

Professional Skills for Success

Business everywhere seeks more effective ways to operate in a changing and demanding world where quality outcomes and professionalism is essential for survival and growth.

The emphasis for improvement is often on the work process, and that's important, but equally so are the attitudes people bring to work and the relationships developed between colleagues, customers and people in teams at all levels of the business.

Generation X's and Y's are now dominating the workforce and much of the traditional thinking about values needs to be challenged. What switches people on to perform at a high level is changing and this creates special issues in leadership and team development.

This program promotes the importance of making an effective contribution to a winning team, whilst embracing changing workplace values and increased competition for resources.

But change doesn't just happen by chance, there needs to be a willingness to challenge fixed ideas and embrace new concepts.

The application of these skills will greatly enhance your personal and team performance through increased awareness and at the same time demonstrate self respect and confidence, in all areas of team performance in a changing workplace.

Recommended For:

People at all levels who work in a team or as part of a work-group. Content is tailored to the realities of today's changing business culture to build professional team excellence. This program compliments the traditional process improvement drive for business growth.

Program Outcomes

At the conclusion of this program, participants will have:

- Appreciation of social, economic and business change and the impact this will have on personal and professional life in the next decade.
- Understanding of the new motivations, perceptions, expectations and values of people in today's workplace and how these issues need to be integrated into the team concept.
- Awareness of the importance of teamwork to achieve results. How a successful team functions and the role each member embraces in the interchange between coach, captain and player
- Key concepts of personal motivation and how to overcome the blockages that occur in day-to-day activities.
- How through effective relationship development, teams can develop an inclusive and open approach in resolving issues that arise.
- A check list for team excellence they can apply to their workplace.

PROGRAM OPTIONS

- One or Two day workshop, depending on client briefing. Supported with workbook / manual
- Seminar / Conference Presentations also available

PROGRAM PROFILE

Profit from Change

- Analysis of change in the workplace with new expectations and projections in a rapidly changing world. How the traditional business paradigms from the past are under threat with new community values and expectations from business.

Roles of Team Coach, Captain & Player

- How everyone in a team impacts on the values a team embraces. How care & integrity, empowerment, proactive leadership can be achieved.

Managing Workplace Change

- The transition to change and the four key elements essential for change to be effective and embraced within a work team. The likely behaviours of individuals and impact on morale during workplace change and restructure.

Obstacles to Workplace Harmony

- How to recognise and overcome the most common reasons that reduce morale and stop people delivering high performance in day-to-day work activities.

Relationship Skills for Influence

- Often tension within a team is based on fractured relationships and conflict over values. How to use specific and mature interpersonal skills to increase personal effectiveness in influencing individuals and negotiating better outcomes within a team.

Coping Skills to Manage Difficult Behaviour

- How to manage discussions with aggressive and angry colleagues, customers and other people at work. The value of assertion and empathy to better influence outcomes important to you.

Motivation: The "Want To" of Work Performance

- Analysis of the factors that drive motivations within a team. The mix of leadership direction, personal recognition and sense of responsibility that create the values held within the team. How an individual's personal values and motivations can influence team performance.

Personal Development

- The importance that knowledge, commitment and self image have on performance in every area of work and personal activity. How to take charge of personal change and overcome the blockages that frustrate growth and development.

Presented by Brian Greedy

Brian is one of Australia's leading professional speakers in business development.

Each year he delivers speeches, seminars and workshops for clients in all states, NZ and the UK.

He draws from over 25 years grassroots business experience in management, marketing and sales, including the development of highly successful food distribution business from start up to a multi-million dollar turnover.

An engaging and inspiring presenter with a pragmatic "how to" approach in communicating his knowledge makes him one of Australia's most sought after business speakers and trainers.

"Really enlightening program, delivered by a great presenter. It was excellent, Brian puts things in perspective"

Nicole Luongo, Manager OPSM Direct Auburn NSW

Read more of what others have said about Brian Greedy's programs at www.briangreedy.com



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