



GODFREYS TRAINING BROCHURE

CAPABILITY INITIATIVES

2021 - 2022



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Communicating with impact

We spend most of the day communicating. However, 70% of workplace mistakes are caused by miscommunication.

This program will help build strong relationships and ensure a solid foundation for two-way communication. Through listening and using persuasive speaking skills, you will be able to influence another person's behaviour.

Audience

People wishing to enhance their communication skills and maximise influence.

Duration

1 x 3 hours

Outcomes

Participants learn how to:

- Adapt their communication to personality styles
- Listen to others to make sure they understand
- Build trust and rapport
- Speak clearly and succinctly
- Communicate with impact.



Time management - creating smart habits

With the frantic pace of the current work environment, it's hard not to get overwhelmed by the volume of tasks at hand. Most of us know we need to prioritise and minimise time wasters. But do we look back at our incredibly busy day and wonder what we have actually accomplished?

After this fast paced and highly efficient program you'll feel re-energised to manage your priorities and those of your stakeholders. You'll look forward to dealing with distractions, managing people's expectations and being highly productive.

Audience

Anyone who feels their day is too short and wants to gain more control over an overload of tasks, requests and demands.

Duration

1 x 3 hours

Outcomes

Participants learn how to:

- Identify and tackle time gobblers and wasters
- Set clear and achievable goals and objectives
- Prioritise tasks and activities
- Make a plan to work smarter and stick to it
- Tackle procrastination
- Create smart habits.

Self-leadership

Self-leadership can be defined as 'influencing yourself to achieve your objectives'. To lead ourselves, we need to be aware of who we are and what we aim to achieve.

This program helps to develop the mindset and skills to become an empowered and productive contributor to your organisation.

Audience

Employees and people managers who seek to maximise their personal power and effectiveness.

Duration

1 x 3 hours

Outcomes

Participants learn how to:

- Identify personal values
- Define and build their leadership brand
- Be a proactive team player
- Be accountable and 'walk the talk'
- Embrace change and flexibility.



Assertiveness skills

Life can be overwhelming and stressful for people who have trouble saying 'no'. At the same time, relationships can be damaged by communicating in an overpowering way.

This program teaches simple techniques that dramatically change the way you think about yourself and how you influence others. Our Assertiveness Skills training helps participants to:

- confidently stand your ground
- moderate any overbearing communication styles.

Audience

People who want to:

- improve confidence
- learn how to effectively deal with an overload of demands
- deliver confident and assertive, yet non-aggressive messages.

This is also a great program for people who are sometimes perceived to be communicating too powerfully.

Duration

1 x 3 hours

Outcomes

Participants learn how to:

- Improve confidence
- Deliver an assertive verbal and non-verbal communication style
- Improve self-esteem and confidence
- Handle difficult people
- Create positive relationships
- Deal with challenging situations
- Ask for what they want and need.

Emotional intelligence - empathy and optimism

Successful people are often set apart not by their IQ, but by their EQ; their Emotional Intelligence. Emotional Intelligence is the ability to recognise and manage emotions. Two elements of emotional intelligence are particularly essential in business: empathy and optimism.

This training program will help develop skills to build your EI and thereby your influence.

Audience

Anyone wanting to build their emotional intelligence. Note, this is not just for people managers but for anyone who wants to boost their influence.

Duration

1 x 3 hours

Outcomes

Participants learn how to:

- Recognise the 7 basic human emotions
- Understand the power of empathy and optimism
- Show genuine empathy
- Develop the skills to be a realistic optimist.



Dealing with difficult and emotional situations

It's daunting giving constructive feedback to a client or dealing with emotional customers. Do you need to tell a colleague they're not pulling their weight? Or tell a customer that you can't meet their unreasonable expectations? It's not surprising most of us have the tendency to avoid potential conflict.

Holding courageous conversations means overcoming internal barriers and skilfully addressing the issues rather than the person. In this program you will learn to confidently deliver bad news, tackle difficult behaviour and resolve interpersonal issues.

Audience

Anyone wanting to learn how to courageously resolve tough situations with colleagues, suppliers, customers, your manager or other stakeholders.

Duration

1 x 3 hours

Outcomes

Participants learn how to:

- Overcome reluctance to have difficult conversations
- Use body language constructively
- Use listening techniques to create a calm atmosphere
- Structure messages
- Give and receive feedback
- Deal with emotional reactions.

Email writing

Everyone loves receiving emails that are short and to the point. After this fast-paced program, you will be able to write emails that are clear, concise and persuasive. You will learn to target your writing to the reader to gain influence. You will learn to write customer-focused emails.

Audience

Any team member who communicates with internal and external customers via email.

Duration

1 x 3 hours

Outcomes

Participants learn how to:

- Be courteous, affirmative and persuasive using words
- Keep communication simple and to the point
- Apply formatting and structure to increase readability
- Proofread and edit emails effectively.



Influencing others

In our interconnected world we continuously rely on other people for our success. We need to gain buy-in from stakeholders, peers, senior leadership, team members and clients, without the use of formal authority.

This training program provides the skills to form trusting, respectful relationships. We'll give you practical tips and strategies to work collaboratively and influentially with others to achieve your goals.

Audience

Anyone who needs to influence internal and external stakeholders to achieve outcomes, without using authority.

Duration

1 x 3 hours

Outcomes

Participants learn how to:

- Understand others to adapt their own style
- Build trust and effective rapport
- Influence (and not manipulate)
- Communicate with clarity and persuasion
- Create win-win solutions.

Management 101

As a people manager, assigning and delegating tasks and setting clear expectations is fundamental to the success of your team.

This workshop will build the essential skills to lead and motivate people.

Audience

New or soon to be appointed team leaders, supervisors and managers who have not attended leadership training before, or those who need a refresher.

Duration

2 x 3 hours

Outcomes

Participants learn how to:

- Set clear goals and expectations
- Build credibility
- Listen to understand
- Shape and flex their leadership style
- Delegate and give instructions
- Build trust
- Give feedback that motivates.



Coaching for performance

We all know examples of good sports coaches who take an average team to an extraordinary performance. The same principles apply in the workplace. Leaders with strong coaching skills are far better equipped to help their people reach their full potential. Managers can learn to be great coaches.

This workshop will help you build your ability to unlock and expand other people's potential.

Audience

Managers at any level who want to develop coaching skills to help others perform to their full potential.

Duration

1 x 3 hours

Outcomes

Participants learn how to:

- Build trust
- Coach using a structured model
- Adapt their coaching to different styles
- Provide effective feedback
- Coach with emotional intelligence
- Be a trusted, challenging and inspiring coach.

Building a high performing team

Great leaders inspire great teams. And great teams require enthusiastic and motivated members, working together to achieve goals. But how do leaders create an environment where people 'get along' and cooperate?

This workshop will help you to understand and use individual differences to produce a high performing team.

Audience

Managers wanting to build team cohesiveness and boost team performance.

Duration

2 x 3 hours

Outcomes

Participants learn how to:

- Promote trust and rapport in a team
- Strengthen a culture of constructive conflict
- Identify barriers to high performance
- Develop a learning culture
- Create the conditions for communication, collaboration and cohesion within the team
- Develop shared team action plans that work.



Courageous conversations for leaders

Handling difficult conversations is a fundamental requirement for effective leadership but it is challenging. Most managers face a natural reluctance to confront poor performance in fear of being disliked, potential industrial action or bullying and/or unfair dismissal claims.

However, with the right skills, framework and preparation you'll be able to communicate constructively, assertively and achieve positive outcomes. This program builds practical skills and techniques to confidently conduct difficult conversations.

Audience

Anyone wanting to learn how to courageously resolve tough situations with team members.

Duration

1 x 3 hours

Outcomes

Participants learn how to:

- Identify and overcome internal barriers to engage in difficult conversations
- Prepare and deliver honest feedback
- Utilise a step-by-step difficult conversations framework
- Build acceptance
- Manage difficult and emotional reactions
- Reach agreement and commitment.

Strategic leadership skills masterclass

Leaders are not born but developed. Managers can become great leaders through training, applying new techniques, improving self-awareness and demonstrating a passion for continuous personal improvement.

This leadership skills training program is designed for experienced managers. It builds on your strengths and develops your vision for inspiring leadership.

Audience

Leaders with:

- At least five years leadership experience
- A passion to develop further as a leader
- Previous leadership skills training exposure.

Duration

1 x 3 hours

Outcomes

Participants learn how to:

- Set their personal leadership vision
- Understand and stretch their leadership strengths
- Get into the habit of big picture thinking
- Develop a widely supported vision for their team, department or organisation.



Leading change masterclass

We are operating in a time of exponential change. However change can be frightening. It can make many people fearful, cynical and resistant.

As a leader, if you plan, manage and communicate well, you can achieve the opposite and have people participating enthusiastically in a culture of change.

This program builds the skills to drive successful change – harnessing the energies for quick change whilst dealing proactively with the hurdles and navigating skilfully around the pitfalls.

Audience

Leaders managing change initiatives.

Duration

1 x 3 hours

Outcomes

Participants learn how to:

- Identify the role leadership plays in various change and transformation approaches
- Build confidence in leading change involving complexity, disruption and ambiguity
- Apply effective change leadership skills
- Create requisite resources and capability to enable change
- Build adaptability, resilience and agility for self, others and organisation
- Successfully lead change.

Finance for managers

Do you feel uncomfortable about finances and budgets? You're not alone. Many non-finance trained managers and supervisors are responsible for controlling expenses and even have revenue responsibilities. Often there is also the responsibility for forecasting and managing budgets.

This workshop will give you an introductory understanding of relevant financial concepts used in your organisation. In an enjoyable way, you will learn to interpret your organisation's finance reports and drive the financial performance of your team and store.

Audience

Managers needing to understand finances in their team.

Duration

2 x 3 hours

Outcomes

Participants learn how to:

- Interpret their organisation's financial reports
- Control the flow of money through their team, department or organisation
- Keep track of expenses
- Manage budgets
- Talk the talk with financial people
- Analyse financials and plan for improved financial performance.



Interviewing skills

Successful organisations recruit the finest talent. However, it's tricky to find top staff. People with the right fit sometimes don't interview well. Conversely, some people who interview well turn out not to fit the job. Selecting team members is a very expensive decision to get wrong. It's expensive both financially, and in the ongoing time required to manage a person not suited to the role.

This workshop looks at all the critical interviewing skills needed to find the right person for the role.

Audience

Anyone conducting job interviews.

Duration

1 x 3 hours

Outcomes

Participants learn how to:

- Shortlist the most promising candidates
- Develop a suite of assessment strategies
- Write behavioural interview questions
- Ask candidates the right questions
- Ask questions in the right way
- Probe responses
- Interview giving consideration to discrimination laws.

Critical thinking

In our current day working environment, many people experience information overload. We are facing a global environment that seems to normalise the dissemination of 'alternative facts'. How do you know what to believe? How do you separate the truth from the myths and 'fake news'?

The answer lies in critical thinking skills. It is the ability to clearly reason through problems and to present arguments in a logical, compelling way. It has become a key skill for success in business life. This workshop will give you practical tools and hands-on experience with critical thinking.

Audience

Anyone in the business.

Duration

2 x 3 hours

Outcomes

Participants learn how to:

- Define critical and non-critical thinking
- Be aware of biases and avoid them in your arguments
- Distinguish correlation from causation
- Improve key critical thinking skills, including active listening and questioning
- Prepare and present powerful arguments.



Creative problem solving

Struggling to find new and better ways to do things? Natural creative talent is useful, but creativity can be developed. Through training and practice, you can become the person that people turn to when problems need to be solved.

Finding innovative solutions requires the ability to sort through relevant facts and put them together in ways that work. After this workshop, you will feel equipped and charged to find creative solutions to complex problems. Decision making will be easier.

Audience

People who want to tackle problems in more creative ways and who want to generate different and better solutions.

Outcomes

Participants learn how to:

- Define the problem clearly and unambiguously
- Distinguish root causes from symptoms
- Use a set of tools and techniques to analyse issues
- Think creatively
- Make decisions
- Engage others to solve problems collaboratively.

Approach

You will need to come to the workshop with a business 'problem' you want to solve. You will need to agree on this problem in advance with your line manager.

Duration

2 x 3 hours

Facilitators



Mark Moore - Management, leadership, presentation skills, customer service

Author and facilitator Mark Moore has 24 years of Training and Consulting experience. He published his book 'Ignition' on leadership and performance development in 2013. Mark enjoys blending the latest scientific insights with lessons drawn from actual work experience. Mark encourages participants to develop and practise specific actions which can be implemented immediately when they return to the work environment.



Justine Coleman - Management, leadership, difficult conversations, conflict

Justine is a passionate and energetic facilitator who puts participants at ease with her humour and confident facilitation style. Justine uses her 'real-life' business experience to relate to her participants' challenges and to inject her own anecdotes.



Paul Farina - Managing teams, sales, customer service

Paul has extensive experience in the 'real world' as a leader. One passion is building leadership capability and the other is sport. His semi-professional cricket career comes through in his anecdotes and stories around coaching, leadership and performance. Paul just published the book 'The Rythm Effect: The Leader's Guide to Team Performance'.



Rob Brennan - Leadership

Rob is the ultimate 'group process' facilitator. With clear outcomes in mind, he has an outstanding ability to encourage his groups to come up with their own conclusions and solutions. Rob is very much in his element with senior and executive leadership teams.



Jill Noble - HR, recruitment, wellbeing, unconscious bias, performance management

Jill is an expert in any and all areas of human resource management. She commenced her career in training and recruiting personnel in a call centre. She joined a leading Irish recruitment company and consulted with some of the world's largest organisations on HR and recruitment.



Kathy Berkidge - Agile project management, mindfulness

Kathy has a background in software development with 30 years of experience in a variety of roles in business analysis, training, coaching and consulting. Over time, Kathy has developed a deep expertise in Agile Project Management and mindfulness. She is an energetic and enthusiastic APMG, ICAgile and SCRUM accredited trainer and a dedicated mindfulness practitioner.

Some ICML clients







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