients can benefit from practical strategies to enhance business performance, increase profitability, and reduce costs, enabling them to achieve the best possible outcome when exiting their enterprise.

KEY HIGHLIGHTS

- Understanding the key drivers of business value
- Learning how to prepare a business for sale and optimise its exit strategy
- Identifying opportunities for cost reduction and waste elimination to enhance profitability
- Exploring practical strategies for improving business performance and efficiency
- Understanding the impact of market trends and industry dynamics on business value
- Enhancing financial management and reporting capabilities to increase transparency and value
- Learning how to effectively communicate the value proposition of the business to potential buyers or investors



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



COACHING AND DEVELOPING PEOPLE

In today's ever-changing and competitive landscape, having a team that can make sound decisions, ask thought-provoking questions, and drive successful change is crucial. Our coaching and development course is designed to equip you and your team with a set of tools and methodologies to enhance your ability to coach and develop individuals effectively, allowing all team members to reach their full potential. Coaching people effectively is essential for attracting and retaining top-quality staff. This workshop will provide you with the skills, resources, and tools to impart a common approach to your team, which they can apply in their daily lives.



KEY HIGHLIGHTS

- Develop enhanced coaching and mentoring skills to effectively support and develop individuals.
- Strengthen communication and interpersonal skills to build positive relationships and effectively manage teams.
- Increase confidence in leadership abilities to effectively guide teams towards achieving organizational goals.
- Gain an in-depth understanding of different learning styles
- Develop effective feedback and conflict resolution skills
- Acquire the tools to identify and overcome obstacles and challenges
- Foster greater clarity and focus on goals and objectives to drive performance.
- Strengthen time management and prioritisation skills

CUSTOMER SERVICE

As customer desires and needs are continually evolving, it is crucial to ensure that customer service skills are set to surpass expectations.

Annually, businesses lose millions of dollars in potential profits as a result of inadequate customer service abilities. This workshop addresses the key components of successful customer service, including meeting the needs and wants of current and prospective customers, the loyalty ladder, effective listening, and problem-solving.

Participants will engage in practical, hands-on learning to gain valuable tools for implementing a customer service strategy and applying those tools to their business, division, or personal approach.

Your team will explore a variety of methodologies and tools to enhance their abilities, assess customer service levels, and foster a continuous improvement mentality.

KEY HIGHLIGHTS

- Improved customer service skills and abilities
- Increased customer satisfaction and loyalty
- Higher customer retention rates and profits
- Enhanced problem-solving and listening skills
- Better understanding of customer needs and wants
- Continuous improvement mentality for customer service
- Strategies and actions to maintain customer service success
- Application of learnings to business or personal approach.



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

INVESTOR READINESS

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

- Gaining clarity on what makes an opportunity.
- Understanding investors: types, qualities and sources of finance.
- Structuring a deal and the deal process.
- How to take further action.



LEADERSHIP DEVELOPMENT

Aiming to improve your leadership effectiveness over the next 12 months? We can assist in turning your leadership development plans into reality with a combination of face-to-face and online advisory support. The best laid plans often fail, so we improve your likelihood of implementation success by making sure you leave with a plan of action, all captured online, plus we support you with just-in-time training, and we keep you accountable with ongoing support. Anybody can read up on leadership theories, but our solution focuses on implementation of leadership principles and how to be an effective leader in a volatile and unpredictable environment. We will customise this workshop so you learn how to be an effective leader regardless of your role or seniority.

KEY HIGHLIGHTS

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



NEGOTIATION SKILLS

Negotiating is a part of life. A successful negotiation is a process that yields an agreement each party will willingly fulfil. Treating negotiation as a competition with winners and loser guarantees that the loser will not be committed to fulfilling the agreement. This workshop explains the art of successful negotiation and breaks it down into six easy steps for you to follow. Learn our six step negotiation process with topics covered including negotiation styles, tactics, communication, BATNA, deadlocks in negotiation, teams, preparation, wants, proposal, bargaining, agreement and follow-up.

KEY HIGHLIGHTS

- Preparation for negotiation
- Effective communication skills
- Persuasion techniques
- Conflict resolution strategies
- Bargaining tactics
- Closing the deal strategies
- Practice and feedback opportunities
- Cultural differences in negotiation
- Real-life examples for practical insights
- Ongoing support and resources



PERFORMANCE ENHANCEMENT COACHING

With the high pace and stresses of business it is not uncommon to find some leaders or team members stagnating, performing poorly, or finding it difficult to engage with work. This significant reduction in productivity is starting to impact negatively on many businesses and those higher performers having to shoulder the extra load. It is also often the case that high performers are ignored within a business with most of the attention on the 'poor performers' or 'squeaky wheels'. This can rapidly lead to high performers leaving due to lack of challenges or a stagnation in their role. Both situations can be costly to an organisation if not addressed. Our 'Performance Enhancement Coaching' solution works by providing: Initial audit of the person (or people) needing support, Initial coaching session to develop a one page plan to turn-around or accelerate the performance of that individual, On-going coaching support options to drive implementation and boost probability of success.

KEY HIGHLIGHTS

- Force Field Analysis
- Gap Analysis
- Growth Strategy
- One Page Growth Plan
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- Competitor Analysis



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

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



BUILDING YOUR DREAM PROJECT TEAM

The Effective Leadership and Project Management Workshop covers the core elements of successful leadership, how to identify focus and purpose, and how to coach individuals effectively to achieve their full potential. It also provides insights on project management, including assembling the right team, project planning, risk management, and monitoring project progress. The workshop emphasizes the importance of having a proven structure and consistent problem-solving approach for each project team, which is essential in boosting the probability of project success. The program is designed to equip participants with the knowledge and tools they need to lead their teams effectively and implement projects successfully, making it an essential training program for individuals looking to enhance their leadership and project management skills.

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



RECRUITMENT PROCESS

A comprehensive recruitment process is essential to selecting the most suitable candidate for a job, thereby adding value to your team. Conversely, selecting the wrong candidate could lead to decreased productivity and morale or even derail your strategic plans. Our workshop is designed to equip you with the necessary skills to convey a professional and rigorous approach to recruitment, both to internal team members and external candidates. Our program focuses on a range of tools and methodologies to enhance your recruitment process, covering thirteen critical steps, from drafting job descriptions to making the final job offer and inducting new hires. By investing in a robust recruitment process, you can ensure that you select the right candidate for the job, saving you time, money and minimizing stress in the process. Contact us today to learn how we can help guide you towards recruitment success



KEY HIGHLIGHTS

- Importance of a robust recruitment process
- Creating effective job descriptions and person specs
- Screening and shortlisting techniques
- Competency-based interviewing skills
- Legal and ethical considerations
- Effective onboarding and induction
- Improving employer branding
- Emerging trends in recruitment

SALES

Enhancing sales proficiency is crucial for businesses of all sizes, particularly in an ever-changing market. Our sales workshop is designed to equip your clients/team with the necessary skills to improve their sales performance and outcomes. By the end of this workshop, participants will have a concise Sales One Page Plan, providing them with an actionable roadmap to success.

The workshop covers a range of essential topics, including identifying your target market and measuring your success through metrics. Participants will also learn how to refine their sales process and identify points of friction, as well as understand the sales demand cycle and pipeline creation. Additionally, attendees will discover how to leverage referrals to drive more sales and comprehend the role of a sales manager.

Join our sales workshop to help your team become proficient in selling products and services, enabling your business to succeed in a challenging market environment.

KEY HIGHLIGHTS

- Develop critical sales skills and techniques to improve performance.
- Learn to identify and target your ideal customers.
- Gain insights into your sales process and understand where improvements can be made.
- Learn to measure and track key performance metrics to evaluate success.
- Understand the sales demand cycle and create an effective sales pipeline.
- Discover effective referral strategies
- Competitor Analysis
- Product positioning



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



TEAM DEVELOPMENT

Are you looking for ways to enhance your team's effectiveness and productivity? As a team member, it's essential to understand the key elements of successful teams and learn how to improve your skills and performance in your role.

Our team development course offers a comprehensive range of tools and methodologies to help you become a valuable asset to your team. We will guide you through the process of building a balanced and effective team, including understanding group dynamics and team building strategies.

Whether you're a team leader or a team member, our workshop will equip you with the necessary skills and processes to ensure your participation is effective. By attending our course, you will learn how to run successful project teams, prepare a team building plan, and leverage the skills and experience of every team member.

Join us and take the first step towards improving your team's productivity and ensuring your business runs smoothly

KEY HIGHLIGHTS

- Understanding successful team elements.
- Trust equation
- Managing team performance.
- Improving problem-solving and decision-making.
- Enhancing communication skills.
- Developing a team-building One Page Plan
- Training needs analysis



TIME MANAGEMENT

Effective time management is crucial for personal success, and this workshop aims to equip attendees with the necessary tools and processes to plan their time and lives more efficiently. Participants will learn time management techniques to help them channel their energy and efforts into achieving their goals, while also making time for rest and relaxation. The workshop will also help attendees identify and address their time management barriers, with a practical action plan to overcome obstacles. By the end of the workshop, attendees will be able to prepare a One Page 'Time Management' Plan and prioritize their tasks, say "no" to non-essential activities, and create a personalized time management plan to achieve their goals.



KEY HIGHLIGHTS

- One Page plan
- Covey time matrix
- Delegation techniques
- Learning effective time management techniques
- Identifying and prioritizing tasks
- Work life balance
- Fighting procrastination

VISION SETTING

Effective time management is crucial for personal success, and this workshop aims to equip attendees with the necessary tools and processes to plan their time and lives more efficiently. Participants will learn time management techniques to help them channel their energy and efforts into achieving their goals, while also making time for rest and relaxation. The workshop will also help attendees identify and address their time management barriers, with a practical action plan to overcome obstacles. By the end of the workshop, attendees will be able to prepare a One Page 'Time Management' Plan and prioritize their tasks, say "no" to non-essential activities, and create a personalized time management plan to achieve their goals.

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



For more information or a
quote, please contact our
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