

# Leadership Academy

JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
<p><b>LEAD CONTINUOUS IMPROVEMENT</b> <i>featuring</i> JACK MACKEY</p> <p>the innovation formula the pdca cycle innovation walks</p>	<p><b>S.M.A.R.T. &amp; D.U.M.B. GOAL SETTING</b> <i>featuring</i> JAMIE LORD</p> <p>the pareto principle mvp lists I.o.v.e. letters</p>	<p><b>LEADERS ARE LIFELONG LEARNERS</b> <i>featuring</i> CRAIG LONNIE</p> <p>3 learning questions personal &amp; 360 assessments the grow model</p>	<p><b>LEAD OPERATIONAL PLANNING</b> <i>featuring</i> MATT SMITH</p> <p>prioritise opportunities who what where when why one key metric</p>	<p><b>WORKPLACE COMMUNICATION STRATEGIES</b> <i>featuring</i> JACK MACKEY</p> <p>position in 4 steps the afters technique i don't care game</p>	<p><b>LEAD DIFFICULT CONVERSATIONS</b> <i>featuring</i> ROY WALKER</p> <p>progress starts from truth understand personalities say anything to anyone</p>
JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
<p><b>GREAT HIRING &amp; STAFF DEVELOPMENT</b> <i>featuring</i> ERIC SAMUELSON</p> <p>expectations Vs agreements attracting top talent MVP Lists</p>	<p><b>DEMONSTRATE INSPIRING LEADERSHIP</b> <i>featuring</i> JOHN SPENCE</p> <p>values drive culture to do Vs to be lists eat your own dogfood</p>	<p><b>LEADING TOP TEAMS</b> <i>featuring</i> WALTER BOND</p> <p>align values coaches V fruit inspectors feedback is a gift</p>	<p><b>BETTER WORKPLACE COMMUNICATIONS</b> <i>featuring</i> ANDY BOUNDS</p> <p>know your core values sell the need follow up - follow through</p>	<p><b>APPLY CRITICAL THINKING</b> <i>featuring</i> CRAIG LONNIE</p> <p>avoid 101 human biases AI assisted thinking be fair, open &amp; inclusive</p>	<p><b>AMAZE, ASTOUND &amp; ASTONISH CUSTOMERS</b> <i>featuring</i> JACK MACKEY</p> <p>cx drives loyalty your 2-3 value drivers nps lead indicator</p>

**Expert Coaching**

Program aligns with Certificate, Diploma & Advanced Diploma of Leadership & Management via RPL (Recognition of Prior Learning) through [Knowledge-Access.com](https://www.knowledge-access.com) RTO #40961

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