

Skill Shots - Short Presentations and Workshops

Often you have limited time available – you just want a quick interactive and powerful learning session for your staff: a Skill Shot.

Choose from a wide variety of topics, which we can deliver as a one-hour 'lunch and learn session', a keynote at your conference or as a short workshop.

We are able to give short presentations on just about any soft-skill topic you can think of.

Some topic ideas:

Leadership Skill Shots

- AI – Appreciative Inquiry
- Accountability at work
- Authentic leadership
- Becoming the boss: how to transition from peer or friend
- Behavioural interviewing styles
- Boosting employee engagement
- Building an innovating organisation
- Business acumen
- Change management
- Charisma: a skill you can develop
- Coaching for leaders
- Courageous conversations
- Creating a feedback culture
- Creating a high-performance culture
- Creating a vision
- Creating behavioural change
- Crisis management
- Cultural diversity
- Delegating skills
- Getting into and staying in big picture thinking
- How to successfully form a new team
- Leading a virtual team
- Managing gen-Y

- Managing professionals
- Managing underperformance
- Why employees underperform
- Measuring performance
- Mentoring
- Motivating and empowering
- Performance appraisals
- Servant leadership
- Teamwork
- The Five Dysfunctions of Teams
- Values-based leadership
- Women in leadership

Communication and Interpersonal Skills

- Assertiveness
- Body language
- Breaking down silos
- Building trust and rapport
- Communicating with emotional intelligence
- Conflict resolution
- Dealing with different generations
- Dealing with difficult colleagues
- Getting things done through others
- How to listen to understand
- Interpersonal Skills
- Making the most of millennials and gen-Y
- Negotiation tips from pros
- Negotiating with colleagues and stakeholders
- Overcoming negative colleagues
- Phone skills
- Powerful first impressions
- Resolving conflict
- Storytelling
- Strategic stakeholder management
- The secrets of influence

Professional Effectiveness

Decision Making

- Behavioural Economics – how we decide
- Courage in the workplace
- Critical thinking
- Decision making
- Idea generation
- Innovation and creative thinking
- Problem solving

Operations

- Continuous improvement
- Creating a culture of innovation
- Lean Six Sigma

Presenting

- Advanced presentation skills tips
- Engage audiences presenting financials
- Managing nerves during presentations
- PowerPoint tips for powerful presentations
- Presentation skills
- Public speaking for beginners

Self Leadership

- Career skills for graduates
- Initiative and personal leadership
- Knowing yourself
- Optimism
- Personal leadership
- Professional networking
- Networking within your organisation
- Resilience under change

Time Management

- Goal setting
- How to work hard, have a happy family life and live healthily
- Managing emails productively
- Managing productive meetings
- Managing stress
- Mind mapping
- Personal and team effectiveness
- Personal productivity
- Speed reading
- The multi-tasking myth
- Time management
- Work-life balance

Internal and External Customer Service

- Customer Service
- CX: creating customer experience
- Customer service essentials
- Customer service over the phone
- Dealing with aggressive people
- Dealing with difficult members of the public
- Dealing with difficult customers
- Email writing for customer service people
- Internal customer service
- Managing difficult and emotional customers

Sales and Commercial Relationships

- Account management
- Building a professional network
- Building client relationships
- Getting to 'Yes'
- Negotiation secrets
- Consulting skills
- SPIN sales
- Strategic selling

HR & Wellbeing

- Bullying and harassment
- Career management
- Diversity
- Job design
- Recruiting talent
- Retaining staff
- Succession planning
- Talent management

Train the Trainer

- Emotional intelligence for trainers and facilitators
- Facilitation secrets
- Quick tips for workplace trainers
- The manager as a trainer
- Training colleagues in group sessions
- Training Needs Analysis
- Training on-the-job

Request a quote

Please call us on 1300 655 098 to discuss how we can deliver a Skill Shot on virtually any soft-skill topic. Alternatively, email us at info@icml.com.au or start a 'chat' on our website icml.com.au/.