



# People Mastery

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## Profiles and Programs

2022-23

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# About People Mastery

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## Our approach

At People Mastery, our passion is inspiring and enabling people to flourish. It's what gets us out of bed in the morning!

Whether it's developing leaders, transforming cultures or building high-performing teams, our programs are designed to spark growth in your people and enable your organisation to thrive.

## Our programs

One of our organisational values is having fun - and the programs we run are no exception!

All of our workshops and programs deliver:

- A highly interactive format
- Informative and engaging content
- Practical and proven frameworks, tools and strategies that achieve results
- Energizing delivery
- Individual and group activities
- Robust discussion
- A tailored approach

We would love the opportunity to talk to you about your unique challenges and opportunities, and partner with you to deliver programs that develop your people and measurably improve your business.

"The program offered an in-depth insight into my preferences and behaviour.

It was very helpful in knowing my colleagues at a more personal level and presented a good opportunity to learn how we can work more efficiently and harmoniously"

-Vijayanca, Red Energy,  
Building Relationships  
program

## Who are our programs for?

### Individuals

We have various programs that are ideal for use as development opportunities for individuals, or as part of your onboarding process for new team members.

### Intact teams

Several of our programs are designed specifically to develop high-performance teams. These programs are ideal for any team that needs to work effectively together to succeed - for example, Boards, Executive or leadership teams, functional or project teams, and more.

### Groups

Our flexible group programs are designed to meet your organisation's development needs. Ideal for any combination of participants including new and aspiring leaders, front line leaders, technical experts, graduate cohorts, cross-functional groups and more.

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# More about our programs

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## Program design

### Expert design

Our expert instructional designers have curated the most effective frameworks, practical tools and strategies to deliver measurable improvements in participants' skills, capabilities and behaviours.

### Tailored content

We tailor every program we deliver to ensure that the language, examples and case studies used in the program are relevant to your industry, team or function. In some programs we liaise with you prior to delivery to identify specific challenges that participants would benefit from focusing on.

## Essential program components

### Pre- and post-program participant-led activities

These are essential elements of our programs.

**Pre-work** activities are designed to ensure that participants arrive in the program with a growth mindset and on a similar 'page' to their peers. It also supports the development of a cohesive and engaging workshop experience.

**Post-work** activities maximise and consolidate participants' learning and ensure that they are able to successfully apply their new knowledge in the workplace following the program.

### Profiles and Instruments

Some of our programs require participants to complete an instrument prior to participating in the program. These are not optional.

### Prerequisites

Some of our programs have prior knowledge requirements\*. Please see individual program outlines for specific details.



"We have partnered with People Mastery for over 6 years now. They tailor their programs perfectly to our needs and the applied learning has helped us implement countless changes through the business."

- Michael Giglio,  
L&D Manager,  
Red Energy

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\*Although most of our programs have no prior knowledge requirements, we strongly recommend commencing with our 'Building Relationships with DiSC' program, as it provides participants with deeper levels of self-awareness and awareness of others as well as a suite of tools to increase the effectiveness of their communication in all settings.

# More about our programs (cont'd)

## Optional elements

### 1:1 Coaching sessions and Mentoring Circles

If you wish to supercharge the learning transfer in your team or organisation we strongly recommend including Mentoring Circles and/or 1:1 Coaching sessions for your participants post-program.

Contact us to discuss your preferred range of options.

### Customised content and programs

In addition to tailoring the language, examples and case studies in every program we deliver as a standard inclusion, we are able to design and build customised programs to suit your specific needs and challenges.

Please talk to us about custom design.

### Delivery method

Existing face-to-face programs can be adapted to virtual delivery on request.

"Coaching provided clarity and perspective, giving me insights into my team, my leadership skills and how to think differently about my role. I've grown in confidence and in my leadership capabilities."

- Rachel,  
Director,  
Education sector

"Anna is an engaging facilitator who creates a safe and interactive learning environment.

She encourages discussion, debate and challenges me to look at situations from a different perspective."

- Chris,  
Red Energy,  
Stakeholder Engagement Program

## About Anna

Anna Marshall is a leadership development enabler and the founder of People Mastery Pty Ltd.

An engaging facilitator, insightful coach and entertaining storyteller, Anna's passion is inspiring leadership, transforming cultures and building a and enhancing people systems that enable people to flourish.

Anna is also the author of 'On your marks, get set... LEAD! A beginner's guide to people leadership'.



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# Course Directory

## Individual Programs

Ideal as development opportunities or as part of your onboarding process for new team members.

DiSC - Personal Profile and Debrief	7	Wellbeing Self-Paced Program	9
6 Types of Working Genius - Profile	8		

## Intact Team Programs

Designed specifically to develop high-performance teams. These programs are ideal for any team that needs to work effectively together to succeed - for example, Boards, Executive or leadership teams, functional or project teams, and more.

6 Types of Working Genius <sup>™</sup> - An Introduction	10	5 Behaviours of a Cohesive Team <sup>™</sup>	12
6 Types of Working Genius <sup>™</sup> - Advanced	11	Developing a Team Playbook <sup>™</sup>	13

## Group Programs

Our flexible Group programs are designed to meet your organisation's development needs. Ideal for any combination of participants including new and aspiring leaders, front line leaders, technical experts, graduate cohorts, cross functional groups and more.

Building Relationships with DiSC	14	Engaging Stakeholders	21
Building Resilience and Wellbeing	15	Engaging Your Team	22
Building Teams	16	The Ideal Team Player	23
Understanding and Leading Change	17	Learn to LEAD! Book-based program	24
Managing Change with the 'Switch' Framework	18	Introduction to Mindfulness	25
Delegation	19	Managing Time	26
Developing Your People	20	Recruitment, Selection and Onboarding	27

# DiSC - Personal Profile and Debrief



Program outline	This session takes the participant through their Personal DiSC Profile and builds self-awareness and understanding of their own behavioural style as well as others' styles. Participants learn how to improve their effectiveness within and across teams, with their stakeholders and with clients.
Key concepts and learning outcomes	<ul style="list-style-type: none"><li>• The DiSC Model &amp; Key Principles of DISC</li><li>• Your specific style preference</li><li>• Unexpected items about your style</li><li>• Your work priorities related to your style preference</li><li>• Motivators &amp; Stressors of your style preference</li><li>• How to read other people's styles</li><li>• How to adapt your style to enhance communication &amp; cooperation with others</li><li>• How to increase your effectiveness by implementing new behavioural habits</li></ul>
Inclusions	<ul style="list-style-type: none"><li>• Personal DiSC Profile and Supplement Report</li><li>• 1:1 Debrief session</li><li>• Certified DiSC Practitioner</li><li>• Access to additional resources through <i>MyEverythingDiSC</i> website access</li></ul>
Target audience	Individuals - new team members, developing leaders, etc.
Course duration	20mins Online DiSC Assessment + 1hr Personal Debrief session
Prerequisites	Nil
Delivery medium	Virtual or face-to-face



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# 6 Types of Working Genius<sup>TM</sup> - Personal Profile



<p><b>Program outline</b></p>	<p>The Working Genius<sup>TM</sup> Profile identifies your personal areas of working genius, competence and frustration. Develop self-awareness and learn how you can leverage the insights from Working Genius to be happier and more productive at work.</p>
<p><b>Key concepts and learning outcomes</b></p>	<ul style="list-style-type: none"> <li>• Understand the 6 Types of Working Genius<sup>TM</sup></li> <li>• Discover your own combination of factors</li> <li>• Understand which types of work give joy and energy, and which are frustrating and draining for you</li> <li>• Alleviate guilt and judgement about struggles you may have with certain types of work</li> <li>• Get more done in less time using the 3 stages of work</li> <li>• Play to your strengths and manage frustrations to achieve objectives</li> </ul>
<p><b>Inclusions</b></p>	<ul style="list-style-type: none"> <li>• Personal Working Genius Profile Report</li> <li>• Certified Working Genius Practitioner</li> <li>• Personal 1:1 Debrief</li> </ul>
<p><b>Target audience</b></p>	<p>Individuals. Ideal as development opportunity, onboarding new team members, etc.</p>
<p><b>Course duration</b></p>	<p>10mins online assessment + 45mins personal 1:1 Debrief session</p>
<p><b>Prerequisites</b></p>	<p>Nil</p>
<p><b>Delivery medium</b></p>	<p>Face-to-face or virtual</p>



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# Wellbeing - Self-paced Program



Program outline	This program for individual participants builds awareness and understanding of why mental health and wellbeing are so critical, and provides practical tools and strategies to develop healthy habits to build resilience and maintain positive balance.
Key concepts and learning outcomes	<ul style="list-style-type: none"><li>• Understanding of mental health, resilience and trauma</li><li>• Introduction to Dr Dan Siegel's 'Healthy Mind Platter: the 7 essential daily activities for mental health and wellbeing'</li><li>• Circles of Influence and Concern: a practical approach to managing stress and worry</li><li>• Practical tips and strategies for creating and maintaining healthy new habits to build resilience and boost mental health</li></ul>
Inclusions	<ul style="list-style-type: none"><li>• Available on demand</li><li>• Interactive workbook</li><li>• Practical exercises to support changing behaviours</li><li>• Extensive additional resources and expert information to support further learning</li></ul>
Target audience	Anyone interested in improving their mental wellbeing
Course duration	Self-paced - approx 2-3hrs
Prerequisites	Nil
Delivery medium	Self-paced (non-facilitated) module in interactive PDF format.



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# 6 Types of Working Genius<sup>TM</sup> - An introduction



Program outline	Transform your team with The Working Genius <sup>TM</sup> Assessment, the groundbreaking new tool that identifies each team member's areas of working genius, competence and frustration. Learn how your team can leverage Working Genius to be happier, more innovative and more effective at work.
Key concepts and learning outcomes	<ul style="list-style-type: none"><li>• Understanding the 6 Types of Working Genius<sup>TM</sup></li><li>• Discover your own combination of factors</li><li>• Understand which types of work give joy and energy, and which are frustrating and draining for you</li><li>• Alleviate guilt and judgement about struggles people have with certain types of work</li><li>• Get more done in less time using the 3 stages of work</li><li>• Understand your team map</li><li>• Enable your team to play to their strengths and manage their frustrations to achieve objectives</li><li>• Improve team communication and decision-making</li><li>• Enable greater understanding of others' motivators</li></ul>
Inclusions	<ul style="list-style-type: none"><li>• Personal Working Genius Profile Report</li><li>• Certified Working Genius Facilitator</li><li>• Workbook</li><li>• Individual and group activities</li></ul>
Target audience	Any intact team
Course duration	2-hours facilitated (introductory course) + 0.5hrs pre-work
Prerequisites	Nil
Delivery medium	Face-to-face or virtual



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# 6 Types of Working Genius<sup>TM</sup> - Advanced



Program outline	Build on the 6 Types of Working Genius <sup>TM</sup> - An Introduction Program and deepen your team's application of its geniuses in projects and meetings.
Key concepts and learning outcomes	<ul style="list-style-type: none"><li>• Analyse a past project using the Working Genius<sup>TM</sup> model</li><li>• Understand where the team gets stuck, lost and/or bored</li><li>• Re-orient your team to get better project outcomes by utilising the geniuses in your team more effectively</li><li>• Learn the Lencioni meeting model</li><li>• Learn how to use the team's geniuses more effectively in meetings</li></ul>
Inclusions	<ul style="list-style-type: none"><li>• Certified Working Genius Facilitator</li><li>• Workbook</li><li>• Individual and group activities</li></ul>
Target audience	Any intact team
Course duration	2-hours facilitated
Prerequisites	2-hour facilitated (introductory course) + 0.5hrs pre-work (WG profile)
Delivery medium	Face-to-face or virtual



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# 5 Behaviours of a Cohesive Team™



<p>Program outline</p>	<p>Using Patrick Lencioni's <i>Five Behaviours</i> model (FBCT) this program will enable team members to learn to work together more efficiently and effectively and to become a more cohesive team.</p>
<p>Key concepts and learning outcomes</p>	<ul style="list-style-type: none"> <li>• 5 Behaviours of a Cohesive Team Model™ Overview</li> <li>• Establishing and enhancing vulnerability-based <b>trust</b></li> <li>• Understanding and leveraging each other's DiSC Style</li> <li>• Embracing healthy <b>conflict</b> and developing team norms for acceptable behaviours during conflict</li> <li>• Increasing <b>commitment</b> by developing team ground rules</li> <li>• Improving <b>accountability</b> through feedback</li> <li>• Focusing on <b>results</b> using a team scoreboard and progress tracker</li> </ul>
<p>Inclusions</p>	<ul style="list-style-type: none"> <li>• 5 Behaviours of a Cohesive Team™ Profile Report &amp; Workbook</li> <li>• DiSC Profile</li> <li>• Certified 5BCT Facilitator</li> <li>• Both individual and group activities</li> </ul>
<p>Target audience</p>	<p>Any intact team. Particularly powerful for Executive teams</p>
<p>Course duration</p>	<p>2 days facilitated + 1.5hrs pre-work + 0.5hrs post-work</p>
<p>Prerequisites</p>	<ul style="list-style-type: none"> <li>• Team has been formed for a minimum of 8 weeks</li> <li>• 1:1 conversation with Team Leader prior to workshop</li> </ul>
<p>Delivery medium</p>	<p>Face-to-face</p>



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# Developing a Team Playbook™



<p><b>Program outline</b></p>	<p>Designed around Patrick Lencioni's Playbook™ concept, this program is designed to create clarity for teams on six critical questions which are then captured in a concise three-page team playbook. Ready to get your team on the 'same page' then this program is for you!</p>
<p><b>Key concepts and learning outcomes</b></p>	<p>Develop the answers to 6 critical questions with your team to ensure clarity:</p> <ol style="list-style-type: none"> <li>1. Why do we exist? Discover your team's 'why'.</li> <li>2. How do we behave? Clarify your Values and Behaviours.</li> <li>3. What do we do? Specify your critical functions.</li> <li>4. How will we be successful? Discover your strategic anchors for decision making.</li> <li>5. What is most important, right now? Uncover your #1 priority and all the essential day to day activities you need to deliver to 'keep the lights on' in your team/business.</li> <li>6. Who must do what? Specify each individual team member's accountabilities - increase efficiency and effectiveness and identify development opportunities.</li> </ol>
<p><b>Inclusions</b></p>	<ul style="list-style-type: none"> <li>• Certified 5BCT Facilitator</li> <li>• Team Playbook</li> <li>• Both individual and group activities</li> </ul>
<p><b>Target audience</b></p>	<p>Any intact team. Particularly powerful for Executive Teams</p>
<p><b>Course duration</b></p>	<p>2 days facilitated + 2hrs pre-work + 0.5hrs post-work</p>
<p><b>Prerequisites</b></p>	<p>5 Behaviours of a Cohesive Team (recommended)</p>
<p><b>Delivery medium</b></p>	<p>Face-to-face</p>



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# Building Relationships with DiSC



<p><b>Program outline</b></p>	<p>This engaging group program takes participants through their DiSC Profile and builds understanding of how each participant can flex their behavioural styles - in particular, around communication and conflict - to be even more effective within and across teams, with their stakeholders and with clients.</p>
<p><b>Key concepts and learning outcomes</b></p>	<ul style="list-style-type: none"> <li>• The DiSC Model &amp; Key Principles of DISC</li> <li>• Your specific style preference</li> <li>• Unexpected items about your style</li> <li>• The team/group DiSC Map and what this means for the team/group</li> <li>• Strengths &amp; Limitations of each style preference</li> <li>• Motivators &amp; Stressors of each style preference</li> <li>• How to read other people's styles</li> <li>• Adapting your style to enhance communication &amp; cooperation</li> <li>• Adapting your style to successfully manage conflict</li> <li>• Increasing your effectiveness by implementing new behavioural habits</li> </ul>
<p><b>Inclusions</b></p>	<ul style="list-style-type: none"> <li>• Personal DiSC Profile and Supplement Report</li> <li>• Certified DiSC Practitioner/Facilitator</li> <li>• Workbook</li> <li>• Access to additional information resources</li> <li>• Individual and group activities</li> </ul>
<p><b>Target audience</b></p>	<p>Any intact team or mixed group</p>
<p><b>Course duration</b></p>	<p>4 hours facilitated + 1.5 hours pre-work (incl. DiSC Assessment)</p>
<p><b>Prerequisites</b></p>	<p>Nil</p>
<p><b>Delivery medium</b></p>	<p>Face-to-face or virtual</p>



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# Building Resilience and Wellbeing



<b>Program outline</b>	This workshop builds awareness and understanding of why mental health and wellbeing are so critical, and provides practical tools and strategies to develop healthy habits to build resilience and maintain positive balance.
<b>Key concepts and learning outcomes</b>	<ul style="list-style-type: none"><li>• Understanding of mental health, resilience and trauma</li><li>• Introduction to Dr Dan Siegel's 'Healthy Mind Platter: the 7 essential daily activities for mental health and wellbeing'</li><li>• Circles of Influence and Concern: a practical approach to managing stress and worry</li><li>• Practical tips and strategies for creating and maintaining healthy new habits to build resilience and boost mental health</li></ul>
<b>Inclusions</b>	<ul style="list-style-type: none"><li>• Highly experienced facilitator</li><li>• Workbook</li><li>• Practical exercises to support changing behaviours</li><li>• Extensive additional resources and expert information to support further learning</li></ul>
<b>Target audience</b>	Anyone interested in improving their mental wellbeing
<b>Course duration</b>	2.5hrs facilitated
<b>Prerequisites</b>	Nil
<b>Delivery medium</b>	Face-to-face or virtual Also available as a self-paced (non-facilitated) module.



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# Building Teams



Program outline	<p>This engaging workshop enables participants to understand, experience, and develop the characteristics of cohesive teams in their own team. Participants will develop a plan to build a cohesive and high-performing team that achieves results.</p>
Key concepts and learning outcomes	<ul style="list-style-type: none"><li>• How to create an environment where team members are able to be vulnerable and trust each other</li><li>• How to encourage team members to openly and constructively debate ideas</li><li>• How to enable team members to commit to decisions</li><li>• How to model behaviour that holds all team members accountable to a clear plan of action</li><li>• How to focus the team on achieving collective results</li><li>• How to draw all learnings together into a comprehensive team-building road map</li></ul>
Inclusions	<ul style="list-style-type: none"><li>• Highly experienced facilitator</li><li>• Extensive practical components to embed skills</li><li>• Workbook</li></ul>
Target audience	Beginning leaders
Course duration	2 days facilitated + 2.5hrs pre-work + 4hrs post-work
Prerequisites	Nil
Delivery medium	Face-to-face



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# Understanding and Leading Change



<p><b>Program outline</b></p>	<p>Participants will gain insight into their own and others' approach to change and learn how to communicate change messages that resonate with stakeholders and result in successful outcomes from change initiatives. This program also provides participants with a practical 3-part change framework to navigate any transition successfully.</p>
<p><b>Key concepts and learning outcomes</b></p>	<ul style="list-style-type: none"> <li>• Understanding what change is and why it can be so challenging to navigate successfully</li> <li>• Understanding different reactions to change and how to respond to each</li> <li>• Identifying and assessing risks related to change</li> <li>• The difference between change and transition, and how to manage each transition phase successfully</li> <li>• Your Change Management Style and how it impacts your approach to change</li> <li>• Communicating change messages effectively to achieve desired outcomes</li> <li>• The 'Switch' Framework for managing change</li> <li>• How to apply the strategies and tools learned in this program to a customised change scenario</li> </ul>
<p><b>Inclusions</b></p>	<ul style="list-style-type: none"> <li>• Personal Change Style Indicator Profile Report</li> <li>• Customised scenarios to focus on changes specific to your team or business</li> <li>• Highly experienced facilitator</li> <li>• Workbook</li> </ul>
<p><b>Target audience</b></p>	<p>Beginning leaders</p>
<p><b>Course duration</b></p>	<p>2 days facilitated + 1hr pre-work</p>
<p><b>Prerequisites</b></p>	<p>Nil</p>
<p><b>Delivery medium</b></p>	<p>Face-to-face or virtual</p>



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# Managing Change with the 'Switch' Framework



<p><b>Program outline</b></p>	<p>Based on the book, 'Switch: How to Change Things when Change is Hard' by Chip and Dan Heath, this series of short workshops provides a comprehensive understanding of the 'Switch' framework for managing organisational change, with illustrative case studies and practical opportunities to apply the framework to a current change scenario within your business.</p>
<p><b>Key concepts and learning outcomes</b></p>	<ul style="list-style-type: none"> <li>• An in-depth understanding of the 'Switch' methodology and what is required for successful organisational change</li> <li>• How to implement the 3-element framework to enable successful change by:             <ol style="list-style-type: none"> <li>1. Creating clarity on the transition (Directing the rider)</li> <li>2. Generating energy for the transition (Motivating the elephant)</li> <li>3. Adapting the environment to ensure the transition will be successful (Shaping the path)</li> </ol> </li> </ul>
<p><b>Inclusions</b></p>	<ul style="list-style-type: none"> <li>• A copy of the book per participant</li> <li>• Individual reflection exercises</li> <li>• Highly experienced facilitator</li> <li>• Interactive group discussions</li> <li>• Practical application of the framework</li> <li>• Additional learning resources</li> <li>• Small groups (maximum 8)</li> </ul>
<p><b>Target audience</b></p>	<p>Leaders, teams or mixed groups, change practitioners</p>
<p><b>Course duration</b></p>	<p>1 x facilitated introductory session + 3 x 2hr facilitated sessions over 8 weeks + approx 4-5hrs pre- and post-work (reading and reflection)</p>
<p><b>Prerequisites</b></p>	<p>Nil</p>
<p><b>Delivery medium</b></p>	<p>Virtual</p>



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# Delegation

Program outline	This program sets leaders up for success by providing them with a framework to effectively delegate tasks and decisions to their team.
Key concepts and learning outcomes	<ul style="list-style-type: none"><li>• How to clearly and comfortably delegate both routine and important tasks and decisions using Brene Brown's TASC method - Task, Authority, Success, Checklist</li><li>• How to broadly share both responsibility and accountability</li><li>• How to enable others to complete the delegated task</li><li>• How to effectively prepare and equip others to take on delegated tasks</li><li>• How to provide support without removing responsibility</li></ul>
Inclusions	<ul style="list-style-type: none"><li>• Highly experienced facilitator</li><li>• Extensive practical components to embed skills</li><li>• Workbook</li></ul>
Target audience	Beginning leaders
Course duration	1 day facilitated + 2.5hrs pre-work + 3hrs post-work
Prerequisites	Nil
Delivery medium	Face-to-face



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# Developing Your People



<p><b>Program outline</b></p>	<p>This practical program provides leaders and technical experts with the coaching skills to develop others' knowledge, skills and capabilities and a framework with which to provide both positive feedback and feedback for improvement.</p>
<p><b>Key concepts and learning outcomes</b></p>	<ul style="list-style-type: none"> <li>• Use the STAR framework to deliver feedback - both positive and for improvement</li> <li>• How to ensure feedback achieves desired outcomes</li> </ul> <p>Three attributes of an effective coach:</p> <ul style="list-style-type: none"> <li>• How to be present with your people</li> <li>• Active listening skills</li> <li>• Powerful questioning techniques</li> </ul> <p>The GROW Coaching Model:</p> <ul style="list-style-type: none"> <li>• How to have an effective coaching or development conversation</li> <li>• How to enable others to identify and implement new behaviours to improve their performance and achieve their goals</li> <li>• How to develop new habits</li> </ul>
<p><b>Inclusions</b></p>	<ul style="list-style-type: none"> <li>• Highly experienced facilitator</li> <li>• Live coaching demonstrations &amp; coaching triads</li> <li>• Extensive practical component to embed skills</li> <li>• Workbook</li> </ul>
<p><b>Target audience</b></p>	<p>Beginning leaders and technical experts</p>
<p><b>Course duration</b></p>	<p>1 day facilitated + 0.5hrs pre-work</p>
<p><b>Prerequisites</b></p>	<p>Nil</p>
<p><b>Delivery medium</b></p>	<p>Face-to-face or virtual</p>



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# Engaging Stakeholders



<p><b>Program outline</b></p>	<p>This program builds on participants' knowledge of the DiSC Model to develop effective stakeholder engagement capability. With a focus on first understanding your stakeholders and then tailoring your approach to achieve desired outcomes, this program is full of practical tools and strategies that participants can implement immediately to build productive relationships.</p>
<p><b>Key concepts and learning outcomes</b></p>	<ul style="list-style-type: none"> <li>• Identify the behavioural tendencies of your stakeholder/s using the DiSC Behavioural Preference Model, and adapt your communication style to suit</li> <li>• Guide a conversation with a stakeholder using open questions to seek understanding</li> <li>• Apply active listening skills in various scenarios</li> <li>• Strengthen stakeholder relationships through effective communication, negotiation and resolution of issues</li> <li>• Understand conflict, its benefits and how to manage it successfully using a Win/Win approach</li> <li>• Defuse heated situations and restore communication</li> <li>• Provide constructive feedback to your stakeholder/s and elicit a positive outcome using 'I' Statements</li> </ul>
<p><b>Inclusions</b></p>	<ul style="list-style-type: none"> <li>• Certified DiSC Practitioner/Facilitator</li> <li>• Workbook</li> <li>• Additional printed and digital resources to extend learning</li> </ul>
<p><b>Target audience</b></p>	<p>Team members, beginning leaders and/or technical experts</p>
<p><b>Course duration</b></p>	<p>1.5 days facilitated + 1.5hrs pre-work + 1.5hrs post-work</p>
<p><b>Prerequisites</b></p>	<p>Building Relationships with DiSC</p>
<p><b>Delivery medium</b></p>	<p>Face-to-face or virtual</p>



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# Engaging your Team



<b>Program outline</b>	It's never been more important to engage your team. This program provides you with practical tools to ensure your team members speak positively about your team and organisation, want to stay with you into the future and strive every day to deliver business success.
<b>Key concepts and learning outcomes</b>	<p>The what and the why of employee engagement</p> <ul style="list-style-type: none"><li>• Developing a vision for employee engagement in your team</li><li>• The Belief Model - how our beliefs shape our thoughts, feelings and behaviours and how to reframe unhelpful thoughts</li><li>• How to role model your company Values</li><li>• How to engage through storytelling</li></ul> <p>Patrick Lencioni's Employee Engagement model - how to combat anonymity, irrelevance and immeasurement</p> <ul style="list-style-type: none"><li>• Engagement through trust - I am known and trusted</li><li>• Engagement through empowerment - I know why I'm here and how I contribute</li><li>• Engagement through measurement - I can see how I'm progressing by myself</li></ul>
<b>Inclusions</b>	<ul style="list-style-type: none"><li>• Highly experienced facilitator</li><li>• Extensive practical components to embed skills</li><li>• Workbook</li></ul>
<b>Target audience</b>	Beginning leaders
<b>Course duration</b>	2 days facilitated + 1.5hrs pre-work
<b>Prerequisites</b>	Nil
<b>Delivery medium</b>	Face-to-face



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# The Ideal Team Player<sup>TM</sup>



<p><b>Program outline</b></p>	<p>Based on the book, 'Ideal Team Player' by Patrick Lencioni, this series of short workshops enables teams to become truly masterful in the way they work together, through an understanding of the three ideal attributes of team players and how to leverage these to become a more cohesive and collaborative team.</p>
<p><b>Key concepts and learning outcomes</b></p>	<ul style="list-style-type: none"> <li>• An in-depth understanding of the three 'virtues' - Humble, Hungry and Smart - and their associated behaviours</li> <li>• Personal strengths and opportunities for growth</li> <li>• How to recognise the presence or absence of each trait in yourself and others</li> <li>• Opportunities and challenges</li> <li>• How to develop ideal behaviours</li> <li>• How to leverage the framework to improve working relationships and become a more cohesive, healthy, functioning team</li> </ul>
<p><b>Inclusions</b></p>	<ul style="list-style-type: none"> <li>• A copy of the book, 'Ideal Team Player', per participant</li> <li>• Ideal Team Player<sup>TM</sup> Self-Assessment Report</li> <li>• Workbook and additional learning resources</li> <li>• Highly experienced facilitator</li> <li>• Interactive group discussions</li> </ul>
<p><b>Target audience</b></p>	<p>Teams - all types</p>
<p><b>Course duration</b></p>	<p>1 x 1hr facilitated introductory session + 3 x 2hr facilitated sessions over 8 weeks + approx 4-5hrs pre- and post-work (reading and reflection)</p>
<p><b>Prerequisites</b></p>	<p>Building Relationships with DiSC</p>
<p><b>Delivery medium</b></p>	<p>Virtual</p>



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# Learn to LEAD!®



<p><b>Program outline</b></p>	<p>Get your new leaders off to a flying start with this series of interactive workshops. Based on the book, 'On your marks, get set... LEAD!' by our very own Anna Marshall, this series of short workshops lays the foundations for emerging and future leaders to set themselves up for success by developing the key skills, behaviours and attributes of inspiring leaders.</p>
<p><b>Key concepts and learning outcomes</b></p>	<ul style="list-style-type: none"> <li>• Navigating the transition into a leadership role</li> <li>• Creating and maintaining a leadership mindset</li> <li>• The coaching approach to leadership</li> <li>• The five essential duties of people leadership             <ol style="list-style-type: none"> <li>1. How to connect with your team</li> <li>2. How to communicate effectively with your team</li> <li>3. How to focus your team on what matters most</li> <li>4. How to develop your team</li> <li>5. How to resolve problems with your team</li> </ol> </li> <li>• Develop a personal plan for ongoing development</li> </ul>
<p><b>Inclusions</b></p>	<ul style="list-style-type: none"> <li>• A copy of the book per participant</li> <li>• Individual reflection exercises</li> <li>• Highly experienced facilitator</li> <li>• Interactive group discussions</li> <li>• Practical application of the tools, strategies and models</li> <li>• Additional learning resources</li> <li>• Small groups (maximum 8)</li> </ul>
<p><b>Target audience</b></p>	<p>New, developing and future leaders</p>
<p><b>Course duration</b></p>	<p>1 x 1.5hr facilitated introductory session + 4 x 1.25hr facilitated sessions over 8 weeks + 4-6hrs pre-and post-work (reading and reflection)</p>
<p><b>Prerequisites</b></p>	<p>Nil</p>
<p><b>Delivery medium</b></p>	<p>Virtual</p>



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# Introduction to Mindfulness



<p><b>Program outline</b></p>	<p>Science-based and highly practical, this hands-on program will show participants how to 'unclog the cogs' and get into the flow zone. Utilising a variety of mindfulness practices, participants will learn how to improve their focus, create clarity, and maintain balance.</p>
<p><b>Key concepts and learning outcomes</b></p>	<ul style="list-style-type: none"> <li>• Create space to think clearly, prioritise effectively and make wise decisions</li> <li>• Improve focus to achieve better results</li> <li>• Gain greater clarity to see what's <i>really</i> going on</li> <li>• Bounce back after challenges and tough times of change, uncertainty, stress and pain</li> <li>• Navigate conflict effectively</li> <li>• Develop healthy and lasting habits to improve physical, mental and emotional health</li> <li>• Increase self-awareness and improve relationships with others</li> <li>• Live a more enjoyable and happy life at work and home!</li> </ul>
<p><b>Inclusions</b></p>	<ul style="list-style-type: none"> <li>• Experienced facilitator</li> <li>• Small groups (max. 10)</li> <li>• Information sessions, group discussion, guided practice and individual reflection.</li> <li>• Resources and information to support individual practice</li> </ul>
<p><b>Target audience</b></p>	<p>All employees; Wellbeing Program participants, etc.</p>
<p><b>Course duration</b></p>	<p>1 x 45min intro session + 4 x 1hr weekly sessions + short daily practice</p>
<p><b>Prerequisites</b></p>	<p>Nil</p>
<p><b>Delivery medium</b></p>	<p>Virtual</p>



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# Managing Time



Program outline	This fun group program has been designed to provide participants with the awareness, tools and strategies to prioritise effectively, overcome roadblocks and manage their time and resources with optimal efficiency.
Key concepts and learning outcomes	<ul style="list-style-type: none"><li>• The importance of persistence &amp; resilience in achieving goals</li><li>• Planning and prioritising tasks, goals and objectives</li><li>• The 4 Quadrant Model for assessing priorities</li><li>• Circles of Influence and Concern</li><li>• Allocating time and resources effectively</li><li>• Leveraging available resources</li><li>• Managing distractions and staying focused</li><li>• Eliminating roadblocks and time-wasters</li><li>• Using core communication principles to communicate priorities to others</li><li>• When and how to say 'no'</li></ul>
Inclusions	<ul style="list-style-type: none"><li>• Highly experienced facilitator</li><li>• Extensive practical components to embed skills</li><li>• Workbook</li></ul>
Target audience	Team members and beginning leaders
Course duration	1 day facilitated + 2hrs pre-work
Prerequisites	Nil
Delivery medium	Face-to-face



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# Recruitment, Selection and Onboarding



<p><b>Program outline</b></p>	<p>Is your business suffering from the costs of high turnover, loss of skilled and experienced employees, or poor employee morale? This workshop equips leaders and managers with the knowledge, understanding and practical tools to successfully recruit the right people for your business.</p>
<p><b>Key concepts and learning outcomes</b></p>	<ul style="list-style-type: none"> <li>• What best-practice recruitment, selection and onboarding involves</li> <li>• Why RS&amp;O are critical for business success</li> <li>• Interview techniques that get the right results</li> <li>• How to minimise biases and make great selection decisions - tips and traps</li> <li>• Leading teams in transition - your role as a leader</li> <li>• Tuckman's 5 stages of team development</li> <li>• How to create a great onboarding experience</li> </ul>
<p><b>Inclusions</b></p>	<ul style="list-style-type: none"> <li>• Highly experienced facilitator</li> <li>• Extensive practical components to embed skills</li> <li>• Workbook</li> </ul>
<p><b>Target audience</b></p>	<p>People leaders who participate in recruitment processes and/or are responsible for onboarding new team members</p>
<p><b>Course duration</b></p>	<p>2 days</p>
<p><b>Prerequisites</b></p>	<p>Nil, however we highly recommend 'Building Relationships with DiSC' (p.14) as a foundational course for all workshops.</p>
<p><b>Delivery medium</b></p>	<p>Face-to-face or virtual.</p>



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