



Feedback & Conflict

I give and receive excellent feedback. I have skills for handling difficult discussions with empathy & clarity, and foster a culture of open communication. I see conflict as an opportunity for growth. I have understanding of bias, privilege & equity

There are 2 distinct modules here that we provide training in and tools to practice::

- Giving and Receiving Feedback with confidence
- Resolving Difficult Conversations


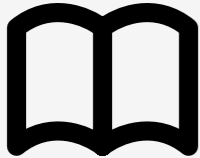
| | Giving and Receiving Feedback with Confidence | Resolving Conflict |
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|  <p>Primary Outcomes</p> | <p>I know that the feedback I offer is well formed, with positive intent and I am able to give it well.</p> <p>I can receive feedback from all sources well, learning the most that I can from it.</p> | <p>I can navigate difficult conversations with confidence and empathy.</p> |
|  <p>Topic Examples</p> | <ul style="list-style-type: none"> • How to discover more opportunities to give feedback • How to know when to give feedback and when not • How to prepare feedback so that it lands really well • How to approach the person with kindness when offering feedback • How to feedback without negativity forming • How to receive more feedback • How to make the most from any feedback | <ul style="list-style-type: none"> • Using conflict as a tool for creativity • Understanding your biases • Understanding the conversation arc (Preperation, immersion, reflection) • Empathy building tools (Naikan, Invocation, Interest based negotiation) • Creating a clear message (Clean Language) • Accepting non-resolution |

Communication, Collaboration & Facilitation

I'm skilled at active listening, non-verbal communication, effective presentations, collaboration & empowerment. I can influence without authority

There are 2 distinct modules here that we provide training in and tools to practice:

- Mastering Effective Presentations & Public Speaking
- Mastering Facilitation

| | Mastering Effective Presentations & Public Speaking | Mastering Facilitation |
|--|--|---|
|  <p>Primary Outcomes</p> | <p>I am able to clearly communicate messages / concepts / whatever is needed through the creation of clear and powerful slide decks</p> <p>I am able to confidently deliver exceptional presentations</p> | <p>I can confidently design and create a space for people to collaboratively achieve their workshop goals, such as, solving problems, or making decisions.</p> |
|  <p>Topic Examples</p> | <ul style="list-style-type: none"> • Understanding you audience • Finding your message • Range of presentation methods (e.g. PechaKucha) • Presentation design principles • Using AI to help build presentations • Advanced powerpoint skills (e.g. transitions and animations etc). • Evaluate & Improve | <ul style="list-style-type: none"> • Workshops dynamics and flow • Four-step instructional design and delivery process (Training from the back of the room) • Small & simply microstructures that encourage active and equal participation (Liberating structures) • Remote / online facilitation tools • In the moment responsiveness |


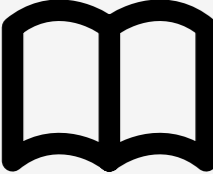
Building High Performance Teams

I cultivate capability, co-operation, co-ordination, communication, coaching & condition

There are 3 distinct modules that we provide training in and tools to practice:

- Forming new teams (with the aspiration and skill to become high performing)
- Optimising existing teams (to continuously improve performance, outcomes and value)
- Rescuing struggling teams

These are all relevant at different stages of a teams lifecycle, and naturally build on each other. Therefore, we recommend all 3 topics are offered in order to create deep skill and confidence in building high performing teams, regardless of where they are in their lifecycle.


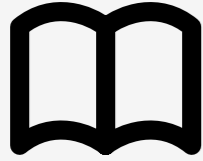
| | Forming New teams | Optimising existing teams | Rescuing struggling teams |
|--|--|---|---|
|  Primary Outcomes | I can connect a group of people together to form a collaborative team | I can Identify the right skills and behaviours needed for a high performing team I know what a high performing team is, within my context | I know how to approach and identify appropriate interventions to support a struggling team |
|  Topic Examples | <ul style="list-style-type: none"> • Team charters • Market place of skills • Personal maps / user manuals • Strong suits • Stakeholder mapping | <ul style="list-style-type: none"> • Continuous improvement • Team maturity tracking • Visualising work • Measuring flow • Team building | <ul style="list-style-type: none"> • Surveys & interview tactics • Exploratory Analysis • Cynefin model • Ecocycle Planning • Mediation • Root cause analysis • Common anti-patterns • Stakeholder management |

Learning & Growth Mindsets & Empowerment

I cultivate a culture of continuous learning, experimentation & growth

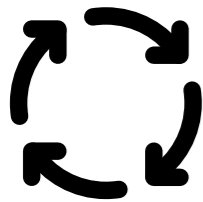
There are 2 distinct modules here that we provide training in and tools to practice:

- Applying an Agile mindset for learning and growth
- Empowering others to succeed (without you!)

| | Agile Mindset | Empowering others |
|--|--|--|
|  Primary Outcomes | I can see the world through an Agile lens and I actively encourage and promote a culture of experimentation, learning and reflection. | I'm able to help other to apply intent based leadership. I apply curiosity rather than judgement towards others. |
|  Topic Examples | <ul style="list-style-type: none">• How Agile helps me be a better leader• Catching assumptions and challenge them• Establishing a culture of learning for individuals, teams and departments• Embracing Failure as Learning• Leading change• My role in supporting experimentation | <ul style="list-style-type: none">• Understanding empowerment• Introduction to Intent-Based Leadership (David Marquet)• Shifting from Leader-Follower to Leader-Leader• Giving Control, Creating Clarity and Building Competence• Establishing Psychological Safety and Trust• Overcoming Barriers to Empowerment |

Our ethos and training approach

The goal of our training is to empower learners to grow and develop, by making their experience memorable, practical, and deeply impactful.



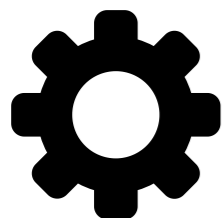
Continuity of Learning

Learning doesn't stop at the end of the session. We ensure that learning continues through follow-up activities, ongoing support, and continuous engagement.



Experience-Based Learning

Learning is most effective when it is grounded in real-world experiences. We incorporate hands-on activities, practical exercises, and real-life scenarios to make the learning relevant and applicable.



Learning Tailored to the Learners' Needs

Each organisation is unique, and our training is designed to meet your needs and preferences. We assess your need and tailor the content and delivery methods accordingly.



How to Practice the Skills Learned

Much of the skills we learn can only be mastered through practice. For everything that we teach we provide clear and accessible tools for learners to practice and refine their new skills.



Keeping It Playful and Safe

A playful and safe learning environment encourages creativity, experimentation, and engagement. We foster an atmosphere where learners feel comfortable taking risks, making mistakes, and learning from them.