



**This course is designed to increase yours and your team's effectiveness, efficiency & success**

The 5 Keys to Success will benefit your organisation through learning and implementing tried and true principles of improving relationships with people – your staff, your suppliers and your customers.

All these aspects will lead to your business being better organised, delivering higher productivity and reducing your personal stress levels.

## **1 Leadership**

How to grow in your leadership with staff and clients leading to better results:

- **Generational Differences**
- **Leadership Structures and Attitudes**
- **Leadership Styles and when to apply them**
- **Creating a Positive Workplace Culture**

## **2 How to understand yourself and others**

The better we understand ourselves the better we can understand and appreciate others:

- **Knowing yourself**
- **Knowing your people**
- **How to play to each other strengths**
- **How we can complement each other within the team**

## **3 Effective Communication**

How to work best with people and to apply principles that enable you to overcome communication barriers by understanding:

- **Human Nature**
- **Communication Difficulties and Filters**
- **Skills with people**
- **Ways to address Conflict**

## 4 Team Work

When we set goals and encourage partnership, we become a more productive team and a more profitable business by understanding:

- **The need for a common purpose**
- **How to set and achieve team goals**
- **SWOT analysis and identifying team training needs**
- **Team Participation Consultative Process and reactions to change**

## 5 Performance Management

When we know what our clients and staff want, only then can we partner with them to create a Win/Win outcome:

- **How to evaluate where we are at now**
- **How to set and achieve our goals**
- **Our employees goals and how to support them to achieve**
- **Coaching principles and a positive environment**

### Benefits

The benefits of the course are numerous, once implemented into your business the principles should dramatically improve your workplace culture and the productivity of your staff.

Some of the benefits are:

- increased employee productivity and profitability
- increased team work and customer service
- increased communication and satisfaction for staff and customers
- increased staff engagement and retention
- increased staff efficiencies and quality of work

### Costs

The cost is \$750 plus GST per person. If you have more than one person attending the course we can discuss a group rate for your business.

## 5 Keys to Success

CODE	DATE	DAY	TIME
5151	14 <sup>th</sup> May 15	Thursday	9 am– 12 noon
5152	23 <sup>rd</sup> Jul 15	Thursday	9 am– 12 noon

The courses above are held over 5 weeks, one 3 hour session per week covering one of the 5 keys each week. It works best as a workshop format with up to 10 participants.

However, we have re-designed the course as an in-house training session over 2 full days for a management/supervisor team and conducted it for larger businesses in this way.

Alternatively, we can present each of the 5 Keys separately as a 3 hour seminar just on that topic.