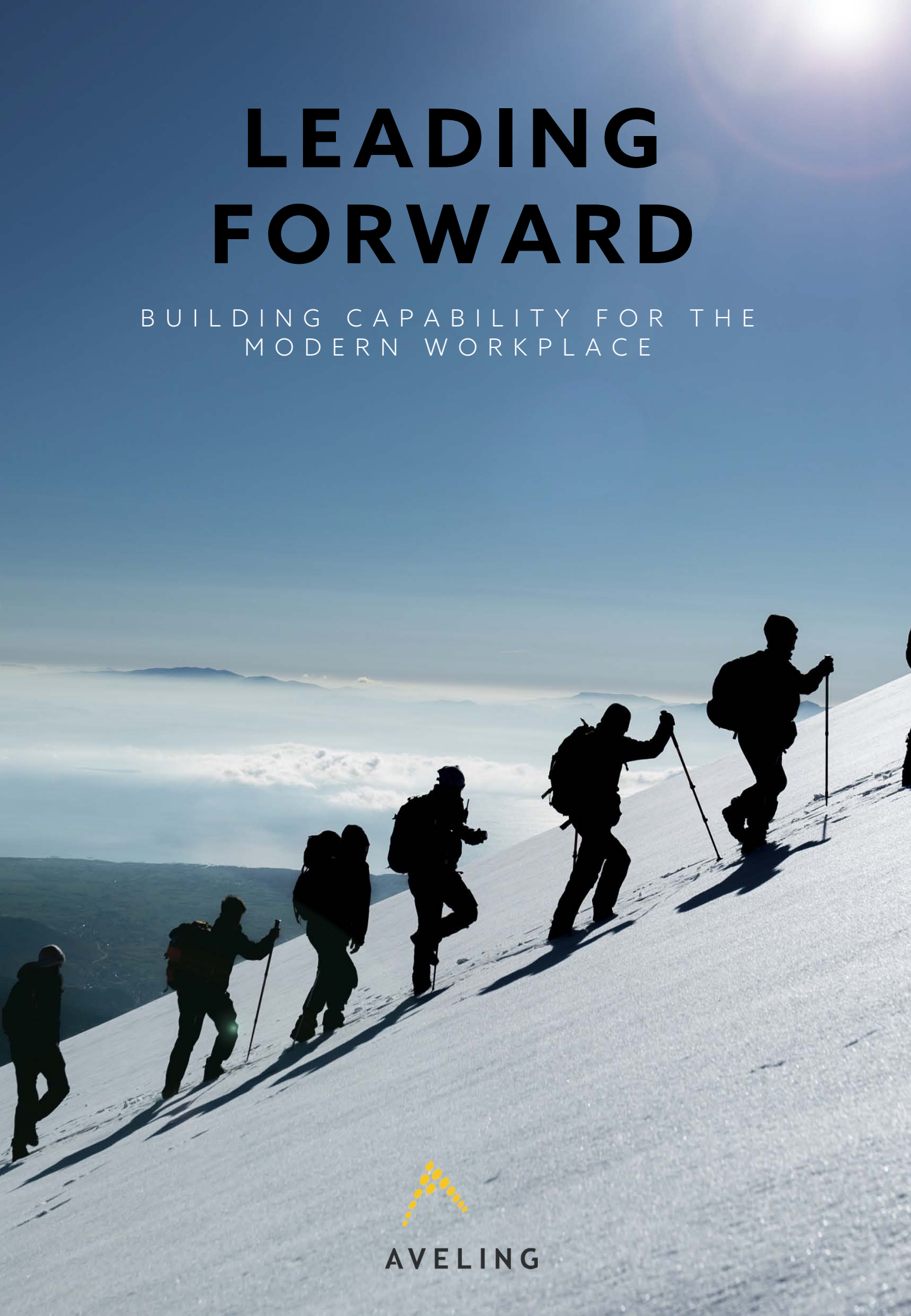
# LEADING FORWARD

BUILDING CAPABILITY FOR THE MODERN WORKPLACE



AVELING

# WHY CHOOSE **AVELING?**

Aveling is a Perth-based RTO with 30 years' experience delivering practical, tailored leadership, management and safety training.

## Evidence into Practice

We draw on contemporary leadership research and proven frameworks, translating complex ideas into practical tools, conversations and behaviours leaders can confidently apply in the workplace.

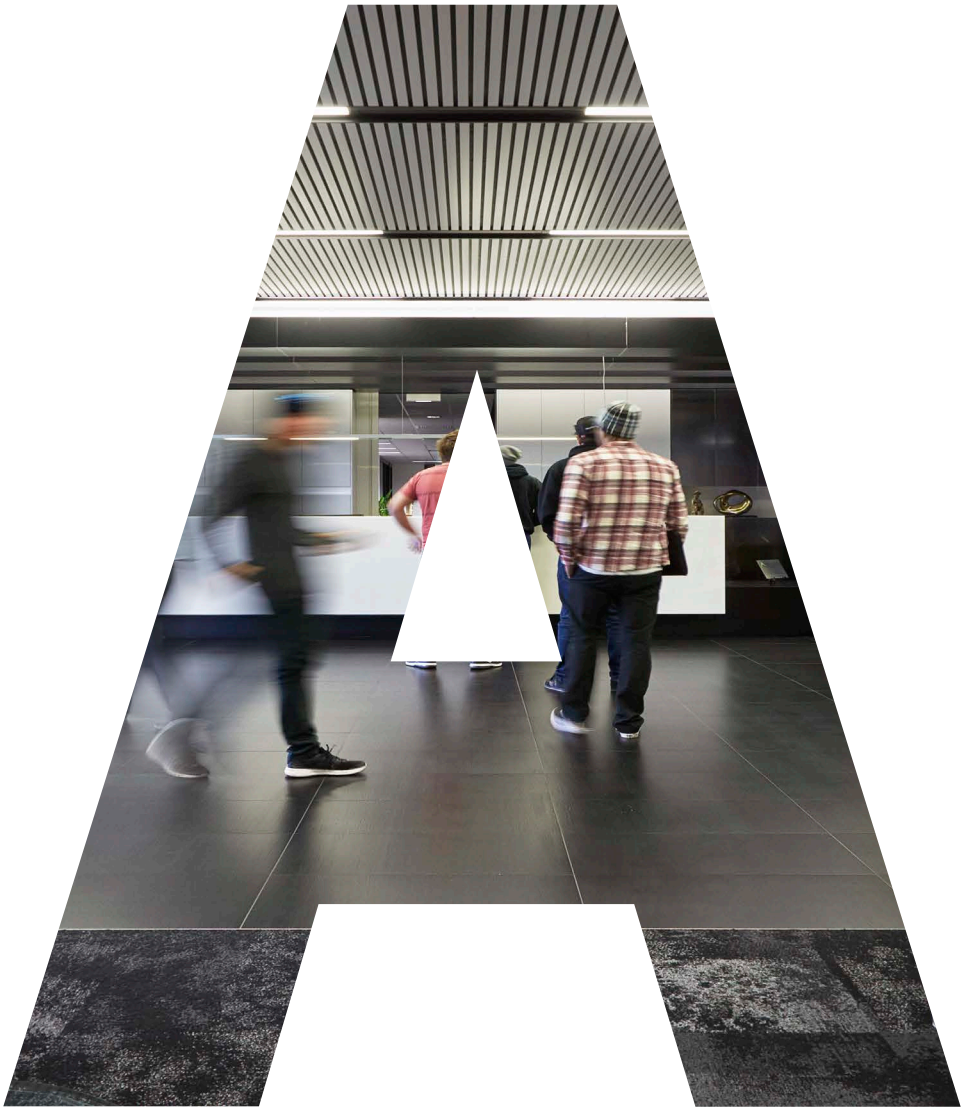
## Leadership by Design

Our programs are flexible by design, allowing organisations to select, combine and tailor learning experiences around their people, priorities, capability gaps and operating context.

## Learning that Delivers

We focus on practical application, helping leaders turn insight into action, strengthen everyday performance and create meaningful, measurable impact across teams and the broader organisation.





# OUR DNA

At the heart of Aveling is a commitment to **Develop**, **Nurture** and **Appreciate** every person we work with. This philosophy shapes how we design learning, support growth and partner with organisations. We develop capability through practical, evidence-informed learning, nurture confidence and application, and appreciate that every organisation and leader is different. That is why our leadership programs are flexible, relevant and designed to create lasting impact.

# TAILORED LEARNING SOLUTIONS

### 1 Discover and Define

We start with a conversation to understand your organisation, challenges and goals. Together, we clarify desired outcomes, audience needs, organisational context and any key constraints to ensure the focus is right from the outset.

### 2 Design and Align

We co-design a tailored solution aligned to your objectives, people and operating environment. This may include program structure, delivery format, learning tools and practical applications relevant to your teams.

### 3 Deliver and Embed

We deliver engaging, practical learning experiences that support people to apply new skills in real-world settings. Where appropriate, we incorporate reflection, reinforcement and follow-up to help embed capability over time.




## Mike Conneely

Learning and Partnerships Manager


Working closely with organisations to understand their people, challenges and priorities, Mike helps design tailored learning solutions that build capability, strengthen leadership and support organisational performance. Passionate about leadership, communication and people development, Mike brings a practical, evidence-based approach focused on building confidence, clarity and capability across individuals and teams. Through every engagement, Mike brings to life Aveling's values of Develop, Nurture and Appreciate, ensuring learning remains relevant, practical and connected to meaningful outcomes.

**Want to know more?**


mike.conneely@aveling.com.au 0412 045 540

# THE WAY WE'VE ALWAYS DONE IT IS NOT A LEADERSHIP STRATEGY

Every organisation develops its people differently. Whether you are building foundational capability, strengthening team performance or preparing leaders for greater complexity, use this guide to explore the programs that best match your priorities.


**9** | Leadership Fundamentals

**10** | Contemporary People Management

**11** | Decision Quality: Thinking Under Pressure

**12** | Game Changer Thinking

**13** | Business Acumen for Leaders

**14** | Accountability That Works

**15** | Brave Enough to Lead

**16** | Ethical Leadership

**17** | Emotional Intelligence for Leaders

**18** | Mindful Leadership

**19** | Leading Aligned Teams

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**26** | Respectful Behaviours

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**28** | Climbing the Mountain

**29** | From Intention to Impact

**30** | Strategic Planning: Direction to Delivery

**31** | Customer-Centred Leadership

**32** | Quality Ownership & Continuous Improvement



# GOOD LEADERS AREN'T BORN, THEY'RE BUILT

Build more confident, capable leaders

**Leadership Fundamentals** | 9
Build confidence, credibility and practical capability to lead others effectively.

**Contemporary People Management** | 10
Manage performance, develop people and lead with greater consistency.

**Brave Enough to Lead** | 15
Build courage, resilience and trust when leadership gets uncomfortable.

**Emotional Intelligence for Leaders** | 17
Understand yourself, read others and lead relationships more effectively.

**Mindful Leadership** | 18
Lead with greater focus, presence, perspective and intentional decision-making.

## Not sure where to start?

Select individual programs, combine complementary topics or work with us to design a tailored learning pathway around your people, priorities and organisational context.

# IF PEOPLE DON'T UNDERSTAND YOU, YOU CAN'T LEAD THEM

Strengthen communication and influence

**Communicate with Impact** | 21
Communicate with clarity, confidence and influence across diverse audiences.

**The Art of Constructive Conflict** | 22
Navigate tension, reduce defensiveness and turn disagreement into productive outcomes.

**Coaching and Empowering Others** | 23
Develop capability, ownership and confidence through purposeful coaching and delegation.

**Influence Without Authority** | 25
Build credibility, read stakeholders and influence without relying on hierarchy.

**Respectful Behaviours** | 26
Create safer, more respectful workplaces through awareness, accountability and action.



## Not sure where to start?

Select individual programs, combine complementary topics or work with us to design a tailored learning pathway around your people, priorities and organisational context.



# TALENT ALONE DOESN'T BUILD GREAT TEAMS

Create stronger, higher-performing teams

**Accountability That Works** | 14
Turn clear expectations into ownership, follow-through and consistent performance.

**Leading Aligned Teams** | 19
Create clarity, alignment and accountability around roles, priorities and performance.

**Psychological Safety: Speaking Up** | 20
Create the conditions for candour, challenge, learning and stronger contribution.

**Coaching and Empowering Others** | 23
Develop capability, ownership and confidence through purposeful coaching and delegation.

**Building High-Performing Teams** | 24
Strengthen trust, cohesion and collective ownership to lift team performance.

## Not sure where to start?

Select individual programs, combine complementary topics or work with us to design a tailored learning pathway around your people, priorities and organisational context.

# CERTAINTY IS RARE. GOOD JUDGEMENT ISN'T OPTIONAL

Improve decision-making and adaptability

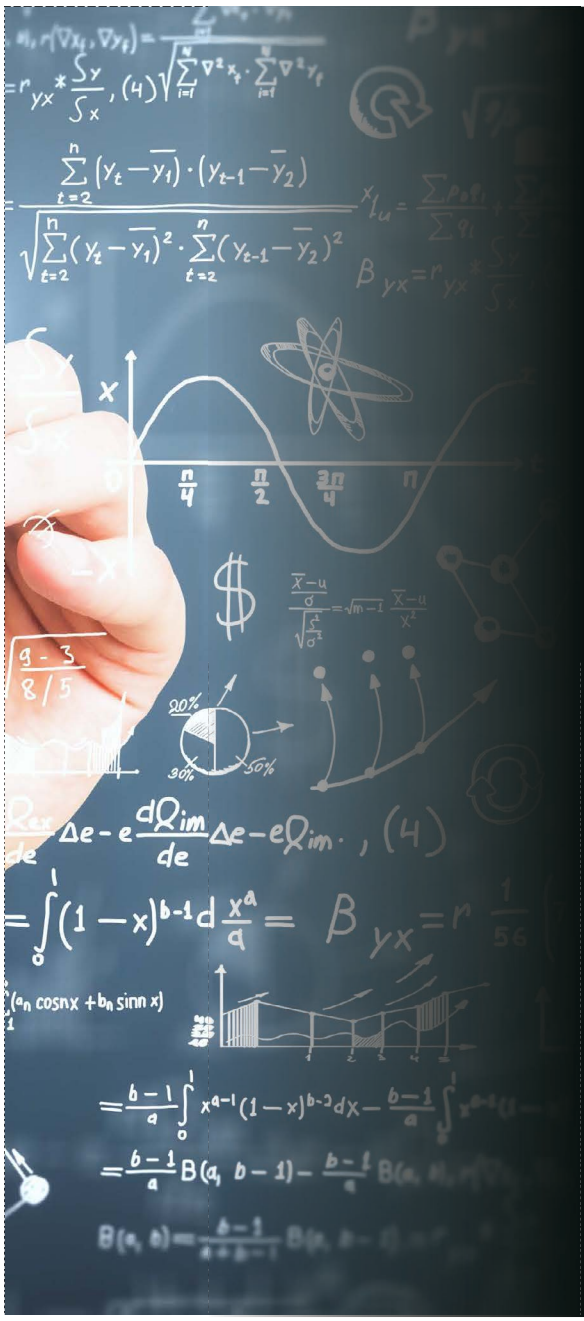
**Decision Quality: Thinking Under Pressure** | 11
Make clearer, more confident decisions when information is incomplete or complex.

**Game Changer Thinking** | 12
Challenge assumptions, reframe problems and create momentum behind better ideas.

**Emotional Intelligence for Leaders** | 17
Understand yourself, read others and lead relationships more effectively.

**Project Leadership** | 27
Lead complex work through stronger judgement, alignment, influence and execution.

**From Intention to Impact** | 29
Turn priorities into action, ownership and consistent follow-through.



## Not sure where to start?

Select individual programs, combine complementary topics or work with us to design a tailored learning pathway around your people, priorities and organisational context.



# TRUST IS BUILT IN THE MOMENTS THAT MATTER

Build courage, trust and accountability

**Accountability That Works** | 14
Turn clear expectations into ownership, follow-through and consistent performance.

**Brave Enough to Lead** | 15
Build courage, resilience and trust when leadership gets uncomfortable.

**Ethical Leadership** | 16
Navigate difficult choices with integrity, judgement and courage.

**Psychological Safety: Speaking Up** | 20
Create the conditions for candour, challenge, learning and stronger contribution.

**The Art of Constructive Conflict** | 22
Navigate tension, reduce defensiveness and turn disagreement into productive outcomes.

## Not sure where to start?

Select individual programs, combine complementary topics or work with us to design a tailored learning pathway around your people, priorities and organisational context.

# A STRATEGY WITHOUT ACTION IS JUST A GOOD INTENTION

Strengthen strategy and execution

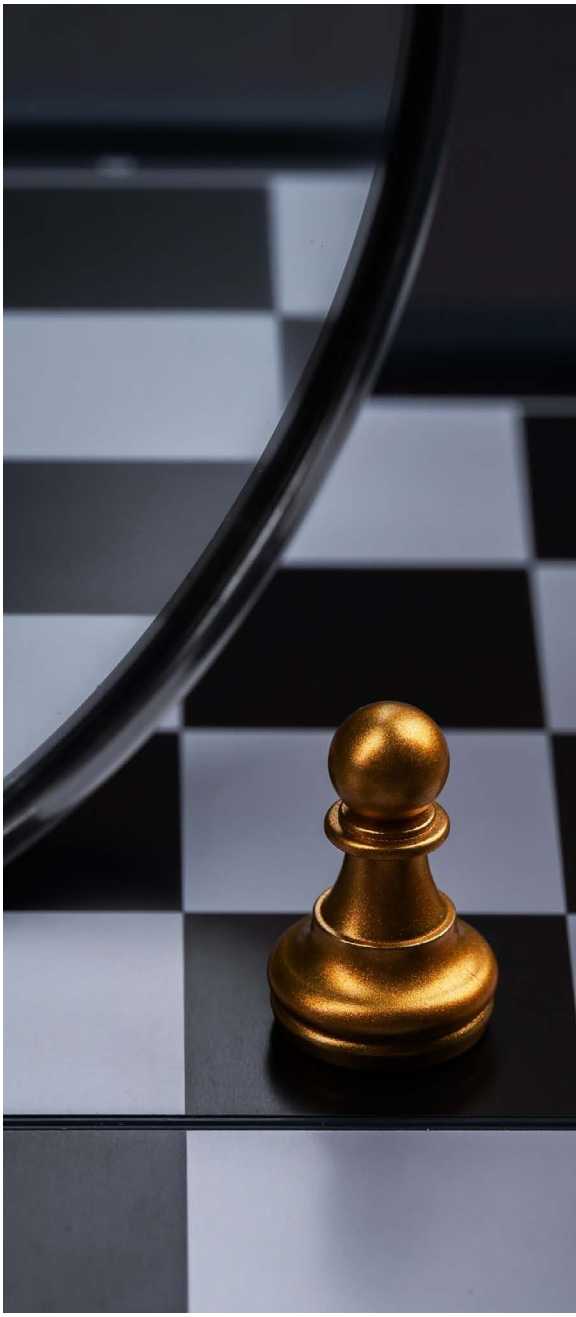
**Business Acumen for Leaders** | 13
Understand the business, strengthen commercial thinking and make better decisions.

**Accountability That Works** | 14
Turn clear expectations into ownership, follow-through and consistent performance.

**Project Leadership** | 27
Lead complex work through stronger judgement, alignment, influence and execution.

**From Intention to Impact** | 29
Turn priorities into action, ownership and consistent follow-through.

**Strategic Planning: Direction to Delivery** | 30
Turn strategic direction into clear priorities, coordinated action and measurable progress.



## Not sure where to start?

Select individual programs, combine complementary topics or work with us to design a tailored learning pathway around your people, priorities and organisational context.

# LEADERSHIP FUNDAMENTALS



**Core Leadership Alignment**

Communicating Clearly | Coaching Others | Driving Accountability | Building Influence

## WHY WE DESIGNED THIS COURSE

Moving into leadership requires more than being good at the work. Leaders need to understand the shift from personally delivering outcomes to creating the conditions in which others can perform. This flagship program gives emerging and developing leaders a practical operating system for leading themselves, their people and their work.

## KEY LEARNING OUTCOMES

- Establish a clear, credible leadership presence.
- Build trust and influence across organisational levels.
- Adapt leadership style to people, context and performance needs.
- Empower others through clear communication, delegation and accountability.

## THE ESSENTIALS

This is a 2-day course.

This course targets emerging and current leaders looking to build confidence in leading others.

This course is designed to be delivered in a face-to-face format.

This course can be tailored to your organisational values and real workplace scenarios.



# CONTEMPORARY PEOPLE MANAGEMENT

**Core Leadership Alignment**

Coaching Others | Driving Accountability | Applying Emotional Intelligence

## THE ESSENTIALS

This is a 2-day course.

This course targets managers and team leaders seeking stronger people-management capability and confidence.

This course is designed to be delivered in a face-to-face format.

This course can be tailored to your performance, management and people challenges.

## WHY WE DESIGNED THIS COURSE

Managing people today requires more than allocating work and monitoring performance. Contemporary managers must create clarity, build trust, provide meaningful feedback and develop capability while balancing organisational expectations with increasingly diverse employee needs. This program provides practical approaches for managing people effectively.

## KEY LEARNING OUTCOMES

- Set clear expectations and performance standards.
- Adapt management approaches to individual capability and need.
- Address performance gaps early and constructively.
- Build ownership through feedback, coaching and delegation.

# DECISION QUALITY: THINKING UNDER PRESSURE



**Core Leadership Alignment**

Making Sound Judgements | Adapting to Change | Managing Resources

## WHY WE DESIGNED THIS COURSE

Leaders rarely make important decisions with perfect information. They must assess risk, challenge assumptions and make sound judgement calls amid uncertainty, time pressure and competing perspectives. This course develops more disciplined decision-making by combining behavioural science with practical tools for thinking clearly when the answer is not obvious.

## KEY LEARNING OUTCOMES

- Make stronger decisions when information is incomplete.
- Recognise and challenge bias, assumptions and overconfidence.
- Evaluate risk, trade-offs and potential consequences.
- Create disciplined processes for complex or high-pressure decisions.

## THE ESSENTIALS

This is a 1-day course.

This course targets leaders seeking greater confidence in complex, high-pressure decision-making.

This course is designed to be delivered in a face-to-face format.

This course can be tailored to align with your organisational risks and operating environment.



# GAME CHANGER THINKING

**Core Leadership Alignment**

Adapting to Change | Making Sound Judgements | Developing Resilience | Driving Accountability

## THE ESSENTIALS

This is a 1-day course.

This course targets leaders and teams looking to challenge thinking and drive meaningful change.

This course is designed to be delivered in a face-to-face format.

This course can be tailored around your strategic challenges and improvement priorities.

## WHY WE DESIGNED THIS COURSE

Organisations need leaders who can challenge assumptions, rethink familiar problems and turn ideas into meaningful action. Game Changer Thinking develops the mindset and practical behaviours required to reframe challenges, experiment intelligently, navigate uncertainty and influence others when existing approaches are no longer delivering the required result.

## KEY LEARNING OUTCOMES

- Challenge assumptions and reframe complex problems.
- Apply more adaptive and innovative thinking to workplace challenges.
- Experiment intelligently while managing uncertainty and risk.
- Build influence and momentum behind new ideas.

# BUSINESS ACUMEN FOR LEADERS



**Core Leadership Alignment**

Thinking Strategically | Making Sound Judgements | Managing Resources

## WHY WE DESIGNED THIS COURSE

Leadership decisions are stronger when managers understand how the broader organisation creates value. This program moves leaders beyond their functional responsibilities to develop greater commercial awareness, financial literacy and strategic perspective, enabling them to make decisions that better balance people, customers, resources and organisational performance.

## KEY LEARNING OUTCOMES

- Understand the key drivers of organisational performance.
- Interpret financial, operational and commercial information with confidence.
- Evaluate trade-offs through a broader business lens.
- Connect team decisions to strategic and commercial outcomes.

## THE ESSENTIALS

This is a 2-day course.

This course targets leaders seeking stronger commercial awareness and broader organisational perspective.

This course is designed to be delivered in a face-to-face format.

This course can be tailored using your strategy, financial drivers and operational priorities.




# ACCOUNTABILITY THAT WORKS

**Core Leadership Alignment**

Driving Accountability | Communicating Clearly | Building Influence | Strengthening Teamwork

## THE ESSENTIALS

This is a 1-day course.

This course targets leaders looking to strengthen ownership, performance and accountability within their teams.

This course is designed to be delivered in a face-to-face format.

This course can be tailored to your performance expectations and real workplace scenarios.

## WHY WE DESIGNED THIS COURSE

Accountability is often addressed only after something has gone wrong. Effective leaders establish clarity before performance issues emerge, create ownership around commitments and address gaps early. This program reframes accountability away from blame and toward clear expectations, constructive conversations and shared responsibility for results.

## KEY LEARNING OUTCOMES

- Create clarity around expectations, responsibilities and standards.
- Build ownership rather than dependence or compliance.
- Address missed commitments directly and constructively.
- Strengthen accountability as an everyday team behaviour.




**Core Leadership Alignment**

Building Influence | Acting with Integrity | Applying Emotional Intelligence | Developing Resilience

## WHY WE DESIGNED THIS COURSE

Leadership frequently requires action before certainty exists. Drawing on contemporary research into courage, vulnerability, trust and resilience, this program develops leaders who are prepared to have difficult conversations, stand behind their values and remain effective when leadership becomes uncomfortable or personally challenging.

## KEY LEARNING OUTCOMES

- Act with greater courage in difficult leadership moments.
- Lead consistently from clearly understood values.
- Strengthen trust through openness, consistency and credibility.
- Respond constructively to vulnerability, setbacks and uncertainty.

## THE ESSENTIALS

This is a 1-day course.

This course targets leaders seeking greater courage, authenticity and confidence in challenging moments.

This course is designed to be delivered in a face-to-face format.

This course can be tailored to your organisational values, expectations and challenges.



# ETHICAL LEADERSHIP

**Core Leadership Alignment**

Acting with Integrity | Making Sound Judgements | Communicating Clearly | Building Influence

## THE ESSENTIALS

This is a 1-day course.

This course targets leaders wanting to navigate ethical challenges and speak up with confidence.

This course is designed to be delivered in a face-to-face format.

This course can be tailored using industry-specific ethical dilemmas and risk scenarios.

## WHY WE DESIGNED THIS COURSE

Ethical leadership is rarely tested when choices are simple. It is tested when priorities compete, pressure increases and speaking up carries personal or professional risk. This program develops leaders who can recognise ethical tension, challenge inappropriate decisions constructively and create environments where people feel able to raise concerns.

## KEY LEARNING OUTCOMES

- Recognise ethical risk and competing obligations.
- Make principled decisions under pressure.
- Raise difficult concerns constructively and confidently.
- Create stronger speak-up behaviours within teams.

# EMOTIONAL INTELLIGENCE FOR LEADERS



**Core Leadership Alignment**

Applying Emotional Intelligence | Communicating Clearly | Building Influence | Coaching Others

## WHY WE DESIGNED THIS COURSE

Leadership is experienced through behaviour. Leaders who understand their own patterns, regulate their responses and accurately read others are better equipped to build relationships, navigate tension and adapt their approach. This program translates emotional intelligence into practical behaviours that strengthen day-to-day leadership effectiveness.

## KEY LEARNING OUTCOMES

- Build greater awareness of personal leadership impact.
- Recognise and regulate responses under pressure.
- Read interpersonal dynamics with greater accuracy.
- Adapt behaviour to strengthen relationships and influence.

## THE ESSENTIALS

This is a 2-day course.

This course targets leaders looking to strengthen self-awareness, relationships and interpersonal effectiveness.

This course is designed to be delivered in a face-to-face format.

This course can be tailored to your strategy and incorporate psychometric assessment tools.



# MINDFUL LEADERSHIP

**Core Leadership Alignment**

Applying Emotional Intelligence | Developing Resilience | Making Sound Judgements

## THE ESSENTIALS

This is a 1-day course.

This course targets leaders looking to improve focus, presence and intentional decision-making.

This course is designed to be delivered in a face-to-face format.

This course can be tailored to your performance, wellbeing and organisational priorities.

## WHY WE DESIGNED THIS COURSE

Modern leaders operate amid constant information, interruption and competing demands. Mindful Leadership develops the ability to manage attention, create space between stimulus and response and make more deliberate choices. The result is greater presence, clearer judgement and more intentional leadership under pressure.

## KEY LEARNING OUTCOMES

- Increase awareness of attention, assumptions and automatic reactions.
- Respond deliberately rather than react instinctively.
- Improve presence and quality of listening.
- Develop sustainable practices for focus, perspective and performance.

# LEADING ALIGNED TEAMS



**Core Leadership Alignment**

Strengthening Teamwork | Driving Accountability | Coaching Others | Thinking Strategically

## WHY WE DESIGNED THIS COURSE

Many apparent performance problems are actually alignment problems. When roles, expectations, communication and decision authority are unclear, even talented teams struggle. This program provides leaders with a practical system for creating clarity, motivation, accountability and coordinated execution across their teams.

## KEY LEARNING OUTCOMES

- Create greater clarity around roles, priorities and expectations.
- Establish stronger communication and coordination practices.
- Strengthen ownership, accountability and decision rights.
- Build team alignment around shared performance outcomes.

## THE ESSENTIALS

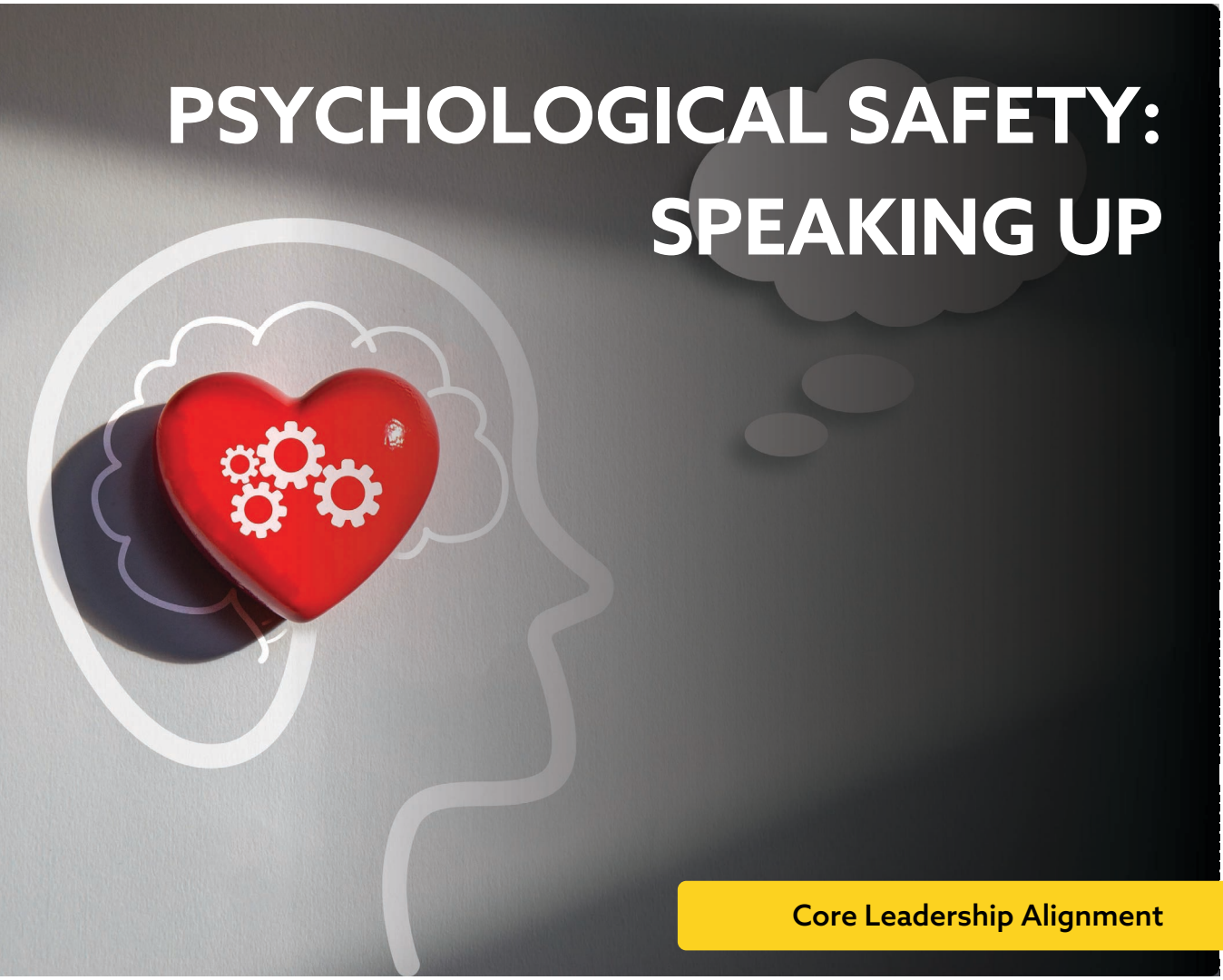
This is a 2-day course.

This course targets leaders seeking greater clarity, alignment, ownership and performance within teams.

This course is designed to be delivered in a face-to-face format.

This course can be tailored to your team structures, roles, priorities and challenges.

# PSYCHOLOGICAL SAFETY: SPEAKING UP



**Core Leadership Alignment**

Building Influence | Strengthening Teamwork | Communicating Clearly | Driving Accountability

## THE ESSENTIALS

This is a 1-day course.

This course targets leaders and teams wanting to strengthen trust, voice, learning and challenge.

This course is designed to be delivered in a face-to-face format.

This course can be tailored using your team climate, real scenarios and leadership expectations.

## WHY WE DESIGNED THIS COURSE

High-performing teams need people to raise concerns, challenge ideas, ask questions and acknowledge mistakes. Psychological safety creates the interpersonal conditions that make those behaviours possible without lowering expectations or accountability. This program provides practical ways to create an environment where candour and performance can coexist.

## KEY LEARNING OUTCOMES

- Understand what psychological safety is and what it is not.
- Recognise leadership behaviours that encourage or suppress voice.
- Invite challenge, questions and diverse perspectives more effectively.
- Respond constructively to mistakes, dissent and interpersonal risk.

# COMMUNICATE WITH IMPACT



**Core Leadership Alignment**

Communicating Clearly | Building Influence | Applying Emotional Intelligence | Driving Accountability

## WHY WE DESIGNED THIS COURSE

Effective communication is measured by what others understand and do, not simply by what was said. This program develops leaders who can communicate with greater clarity, confidence and purpose while adapting their message to different audiences, circumstances and stakeholder needs.

## KEY LEARNING OUTCOMES

- Structure messages for clarity, purpose and action.
- Adapt communication to different audiences and situations.
- Listen and question more effectively.
- Communicate with greater confidence, credibility and influence.

## THE ESSENTIALS

This is a 1-day course.

This course targets leaders and professionals looking to communicate with greater clarity and influence.

This course is designed to be delivered in a face-to-face format.

This course can be tailored to different audiences and use real-world stakeholder interactions.



# THE ART OF CONSTRUCTIVE CONFLICT

**Core Leadership Alignment**

Communicating Clearly | Building Influence | Applying Emotional Intelligence | Making Sound Judgements

## THE ESSENTIALS

This is a 1-day course.

This course targets leaders and professionals wanting to navigate disagreement more confidently and constructively.

This course is designed to be delivered in a face-to-face format.

This course can be tailored using your workplace conflicts, tensions and realistic scenarios.

## WHY WE DESIGNED THIS COURSE

Conflict becomes damaging when defensiveness replaces curiosity and positions become more important than understanding. Drawing on negotiation, behavioural science and tactical empathy, this program equips participants to navigate disagreement with greater composure, uncover what matters and move difficult conversations toward productive outcomes.

## KEY LEARNING OUTCOMES

- Remain effective when conversations become emotionally charged.
- Uncover interests and concerns beneath stated positions.
- Apply tactical listening and questioning to reduce defensiveness.
- Navigate disagreement toward clear, workable outcomes.

# COACHING AND EMPOWERING OTHERS



**Core Leadership Alignment**

Coaching Others | Applying Emotional Intelligence | Driving Accountability | Building Influence

## WHY WE DESIGNED THIS COURSE

Leaders can unintentionally limit capability when they become the person who always provides the answer. Effective coaching helps employees think more independently, develop confidence and take greater ownership. This program equips leaders to shift from solving problems for people to developing people who can solve problems themselves.

## KEY LEARNING OUTCOMES

- Conduct purposeful coaching conversations.
- Ask questions that strengthen independent thinking.
- Provide feedback that supports meaningful development.
- Delegate in ways that increase capability and ownership.

## THE ESSENTIALS

This is a 1-day course.

This course targets leaders looking to develop capability, independence and ownership in others.

This course is designed to be delivered in a face-to-face format.

This course can be tailored to your capability priorities and performance conversations.



# BUILDING HIGH-PERFORMING TEAMS

**Core Leadership Alignment**

Strengthening Teamwork | Building Influence | Driving Accountability | Coaching Others

## THE ESSENTIALS

This is a 2-day course.

This course targets leaders and teams seeking to strengthen trust, alignment and collective performance.

This course is designed to be delivered in a face-to-face format.

This course can be tailored to your team dynamics, challenges, priorities and environment.

## WHY WE DESIGNED THIS COURSE

A group of high performers does not automatically become a high-performing team. Strong teams require shared purpose, trust, productive challenge, commitment and accountability. This program helps leaders intentionally shape the conditions and behaviours that enable people to achieve more collectively than they could individually.

## KEY LEARNING OUTCOMES

- Diagnose the conditions influencing team performance.
- Build stronger trust and productive challenge.
- Increase commitment and accountability around shared priorities.
- Establish team practices that sustain collective performance.

# INFLUENCE WITHOUT AUTHORITY



**Core Leadership Alignment**

Building Influence | Communicating Clearly | Applying Emotional Intelligence

## WHY WE DESIGNED THIS COURSE

Leadership increasingly occurs across boundaries rather than through formal authority. Leaders must build credibility, understand competing perspectives and influence stakeholders whose priorities may differ from their own. This program develops the interpersonal awareness and practical influence skills required to achieve outcomes across organisations.

## KEY LEARNING OUTCOMES

- Build credibility and rapport across diverse stakeholder groups.
- Read interpersonal and organisational dynamics more accurately.
- Influence effectively without relying on positional authority.
- Adapt approaches to competing priorities, personalities and contexts.

## THE ESSENTIALS

This is a 1-day course.

This course targets professionals looking to build influence and navigate complex stakeholder relationships.

This course is designed to be delivered in a face-to-face format.

This course can be tailored to relationships, organisational dynamics and challenges.



# RESPECTFUL BEHAVIOURS

**Core Leadership Alignment**

Acting with Integrity | Communicating Clearly | Applying Emotional Intelligence

## THE ESSENTIALS

This is a 1-day course.

This course targets those wanting to strengthen respectful, professional workplace behaviours.

This course is designed to be delivered in a face-to-face format.

This course can be tailored to your policies, values, behavioural standards and real scenarios.

## WHY WE DESIGNED THIS COURSE

Respectful culture requires more than awareness of workplace policy. Employees also need practical skills to communicate professionally, recognise inappropriate conduct, challenge behaviour and respond constructively when concerns are raised. This program connects behavioural standards with the everyday conversations that shape culture.

## KEY LEARNING OUTCOMES

- Recognise inappropriate behaviour and its workplace impact.
- Communicate respectfully through challenging interactions.
- Challenge behaviour constructively and safely.
- Understand legislative responsibilities and workplace obligations pertaining to behaviour and safety.



# PROJECT LEADERSHIP

**Core Leadership Alignment**

Thinking Strategically | Building Influence | Making Sound Judgements | Driving Accountability

## WHY WE DESIGNED THIS COURSE

Projects rarely struggle because a template is missing. They struggle when priorities compete, risks remain unspoken, stakeholders disengage or decisions stall. Project Leadership develops the judgement, communication and influence required to keep complex work aligned, supported and moving toward delivery.

## KEY LEARNING OUTCOMES

- Diagnose project health and emerging delivery risks.
- Make defensible trade-offs across competing priorities.
- Influence stakeholders and maintain alignment through change.
- Lead clearer decisions, escalation and recovery when delivery is at risk.

## THE ESSENTIALS

This is a 2-day course.

This course targets project leaders looking to strengthen delivery, stakeholder influence and decision-making.

This course is designed to be delivered in a face-to-face format.

This course can be tailored to include psychometric assessment tools.



# CLIMBING THE MOUNTAIN

**Core Leadership Alignment**

Applying Emotional Intelligence | Communicating Clearly | Strengthening Teamwork | Building Influence

## THE ESSENTIALS

This is a 1-day course.

This course targets leaders and teams seeking deeper insight into behaviour, motivation and relationships.

This course is designed to be delivered in a face-to-face format.

This course cannot be customised; however, it can be delivered as a full day or half day.

## WHY WE DESIGNED THIS COURSE

Self-awareness changes the way leaders understand themselves and others. Using PRINT®, Climbing the Mountain explores the motivational drivers behind behaviour, including what enables people to operate at their best and what can emerge under pressure. Participants leave with a shared language for understanding behaviour, relationships and performance.

## KEY LEARNING OUTCOMES

- Understand motivational drivers influencing behaviour and performance.
- Recognise personal Best Self, Shadow and Trigger patterns.
- Adapt leadership approaches to better engage different people.
- Apply behavioural insight to relationships, communication and team performance.

# FROM INTENTION TO IMPACT



**Core Leadership Alignment**

Driving Accountability | Thinking Strategically | Making Sound Judgements | Adapting to Change

## WHY WE DESIGNED THIS COURSE

Organisations rarely struggle because of a lack of ideas. More often, priorities lose momentum between discussion and delivery as competing demands, unclear ownership and operational pressure take over. This course helps leaders create focus, translate intent into clear action and build the discipline, accountability and momentum needed to achieve results.

## KEY LEARNING OUTCOMES

- Turn priorities into clear, actionable commitments.
- Create momentum without sacrificing sound judgement.
- Identify and remove barriers that stall execution.
- Build stronger follow-through and delivery discipline.

## THE ESSENTIALS

This is a 1-day course.

This course targets leaders looking to turn priorities into action, momentum and measurable results.

This course is designed to be delivered in a face-to-face format.

This course can be tailored around your strategic priorities, barriers and current initiatives.



# STRATEGIC PLANNING: DIRECTION TO DELIVERY

**Core Leadership Alignment**

Thinking Strategically | Understanding the Business | Making Sound Judgements | Driving Accountability

## THE ESSENTIALS

This is a 1-day course.

This course targets leaders looking to turn strategic direction into clear, coordinated action.

This course is designed to be delivered in a face-to-face format.

This course can be tailored to your strategy, priorities, planning cycle and objectives.

## WHY WE DESIGNED THIS COURSE

Strategy only creates value when people understand the choices being made and can translate them into coordinated action. This program equips leaders to move from broad aspirations to focused priorities, meaningful outcomes, clear ownership and disciplined execution.

## KEY LEARNING OUTCOMES

- Diagnose the issues that strategy must address.
- Make clearer choices about priorities and trade-offs.
- Translate strategic direction into measurable action.
- Establish ownership, milestones and execution rhythms.

# CUSTOMER-CENTRED LEADERSHIP



**Core Leadership Alignment**

Creating Customer Value | Understanding the Business | Building Influence | Improving Quality

## WHY WE DESIGNED THIS COURSE

Customer focus becomes meaningful when leaders connect everyday decisions to the experience and outcomes of those receiving the work. This program helps leaders look beyond internal activity, understand what genuinely creates value and establish a stronger customer perspective across their teams.

## KEY LEARNING OUTCOMES

- Understand customer needs beyond stated requests.
- Connect operational decisions to customer value.
- Identify critical moments influencing customer experience.
- Embed customer-centred thinking into everyday team decisions.

## THE ESSENTIALS

This is a 1-day course.

This course targets leaders looking to strengthen customer focus, service and value creation.

This course is designed to be delivered in a face-to-face format.

This course can be tailored to your service model, customer journey and strategic priorities.



# QUALITY OWNERSHIP & CONTINUOUS IMPROVEMENT

**Core Leadership Alignment**

Improving Quality | Driving Accountability | Adapting to Change | Creating Customer Value

## THE ESSENTIALS

This is a 1-day course.

This course targets leaders seeking to improve quality, processes and everyday operational performance.

This course is designed to be delivered in a face-to-face format.

This course can be tailored to your quality standards and improvement opportunities.

## WHY WE DESIGNED THIS COURSE

Quality should not depend on inspection after the work is complete. Leaders build quality by creating clear standards, identifying process weakness and encouraging people closest to the work to improve how outcomes are delivered. This program develops practical problem-solving and continuous improvement capability.

## KEY LEARNING OUTCOMES

- Identify process inefficiencies and recurring quality issues.
- Diagnose root causes rather than treating symptoms.
- Lead practical improvement initiatives within everyday work.
- Build greater ownership for standards and continuous improvement.

# Helping WA Achieve More through training, development and consulting for 30 years.

**Our team is always here to offer advice and help find the right training option for you or your business.**

**Get in touch to discuss your needs today.**

Looking to create something customised or tailored to your organisation?

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Set up a consultation with our Learning and Partnerships Manager today.

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