

# LEADERSHIP ACADEMY



1. Business Planning 2. Communication Skills 3. Continuous Improvement 4. Critical Thinking  
 5. Crucial Conversations 6. Customer Care 7. Leading Teams 8. Managing Change  
 9. Manage Finances 10. Personal Development 11. Project Management 12. Workplace Relationships



31 January	21-Feb	20-Mar	17-Apr	15-May	19-Jun
<b>DEMONSTRATE LEADERSHIP</b>	<b>LEADING TEAMS</b>	<b>EFFECTIVE WORKPLACE RELATIONSHIPS</b>	<b>COORDINATE OPERATIONAL PLANS</b>	<b>LEAD DIFFICULT CONVERSATIONS</b>	<b>APPLY CRITICAL THINKING</b>
Share Values Define Success Encourage Innovation	Hiring Mistakes Position Compatibility Transition Coaching	Identify the WHY 10 Mentoring Questions Rapport Building is Key	Strategic Thinking First Who What Where When Why Stop-Start-Continue	Start with Empathy The 8 Step Formula Agree > Expect	101 Human Biases VUCA Model Scientific Method
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17 July	21-Aug	18-Sep	16-Oct	6-Nov	27-Nov
<b>COMMUNICATE LIKE A LEADER</b>	<b>LEAD CONTINUOUS IMPROVEMENT</b>	<b>LEAD PERSONAL DEVELOPMENT</b>	<b>MANAGE PRIORITIES</b>	<b>WORKPLACE COMMUNICATION STRATEGIES</b>	<b>CUSTOMER SERVICE STRATEGIES</b>
Position in 4 Steps The Afters Method I Don't Care Game	Map the Process Review Outcomes Coach & Mentor	Know your WHY. Personal Mission Aligning Values	The Pareto Principle DUMG Goals & MVP Lists L.O.V.E. Letters	Know Thyself & Others Maslow's Heirachy Build Trusting Teams	CX Drives Loyalty Identify 2-3 Value Drivers NPS Lead Indicators
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Global Subject Matter Experts

Program aligns with **BSB40520 / BSB50420 / BSB60420** Qualifications in Leadership & Management via RPL (Recognition of Prior Learning)

High Performance Coaching