



Leadership Academy



66 Eastern Service Rd, Stapylton QLD 4207 Australia (8am-11.30am)

22 JULY	19 AUG	16 SEPT	21 OCT	18 NOV	2 DEC
GOAL SETTING AND GETTING <i>featuring</i> JAMIE LORD SMART and DUMB goals Clarify with MVP Lists LOVE Letters at Work PEF402	LEADERS ARE LEARNERS <i>featuring</i> CRAIG LONNIE Objective Assessments Personal Development Plans 360 degree feedback PEF403	LEAD OPERATIONAL PLANS <i>featuring</i> ROY WALKER Prepare your Plan Implement thru Bottlenecks What's your Plan B,C,D? OPS402	COMMUNICATE WITH INFLUENCE <i>featuring</i> ANDY BOUNDS Prepping Communications Apply the AFTERS Method Feedback is a Gift LDR401	LEAD DIFFICULT CONVERSATIONS <i>featuring</i> JACK MACKEY 5Ps of Performance Lead with Empathy Agree in 8 Steps / 2 mins LDR413	CONFIDENT HIRING AND DEVELOPMENT <i>featuring</i> WAYNE CROKER Diversity Benefits Confident Hiring 5 Steps Management Mentor Reports LDR521
28 JAN	17 FEB	17 MAR	21 APR	19 MAY	16 JUNE
DEMONSTRATE GREAT LEADERSHIP <i>featuring</i> JOHN SPENCE Standards + Values + KPIs Performance Preview Plans Future Leaders = IQ+EQ+AQ LDR411	LEADING TOP TEAMS <i>featuring</i> WALTER BOND Understand Motivations Plan Team Outcomes Coach NOT Fruit Inspector XTW401	COMMUNICATION AT WORK <i>featuring</i> ANDY BOUNDS Prepare to Engage What you CAUSE not SAY Review, Refine, Improve XCM401	CRITICAL THINKING AT WORK <i>featuring</i> CRAIG LONNIE The 5 Critical Keys Minimise 101 Human Biases Develop Others CRT411	BETTER CUSTOMER OUTCOMES <i>featuring</i> JACK MACKEY Identify Customer Needs Measure Touchpoints NPS Industry Benchmarks OPS404	LEAD CONTINUOUS IMPROVEMENT <i>featuring</i> WALEED MAZEN Map your Process Coach & Mentor Others Take Innovation Walks STR502

Expert Coaching

Program aligns with Nationally Recognised Qualifications via RPL (Recognition of Prior Learning) through Knowledge-Access.com RTO #40961

Subject Matter Experts



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