



## **BACK TO BASICS TRAINING COURSE OVERVIEWS for TRAINING MANAGERS AND HR PROFESSIONALS**

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*The Course Overview lists the highlights of each Course*

### **COURSES INCLUDED:**

1. Professional Success Behaviours for Managers
2. Mastering the Four Essentials of Management
- 3-4. Powerful Presentations Parts One and Two
5. Recruiting, Inducting and Keeping Great People
6. Successful Succession Planning
7. Coaching and Staff Training for Managers
8. Applying Emotional Intelligence Skills

**NB** Please note that there are many additional Management and Training Courses which would be relevant – these are simply key Courses for the role of Training Manager or HR Professional

**Don't forget to take advantage of our Gold Card Offer – just \$1500 plus GST for 10 Course Tickets to use at any time over the next 2 years! A tremendous saving of \$2,000 and with 50 different Courses to select from, relevant to all Organisations. Call us now so you don't miss out!**

# BACK TO BASICS TRAINING ... COURSE OVERVIEWS

## TRAINING MANAGERS AND HR PROFESSIONALS

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### PROFESSIONAL SUCCESS BEHAVIOURS FOR MANAGERS

- Recognising it's our choice to be a Top 10% Manager ... a stand out Professional who is essential to the success of the business
- Defining these key ingredients of professionalism and reliability
- Awareness of the six areas we are always judged on as a Manager, regardless of which business we are in or our seniority
- Understanding and implementing the behaviours and expectations of us as Managers
- Essential attitudes for success, including taking ownership and being proactive with everything
- Polish and presentation with our appearance, communication and dealing with others
- Five areas of Professionalism that let us down and let down those we work with
- Strategies to stay on top of the workload and techniques that enable you to make a real and lasting contribution

### THIS COURSE PARTNERS VERY WELL WITH ...

### MASTERING THE FOUR ESSENTIALS OF MANAGEMENT

- The role of the Manager; our responsibilities and outcomes
- Understanding what must get done and how we do it
- Step One of the Management Process: Planning, Diary Management; Prioritising; Big Picture
- Step Two: Analysing Resources and effective Delegation
- Recognise the training component needed to delegate – plan in advance; cross train; systemise and use your team
- Step Three: Leading and Supervising – how to bring out their best
- Give outcomes, confidence and support
- Step Four – Following through and Monitoring – why, when and how to follow through for the best results
- Using After Action Reviews
- Using this Process to become an extraordinary Manager!

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### POWERFUL PRESENTATIONS PART 1 AND 2

- The objective of the two Courses is to build your confidence when presenting in front of a group; to help you identify the key areas that make your presentation memorable and to teach you how to deal with all different types of behaviour and people in the audience
- It is recommended that you stay for the full day as there will be ample opportunity to practise, practise and practise in front of the group as well as to receive feedback on ways to enhance your presentation skills
- This Course is great for all those who need to present in any situation and we've found that even our most experienced Attendees have learnt many new techniques and of course, been reminded about the basics of success!

### Some of the areas we will cover include ...

- Identifying what makes a successful Presentation
- The principles of effective Presentations
- How to identify and achieve the objectives for each session
- The adult learning process and which methods to incorporate to ensure you are meeting the expectations of the people you are training or presenting to
- Techniques for structuring a positive meeting, presentation or training session
- The qualities people want to see exemplified in you as the Presenter
- Analysing the needs and the mood of your audience and winning them over quickly
- Referring to notes or Powerpoint – when, where and how
- Ice Breakers, Energisers and their use
- Specific techniques to help you gain more confidence
- Dealing with group dynamics and handling difficult people
- Strategies to incorporate more interaction in your session
- Prepare, prepare, prepare – what and how to practise
- Ideas for opening and closing your session effectively and memorably!

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### **RECRUITING, INDUCTING AND KEEPING GREAT PEOPLE**

- The eight steps of recruitment defined as a process you can quickly implement to attract quality people
- How to plan and prepare your recruitment needs
- Creating job descriptions and aligning them to KPIs and KRAs
- The differences between the first and second interview and how to remain in control of both; when should you hold a third
- Using key indicators to determine the suitability and qualities of applicants and understand what they'll look for in you
- What to ascertain from a reference check and how to set cultural and results focused standards from the beginning
- The Induction – how to make it meaningful, motivating and the best possible start for all new people to the company
- The first two weeks in the job – make the first weeks, the best weeks using specific techniques for retaining great people
- Why good people leave and tangible steps to prevent this

**THIS COURSE PARTNERS VERY WELL WITH ...**

### **SUCCESSFUL SUCCESSION PLANNING**

- Recognise that winners are made, not found – how to create the right climate for succession and potential leaders
- What are the right criteria for advancing people into the next step and what do we need to do to ensure success of that process
- Maintaining a balance – when to employ from outside, when to promote from within
- Weighing up talents and skills versus vision, drive and attitudes
- How to create an effective Succession Plan in each of the key areas – Identifying, Cultivating, Preparing, Developing and Reproducing Leaders of the Future
- Ranking your team – learn how to rate their potential and how to develop them further
- Involve everyone in succession planning to maximise success
- Improving our own skills and behaviours to raise up other Leaders

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### COACHING AND STAFF TRAINING SKILLS FOR MANAGERS

- The benefits of coaching and developing our team and the skills and behaviours we need to adopt to be a good coach
- Examining the five reasons that we coach; understanding that coaching is our responsibility as Managers
- Training On the Job versus Coaching Off the Floor
- Putting together a detailed Coaching Plan using the Knowledge, Skills and Attitude Matrix
- Individual or Group Coaching – which is best in each situation
- Preparation for one on One Coaching; creating the right environment for learning; effective communication
- Making the coaching experience worthwhile for both of you
- Using other members of your team to assist with coaching
- Following through after each Coaching Session
- Coaching Session Outlines to take back and get started on now!

**WE'D ALSO RECOMMEND THIS COURSE FOR YOU ...**

### APPLYING EMOTIONAL INTELLIGENCE SKILLS

- The Emotional Intelligence Framework – reviewing each of the emotional intelligences/ skills that Goleman identified in his book “Emotional Intelligence”
- Understanding and analysing each emotional skill
- Why these skills are needed in the workplace today and why EI is not to be seen as “soft skills”
- The three key elements of traditional business environments were structure, processes and systems. The three key elements of the emerging business environment is now information, identity and relationships – all areas which require strong application of EI skills to maximise leadership effectiveness and organisational benefit
- Identifying the top three emotional intelligences and the particular behaviours needed to generate our best performance
- Specific ways to continue to develop our Emotional Intelligence skills as well as those of our team so that we continue to grow!