

The Leadership Academy

JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
<p>GOAL SETTING AND GETTING <i>featuring</i> JAMIE LORD</p> <p>SMART and DUMB goals Clarify with MVP Lists LOVE Letters at Work</p>	<p>LEADERS ARE LEARNERS <i>featuring</i> CRAIG LONNEE</p> <p>Objective Assessments Personal Development Plans 360 degree feedback</p>	<p>LEAD OPERATIONAL PLANS <i>featuring</i> ROY WALKER</p> <p>Prepare your Plan Implement thru Bottlenecks What's your Plan B,C,D?</p>	<p>COMMUNICATE WITH INFLUENCE <i>featuring</i> ANDY BOUNDS</p> <p>Prepping Communications Apply the AFTERS Method Feedback is a Gift</p>	<p>LEAD DIFFICULT CONVERSATIONS <i>featuring</i> JACK MACKEY</p> <p>5Ps of Performance Lead with Empathy Agree in 8 Steps / 2 mins</p>	<p>CONFIDENT HIRING AND DEVELOPMENT <i>featuring</i> ERIC SAMUELSON</p> <p>Diversity Benefits Confident Hiring 5 Steps Management Mentor Reports</p>
JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
<p>DEMONSTRATE GOOD LEADERSHIP <i>featuring</i> JOHN SPENCE</p> <p>Standards + Values + KPIs Performance Manage Plans Future Leaders = IQ+EQ+AQ</p>	<p>LEADING TOP TEAMS <i>featuring</i> ANTOINETTE BOND</p> <p>Understand Motivations Plan Team Outcomes Coach NOT Fruit Inspector</p>	<p>COMMUNICATION AT WORK <i>featuring</i> ANDY BOUNDS</p> <p>Prepare to Engage What you CAUSE not SAY Review, Refine, Improve</p>	<p>CRITICAL THINKING AT WORK <i>featuring</i> CRAIG LONNEE</p> <p>The 5 Critical Keys Minimise 101 Human Biases Develop Others</p>	<p>DELIGHT MORE CUSTOMERS <i>featuring</i> JACK MACKEY</p> <p>Identify Customer Needs Measure Touchpoints NPS Industry Benchmarks</p>	<p>LEAD CONTINUOUS IMPROVEMENT <i>featuring</i> WALEED MAZEN</p> <p>Map your Process Coach & Mentor Others Take Innovation Walks</p>

Expert Coaching

Recognised Qualifications

Real Results

