



TRAINING SESSIONS

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What Good Managers do Differently?

COURSE OBJECTIVE

For participants to have an understanding of the key strategies that outstanding managers adopt to bring out the best in their individual team members.

COURSE CONTENT

- Managers are the key to an employee's success – research
- Selecting a person based on their talents
- Identifying talents
- Motivating employees by focusing on their strengths
- Developing an individual by finding the “Best Job Fit”
- How to manage around a weakness
- Wrap up and evaluation sheets

WHO SHOULD ATTEND? *Anyone who would like to:*

- Be a better manager that brings out the best performance in their team
- Have more strategies for motivating individuals and managing around weaknesses.
- Develop more flexibility in their management style.

COURSE RATIONALE

This session is based on in-depth interviews with 80,000 managers at all levels and company sizes. It provides practical tools to empower ordinary managers to coax high performance out of their team members.

CALL TODAY
08 8104 0707

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Keeping Staff Motivated and Engaged

COURSE OBJECTIVE

For participants to gain more insight and understanding of their team members. To know how to recognise their team's individual hot buttons and what motivate them to perform.

COURSE CONTENT

- Motivation and retention
- 4 Communication Styles
- Motivating the different Communication Styles
- Exercise - Adapting to the different styles
- Increasing your flexibility
- Wrap up and evaluation sheets

WHO SHOULD ATTEND? Anyone who would like to:

- Be more flexible in the way they communicate
- To have an enhanced understanding of what motivates different people and how they can get their staff to move in the right direction
- To be able to interact with their staff in a more productive way.

COURSE RATIONALE

This session is the manager's version of Effective Communication. This DiSC profile style session will give participants a self-awareness of their preferred Communication Style and the Communication Styles of others so that they can motivate their team to action.

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Giving Performance Feedback

COURSE OBJECTIVE

For participants to understand the importance of having an effective feedback culture. Also, how they can support the culture by reinforcing good job performance and use diplomatic language to redirect poor job performance.

COURSE CONTENT

- Why feedback?
- Effective feedback.
- DASR process.
- Diplomatic language when giving feedback.
- Case study exercises.
- Guidelines for giving performance appraisal feedback.
- Wrap up and evaluation sheets.

WHO SHOULD ATTEND? *Anyone who would like to:*

- Have more strategies for either reinforcing or redirecting an person's job performance.
- Feel more confident and comfortable giving feedback especially in situations where feedback may not be welcome.
- Instil an effective feedback culture in their workplace.

COURSE RATIONALE

This session not only provides a convincer on the need for regular feedback it also outlines some practical ways to give feedback to team members in a comfortable non – confrontational way.

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The Role of the Change Leader

COURSE OBJECTIVE

For participants to have a deeper understanding of the nature of change and the means for transitioning people through this psychological process.

COURSE CONTENT

- Building trust.
- Change and Transition.
- Leadership Competencies.
- Case study – Rachael.
- Dealing with resistance.
- Motivating your staff.
- Wrap up and evaluation sheets.

WHO SHOULD ATTEND? *Anyone who would like to:*

- Be an effective change leader that can lead their team through this psychological process.
- Have more strategies for dealing with resistance.
- Develop more flexibility in their leadership style.

COURSE RATIONALE

This session focuses on the competencies of leadership and the tension between having a task or people focus. The participants are able to recognise imbalances in leadership styles using a case study approach prior to analysing their own style.

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Coaching Skills for Managers

COURSE OBJECTIVE

For participants to have an understanding of the essential role of the coach and how they can guide their people to develop themselves.

COURSE CONTENT

- The what and why of coaching.
- Coaching - poor performers and high performers.
- Formal coaching vs informal coaching conversations.
- Essential coaching communication skills.
- Structuring a coaching session using the GROW model.
- Wrap up and Evaluation sheets.

WHO SHOULD ATTEND? Anyone who would like to:

- Have more strategies for both formal and informal coaching.
- Feel more confident and comfortable in coaching employees who may be resistant to coaching.
- Instil an effective coaching culture in their workplace.

COURSE RATIONALE

As a leader, one of your most important roles is to coach your people to do their best. By doing this, you help them to make better decisions, solve problems, learn new skills and progress their career. This session will provide participants with the knowledge of how to become an effective coach.

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