

# PROFESSIONAL DEVELOPMENT

AVAILABLE WORKSHOPS



**BIZNET**

AUSTRALIA PTY LTD



# SELF MANAGEMENT

## ASSERTIVE COMMUNICATION

*How to communicate effectively for win-win results without insulting or feeling like your own needs have been ignored.*

Topics: Boundaries, Dealing with Sharks, When lambs are leading lions, Empathy, Listening with intent

## EFFECTIVE LISTENING

*Ironically, the greatest communicators are the best listeners.*

*To be seen as a great conversationalist, you need to master the skills of listening*

Topics: 4 levels of listening, mindfulness in listening, listening roadblocks, training your mind to listen

## GOAL SETTING FOR ACHIEVERS

*OK, we all know that we need to have written goals, and they need to be SMART, but how can I make sure I achieve my goals efficiently and effectively?*

Topics: 5 Myths of goal achievement, 8 P's of successful Goal attainment, Overcoming procrastination,

Finding your "mojo." Establishing Success Habits that take care of themselves

## TIME MANAGEMENT

*Efficiency is doing things right, effectiveness is doing the right things. This workshop will explore your personal relation to time and how you can use your own personality type to achieve better results*

Topics: My chronology cosmology. Managing my energy rhythm, Marathon or Sprint? Inspiration or Perspiration,

Time hacks, Effective Delegation

## MYERS-BRIGGS TYPE INDICATOR – PERSONALITY PROFILES AT WORK

*MBTI is the most commonly used psychometric tool in the world. This workshop will give you an insight into your type and that of your work team to maximise strengths.*

Topics: Introduction to Type, Strengths/Weaknesses, What's important to different types, motivating someone of a different type, How different types deal with stress, deadlines, authority and conflict. Creating a balanced team.

## IDENTITY AND IMPACT

*We don't see the world as it is, we see the world as we are. Our identities: self-esteem, self-image and self-confidence colour the way we deal with the world around us.*

Topics: What's your Tag line? Using NLP to rapidly increase confidence. The Charisma Pattern. Presence is a present.

Changing your BS – Belief Systems. Is it working for you?-Self coaching.

## HARNESSING THE POWER OF STRESS

*There's been a lot of "Stress Management" workshops. This workshop will teach you how to minimise it in the first place and how to channel it positively when you do have stress in your life*

Topics: The psychological, physical and behavioural costs of stress. The gap theory, transmutation and stress re-channeling

When punching your boss is not an option. Crafting your own job description,

What's Eustress? Peace for a busy world. The influence of presence

## BEING STRATEGIC AND AUTHENTIC WHEN NETWORKING

*Schmoozing has been getting a bad press from some circles. But in life it's not what you know, it's... So how can we make sure that networking is not just a business card swap-fest?*

Topics: Different personalities and networking, It's better to give than to receive, the laws of influence,

Being vulnerable in a masquerade, Networking Do's and Don'ts, How to be memorable.



# SELF MANAGEMENT

## BUILDING RESILIENCE

*In the famous "marshmallow" experiment, the professor discovered that those who delayed gratification grew up to be more resilient in their adulthood. So if we were the kid who couldn't wait to eat the marshmallow, how can we build resilience as an adult?*

Topics: What is resilience? Setbacks and Bounce backs, Options Vs. Mastery, From Tragedy to Triumph, Would you swap problems with someone else? The tools of Resilience

## BECOMING EXCEPTIONAL

*According to the 80/20 rule, there is a disproportionate ratio between effort and result. So what are the few levers that we can "tweak" to bring us the greatest results both at work and in our personal life?*

Topics: Standing out and differentiating yourself. Do we work on our weaknesses or our strengths? Assessing your Strengths. Developing your 4-5 strengths. Celebrating your difference. The fast-track to improvement.

# MANAGEMENT

## LEARNABLE DISCIPLINES OF MANAGEMENT

*Out of all the possible things that are vying for our attention as a manager. Did you know that there are about 8 learnable disciplines that will make all the difference?*

Topics: 7 Habits, plus one. The one thing, key questions. Feedback is the breakfast of champions, Working Smarter or Harder? – Both, actually!

## EFFECTIVE DELEGATION

*Why do managers find it hard to delegate?*

*This workshop explores the different personality types and how they can successfully delegate.*

*Whether you are a micromanager or a perfectionist, this workshop will show you 4 easy steps to delegation*

Topics: Why managers don't delegate. Which manager are you? The principles of delegation. Delegation pitfalls. Avoiding upward delegation.

## PRESENTING WITH INFLUENCE (2 DAYS)

*This workshop is designed to give people the confidence and flexibility to deliver professional presentations.*

*Through delivery of theory and many opportunities to practise, participants can expect to learn new techniques and receive individual feedback*

Topics: The "state" of the presenter. Story telling for Corporate Training, NLP in presentations.

Structure your talk to meet all learner styles. Toolkit of techniques. Games in training. Using a variety of visual aids.

## STRATEGIC PROBLEM SOLVING

*It is difficult to get to the cause of a problem when organisations are dealing with "band aid" solutions which only mask the symptoms but never address the real problems. Using the latest tools for "Business Think" this gives practical ways of changing a "Deny/Blame/Justify" culture into a Problem Solving Machine!*

Topics: Reality Check – where are we now? Fighting Fires or Solving Problems? Diagnostic Tools, 5 Steps to Problem Solving. Dissecting the Problem Solving Team. Better Decisions.



# MANAGEMENT

## DECISION MAKING AND EXECUTION

*Some companies set admirable goals. Lofty ideals and aspirations, but lack the ability to turn those goals into results. While making decisions alone cannot guarantee outcomes, execution is the skill that turns dreams into done deals.*

Topics: Avoiding Group-Think. The dangers of rapport and deference. Making better decisions: Head, Heart, Gut. Turning Vision into Tasks. Seven Essential Behaviours. Creating a Culture of Execution. Round Pegs in Round Holes. Strategy-Operations-People.

## WORKPLACE CULTURAL RE-ALIGNMENT

*Your company has grown quickly or is a high-turnover industry. This means that unless you are re-casting the vision, mission and values of your organisation, it will become diluted. This workshop shows you how to use your staff recruitment, induction and professional development as a tool to re-align and re-state your workplace culture.*

Topics: Articulating your Vision, Mission and Values. Induction or indoctrination? Setting up a Professional Development program that up-skills as well as inspires your troops.

## THE ENGAGED WORKPLACE

*Is your attrition rate a concern to you? Have you wondered how you can motivate your staff from the inside out? This workshop explores the secrets of staff engagement turning your workforce into a force to be reckoned with. In turn, also impacting customer service and customer engagement.*

Topics: Intrinsic and Extrinsic motivation. The 5 Principles of Staff Engagement. Don't survey, Talk! Why Carrots don't work. Living and Doing Engagement. Measuring the Right Things.

## EMOTIONAL INTELLIGENCE AT WORK

*This workshop incorporates many of the principles of our other programs in a "tapas-size" one day introduction. Self-Awareness. Self-Management, Social Awareness: Empathy, Influence, Emotional boundaries, Relationship Management and Leadership.*

Topics: Understanding your Emotional Intelligence. 10 Principles of Self-Control. Biases that affect our relationships. Tell the truth, nicely. Managing Conflict. Transformational Leadership. Creating a Positive Team Environment

## TOUGH CONVERSATIONS

*There are times when we need to challenge, correct, request or have an awkward work behavioural meeting with one of our staff members. Do you dread this time? Do you put it off? Or do you revel in it so much that it intimidates the other person? This workshop gives you tools and techniques so that Respect is maintained, the Relationship is protected and Results are achieved.*

Topics: Communication model. 4 Communication styles. The 3 Rs of Tough Conversations. Above/Below the line. Holding someone accountable without the angst. Useful Questions. Controlling your autonomous responses. Preparation skills for a successful conversation.

## DEVELOPING HIGH PERFORMANCE TEAMS (2 DAYS)

*There's a huge difference between a "team" and a bunch of people who work in an open office. When you think of a basketball team, each player engages and depends on the other team members for mutual success. Teams don't just happen, they have to be intentionally hand-crafted by a visionary and competent leader.*

*This workshop delves into the secrets of High Performance Teams.*

Topics: The four functions of a team maker. Traits of a leader: L.E.A.D.E.R.S.H.I.P. Stages of Team development. How to observe Team dynamics. How to measure Team outcomes. Turbo-charging an existing team.



# MANAGEMENT

## RESOLVING CONFLICT

*Not all of us are keen to jump in and resolve issues at work. Our style may range from conflict aversion to conflict catalyst. This workshop discusses the causes of conflict and how you can use your own personality to better deal with and resolve conflict*

Topics: How conflicts arise. Our preferred Conflict Style. Strategies for Success. Communication Freezers. Better outcomes. Preparation and Environment. Negotiation Tips

## DEALING WITH WORKPLACE BULLYING

*While the old-school of management rewarded gutsy in-your-face "type A" individuals. Today's X & Y Gen workplaces are reactive to styles that are passé. If you've received feedback that you demonstrate bullying behaviour or you have been at the brunt end of it. This workshop is for you*

Topics: What is bullying? Creating boundaries. You teach people how to treat you.

The 7 deadly "isms" Racism, Sexism, Elitism, Classism, Narcissism, Parochialism, Absenteeism. Tools for change. The end doesn't justify the means. Better behaviours

## SUCCESSFUL MEETINGS LEAD TO ACTION

*Meetings are the butt of many of the Dilbert cartoons, often seen as unnecessary time wasters and a stage for a few "good men" to beat their chest at our expense. So, how do we tame meetings to be both efficient and effective?*

*This workshop will take you through the psychological way to fashion a meeting that leads to results.*

*Includes take home templates.*

Topics: Do we need to meet in the first place? Preparation is the key. The elasticity of time and how to deal with it. Become the Meeting Master. Group-Think vs. Group Decision Making. Addressing the Elephant in the room. Dealing with distractions and detractors. Rescuing a meeting. Meeting Follow up.

# LEADERSHIP

## LEADERSHIP MASTERY PROGRAM (12 MONTH PROGRAM)

*Based on EQ – Emotional Intelligence, this Mastery Program will reshape you to take advantage of the latest neuro-psychological research to bring out the best in you and your team. It incorporates 6 face-to-face workshops, a 12 section workbook, a leader's journal, discussion questions and an online learning portal.*

Topics:

- + Advanced Personality Profiling
- + Improving Self-Confidence
- + Creativity and Innovation
- + Business Communication
- + Coaching for Excellence
- + Building a Winning Team
- + Strength-Based Self-Assessment
- + Understanding Motivation
- + The Habits of Success
- + Conflict Management
- + Leadership and Influence
- + Managing Change



# LEADERSHIP

## THE ULTIMATE LEADERSHIP FORMULA

*Have you heard of the "quiet achiever?" neither have I. Whilst most books on leadership focus on character, skills and knowledge, they leave out the most important part. My ultimate leadership formula is simple and it incorporates the missing element in most of the leadership literature: This workshop is designed to enhance the part that matters most: Influence.*

**Topics:** A simple formula. Superior ideas that failed. What are you trading with? The fair exchange of value. Enhancing the X Factor. Achieving Influence in a crowded market. Social Media/Traditional media. What is newsworthy? The Halo effect. Heroes are humble? Intentional Influence with Integrity.

## THE SCIENCE OF MOTIVATION

*The carrot and the stick school of motivation is dead. Today our sophisticated society coupled with X & Y gens demand a work/life balance that we never dreamed of. Our baby-boomer generation managers are still coming to grips with the new millennium and a whole science of peak performance.*

*This workshop will unveil some of the latest research in the area of motivation*

**Topics:** Motivation beyond Maslow. Intrinsic vs. Extrinsic motivation. The ABC of Motivation.

How, when and why we are motivated. Accountability. Enhancing Performance. Sustaining peak performance.

## ESTABLISHING WINNING HABITS

*The observers call it luck, you know that it has taken years of hard work to become the winner you are today. But what if you could find a shortcut, a "hack" to get you to your destination faster? Using the latest techniques in NLP as well as observation from what triggers addictions, we will share the secrets of creating winning habits.*

**Topics:** Myths about performance. How habits work. Chunking. Creating new Habits. Craving, Triggers and Cues. Habit Change. Finding the catalyst. The one habit which sets off others.

## NEGOTIATION SKILLS

*Negotiation has been seen as a "function." What would happen if we viewed it as a cultural value?*

**Topics:** The 5 Dimensions of Negotiation: Relationship, Communication, Interests, Options and Legitimacy.

Negotiate Win-Win. Think: Value Exchange. Asymmetric Relationships. Building Bridges or burning them?

Lifetime Value of successful negotiations

## SHIFT HAPPENS! CHANGE WITHOUT CHAINS

*Change Management is fraught with difficulty: suspicion, emotions, fears of inadequacy, resistance, just to name a few. So how do we allow our staff to embrace change effectively?*

**Topics:** Emotions are either the handbrake or the catalyst. The elephant and the rider.

Change needs a suitable backdrop. Shaping the path for change. Directing the Rider. Tweaking the Environment.

Making Change stick. Triggering new habits.

## IGNITING CREATIVITY AND INNOVATION

*Traditional education may have homogenised us. It may have created compliant, conforming human beings, but in its wake it diminished curiosity and playfulness. Now as adults we realise that the truly innovative companies foster creativity and outside-the-box thinking.*

**Topics:** What is creativity? We are all creative –How? How to have divergent thinking. Design Thinking.

Intentional Randomness. Beyond Lateral thinking. The 7th hat – A new look at Edward De Bono's 6 hats.

Exercises to enhance creativity.



# LEADERSHIP

## COACHING FOR EXCELLENCE

*While everyone is a life coach nowadays, we have a dearth of coaching in our companies and organisations. Coaching is the fastest way to develop your staff and infuse them with confidence. This one-day workshop will give you the tools to be a successful coach in your workplace.*

Topics: The coach. Coaching principles to live by. GROW model. Advanced Coaching Model. Coaching Questions. Relationship-Accountability-Feedback-Results. Action Plans and Templates.

# CUSTOMER COMMUNICATIONS

## SUPERIOR CUSTOMER SERVICE (2 DAYS)

*We can spend hours on a Customer Service Strategy, lots of effort, time and budget, but at the end of the day the most impressive results are from tiny little changes, tweaking the good that is already there. The challenge is to know what to "tweak." This workshop will show you where to get the biggest benefit with the least amount of cost and operational changes.*

Topics: How customers see you. 80/20 Rule for customer service. Initiative and Empathy. Changing the "Experience Zones." Engaging Customers. AC/DC –Service Steps. Watch your language. The real needs of a customer. Handling Complaints. Turning Customers into Business Allies.

## CALL CENTRE EXCELLENCE

*Face-to-face communications have the leverage of body language to establish rapport, and show empathy. So how do we translate that when the only tool we have is our voice? This workshop will showcase the best practices of successful call centre operations and show you the ways to apply it to your situation.*

Topics: The Operator's attitude. Planning your ideal call. Telephone skills checklist. Building rapport. Pacing and Leading. Qualitative vs. Quantitative Metrics. Problem solving Model. Turning angry/upset clients into raving fans. Principles of Powerful Persuasion.

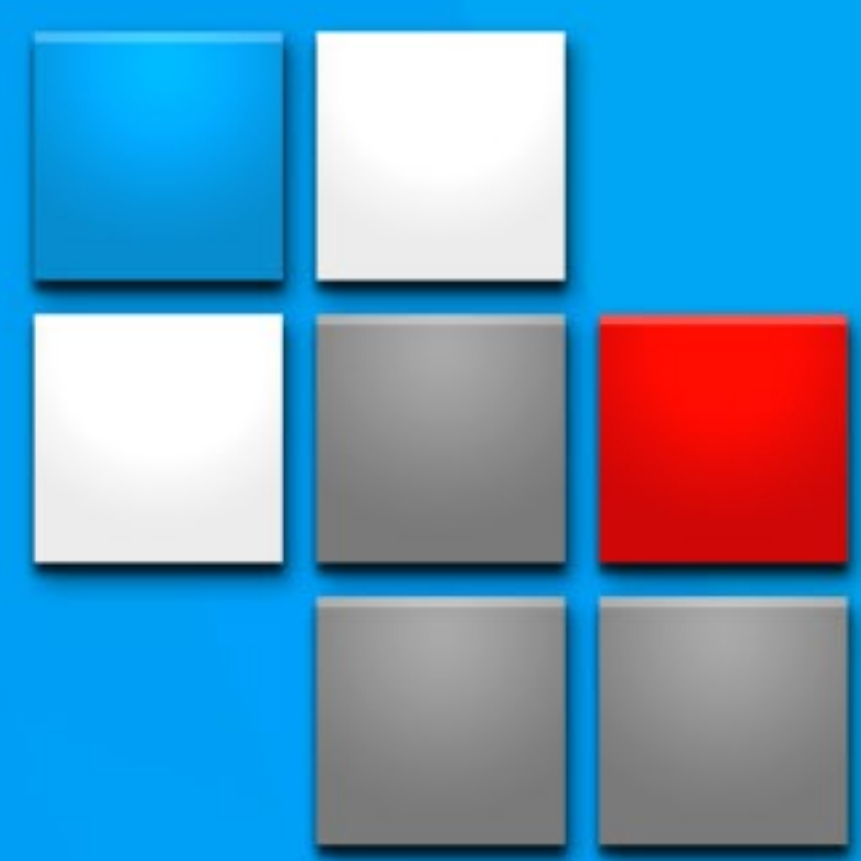
## SELLING WITH HEART

*Modern selling methods have moved away from "push" selling to "pull" selling. Our customer's sophistication together with online purchasing has meant that we need to use techniques that are both ethical and effective. This workshop is for those who are viewing their customers from a long-term perspective.*

Topics: Analysing the Sale. Push vs. Pull. Order takers, or Solution Providers? –The salesperson. The lifetime value of a customer. Who is my target? Using a CRM to track the sales pipeline. What customers really want/need. Key questions. Presenting a crafted business solution.

ALL WORKSHOPS ARE 1-DAY (7 HOURS) IN LENGTH UNLESS OTHERWISE STATED





**BIZNET**  
AUSTRALIA PTY LTD

2 THE AVENUE, NEW NORFOLK, TAS 7140

PHONE: 0473523824

EMAIL: [biznetau@mail.com](mailto:biznetau@mail.com)

[www.facebook.com/BizNetAustralia](http://www.facebook.com/BizNetAustralia)