



BEHAVIOURAL LEADERSHIP DEVELOPMENT PROGRAM



\$1299.00 Per person + GST
(Based on minimum 8 participants per group)

Included in offer

- All participant materials/handouts
- Feedback summaries following each session and debriefing to help guide next steps
- 2 days Coaching & facilitation by an experienced and qualified professional
- All relevant resources i.e.: training dvd's, training games
- All behavioural profiles required for participants are included in the program

Leadership Team Mastery

PROGRAM - DAY 1

MODULE 1. DEFINING LEADERSHIP QUALITIES	
Introduction to The Program	0900 – 0915
Defining Leadership / Leadership v's Management	0915 – 0930
Leadership & Management role reflection	0930 – 0945
The Leadership Deficit & The Field of Leadership	0945 – 1000
The five principles of success & THE TOWER OF POWER	1000 – 1030
MORNING TEA BREAK	1030 – 1100
Empowering Teams	1100 – 1130
Mini DISC Behavioural Profiling	1130 – 1230
LUNCH BREAK	1230 – 13.00
Motivation Discovery & Herzberg Motivation Exercise	1300 – 13.30
Action Plan & Evaluation	1330 – 1340
MODULE 2. MASTERING YOUR “COACH”	
Unveiling Your Coach & Mentor & exercise “Chunking Up” and “Chunking Down	1340 – 1410
Curious Questioning & the G.R.O.W Model	1410 – 1500
AFTERNOON TEA	1500 – 1530
Coaching through Delegation & Leadership Inventory.	1530 – 1550
Situational Leadership Grid & Delegation Planning	1550 – 1620
Action Plan & Evaluation	1620 – 1625
MODULE 3. COMMUNICATION & RAPPORT BUILDING	
Perception matters	1625 – 1635
The Communication Behavioural Model	1635 – 1645
6 ways not to communicate	1645 – 1700

PROGRAM - DAY 2

MODULE 3. COMMUNICATION & RAPPORT BUILDING (continued)	
The "Magic of Rapport"	0900 – 1000
Discover Your Preferred Communication Style	1000 –1025
Action Plan & Evaluation	1025 –1030
MORNING TEA BREAK	1000 – 1030
MODULE 4. ESTABLISHING A FOUNDATION OF TRUST	
Developing Trust – The Five Core Elements & Building Trust Strategies	1030 - 1100
The Trust Game	1100 - 1140
Action Plan & Evaluation	1140 - 1145
MODULE 5. SYSTEMATIC PROBLEM SOLVING IN TEAMS	
Systematic Problem Solving - Model	11-45 - 1230
LUNCH BREAK	1230 –13.00
Team Problem Solving Exercise	1300 - 1355
Action Plan & Evaluation	1355 - 1400
MODULE 7. MANAGE DIFFICULT SITUATIONS & EMOTIONAL AGILITY	
Active Listening Practice	1400 - 1420
Pre-Conflict Guide – Steps to take when dealing with difficult situations	1420 - 1430
Emotional Intelligence – Self-Assessment	1430 - 1450
AFTERNOON TEA	1450 – 1520
Strategies to engage & improve emotional agility	1520 - 1530
Action Plan & Evaluation	1530 - 1535
MODULE 8. CREATING HIGH PERFORMING TEAMS	
Exercise – The Culture Rally	1600 - 1640
Basic principles to creating cultural expectations	1640 - 1650
Action Plan & Evaluations	1650 - 1700

We are experts in behavioural leadership development, Leadership coaching, professional & personal development.

We help leaders and emerging leaders who are having difficulties driving people & performance, so they can inspire and influence others, so they can be effective mentors and coaches, whilst thriving both professionally & personally.

Additionally, we have an individual program that caters to those who are questioning their self-worth, confidence and purpose; to feel more valued and more resilient with clear accountability and action plans for a positive and meaningful future both personally and professionally.



About the Facilitator

Kelley Wachter is a dynamic presenter, facilitator, business mentor and inspirational speaker working expediently, establishing a foundation of trust and rapport with clients to deliver strong and effective results.

Having spent more than 20 years in leadership, sales and customer service she recognises the need for individuals and organisations alike to embrace and refocus in the area of development of their largest resource – the people.

Throughout her career, Kelley has facilitated hundreds of programs developing leaders, managers emerging leaders and individuals in a range of industries including hospitality and travel, retail, aged care, finance, technology, manufacturing, corporate and government based organisations.

Kelley engages participants and creates a client centric culture using a combination of behavioural techniques and skills learning, with her unique style and keen sense of humour; she leads her clients on a journey of discovery, unveiling their own strengths and recognising what is holding them back from reaching their full potential, both personally and professionally. whilst challenging them to be accountable for their own results.

Kelley is a successful business consultant, transformational coach and trainer and facilitator with a passion and focus on excellence, dynamic leadership and the development of professional and personal success.

Kelley is passionate about what she believes is at the heart of any business success - the people!

Our clients include:

