



BUSINESS STRATEGY

& TEAM PERFORMANCE WORKSHOPS



HELPING YOUR ORGANISATION TO ACHIEVE ITS GOALS

with a program tailor-made for you.

WHETHER YOU ARE A START-UP, ESTABLISHED BUSINESS OWNER, MANAGER, OR TEAM LEADER, OUR PROGRAMS ARE DESIGNED TO STRENGTHEN BUSINESS STRATEGY AND IMPROVE ORGANISATIONAL AND TEAM PERFORMANCE. LED BY OUR EXPERIENCED BUSINESS ADVISORS, WE USE PROVEN FRAMEWORKS TO HELP YOU CLARIFY DIRECTION, IMPROVE EXECUTION, AND DRIVE MEASURABLE BUSINESS OUTCOMES.

Every business faces its own set of challenges, whether that's improving performance, strengthening leadership capability, aligning teams, increasing efficiency, or driving sustainable growth. That's why we don't take a one-size-fits-all approach.

We work closely with you to design a tailored program that addresses on where you are **now**, and **where** you want to be. Using practical tools, proven methodologies, and best-practice frameworks, we focus on turning real issues into clear, actionable solutions that can be embedded into **day-to-day** operations.

Whether your priority is growth, operational efficiency, leadership capability, or team performance, we translate strategy into action to support sustained improvement.

Workshops can be delivered in our Boardroom on Level 1, 172 Hume Street, Toowoomba (up to 20 participants), at your workplace, or online via Teams, Zoom, or Skype. Sessions are scheduled flexibly to align with your business needs and delivery timelines.

STRATEGIC PLANNING

WE HELP YOU GAIN CLARITY AND BUILD A CLEAR PLAN FOR YOUR BUSINESS FUTURE

Using our practical One Page Plan strategy, our facilitators help you understand where your business is today, define where it needs to be in the future, and develop clear, actionable strategies to bridge the gap. You will work through clarifying your vision, identifying your competitive advantage, and building a focused One Page Plan for your business. This hands-on workshop is designed so you learn by doing and leave with practical steps you can immediately apply.

KEY HIGHLIGHTS

- The strategic planning process
- Understanding where you are NOW
- Gaining clarity to WHERE you are going
- Determining your competitive advantage
- Developing HOW strategies with the strategic SWOT
- Ruthless Prioritisation



LEADERSHIP DEVELOPMENT

AIMING TO IMPROVE YOUR LEADERSHIP EFFECTIVENESS OVER THE NEXT 12 MONTHS?

Our leadership development course helps leaders build essential skills grounded in positive and authentic leadership principles. Participants learn how to align teams, encourage new ideas, lead with integrity, and develop the people around them.

Using proven, practical leadership frameworks we work with your leaders to create tailored development plans based on individual strengths and capability gaps. The program provides structured support and accountability to ensure real progress, not just learning.

Designed for today's unpredictable and fast-changing environments, this course equips leaders to become more effective, adaptable, and confident in how they lead.

KEY HIGHLIGHTS

- Leading from the front
- Choosing the right approach to coaching
- Powerful questioning techniques
- Positive communication
- Managing time efficiently and effectively
- Solving problems in four steps



THE CULTURE ADVANTAGE

Our culture workshop focuses on building authentic leadership, strengthening team alignment, and creating a positive, high-performing workplace culture. We work with organisations to identify and implement practical strategies to reduce turnover and improve engagement, with the goal of achieving sustainable retention rates of 10% or less.

The program explores initiatives that support a healthier work environment, improved work-life balance, and meaningful employee growth and development. The result is a more cohesive, motivated team and stronger retention of valuable talent.

KEY HIGHLIGHTS

- Leadership authenticity
- Employee engagement and retention strategies
- Building trust and psychological safety
- Team alignment and shared purpose
- Creating a positive and high-performance culture
- Improving communication and feedback practices
- Employee wellbeing, balance, and support systems
- Talent development and career growth pathways
- Embedding accountability and consistent leadership behaviours



CHANGE SUCCESS

How many of the change initiatives or projects in your business over the past 12 months would you consider successful? For many organisations, the answer is surprisingly low—often around 30%.

The cost of this “trial and error” approach adds up quickly, not just financially, but also in time, energy, and team morale. Now imagine if you could take a more structured, strategic approach that increased your success rate from 30% to 70%. What difference would that make to your business?

In this workshop, you’ll learn a practical change methodology designed to significantly improve your likelihood of success. You’ll also discover how to apply these strategies directly within your business or on a specific project, so you can turn ideas into outcomes with far greater confidence and consistency.

KEY HIGHLIGHTS

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



VISION AND GOAL 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

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

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

ETHICAL AND EFFECTIVE GOVERNANCE

This workshop explores the principles and practices that underpin strong ethical and effective governance in modern organisations. Participants will gain a clear understanding of how good governance supports better decision-making, strengthens accountability, and builds long-term trust with stakeholders.

The session examines the role of leaders and boards in setting the ethical tone of an organisation, and how governance frameworks can be used to ensure transparency, compliance, and responsible business practices. It also highlights the importance of aligning governance with organisational values and culture, so that ethics are embedded in everyday operation, not just policy.

Through practical examples and discussion, participants will learn how to identify governance risks, improve oversight processes, and strengthen ethical decision-making at all levels of the organisation. The workshop is designed to be applied directly to real business contexts, helping organisations build confidence, integrity, and resilience in their governance approach.

KEY HIGHLIGHTS

- Ethical leadership and decision-making
- Governance frameworks and best practice structures
- Accountability, transparency, and oversight
- Roles and responsibilities of leaders, boards, and executives
- Risk identification and governance risk management
- Embedding organisational values into governance practice
- Compliance and regulatory awareness (practical application)
- Building trust with stakeholders and teams



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



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



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



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
- Focus
- Work life balance
- Fighting procrastination



CREATING A PSYCHOLOGICALLY SAFE WORKPLACE

High-performing teams are built on trust, open communication, and the confidence to contribute ideas, raise concerns, and challenge the status quo. Psychological safety is a critical foundation for these behaviours, creating an environment where people feel respected, valued, and comfortable speaking up without fear of blame. When these foundations are missing, organisations can experience reduced engagement, poor collaboration, lower innovation, increased staff turnover, and heightened psychosocial risks.

This workshop helps leaders and teams create a workplace culture that supports both performance and wellbeing. Participants will explore the factors that influence team trust, engagement, and collaboration, while gaining an understanding of their responsibilities within Australia's evolving psychosocial health and safety framework.

Through proven tools and practical application, participants will learn how to foster psychologically safe workplaces, strengthen communication, encourage innovation, and create environments where people can perform at their best. Research consistently shows that psychologically safe teams are more likely to share ideas, learn from mistakes, adapt to change, and achieve higher levels of performance and wellbeing. The workshop provides actionable strategies that can be immediately implemented to support positive workplace culture, effective leadership, and compliance with psychosocial risk management obligations.

KEY HIGHLIGHTS

- Building trust and stronger team relationships
- Improving communication and feedback
- Creating psychologically safe workplaces
- Encouraging innovation and new ideas
- Managing conflict and difficult conversations
- Increasing engagement and team performance
- Developing positive leadership behaviours
- Understanding psychosocial health and safety responsibilities



BUILDING HIGH PERFORMING TEAMS

TEAM MANAGEMENT PROFILING

High-performing teams don't happen by chance. They are built through a clear understanding of individual strengths, effective communication, and the ability to work together towards shared goals.

This workshop uses Team Management Profiling (TMP) to help leaders and teams better understand their work preferences, strengths, and areas for development. Participants will gain valuable insights into how different people contribute to team success, how to improve collaboration, and how to maximise individual and collective performance. By understanding what motivates team members and where their natural strengths lie, leaders can ensure the right people are in the right roles, leading to higher engagement, improved productivity, and stronger performance amongst teams.

Through practical activities and facilitated discussion, teams will learn how to leverage diversity of thinking, improve communication, reduce workplace friction, and build stronger working relationships. The result is a more aligned, productive, and high-performing team that is equipped to achieve better outcomes.

KEY HIGHLIGHTS

- Individual report
- Understanding individual work preferences and strengths
- Improving team communication and collaboration
- Building trust and stronger working relationships
- Maximising individual and team performance
- Leveraging diversity of thinking and skills
- Identifying team gaps and opportunities



For more information or a
quote, please contact our
Business Advisory team on

T: (07) 4638 1155

E: info@robertson-scannell.com.au